

	Page	Table	Title	Base Description	Base
●	1	1	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about landline service in past 6 months	925
●	2	2	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about landline service in past 6 months	925
●	3	3	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?	Base: All complained about landline service in past 6 months - Billing and Customer service complaint	285
●	4	4	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?	Base: All complained about landline service in past 6 months - Billing and Customer service complaint	285
●	5	5	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?	Base: All complained about landline service in past 6 months - Service issue complaint	367
●	6	6	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?	Base: All complained about landline service in past 6 months - Service issue complaint	367
●	7	7	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?	Base: All complained about landline service in past 6 months - Repair and Installation complaint	244
●	8	8	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?	Base: All complained about landline service in past 6 months - Repair and Installation complaint	244
	9	9	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?	Base: All complained about landline service in past 6 months - Something else complaint	29
	10	10	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?	Base: All complained about landline service in past 6 months - Something else complaint	29
●	11	11	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about landline service in past 6 months	925
●	12	12	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about landline service in past 6 months	925
●	13	13	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about landline service in past 6 months	925
●	14	14	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about landline service in past 6 months	925
●	15	15	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about landline service in past 6 months	925

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●	16	16	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about landline service in past 6 months	925
●	17	17	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about landline service in past 6 months by phone	501
●	18	18	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about landline service in past 6 months by phone	501
●	19	19	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about landline service in past 6 months	925
●	20	20	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about landline service in past 6 months	925
●	21	21	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about landline service in past 6 months	925
●	22	22	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about landline service in past 6 months	925
●	23	23	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about landline service in past 6 months	925
●	24	24	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about landline service in past 6 months	925
●	25	25	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about landline service in past 6 months	925
●	26	26	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about landline service in past 6 months	925
●	27	27	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about landline service in past 6 months	925
●	28	28	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about landline service in past 6 months	925
●	29	29	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about landline service in past 6 months	925
●	30	30	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about landline service in past 6 months	925

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●	31	31	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about landline service in past 6 months	925
●	32	32	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about landline service in past 6 months	925
●	33	33	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about landline service in past 6 months	925
●	34	34	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about landline service in past 6 months	925
●	35	35	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about landline service in past 6 months	925
●	36	36	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about landline service in past 6 months	925
●	37	37	Q12: How many times have you been in contact with [Provider] in relation to this particular complaint so far?	Base: All complained about landline service in past 6 months	925
●	38	38	Q12: How many times have you been in contact with [Provider] in relation to this particular complaint so far?	Base: All complained about landline service in past 6 months	925
●	39	39	Q13 How long did it take to resolve the issue with [Provider]/to reach this point in terms of your issue with [Provider]?	Base: All complained about landline service in past 6 months	925
●	40	40	Q13 How long did it take to resolve the issue with [Provider]/to reach this point in terms of your issue with [Provider]?	Base: All complained about landline service in past 6 months	925
●	41	41	Q13 How long did it take to resolve the issue with [Provider]?	Base: All complained about landline service in past 6 months whose issue was completely resolved	606
●	42	42	Q13 How long did it take to resolve the issue with [Provider]?	Base: All complained about landline service in past 6 months whose issue was completely resolved	606
●	43	43	Q13 How long did it take to reach this point in terms of your issue with [Provider]?	Base: All complained about landline service in past 6 months whose issue was not completely resolved	307
●	44	44	Q13 How long did it take to reach this point in terms of your issue with [Provider]?	Base: All complained about landline service in past 6 months whose issue was not completely resolved	307
●	45	45	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about fixed broadband internet service in past 6 months	1017

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●	46	46	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about fixed broadband internet service in past 6 months	1017
●	47	47	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?	Base: All complained about fixed broadband internet service in past 6 months - Billing and Customer service complaint	200
●	48	48	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?	Base: All complained about fixed broadband internet service in past 6 months - Billing and Customer service complaint	200
●	49	49	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?	Base: All complained about fixed broadband internet service in past 6 months - Service issue complaint	571
●	50	50	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?	Base: All complained about fixed broadband internet service in past 6 months - Service issue complaint	571
●	51	51	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?	Base: All complained about fixed broadband internet service in past 6 months - Repair and Installation complaint	227
●	52	52	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?	Base: All complained about fixed broadband internet service in past 6 months - Repair and Installation complaint	227
	53	53	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?	Base: All complained about fixed broadband internet service in past 6 months - Something else complaint	19
	54	54	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?	Base: All complained about fixed broadband internet service in past 6 months - Something else complaint	19
●	55	55	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about fixed broadband internet service in past 6 months	1017
●	56	56	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about fixed broadband internet service in past 6 months	1017
●	57	57	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about fixed broadband internet service in past 6 months	1017
●	58	58	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about fixed broadband internet service in past 6 months	1017
●	59	59	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about fixed broadband internet service in past 6 months	1017

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●	60	60	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about fixed broadband internet service in past 6 months	1017
●	61	61	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about fixed broadband internet service in past 6 months by phone	552
●	62	62	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about fixed broadband internet service in past 6 months by phone	552
●	63	63	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about fixed broadband internet service in past 6 months	1017
●	64	64	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about fixed broadband internet service in past 6 months	1017
●	65	65	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about fixed broadband internet service in past 6 months	1017
●	66	66	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about fixed broadband internet service in past 6 months	1017
●	67	67	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about fixed broadband internet service in past 6 months	1017
●	68	68	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about fixed broadband internet service in past 6 months	1017
●	69	69	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about fixed broadband internet service in past 6 months	1017
●	70	70	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about fixed broadband internet service in past 6 months	1017
●	71	71	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about fixed broadband internet service in past 6 months	1017
●	72	72	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about fixed broadband internet service in past 6 months	1017
●	73	73	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about fixed broadband internet service in past 6 months	1017
●	74	74	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about fixed broadband internet service in past 6 months	1017

	Page	Table	Title	Base Description	Base
●	75	75	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about fixed broadband internet service in past 6 months	1017
●	76	76	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about fixed broadband internet service in past 6 months	1017
●	77	77	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about fixed broadband internet service in past 6 months	1017
●	78	78	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about fixed broadband internet service in past 6 months	1017
●	79	79	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about fixed broadband internet service in past 6 months	1017
●	80	80	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about fixed broadband internet service in past 6 months	1017
●	81	81	Q12: How many times have you been in contact with [Provider] in relation to this particular complaint so far?	Base: All complained about fixed broadband internet service in past 6 months	1017
●	82	82	Q12: How many times have you been in contact with [Provider] in relation to this particular complaint so far?	Base: All complained about fixed broadband internet service in past 6 months	1017
●	83	83	Q13 How long did it take to resolve the issue with [Provider]/to reach this point in terms of your issue with [Provider]?	Base: All complained about fixed broadband internet service in past 6 months	1017
●	84	84	Q13 How long did it take to resolve the issue with [Provider]/to reach this point in terms of your issue with [Provider]?	Base: All complained about fixed broadband internet service in past 6 months	1017
●	85	85	Q13 How long did it take to resolve the issue with [Provider]?	Base: All complained about fixed broadband internet service in past 6 months whose issue was completely resolved	622
●	86	86	Q13 How long did it take to resolve the issue with [Provider]?	Base: All complained about fixed broadband internet service in past 6 months whose issue was completely resolved	622
●	87	87	Q13 How long did it take to reach this point in terms of your issue with [Provider]?	Base: All complained about fixed broadband internet service in past 6 months whose issue was not completely resolved	388
●	88	88	Q13 How long did it take to reach this point in terms of your issue with [Provider]?	Base: All complained about fixed broadband internet service in past 6 months whose issue was not completely resolved	388

	Page	Table	Title	Base Description	Base
●	89	89	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	507
●	90	90	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	507
●	91	91	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Billing and Customer service complaint	82
●	92	92	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Billing and Customer service complaint	82
●	93	93	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Service issue complaint	281
●	94	94	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Service issue complaint	281
●	95	95	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Repair and Installation complaint	133
●	96	96	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Repair and Installation complaint	133
	97	97	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Something else complaint	11
	98	98	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Something else complaint	11
●	99	99	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	507
●	100	100	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	507

	Page	Table	Title	Base Description	Base
●	101	101	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	507
●	102	102	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	507
●	103	103	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	507
●	104	104	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	507
●	105	105	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months by phone	191
●	106	106	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months by phone	191
●	107	107	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	507
●	108	108	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	507
●	109	109	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	507
●	110	110	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	507
●	111	111	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	507
●	112	112	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	507
●	113	113	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	507
●	114	114	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	507
●	115	115	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	507

	Page	Table	Title	Base Description	Base
●	116	116	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	507
●	117	117	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	507
●	118	118	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	507
●	119	119	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	507
●	120	120	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	507
●	121	121	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	507
●	122	122	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	507
●	123	123	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	507
●	124	124	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	507
●	125	125	Q12: How many times have you been in contact with [Provider] in relation to this particular complaint so far?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	507
●	126	126	Q12: How many times have you been in contact with [Provider] in relation to this particular complaint so far?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	507
●	127	127	Q13 How long did it take to resolve the issue with [Provider]/to reach this point in terms of your issue with [Provider]?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	507
●	128	128	Q13 How long did it take to resolve the issue with [Provider]/to reach this point in terms of your issue with [Provider]?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	507
●	129	129	Q13 How long did it take to resolve the issue with [Provider]?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose issue was completely resolved	399

	Page	Table	Title	Base Description	Base
●	130	130	Q13 How long did it take to resolve the issue with [Provider]?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose issue was completely resolved	399
●	131	131	Q13 How long did it take to reach this point in terms of your issue with [Provider]?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose issue was not completely resolved	105
●	132	132	Q13 How long did it take to reach this point in terms of your issue with [Provider]?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose issue was not completely resolved	105
●	133	133	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about mobile phone service in past 6 months	666
●	134	134	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about mobile phone service in past 6 months	666
●	135	135	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?	Base: All complained about mobile phone service in past 6 months - Billing and Customer service complaint	309
●	136	136	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?	Base: All complained about mobile phone service in past 6 months - Billing and Customer service complaint	309
●	137	137	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?	Base: All complained about mobile phone service in past 6 months - Service issue complaint	198
●	138	138	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?	Base: All complained about mobile phone service in past 6 months - Service issue complaint	198
●	139	139	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?	Base: All complained about mobile phone service in past 6 months - Repair and Installation complaint	125
●	140	140	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?	Base: All complained about mobile phone service in past 6 months - Repair and Installation complaint	125
●	141	141	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?	Base: All complained about mobile phone service in past 6 months - Something else complaint	34
●	142	142	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?	Base: All complained about mobile phone service in past 6 months - Something else complaint	34

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●	143	143	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about mobile phone service in past 6 months	666
●	144	144	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about mobile phone service in past 6 months	666
●	145	145	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about mobile phone service in past 6 months	666
●	146	146	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about mobile phone service in past 6 months	666
●	147	147	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about mobile phone service in past 6 months	666
●	148	148	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about mobile phone service in past 6 months	666
●	149	149	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about mobile phone service in past 6 months by phone	373
●	150	150	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about mobile phone service in past 6 months by phone	373
●	151	151	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about mobile phone service in past 6 months	666
●	152	152	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about mobile phone service in past 6 months	666
●	153	153	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about mobile phone service in past 6 months	666
●	154	154	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about mobile phone service in past 6 months	666
●	155	155	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about mobile phone service in past 6 months	666
●	156	156	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about mobile phone service in past 6 months	666
●	157	157	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about mobile phone service in past 6 months	666

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●	158	158	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about mobile phone service in past 6 months	666
●	159	159	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about mobile phone service in past 6 months	666
●	160	160	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about mobile phone service in past 6 months	666
●	161	161	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about mobile phone service in past 6 months	666
●	162	162	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about mobile phone service in past 6 months	666
●	163	163	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about mobile phone service in past 6 months	666
●	164	164	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about mobile phone service in past 6 months	666
●	165	165	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about mobile phone service in past 6 months	666
●	166	166	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?	Base: All complained about mobile phone service in past 6 months	666
●	167	167	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about mobile phone service in past 6 months	666
●	168	168	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about mobile phone service in past 6 months	666
●	169	169	Q12: How many times have you been in contact with [Provider] in relation to this particular complaint so far?	Base: All complained about mobile phone service in past 6 months	666
●	170	170	Q12: How many times have you been in contact with [Provider] in relation to this particular complaint so far?	Base: All complained about mobile phone service in past 6 months	666
●	171	171	Q13 How long did it take to resolve the issue with [Provider]/to reach this point in terms of your issue with [Provider]?	Base: All complained about mobile phone service in past 6 months	666
●	172	172	Q13 How long did it take to resolve the issue with [Provider]/to reach this point in terms of your issue with [Provider]?	Base: All complained about mobile phone service in past 6 months	666

	Page	Table	Title	Base Description	Base
●	173	173	Q13 How long did it take to resolve the issue with [Provider]?	Base: All complained about mobile phone service in past 6 months whose issue was completely resolved	370
●	174	174	Q13 How long did it take to resolve the issue with [Provider]?	Base: All complained about mobile phone service in past 6 months whose issue was completely resolved	370
●	175	175	Q13 How long did it take to reach this point in terms of your issue with [Provider]?	Base: All complained about mobile phone service in past 6 months whose issue was not completely resolved	286
●	176	176	Q13 How long did it take to reach this point in terms of your issue with [Provider]?	Base: All complained about mobile phone service in past 6 months whose issue was not completely resolved	286

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

Base: All complained about landline service in past 6 months

	Supplier				BT											SKY										
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved					
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)				
Total	925	489	537	517	285	244	367	29**	572	196	157	606	307	188	162	120	19**	318	124	47*	293	192				
The service not performing as it should	367	120	302	155	-	-	367	-	251	71	45	274	91	-	-	120	-	77	31	12	71	49				
	40% ^{abd}	25%	56% ^{abcd}	30%	-	-	100% ^{ghi}	-	44% ^{km}	36%	29%	45% ^{no}	30%	-	-	100% ^{sp}	-	24%	25%	26%	24%	26%				
A billing, pricing or payment issue	235	137	112	185	235	-	-	-	123	53	59	128	103	137	-	-	-	87	35	15	78	59				
	25% ^{ac}	28% ^{ac}	21%	36% ^{abc}	82% ^{hi}	-	-	-	22%	27%	38% ^{kl}	21%	34% ^{nh}	73% ^{qr}	-	-	-	27%	28%	32%	27%	31%				
A problem relating to the installation or set up of your service	142	90	45	53	-	142	-	-	99	24	19	99	43	-	90	-	-	61	20	9	60	30				
	15% ^{cd}	18% ^{cd}	8%	10%	-	58% ^{gj}	-	-	17%	12%	12%	16%	14%	-	56% ^{pr}	-	-	19%	16%	19%	20%	16%				
A problem with a repair to the service	102	72	25	64	-	102	-	-	60	27	15	65	35	-	72	-	-	51	19	2	48	24				
	11% ^{ce}	15% ^{ac}	5%	12% ^{cd}	-	42% ^{gj}	-	-	10%	14%	10%	11%	11%	-	44% ^{qr}	-	-	16% st	15%	4%	16%	13%				
Dissatisfaction with customer service from a previous occasion or contact	50	51	31	39	50	-	-	-	22	13	15	25	24	51	-	-	-	31	15	5	27	24				
	5%	10% ^{ac}	6%	8%	18% ^{hi}	-	-	-	4%	7%	10% ^{kl}	4%	8% ^{nh}	27% ^{qr}	-	-	-	10%	12%	11%	9%	13%				
Or something else	29	19	22	21	-	-	29	-	17	8	4	15	11	-	-	-	19	11	4	4	9	6				
	3%	4%	4%	4%	-	-	100%	-	3%	4%	3%	2%	4%	-	-	-	100%	3%	3%	9%	3%	3%				
SUMMARY:																										
Billing and Customer service	285	188	143	224	285	-	-	-	145	66	74	153	127	188	-	-	-	118	50	20	105	83				
	31%	38% ^{ac}	27%	43% ^{ac}	100% ^{hi}	-	-	-	25%	34% ^{kl}	47% ^{kl}	25%	41% ^{nh}	100% ^{qr}	-	-	-	37%	40%	43%	36%	43%				
Repairs and Installation	244	162	70	117	-	244	-	-	159	51	34	164	78	-	162	-	-	112	39	11	108	54				
	26% ^{ac}	33% ^{acd}	13%	23% ^{ac}	-	100% ^{gd}	-	-	28%	26%	22%	27%	25%	-	100% ^{qr}	-	-	35%	31%	23%	37% st	28%				
Service Issues	367	120	302	155	-	-	367	-	251	71	45	274	91	-	-	120	-	77	31	12	71	49				
	40% ^{abd}	25%	56% ^{abcd}	30%	-	-	100% ^{ghi}	-	44% ^{km}	36%	29%	45% ^{no}	30%	-	-	100% ^{sp}	-	24%	25%	26%	24%	26%				
Something else	29	19	22	21	-	-	29	-	17	8	4	15	11	-	-	-	19	11	4	4	9	6				
	3%	4%	4%	4%	-	-	100%	-	3%	4%	3%	2%	4%	-	-	-	100%	3%	3%	9%	3%	3%				

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

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

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

Base: All complained about landline service in past 6 months

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	925	489	537	517	143	70*	302	22**	330	125	82*	378	152	224	117	155	21**	300	137	80*	306	202
The service not performing as it should	367	120	302	155	-	-	302	-	214	63	25	253	46	-	-	155	-	77	52	26	96	58
A billing, pricing or payment issue	235	137	112	185	112	-	-	-	55	28	29	61	51	185	-	-	-	105	47	33	101	82
A problem relating to the installation or set up of your service	142	90	45	53	-	45	-	-	23	8	14	25	18	-	53	-	-	40	8	5	38	14
A problem with a repair to the service	102	72	25	64	-	25	-	-	14	7	4	17	7	-	64	-	-	43	11	10	41	23
Dissatisfaction with customer service from a previous occasion or contact	50	51	31	39	31	-	-	-	10	12	9	11	19	39	-	-	-	22	12	5	19	18
Or something else	29	19	22	21	-	-	22	22	14	7	1	11	11	-	-	-	21	13	7	1	11	7
SUMMARY:																						
Billing and Customer service	285	188	143	224	143	-	-	-	65	40	38	72	70	224	-	-	-	127	59	38	120	100
Repairs and Installation	244	162	70	117	-	70	-	-	37	15	18	42	25	-	117	-	-	83	19	15	79	37
Service Issues	367	120	302	155	-	-	302	-	214	63	25	253	46	-	-	155	-	77	52	26	96	58
Something else	29	19	22	21	-	-	22	22	14	7	1	11	11	-	-	-	21	13	7	1	11	7

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

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

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

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

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	285	188	143	224	285	-**	-**	-**	145	66*	74*	153	127	188	-**	-**	-**	118	50*	20**	105	83*		
Bill was a lot higher than expected	98	70	50	82	98	-	-	-	53	16	29	54	43	70	-	-	-	44	19	7	35	35		
Bill contained items I shouldn't have been charged for	76	17	38	38	76	-	-	-	35	15	26	40	34	17	-	-	-	11	2	4	8	9		
Bill was inaccurate	61	31	32	39	61	-	-	-	33	13	15	34	27	31	-	-	-	14	12	5	13	18		
The format of the bill	41	22	6	21	41	-	-	-	25	10	6	26	14	22	-	-	-	15	5	2	12	10		
Payment issues (including setting up/making a payment, non-direct debit charges)	36	28	14	29	36	-	-	-	22	6	8	22	13	28	-	-	-	18	4	6	13	15		
Getting a refund, credit note or cashback	35	28	15	23	35	-	-	-	17	10	8	19	16	28	-	-	-	18	8	2	19	9		
Didn't do what they said they would do	25	10	8	11	25	-	-	-	8	8	9	12	12	10	-	-	-	6	2	2	5	5		
Rude/dismissive	16	13	7	9	16	-	-	-	7	5	4	8	7	13	-	-	-	8	4	1	5	8		
Took too long to resolve issue	16	19	9	9	16	-	-	-	4	4	8	8	7	19	-	-	-	9	8	2	9	10		
Unable to get through to anyone	14	9	8	14	14	-	-	-	8	4	2	10	4	9	-	-	-	5	4	-	4	5		
Unable to get through to relevant person	13	22	8	3	13	-	-	-	5	4	4	8	5	22	-	-	-	14	5	3	9	13		
Gave incorrect information	12	14	9	13	12	-	-	-	7	3	2	7	5	14	-	-	-	7	5	2	8	6		
Pre-pay credit lost or not credited to card	-	-	-	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Costs of international and roaming calls	-	-	-	9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
A different issue	19	5	20	31	19	-	-	-	7	3	9	7	12	5	-	-	-	3	1	1	4	1		
	7%	3%	14%ab	14%ab	7%	-	-	-	5%	5%	12%	5%	9%	3%	-	-	-	3%	2%	5%	4%	1%		

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

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

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

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	285	188	143	224	143	-**	-**	-**	65*	40*	38*	72*	70*	224	-**	-**	-**	127	59*	38*	120	100
Bill was a lot higher than expected	98	70	50	82	50	-	-	-	23	14	13	26	24	82	-	-	-	44	22	16	41	40
Bill contained items I shouldn't have been charged for	76	17	38	38	38	-	-	-	18	9	11	18	20	38	-	-	-	19	11	8	20	16
Bill was inaccurate	61	31	32	39	32	-	-	-	13	11	8	16	16	39	-	-	-	23	11	5	22	16
The format of the bill	41	22	6	21	6	-	-	-	3	2	1	3	3	21	-	-	-	18	1	2	14	7
Payment issues (including setting up/making a payment, non-direct debit charges)	36	28	14	29	14	-	-	-	9	2	3	9	5	29	-	-	-	14	9	6	20	9
Getting a refund, credit note or cashback	35	28	15	23	15	-	-	-	9	2	4	9	6	23	-	-	-	12	6	5	14	9
Didn't do what they said they would do	25	10	8	11	8	-	-	-	4	1	3	2	5	11	-	-	-	5	3	3	3	8
Rude/dismissive	16	13	7	9	7	-	-	-	1	3	3	3	4	9	-	-	-	7	1	1	6	2
Took too long to resolve issue	16	19	9	9	9	-	-	-	2	2	5	2	6	9	-	-	-	5	1	3	4	5
Unable to get through to anyone	14	9	8	14	8	-	-	-	5	1	2	3	5	14	-	-	-	10	2	2	7	6
Unable to get through to relevant person	13	22	8	3	8	-	-	-	2	3	3	1	6	3	-	-	-	1	1	1	-	3
Gave incorrect information	12	14	9	13	9	-	-	-	1	4	4	3	5	13	-	-	-	7	4	2	7	6
Pre-pay credit lost or not credited to card	-	-	-	5	-	-	-	-	-	-	-	-	-	5	-	-	-	5	-	-	5	-
Costs of international and roaming calls	-	-	-	9	-	-	-	-	-	-	-	-	-	9	-	-	-	7	2	-	8	1
A different issue	19	5	20	31	20	-	-	-	8	6	6	9	11	31	-	-	-	20	7	4	18	13
	7%	3%	14%ab	14%ab	14%	-	-	-	12%	15%	16%	13%	16%	14%	-	-	-	16%	12%	11%	15%	13%

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

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

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

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

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	367	120	302	155	-**	-**	367	-**	251	71*	45*	274	91*	-**	-**	120	-**	77*	31*	12**	71*	49*		
Poor line quality	181	44	155	50	-	-	181	-	130	30	21	135	46	-	-	44	-	31	10	3	28	16		
	49% bd	37%	51% bd	32%			49%		52%	42%	47%	49%	51%			37%		40%	32%	25%	39%	33%		
Connection speed slower than advertised or led to expect	151	17	155	46	-	-	151	-	118	25	8	130	21	-	-	17	-	11	3	3	9	8		
	41% bd	14%	51% abd	30% b			41%		47% um	35% m	18%	47% o	23%			14%		14%	10%	25%	13%	16%		
Complete loss of service	139	53	121	75	-	-	139	-	91	24	24	103	35	-	-	53	-	34	14	5	28	25		
	38%	44%	40%	48% bd			38%		36%	34%	53% um	38%	38%			44%		44%	45%	42%	39%	51%		
Problems with voice over internet (VOIP) telephone calls	116	6	143	31	-	-	116	-	97	17	2	112	4	-	-	6	-	4	-	2	4	2		
	32% bd	5%	47% abd	20% b			32%		39% um	24% m	4%	41% o	4%			5%		5%	-	17%	6%	4%		
Service is not consistently available	109	25	101	50	-	-	109	-	74	21	14	77	31	-	-	25	-	13	10	2	14	11		
	30%	21%	33% b	32% bd			30%		29%	30%	31%	28%	34%			21%		17%	32%	17%	20%	22%		
Poor picture quality	94	5	119	28	-	-	94	-	82	12	-	91	3	-	-	5	-	2	2	1	4	1		
	26% bd	4%	39% abd	18% b			26%		33% um	17% m	-	33% o	3%			4%		3%	6%	8%	6%	2%		
Unable to get certain channels/content	78	8	84	24	-	-	78	-	61	16	1	77	1	-	-	8	-	4	2	2	6	2		
	21% bd	7%	28% abd	15% b			21%		24% um	23% m	2%	28% o	1%			7%		5%	6%	17%	8%	4%		
Unable to access 4G service	-	-	-	7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
				5% abd																				
Text or voice mails delivered late	-	-	-	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
				3% abd																				
Problems with calls being disconnected during a call or not connected at all	-	-	-	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
				3% abd																				
Poor indoor reception/coverage	-	-	-	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
				3% abd																				
Poor outside reception/coverage	-	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
				3% abd																				
A different issue (please describe it briefly in your own words)	6	8	7	8	-	-	6	-	2	-	4	3	3	-	-	8	-	3	2	3	3	5		
	2%	7% ac	2%	5% bd			2%		1%	-	9% bd	1%	3%			7%		4%	6%	25%	4%	10%		

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

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

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

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	367	120	302	155	-**	-**	302	-**	214	63*	25**	253	46*	-**	-**	155	-**	77*	52*	26**	96*	58*
Poor line quality	181	44	155	50	-	-	155	-	127	18	10	136	17	-	-	50	-	27	12	11	34	15
	49% bd	37%	51% bd	32%	-	-	51%	-	59% d	29%	40%	54% bd	37%	-	-	32%	-	35%	23%	42%	35%	26%
Connection speed slower than advertised or led to expect	151	17	155	46	-	-	155	-	129	24	2	151	4	-	-	46	-	30	13	3	39	7
	41% bd	14%	51% abd	30% b	-	-	51%	-	60% d	38%	8%	60% bd	9%	-	-	30%	-	39%	25%	12%	41% d	12%
Complete loss of service	139	53	121	75	-	-	121	-	79	26	16	99	21	-	-	75	-	34	26	15	40	35
	38%	44%	40%	48% bd	-	-	40%	-	37%	41%	64%	39%	46%	-	-	48%	-	44%	50%	58%	42%	60% bd
Problems with voice over internet (VOIP) telephone calls	116	6	143	31	-	-	143	-	118	24	1	141	2	-	-	31	-	23	8	-	28	3
	32% bd	5%	47% abd	20% b	-	-	47%	-	55% d	38%	4%	56% bd	4%	-	-	20%	-	30%	15%	-	29% d	5%
Service is not consistently available	109	25	101	50	-	-	101	-	77	19	5	81	20	-	-	50	-	24	16	10	27	23
	30%	21%	33% b	32% bd	-	-	33%	-	36%	30%	20%	32%	43%	-	-	32%	-	31%	31%	38%	28%	40%
Poor picture quality	94	5	119	28	-	-	119	-	112	7	-	119	-	-	-	28	-	20	3	5	21	7
	26% bd	4%	39% abd	18% b	-	-	39%	-	52% d	11%	-	47% bd	-	-	-	18%	-	26% bd	6%	19%	22%	12%
Unable to get certain channels/content	78	8	84	24	-	-	84	-	66	18	-	83	1	-	-	24	-	12	8	4	18	6
	21% bd	7%	28% abd	15% b	-	-	28%	-	31%	29%	-	33% bd	2%	-	-	15%	-	16%	15%	15%	19%	10%
Unable to access 4G service	-	-	7	-	-	-	-	-	-	-	-	-	-	-	-	7	-	6	1	-	6	1
	-	-	5% abd	-	-	-	-	-	-	-	-	-	-	-	-	5%	-	8%	2%	-	6%	2%
Text or voice mails delivered late	-	-	5	-	-	-	-	-	-	-	-	-	-	-	-	5	-	3	2	-	5	-
	-	-	3% abd	-	-	-	-	-	-	-	-	-	-	-	-	3%	-	4%	4%	-	5%	-
Problems with calls being disconnected during a call or not connected at all	-	-	5	-	-	-	-	-	-	-	-	-	-	-	-	5	-	3	2	-	5	-
	-	-	3% abd	-	-	-	-	-	-	-	-	-	-	-	-	3%	-	4%	4%	-	5%	-
Poor indoor reception/coverage	-	-	5	-	-	-	-	-	-	-	-	-	-	-	-	5	-	4	1	-	3	2
	-	-	3% abd	-	-	-	-	-	-	-	-	-	-	-	-	3%	-	5%	2%	-	3%	3%
Poor outside reception/coverage	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	4	-	3	1	-	3	1
	-	-	3% abd	-	-	-	-	-	-	-	-	-	-	-	-	3%	-	4%	2%	-	3%	2%
A different issue (please describe it briefly in your own words)	6	8	7	8	-	-	7	-	3	1	3	3	4	-	-	8	-	6	2	-	6	2
	2%	7% abd	2%	5% d	-	-	2%	-	1%	2%	12%	1%	9% bd	-	-	5%	-	8%	4%	-	6%	3%

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

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

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

Repairs and Installation

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

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	244	162	70*	117	-**	244	-**	-**	159	51*	34*	164	78*	-**	162	-**	-**	112	39*	11**	108	54*		
Time taken to install the service	80 33% ^{abc}	32 20%	19 27%	26 22%	-	80 33%	-	-	57 36%	11 22%	12 35%	59 36%	21 27%	-	32 20%	-	-	26 23% ^{ab}	3 8%	3 27%	21 19%	11 20%		
Missed/ moved installation appointment	69 28% ^{bc}	35 22%	10 14%	28 24%	-	69 28%	-	-	52 33% ^{cd}	8 16%	9 26%	58 35% ^{cd}	11 14%	-	35 22%	-	-	23 21%	8 21%	4 36%	24 22%	11 20%		
Arranging an installation	65 27% ^{cd}	30 19%	8 11%	22 19%	-	65 27%	-	-	54 34% ^{cd}	5 10%	6 18%	51 31% ^{cd}	14 18%	-	30 19%	-	-	22 20%	7 18%	1 9%	23 21%	7 13%		
Switching issues (e.g. problems trying to switch or problems porting your number)	59 24%	30 19%	12 17%	30 26%	-	59 24%	-	-	48 30% ^{cdm}	7 14%	4 12%	45 27%	14 18%	-	30 19%	-	-	24 21%	3 8%	3 27%	24 22%	6 11%		
Damage to property during installation	56 23%	28 17%	9 13%	22 19%	-	56 23%	-	-	48 30% ^{cdm}	6 12%	2 6%	48 29% ^{cd}	8 10%	-	28 17%	-	-	21 19%	6 15%	1 9%	19 18%	9 17%		
Time taken to repair a fault	52 21%	29 18%	9 13%	27 23%	-	52 21%	-	-	26 16%	16 31% ^{cd}	10 29%	34 21%	16 21%	-	29 18%	-	-	25 22%	4 10%	-	21 19%	8 15%		
Arranging an appointment for an engineer visit	34 14%	18 11%	4 6%	30 26% ^{abc}	-	34 14%	-	-	25 16%	5 10%	4 12%	25 15%	9 12%	-	18 11%	-	-	12 11%	6 15%	-	11 10%	7 13%		
Damage to property during repair	26 11%	11 7%	4 6%	18 15% ^{abc}	-	26 11%	-	-	16 10%	8 16%	2 6%	16 10%	10 13%	-	11 7%	-	-	8 7%	3 8%	-	8 7%	3 6%		
Complaining about an engineer	24 10%	15 9%	2 3%	15 13% ^{cd}	-	24 10%	-	-	17 11%	6 12%	1 3%	20 12%	4 5%	-	15 9%	-	-	12 11%	3 8%	-	9 8%	6 11%		
Missed/moved repair appointment	23 9%	16 10%	5 7%	19 16%	-	23 9%	-	-	16 10%	6 12%	1 3%	16 10%	7 9%	-	16 10%	-	-	12 11%	3 8%	1 9%	10 9%	6 11%		
A different issue	6 2%	6 4%	11 16% ^{abcd}	5 4%	-	6 2%	-	-	2 1%	1 2%	3 9% ^{cd}	2 1%	4 5%	-	6 4%	-	-	2 2%	2 5%	2 18%	4 4%	2 4%		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
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Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

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

Repairs and Installation

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

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installatio n (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfie d (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installatio n (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfie d (v)	Yes (w)	No (x)		
Total	244	162	70*	117	-**	70*	-**	-**	37*	15**	18**	42*	25**	-**	117	-**	-**	83*	19**	15**	79*	37*		
Time taken to install the service	80 33% ^{abc}	32 20%	19 27%	26 22%	-	19	-	-	9	4	6	12	6	-	26	-	-	22	2	2	20	6		
Missed/ moved installation appointment	69 28% ^{cd}	35 22%	10 14%	28 24%	-	10	-	-	4	2	4	6	4	-	28	-	-	22	3	3	21	6		
Arranging an installation	65 27% ^{cd}	30 19%	8 11%	22 19%	-	8	-	-	5	2	1	8	-	-	22	-	-	21	-	1	20	2		
Switching issues (e.g. problems trying to switch or problems porting your number)	59 24%	30 19%	12 17%	30 26%	-	12	-	-	6	2	4	7	4	-	30	-	-	25	3	2	27	2		
Damage to property during installation	56 23%	28 17%	9 13%	22 19%	-	9	-	-	6	2	1	6	3	-	22	-	-	21	-	1	20	2		
Time taken to repair a fault	52 21%	29 18%	9 13%	27 23%	-	9	-	-	4	2	3	4	5	-	27	-	-	17	6	4	20	7		
Arranging an appointment for an engineer visit	34 14%	18 11%	4 6%	30 25% ^{abc}	-	4	-	-	3	1	-	2	2	-	30	-	-	23	4	3	19	11		
Damage to property during repair	26 11%	11 7%	4 6%	18 15% ^{abc}	-	4	-	-	4	-	-	4	-	-	18	-	-	16	1	1	15	3		
Complaining about an engineer	24 10%	15 9%	2 3%	15 13% ^{cd}	-	2	-	-	-	2	-	2	-	-	15	-	-	15	-	-	13	2		
Missed/moved repair appointment	23 9%	16 10%	5 7%	19 16%	-	5	-	-	4	1	-	5	-	-	19	-	-	16	1	2	12	7		
A different issue	6 2%	6 4%	11 16% ^{abcd}	5 4%	-	11	-	-	4	4	3	7	3	-	5	-	-	2	2	1	2	3		

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

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 9

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

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

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	29**	19**	22**	21**	-**	-**	-**	29**	17**	8**	4**	15**	11**	-**	-**	-**	19**	11**	4**	4**	9**	6**		
Change to your package or service (upgrading or downgrading your service)	14	8	3	9	-	-	-	14	4	7	3	7	7	-	-	-	8	6	2	-	5	3		
	48%	42%	14%	43%	-	-	-	48%	24%	88%	75%	47%	64%	-	-	-	42%	55%	50%	-	56%	50%		
Complaining about the terms of your contract	5	1	2	3	-	-	-	5	3	1	1	2	2	-	-	-	1	1	-	-	1	-		
	17%	5%	9%	14%	-	-	-	17%	18%	13%	25%	13%	18%	-	-	-	5%	9%	-	-	11%	-		
Service not performing as advertised or as told in store/over the phone	4	3	-	5	-	-	-	4	3	-	1	2	1	-	-	-	3	2	1	-	2	-		
	14%	16%	-	24%	-	-	-	14%	18%	-	25%	13%	9%	-	-	-	16%	18%	25%	-	22%	-		
Switching issues (e.g. problems trying to switch or problems porting your number)	4	3	2	1	-	-	-	4	3	-	1	3	1	-	-	-	3	2	-	1	2	-		
	14%	16%	9%	5%	-	-	-	14%	18%	-	25%	20%	9%	-	-	-	16%	18%	-	25%	22%	-		
Keeping your mobile phone number when changing suppliers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
A different issue (please describe it briefly in your own words)	7	5	15	6	-	-	-	7	5	1	1	2	4	-	-	-	5	1	1	3	-	3		
	24%	26%	68%	29%	-	-	-	24%	29%	13%	25%	13%	36%	-	-	-	26%	9%	25%	75%	-	50%		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 10

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

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

	Supplier				TALK TALK								VIRGIN MEDIA									
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installatio n (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfie d (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installatio n (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfie d (v)	Yes (w)	No (x)
Total	29**	19**	22**	21**	-**	-**	-**	22**	14**	7**	1**	11**	11**	-**	-**	-**	21**	13**	7**	1**	11**	7**
Change to your package or service (upgrading or downgrading your service)	14 48%	8 42%	3 14%	9 43%	-	-	-	3 14%	3 21%	-	-	1 9%	2 18%	-	-	-	9 43%	4 31%	4 57%	1 100%	3 27%	5 71%
Complaining about the terms of your contract	5 17%	1 5%	2 9%	3 14%	-	-	-	2 9%	2 14%	-	-	2 18%	-	-	-	-	3 14%	2 15%	-	1 100%	2 18%	1 14%
Service not performing as advertised or as told in store/over the phone	4 14%	3 16%	-	5 24%	-	-	-	-	-	-	-	-	-	-	-	-	5 24%	3 23%	2 29%	-	5 45%	-
Switching issues (e.g. problems trying to switch or problems porting your number)	4 14%	3 16%	2 9%	1 5%	-	-	-	2 9%	-	2 29%	-	1 9%	1 9%	-	-	-	1 5%	1 8%	-	-	1 9%	-
Keeping your mobile phone number when changing suppliers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	7 24%	5 26%	15 68%	6 29%	-	-	-	15 68%	9 64%	5 71%	1 100%	7 64%	8 73%	-	-	-	6 29%	5 38%	1 14%	-	2 18%	2 29%

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

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

Base: All complained about landline service in past 6 months

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	925	489	537	517	285	244	367	29**	572	196	157	606	307	188	162	120	19**	318	124	47*	293	192		
Only/mainly on the phone	501	240	278	322	164	113	202	22	249	131	121	295	196	88	69	74	9	151	60	29	143	95		
	54%	49%	52%	62% ^{a/b/c}	58% ^a	46%	55% ^a	76%	44%	67% ^{a/k}	77% ^{a/m}	49%	64% ^{a/n}	47%	43%	62% ^{a/p/q}	47%	47%	48%	62%	49%	49%		
Only/mainly via webchat	103	44	70	36	38	23	39	3	64	20	19	62	40	18	13	10	3	28	9	7	24	20		
	11% ^{a/d}	9%	13% ^{a/b/d}	7%	13%	9%	11%	10%	11%	10%	12%	10%	13%	10%	8%	8%	16%	9%	7%	15%	8%	10%		
Only/mainly via email	97	60	52	39	38	24	34	1	74	15	8	67	30	17	28	13	2	43	15	2	36	24		
	10%	12% ^{a/d}	10%	8%	13%	10%	9%	3%	13% ^{a/m}	8%	5%	11%	10%	9%	17% ^{a/p}	11%	11%	14%	12%	4%	12%	13%		
Only/mainly via another contact method	62	26	45	31	12	26	21	3	54	6	2	49	12	13	9	4	-	17	6	3	17	9		
	7%	5%	8%	6%	4%	11% ^{a/j}	6%	10%	9% ^{a/m}	3%	1%	8% ^{a/o}	4%	7%	6%	3%	-	5%	5%	6%	6%	5%		
Only/mainly by social media	58	41	26	29	8	22	28	-	48	9	1	47	11	19	15	7	-	22	15	4	26	15		
	6%	8% ^{a/c}	5%	6%	3%	9% ^{a/j}	8% ^a	-	8% ^{a/m}	5% ^{a/n}	1%	8% ^{a/o}	4%	10%	9%	6%	-	7%	12%	9%	9%	8%		
Only/mainly in store	52	41	37	26	11	23	18	-	42	7	3	43	9	18	14	7	2	32	8	1	20	20		
	6%	8% ^{a/d}	7%	5%	4%	9% ^{a/j}	5%	-	7% ^{a/m}	4%	2%	7% ^{a/o}	3%	10%	9%	6%	11%	10%	6%	2%	7%	10%		
Only/mainly by letter	50	33	25	28	14	11	25	-	39	8	3	42	8	14	13	5	1	22	10	1	25	8		
	5%	7%	5%	5%	5%	5%	7%	-	7% ^{a/m}	4%	2%	7% ^{a/o}	3%	7%	8%	4%	5%	7%	8%	2%	9%	4%		
Don't know	2	4	4	6	-	2	-	-	2	-	-	1	1	1	1	-	2	3	1	-	2	1		
	*	1%	1%	1% ^{a/d}	-	1%	-	-	*	-	-	*	*	1%	1%	-	11%	1%	1%	-	1%	1%		

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

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

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

Base: All complained about landline service in past 6 months

	Supplier				TALK TALK								VIRGIN MEDIA									
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	925	489	537	517	143	70*	302	22**	330	125	82*	378	152	224	117	155	21**	300	137	80*	306	202
Only/mainly on the phone	501	240	278	322	97	34	134	13	143	81	54	178	96	154	50	101	17	157	100	65	171	148
	54%	49%	52%	62% ^{abc}	68% ^{gh}	49%	44%	59%	43%	65% ^{kl}	66% ^{lm}	47%	63% ^{no}	69% ^{pq}	43%	65% ^{rs}	81%	52%	73% ^t	81% ^{uv}	56%	73% ^w
Only/mainly via webchat	103	44	70	36	24	8	33	5	42	15	13	43	26	15	10	11	-	23	11	2	24	11
	11% ^{ad}	9%	13% ^{bd}	7%	17%	11%	11%	23%	13%	12%	16%	11%	17%	7%	9%	7%	-	8%	8%	3%	8%	5%
Only/mainly via email	97	60	52	39	8	7	35	2	35	10	7	39	13	12	15	11	1	28	9	2	27	12
	10%	12% ^{cd}	10%	8%	6%	10%	12% ^{cd}	9%	11%	8%	9%	10%	9%	5%	15% ^{ep}	7%	5%	9% ^{uv}	7%	3%	9%	6%
Only/mainly via another contact method	62	26	45	31	5	8	32	-	36	8	1	40	5	10	9	11	1	23	6	2	25	6
	7%	5%	8%	6%	3%	11% ^{fg}	11% ^{fg}	-	11% ^{lm}	6%	1%	11% ^{no}	3%	4%	8%	7%	5%	8%	4%	3%	6% ^{uv}	3%
Only/mainly by social media	58	41	26	29	3	5	18	-	22	1	3	21	4	9	9	11	-	27	1	1	22	7
	6%	8% ^{bc}	5%	6%	2%	7%	6%	-	7% ^{kl}	1%	4%	6%	3%	4%	8%	7%	-	9% ^{uv}	1%	1%	7%	3%
Only/mainly in store	52	41	37	26	4	3	30	-	30	5	2	34	3	10	11	5	-	22	3	1	19	7
	6%	8% ^{ad}	7%	5%	3%	4%	10% ^{cd}	-	9% ^{lm}	4%	2%	9% ^{no}	2%	4%	9% ^{rs}	3%	-	7% ^{uv}	2%	1%	6%	3%
Only/mainly by letter	50	33	25	28	2	3	20	-	20	3	2	21	4	14	11	3	-	17	6	5	17	10
	5%	7%	5%	5%	1%	4%	7% ^{cd}	-	6%	2%	2%	6%	3%	6% ^{rs}	9% ^{rs}	2%	-	6%	4%	6%	6%	5%
Don't know	2	4	4	6	-	2	-	2	2	2	-	2	1	-	2	2	2	3	1	2	1	1
	*	1%	1%	1% ^{ad}	-	3% ^{cd}	-	9%	1%	2%	-	1%	1%	-	2%	1%	10%	1%	1%	3%	*	*

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

Ofcom - Quality of Customer Service - Complaints
 Fieldwork: 8th December 2016 - 6th January 2017

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

Base: All complained about landline service in past 6 months

	Supplier				BT										SKY									
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
					Billing and Customer service (g)	Repairs and Installatio n (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfie d (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installatio n (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfie d (v)	Yes (w)	No (x)		
Total	925	489	537	517	285	244	367	29**	572	196	157	606	307	188	162	120	19**	318	124	47*	293	192		
10 - Extremely satisfied (10)	61 7%	60 12% ^{ad}	30 6%	85 16% ^{ad}	19 7%	20 8%	18 5%	4 14%	61 11% ^{dm}	-	-	53 9%	7 2%	23 12%	22 14%	13 11%	2 11%	60 19% ^{dm}	-	-	51 17% ^{dm}	8 4%		
9 -	164 18% ^{bd}	50 10%	84 16% ^b	66 13%	31 11%	50 20% ^{gd}	78 21% ^{gd}	5 17%	164 29% ^{dm}	-	-	153 25% ^{dm}	10 3%	24 13%	12 7%	12 10%	2 11%	50 16% ^{dm}	-	-	39 13% ^{dm}	11 6%		
8 -	191 21%	115 24% ^{ud}	126 23% ^{ud}	86 17%	52 18%	52 21%	83 23%	4 14%	191 33% ^{dm}	-	-	166 27% ^{dm}	24 8%	39 21%	45 28%	29 24%	2 11%	115 36% ^{dm}	-	-	84 28% ^{dm}	30 16%		
7 -	156 17% ^{ud}	93 19% ^{ud}	90 17% ^{ud}	63 12%	43 15%	37 15%	72 20%	4 14%	156 27% ^{dm}	-	-	110 18%	45 15%	32 17%	33 20%	23 19%	5 26%	93 29% ^{dm}	-	-	57 19%	36 19%		
6 -	81 9%	64 13% ^{dm}	52 10%	54 10%	22 8%	20 8%	36 10%	3 10%	-	81 41% ^{dm}	-	45 7%	35 11% ^{dm}	25 13%	18 11%	20 17%	1 5%	-	64 52% ^{dm}	-	-	30 10% ^{dm}	34 18% ^{dm}	
5 -	76 8%	42 9%	41 8%	51 10%	28 10%	22 9%	24 7%	2 7%	-	76 33% ^{dm}	-	39 6%	36 12% ^{dm}	16 9%	17 10%	7 6%	2 11%	-	42 34% ^{dm}	-	-	20 7%	21 11%	
4 -	39 4%	18 4%	32 6%	32 6%	16 6%	9 4%	11 3%	3 10%	-	39 20% ^{dm}	-	9 1%	30 10% ^{dm}	9 5%	4 2%	4 3%	1 5%	-	18 15% ^{dm}	-	-	5 2%	13 7% ^{dm}	
3 -	45 5%	15 3%	29 5%	26 5%	17 6%	12 5%	14 4%	2 7%	-	-	45 29% ^{dm}	11 2%	33 11% ^{dm}	2 1%	6 4%	5 4%	2 11%	-	-	15 32% ^{dm}	4 1%	11 6% ^{dm}		
2 -	45 5%	11 2%	17 3%	15 3%	20 7%	8 3%	16 4%	1 3%	-	-	45 29% ^{dm}	7 1%	36 12% ^{dm}	7 4%	3 2%	1 1%	-	-	-	11 23% ^{dm}	1 *	10 5% ^{dm}		
1 - Extremely dissatisfied (1)	67 7% ^{dm}	21 4%	36 7%	39 8% ^b	37 13% ^{dm}	14 6%	15 4%	1 3%	-	-	67 43% ^{dm}	13 2%	51 17% ^{dm}	11 6%	2 1%	6 5%	2 11%	-	-	21 45% ^{dm}	2 1%	18 9% ^{dm}		
NET: Dissatisfied (1-3)	157 17% ^{dm}	47 10%	82 15% ^{dm}	80 15% ^{dm}	74 26% ^{dm}	34 14%	45 12%	4 14%	-	-	157 100% ^{dm}	31 5%	120 39% ^{dm}	20 11%	11 7%	12 10%	4 21%	-	-	47 100% ^{dm}	7 2%	39 20% ^{dm}		
NET: Neutral (4-6)	196 21%	124 25%	125 23%	137 26% ^{dm}	66 23%	51 21%	71 19%	8 28%	-	196 100% ^{dm}	-	93 15%	101 33% ^{dm}	50 27%	39 24%	31 26%	4 21%	-	124 100% ^{dm}	-	-	55 19%	68 35% ^{dm}	
NET: Satisfied (7-10)	572 62% ^{dm}	318 65% ^{dm}	330 61%	300 58%	145 51%	159 65% ^{gd}	251 68% ^{gd}	17 59%	572 100% ^{dm}	-	-	482 80% ^{dm}	86 28%	118 63%	112 69%	77 64%	11 58%	318 100% ^{dm}	-	-	231 72% ^{dm}	85 44% ^{dm}		
Mean score	6.51	6.90 ^{ad}	6.51	6.63	5.79	6.79 ^g	6.86 ^g	6.69	8.23 ^{dm}	5.21 ^m	1.86	7.53 ^o	4.56	6.80	7.12	6.88	6.16	8.24 ^{dm}	5.37 ^v	1.87	7.67 ^z	5.74		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 14

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

Base: All complained about landline service in past 6 months

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation n (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation n (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	925	489	537	517	143	70*	302	22**	330	125	82*	378	152	224	117	155	21**	300	137	80*	306	202		
10 - Extremely satisfied (10)	61	60	30	85	13	8	5	4	30	-	-	27	2	27	36	17	5	85	-	-	80	4		
	7%	12%ac	6%	16%ac	9%a	11%a	2%	18%	9%dm	-	-	7%a	1%	12%	31%pr	11%	24%	26%am	-	-	26%am	2%		
9 -	164	50	84	66	16	6	61	1	84	-	-	80	3	31	11	19	5	66	-	-	55	9		
	18%bd	10%b	16%b	13%	11%	9%	20%gh	5%	25%im	-	-	21%a	2%	14%	9%	12%	24%	22%uv	-	-	16%am	4%		
8 -	191	115	126	86	21	11	89	5	126	-	-	115	11	36	21	27	2	86	-	-	66	20		
	21%	24%cd	23%cd	17%	15%	16%	29%gh	23%	38%im	-	-	30%cd	7%	16%	18%	17%	10%	29%uv	-	-	22%uv	10%		
7 -	156	93	90	63	15	12	59	4	90	-	-	78	12	33	15	14	1	63	-	-	32	29		
	17%cd	19%cd	17%cd	12%	10%	17%	20%cd	18%	27%im	-	-	21%a	8%	15%	13%	9%	5%	21%uv	-	-	10%	14%		
6 -	81	64	52	54	13	5	29	5	-	52	-	35	17	24	4	23	3	-	54	-	36	16		
	9%	13%ab	10%	10%	9%	7%	10%	23%	-	42%am	-	9%	11%	11%a	3%	15%cd	14%	-	39%uv	-	12%	8%		
5 -	76	42	41	51	14	5	21	1	-	41	-	21	19	20	10	17	4	-	51	-	20	31		
	8%	9%	8%	10%	10%	7%	7%	5%	-	33%km	-	6%	13%ab	9%	9%	11%	19%	-	37%uv	-	7%	15%ab		
4 -	39	18	32	32	13	5	13	1	32	-	-	8	23	15	5	12	-	-	32	-	8	24		
	4%	4%	6%	6%	9%a	7%	4%	5%	-	26%km	-	2%	15%ab	7%	4%	8%	-	-	23%uv	-	3%	12%ab		
3 -	45	15	29	26	12	6	10	1	-	-	29	7	22	11	4	11	-	-	-	26	3	23		
	5%	3%	5%	5%	8%a	9%	3%	5%	-	-	35%kl	2%	14%ab	5%	3%	7%	-	-	-	33%uv	1%	11%ab		
2 -	45	11	17	15	8	5	4	-	-	17	-	2	15	7	2	6	-	-	15	-	3	12		
	5%ab	2%	3%	3%	6%a	7%a	1%	-	-	21%kl	-	1%	10%ab	3%	2%	4%	-	-	19%uv	-	1%	6%ab		
1 - Extremely dissatisfied (1)	67	21	36	39	18	7	11	-	-	36	-	5	28	20	9	9	1	-	39	-	3	34		
	7%ab	4%	7%	8%ab	13%a	10%a	4%	-	-	44%kl	-	1%	18%ab	9%	8%	6%	5%	-	49%uv	-	1%	17%ab		
NET: Dissatisfied (1-3)	157	47	82	80	38	18	25	1	-	82	-	14	65	38	15	26	1	-	80	-	9	69		
	17%ab	10%	15%ab	15%ab	27%a	28%a	8%	5%	-	100%kl	-	4%	43%ab	17%	13%	17%	5%	-	100%uv	-	3%	34%ab		
NET: Neutral (4-6)	196	124	125	137	40	15	63	7	-	125	-	64	59	59	19	52	7	-	137	-	64	71		
	21%	25%	23%	26%a	28%	21%	21%	32%	-	100%km	-	17%	39%ab	26%a	16%	34%cd	33%	-	100%uv	-	21%	35%ab		
NET: Satisfied (7-10)	572	318	330	300	65	37	214	14	330	-	-	300	28	127	83	77	13	300	-	-	233	62		
	62%	65%cd	61%	58%	45%	53%	71%gh	64%	100%im	-	-	78%cd	18%	57%	71%pr	50%	62%	100%uv	-	-	76%uv	31%		
Mean score	6.51	6.90ac	6.51	6.63	5.71	5.94	6.97gh	7.23	8.16im	5.16m	1.91	7.46b	4.16	6.42	7.27pr	6.32	7.48	8.58uv	5.16v	1.84	7.89x	4.74		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 15

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

Base: All complained about landline service in past 6 months

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	925	489	537	517	285	244	367	29**	572	196	157	606	307	188	162	120	19**	318	124	47*	293	192		
10 - Extremely satisfied (10)	124 13%	80 16%	68 13%	136 26% ^{abc}	42 15%	35 14%	43 12%	4	115 20% ^{dm}	4 2%	5 3%	107 18% ^{de}	14 5%	30 16%	27 17%	20 17%	16 16%	68 21% ^{de}	7 6%	5 11%	64 22% ^{de}	16 8%		
9 -	171 18% ^{de}	59 12%	111 21% ^{de}	82 16%	30 11%	54 22% ^g	83 23% ^{de}	4	152 27% ^{dm}	10 5%	9 6%	141 23% ^{de}	30 10%	20 11%	24 15%	13 11%	2 11%	56 18% ^{de}	3 2%	-	44 15% ^{de}	15 8%		
8 -	148 16%	105 21% ^{de}	101 19%	78 15%	42 15%	42 17%	63 17%	3	127 22% ^{dm}	10 5%	11 7%	117 19% ^{de}	31 10%	39 21%	33 20%	30 25%	3 16%	88 28% ^{de}	15 12%	2 4%	78 27% ^{de}	27 14%		
7 -	105 11%	73 15% ^{de}	50 9%	44 9%	33 12%	22 9%	47 13%	3	64 11%	31 16% ^{dm}	10 6%	64 11%	40 13%	30 16%	28 17%	14 12%	1 5%	55 17% ^{de}	16 13%	2 4%	35 12% ^{de}	38 20% ^{de}		
6 -	99 11%	56 11% ^{de}	52 10%	40 8%	34 12%	19 8%	42 11%	4	45 8%	39 20% ^{dm}	15 10%	57 9%	40 13%	19 10%	20 12%	17 14%	-	25 8%	27 22% ^{de}	4 9%	29 10%	27 14%		
5 -	100 11%	48 10%	46 9%	48 9%	35 12%	26 11%	36 10%	3	32 6%	51 28% ^{dm}	17 11% ^{de}	58 10%	39 13%	17 9%	16 10%	10 8%	5 26%	12 4%	34 27% ^{de}	2 4%	22 8%	24 13%		
4 -	56 6% ^{de}	23 5%	32 6%	18 3%	18 6%	16 7%	22 6%	-	19 3%	25 13% ^{dm}	12 8% ^{de}	29 5%	27 9% ^{de}	12 6%	5 3%	6 5%	-	8 3%	10 8% ^{de}	5 11% ^{de}	9 3%	14 7% ^{de}		
3 -	37 4%	17 3%	34 6% ^{ab}	32 6% ^{ab}	18 6%	7 3%	10 3%	2	4 1%	14 7% ^{de}	19 12% ^{de}	9 1%	27 9% ^{de}	8 4%	3 2%	6 5%	-	1 *	9 7% ^{de}	7 15% ^{de}	7 2%	10 5%		
2 -	32 3% ^{de}	8 2%	13 2%	10 2%	8 3%	12 5%	9 2%	3	4 1%	7 4% ^{de}	21 13% ^{de}	11 2%	21 7% ^{de}	2 1%	2 1%	2 2%	2 11%	1 *	2 2%	5 11% ^{de}	2 1%	6 3% ^{de}		
1 - Extremely dissatisfied (1)	49 5%	17 3%	26 5%	25 5%	23 8% ^{de}	11 5%	12 3%	3	7 1%	4 2%	38 24% ^{de}	12 2%	36 12% ^{de}	10 5%	4 2%	2 2%	1 5%	2 1%	1 1%	14 30% ^{de}	3 1%	14 7% ^{de}		
Not applicable	4 *	3 1%	4 1%	4 1%	2 1%	-	-	2	3 7%	1 1%	-	1 *	2 1%	1 1%	-	-	2 11%	2 1%	-	1 2%	-	1 1%		
NET: Dissatisfied (1-3)	118 13% ^{de}	42 9%	73 14% ^{ab}	67 13% ^{ab}	49 17% ^{de}	30 12%	31 8%	8	15 3%	25 13% ^{dm}	78 50% ^{de}	32 5%	84 27% ^{de}	20 11%	9 6%	10 8%	3 16%	4 1%	12 10% ^{de}	26 55% ^{de}	12 4%	30 16% ^{de}		
NET: Neutral (4-6)	255 28% ^{de}	127 26% ^{de}	130 24%	106 21%	87 31%	61 25%	100 27%	7	96 17%	115 59% ^{dm}	44 29% ^{de}	144 24%	106 35% ^{de}	48 26%	41 25%	33 28%	5 26%	45 14%	71 57% ^{de}	11 23%	60 20%	65 34% ^{de}		
NET: Satisfied (7-10)	548 59% ^{de}	317 65% ^{de}	330 61% ^{de}	340 66% ^{de}	147 52%	153 63% ^{de}	236 64% ^{de}	12 41%	458 80% ^{dm}	55 28%	35 22%	429 71% ^{de}	115 37%	119 63%	112 69%	77 64%	9 47%	267 84% ^{de}	41 33%	9 19%	221 75% ^{de}	96 50%		
Mean score	6.78	7.07%	6.87	7.26%	6.36	6.93%	7.06%	5.89	7.93%	5.52%	4.13	7.48%	5.38	6.88	7.30	7.13	6.41	7.98%	5.91%	3.89	7.66%	6.13		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 16

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

Base: All complained about landline service in past 6 months

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	925	489	537	517	143	70*	302	22**	330	125	82*	378	152	224	117	155	21**	300	137	80*	306	202		
10 - Extremely satisfied (10)	124 13%	80 16%	68 13%	136 26% ^{abc}	21 15%	10 14%	33 11%	18%	59 18% ^{klm}	5 4%	4 5%	55 15% ^{no}	12 8%	52 23%	42 36% ^{pqr}	35 23%	7 33%	114 38% ^{tuv}	11 8%	11 14%	104 34% ^{wxy}	29 14%		
9 -	171 18% ^{klm}	59 12%	111 21% ^{klm}	82 16%	22 15%	5 7%	81 27% ^{gh}	3 14%	103 31% ^{klm}	6 5%	2 2%	102 27% ^{no}	9 6%	30 13%	18 15%	30 19%	4 19%	69 23% ^{tuv}	5 4%	8 10%	59 19% ^{wxy}	22 11%		
8 -	148 16%	105 21% ^{klm}	101 19%	78 15%	24 17%	11 16%	62 21%	4 18%	77 23% ^{klm}	15 12%	9 11%	76 20%	25 16%	38 17%	17 15%	22 14%	1 5%	56 19% ^{klm}	20 15% ^{klm}	2 3%	56 18% ^{klm}	22 11%		
7 -	105 11%	73 15% ^{klm}	50 9%	44 9%	15 10%	10 14%	22 7%	3 14%	33 10%	14 11%	3 4%	39 10%	10 7%	23 10%	8 7%	11 7%	2 10%	20 7%	19 14% ^{klm}	5 6%	16 5%	27 13% ^{klm}		
6 -	99 11%	56 11% ^{klm}	52 10%	40 8%	14 10%	7 10%	28 9%	3 14%	23 7%	21 17% ^{klm}	8 10%	36 10%	16 11%	23 10%	5 4%	11 7%	1 5%	12 4%	24 18% ^{klm}	4 5%	16 5%	24 12% ^{klm}		
5 -	100 11%	48 10%	46 9%	48 9%	11 8%	4 6%	29 10%	2 9%	14 4%	24 19% ^{klm}	8 10% ^{klm}	27 7%	19 13% ^{klm}	18 8%	11 9%	18 12%	1 5%	16 5%	27 20% ^{klm}	5 6%	26 8%	21 10%		
4 -	56 6% ^{klm}	23 5%	32 6%	18 3%	7 5%	4 6%	20 7%	1 5%	7 2%	17 14% ^{klm}	8 10% ^{klm}	17 4%	15 10% ^{klm}	9 4%	1 1%	8 5%	-	2 1%	13 9% ^{klm}	3 4% ^{klm}	7 2%	11 5%		
3 -	37 4%	17 3%	34 6% ^{klm}	32 6% ^{klm}	10 7%	9 13% ^{klm}	14 5%	1 5%	10 3%	13 10% ^{klm}	11 13% ^{klm}	18 5%	15 10% ^{klm}	13 6%	5 4%	11 7%	3 14%	5 2%	13 9% ^{klm}	14 18% ^{klm}	11 4%	21 10% ^{klm}		
2 -	32 3% ^{klm}	8 2%	13 2%	10 2%	6 4%	2 3%	4 1%	1 5%	1 *	5 4% ^{klm}	7 9% ^{klm}	5 1%	8 5% ^{klm}	4 2%	2 2%	4 3%	-	1 *	1 1%	8 10% ^{klm}	4 1%	6 3%		
1 - Extremely dissatisfied (1)	49 5%	17 3%	26 5%	25 5%	12 8% ^{klm}	6 9% ^{klm}	8 3%	-	1 *	4 3% ^{klm}	21 23% ^{klm}	2 1%	22 14% ^{klm}	13 6%	7 6%	5 3%	-	3 1%	2 1%	20 22% ^{klm}	5 2%	19 9% ^{klm}		
Not applicable	4 *	3 1%	4 1%	4 1%	1 1%	2 3% ^{klm}	1 *	-	2 1%	1 1%	1 1%	1 *	1 1%	1 *	1 1%	-	2 10%	2 1%	2 1%	-	2 1%	-		
NET: Dissatisfied (1-3)	118 13% ^{klm}	42 9%	73 14% ^{klm}	67 13% ^{klm}	28 20% ^{klm}	17 24% ^{klm}	26 9%	2 9%	12 4%	22 18% ^{klm}	39 48% ^{klm}	25 7%	45 30% ^{klm}	30 13%	14 12%	20 13%	3 14%	9 3%	16 12% ^{klm}	42 53% ^{klm}	20 7%	46 23% ^{klm}		
NET: Neutral (4-6)	255 28% ^{klm}	127 26% ^{klm}	130 24%	106 21%	32 22%	15 21%	77 25%	6 27%	44 13%	62 50% ^{klm}	24 23% ^{klm}	80 21%	50 33% ^{klm}	50 22%	17 15%	37 24%	2 10%	30 10%	64 47% ^{klm}	12 15%	49 16%	56 28% ^{klm}		
NET: Satisfied (7-10)	548 59% ^{klm}	317 65% ^{klm}	330 61% ^{klm}	340 66% ^{klm}	82 57%	36 51%	198 66% ^{klm}	14 64%	272 82% ^{klm}	40 32%	18 22%	272 72% ^{klm}	56 37%	143 64%	85 73%	98 63%	14 67%	259 86% ^{klm}	55 40%	26 33%	235 77% ^{klm}	100 50%		
Mean score	6.78	7.07%	6.87	7.26%	6.52	6.15	7.18% ^{gh}	7.14	6.83% ^{klm}	5.50% ^{klm}	4.19	7.53% ^{no}	5.33	7.08	7.66	7.14	7.79	6.49% ^{klm}	6.00% ^{klm}	4.65	6.00% ^{klm}	6.14		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 17

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

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

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	501	240	278	322	164	113	202	22**	249	131	121	295	196	88*	69*	74*	9**	151	60*	29**	143	95*		
10 - Extremely satisfied (10)	38 8%	28 12%	25 9%	45 14%	8 5%	9 8%	18 9%	3 14%	36 14%	1 1%	1 1%	36 12%	-	9 10%	9 13%	9 12%	1 11%	25 17%	2 3%	1 3%	21 15%	7 7%		
9 - (9)	46 9%	41 17%	25 9%	31 10%	12 7%	13 12%	17 8%	4 18%	43 17%	2 2%	1 1%	37 13%	8 4%	14 16%	18 26%	8 11%	1 11%	40 26%	1 2%	-	33 23%	8 8%		
8 - (8)	70 14%	47 20%	30 11%	44 14%	22 13%	13 12%	34 17%	1 5%	57 23%	11 8%	2 2%	51 17%	18 9%	14 16%	12 17%	20 27%	1 11%	41 27%	4 7%	2 7%	34 24%	13 14%		
7 - (7)	69 14%	28 12%	41 15%	46 14%	21 13%	13 12%	33 16%	2 9%	50 20%	15 11%	4 3%	52 18%	17 9%	10 11%	9 13%	7 9%	2 22%	18 12%	8 13%	2 7%	18 13%	10 11%		
6 - (6)	77 15%	27 11%	41 15%	31 10%	17 10%	21 19%	37 18%	2 9%	32 13%	38 29%	7 6%	53 18%	22 11%	9 10%	6 9%	11 15%	1 11%	14 9%	12 20%	1 3%	15 10%	12 13%		
5 - (5)	50 10%	28 12%	26 9%	32 10%	16 10%	10 9%	20 10%	4 18%	16 6%	26 20%	8 7%	32 11%	17 9%	13 15%	8 12%	6 8%	1 11%	6 4%	18 30%	4 14%	11 8%	16 17%		
4 - (4)	32 6%	14 6%	28 10%	17 5%	8 7%	8 4%	-	-	7 3%	17 13%	8 7%	11 4%	19 10%	8 9%	2 3%	4 5%	-	6 4%	7 12%	1 3%	7 5%	7 7%		
3 - (3)	23 5%	8 3%	15 5%	27 8%	5 3%	6 5%	11 5%	1 5%	2 1%	9 7%	12 10%	3 1%	20 10%	2 2%	4 6%	2 3%	-	-	6 10%	2 7%	2 1%	6 6%		
2 - (2)	32 6%	5 2%	16 6%	14 4%	12 7%	6 5%	12 6%	2 9%	3 1%	8 6%	21 17%	8 3%	24 12%	3 3%	-	1 1%	1 11%	-	1 2%	4 14%	-	4 4%		
1 - Extremely dissatisfied (1)	63 13%	14 6%	30 11%	33 10%	35 21%	14 12%	12 6%	2 9%	2 1%	4 3%	57 47%	11 4%	51 26%	6 7%	1 1%	6 8%	1 11%	1 1%	1 2%	12 41%	2 1%	12 13%		
Not applicable	1 *	-	1 *	2 1%	-	-	-	1 5%	1 *	-	-	1 *	-	-	-	-	-	-	-	-	-	-		
NET: Dissatisfied (1-3)	118 24%	27 11%	61 22%	74 23%	52 32%	26 23%	35 17%	5 23%	7 3%	21 16%	90 74%	22 7%	95 49%	11 13%	5 7%	9 12%	2 22%	1 1%	8 13%	18 62%	4 3%	22 23%		
NET: Neutral (4-6)	159 32%	69 29%	95 34%	80 25%	49 30%	39 35%	65 32%	6 27%	55 22%	81 62%	23 19%	96 33%	58 30%	30 34%	16 23%	21 28%	2 22%	26 17%	37 62%	6 21%	33 23%	35 37%		
NET: Satisfied (7-10)	223 45%	144 60%	121 44%	166 52%	63 38%	48 42%	102 50%	10 45%	186 75%	29 22%	8 7%	176 60%	43 22%	47 53%	48 70%	44 59%	5 56%	124 82%	15 25%	5 17%	106 74%	38 40%		
Mean score	5.75	6.78acd	5.77	6.12	5.07	5.79g	6.23g	6.14	7.53im	5.30m	2.58	6.88o	4.02	6.44	7.96p	6.72	6.11	7.97u	5.47	3.31	7.55v	5.62		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 18

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

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

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	501	240	278	322	97*	34*	134	13**	143	81*	54*	178	96*	154	50*	101	17**	157	100	65*	171	148		
10 - Extremely satisfied (10)	38 8%	28 12%	25 9%	45 14%	9 9%	2 6%	11 8%	3 23%	23 16% <u>lm</u>	1 1%	1 2%	23 13% <u>o</u>	2 2%	23 15%	8 16%	9 9%	5 29%	40 25% <u>uv</u>	4 4%	1 2%	33 19% <u>uv</u>	12 8%		
9 - (9)	46 9%	41 17% <u>acd</u>	25 9%	31 10%	9 9%	1 3%	13 10%	2 15%	23 16% <u>lm</u>	2 2%	-	23 13% <u>o</u>	2 2%	16 10%	3 6%	12 12%	-	26 17% <u>uv</u>	2 2%	3 5%	23 13% <u>o</u>	8 5%		
8 - (8)	70 14%	47 20% <u>o</u>	30 11%	44 14%	11 11%	1 3%	15 11%	3 23%	23 16% <u>lm</u>	6 7%	1 2%	18 10%	12 13%	23 15%	10 20%	9 9%	2 12%	31 20% <u>uv</u>	10 10%	3 5%	29 17%	14 9%		
7 - (7)	69 14%	28 12%	41 15%	46 14%	15 15%	9 26% <u>la</u>	17 13%	-	27 19% <u>lm</u>	11 14%	3 6%	35 20% <u>o</u>	6 6%	23 15%	4 8%	16 16%	3 18%	25 16% <u>w</u>	18 18% <u>w</u>	3 5%	27 16%	19 13%		
6 - (6)	77 15% <u>o</u>	27 11%	41 15%	31 10%	8 8%	4 12%	28 21% <u>o</u>	1 8%	18 13%	17 21%	6 11%	26 15%	15 16%	13 8%	5 10%	10 10%	3 18%	16 10% <u>w</u>	15 15% <u>w</u>	-	17 10%	13 9%		
5 - (5)	50 10%	28 12%	26 9%	32 10%	6 6%	2 6%	17 13%	1 8%	13 9%	10 12%	3 6%	22 12% <u>o</u>	3 3%	16 10%	5 10%	10 10%	1 6%	6 4%	19 19% <u>la</u>	7 11% <u>la</u>	19 11%	13 9%		
4 - (4)	32 6%	14 6%	28 10% <u>o</u>	17 5%	12 12%	5 15%	10 7%	1 8%	10 7%	14 17% <u>la</u>	4 7%	17 10%	10 10%	5 3%	1 2%	10 10% <u>o</u>	1 6%	5 3%	11 11% <u>w</u>	1 2%	6 4%	11 7%		
3 - (3)	23 5%	8 3%	15 5%	27 8% <u>ab</u>	7 7%	1 3%	7 5%	-	2 1%	6 7% <u>ak</u>	7 13% <u>ab</u>	2 1%	13 14% <u>o</u>	13 8%	3 6%	11 11%	-	5 3%	9 9% <u>la</u>	13 20% <u>ab</u>	8 5%	19 13% <u>uv</u>		
2 - (2)	32 6% <u>o</u>	5 2%	16 6% <u>ab</u>	14 4%	9 9%	-	7 5%	-	2 1%	5 6%	9 17% <u>la</u>	4 2%	12 13% <u>o</u>	2 1%	6 12% <u>op</u>	5 5%	1 6%	1 1%	2 2%	11 17% <u>uv</u>	1 1%	13 9% <u>uv</u>		
1 - Extremely dissatisfied (1)	63 13% <u>o</u>	14 6%	30 11% <u>ab</u>	33 10%	11 11%	8 24% <u>la</u>	9 7%	2 15%	2 1%	8 10% <u>la</u>	20 37% <u>ab</u>	8 4%	21 22% <u>o</u>	19 12%	4 8%	9 9%	1 6%	1 1%	9 9% <u>la</u>	23 35% <u>ab</u>	6 4%	26 18% <u>uv</u>		
Not applicable	1 *	-	1 *	2 1%	-	1 3% <u>la</u>	-	-	-	1 1%	-	-	-	1 1%	1 2%	-	-	1 1%	1 1%	-	2 1%	-		
NET: Dissatisfied (1-3)	118 24% <u>o</u>	27 11%	61 22% <u>ab</u>	74 23% <u>ab</u>	27 28%	9 26%	23 17%	2 15%	6 4%	19 23% <u>la</u>	36 67% <u>ab</u>	14 8%	46 48% <u>o</u>	34 22%	13 26%	25 25%	2 12%	7 4%	20 20% <u>la</u>	47 72% <u>ab</u>	15 9%	58 39% <u>uv</u>		
NET: Neutral (4-6)	159 32% <u>o</u>	69 29%	95 34% <u>ab</u>	80 25%	26 27%	11 32%	55 41% <u>o</u>	3 23%	41 29%	41 51% <u>lm</u>	13 24%	65 37%	28 29%	34 22%	11 22%	30 30%	5 29%	27 17%	45 45% <u>uv</u>	8 12%	42 25%	37 25%		
NET: Satisfied (7-10)	223 45%	144 60% <u>acd</u>	121 44% <u>ab</u>	166 52% <u>ab</u>	44 45%	13 38%	56 42%	8 62%	96 67% <u>lm</u>	20 25% <u>lm</u>	5 9%	99 56% <u>o</u>	22 23%	85 55%	25 50%	46 46%	10 59%	122 78% <u>uv</u>	34 34% <u>w</u>	10 15%	112 65% <u>uv</u>	53 36%		
Mean score	5.75	6.78 <u>acd</u>	5.77	6.12	5.57	5.00	5.99 <u>h</u>	6.85	7.24 <u>lm</u>	4.98 <u>lm</u>	3.06	6.64 <u>o</u>	4.22	6.27	6.10	5.78	6.88	7.83 <u>uv</u>	5.38 <u>uv</u>	3.15	7.17 <u>o</u>	4.95		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 19

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

Base: All complained about landline service in past 6 months

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	925	489	537	517	285	244	367	29**	572	196	157	606	307	188	162	120	19**	318	124	47*	293	192		
10 - Extremely satisfied (10)	106 11%	58 12%	73 14%	92 18%ab	27 9%	37 15%g	37 10%	5 17%	106 19%klm	-	-	98 16%no	6 2%	26 14%	18 11%	12 10%	2 11%	56 18%tuw	1 1%	1 2%	48 16%vw	9 5%		
9 -	178 19%	83 17%	95 18%	85 16%	36 13%	50 20%g	90 25%h	2 7%	173 30%klm	3 2%	2 1%	165 27%no	13 4%	36 19%	29 18%	16 13%	2 11%	81 25%tuw	2 2%	-	62 21%vw	21 11%		
8 -	147 16%	79 16%	78 15%	69 13%	39 14%	39 16%	67 18%	2 7%	128 22%klm	19 10%lm	-	118 19%no	29 9%	31 16%	32 20%	14 12%	2 11%	69 22%tuw	8 6%	2 4%	59 20%vw	20 10%		
7 -	112 12%	92 19%acd	59 11%	57 11%	32 11%	24 10%	54 15%	2 7%	76 13%klm	35 18%lm	1 1%	77 13%no	33 11%	28 15%	32 20%	27 23%	5 26%	68 21%tuw	20 16%	4 9%	52 18%vw	40 21%		
6 -	97 10%	58 12%	54 10%	48 9%	30 11%	29 12%	34 9%	4 14%	51 9%klm	40 20%klm	6 4%	63 10%no	33 11%	20 11%	19 12%	18 15%	1 5%	26 8%tuw	32 20%uv	-	29 10%	29 15%		
5 -	60 6%	36 7%	46 9%	45 9%	21 7%	13 5%	21 6%	5 17%	16 3%klm	40 20%klm	4 3%	30 5%no	29 9%	13 7%	12 8%	10 8%	1 5%	7 2%tuw	26 21%uv	3 6%	18 6%	17 9%		
4 -	40 4%	24 5%	29 5%	24 5%	19 7%	9 4%	10 3%	2 7%	9 2%klm	22 11%klm	9 6%	16 3%no	24 8%	12 6%	5 3%	6 5%	1 5%	5 2%tuw	15 12%uv	4 9%	10 3%	14 7%		
3 -	40 4%	17 3%	23 4%	24 5%	15 5%	8 3%	17 5%	-	4 1%klm	19 10%klm	17 11%klm	15 2%no	25 8%	7 4%	6 2%	6 5%	-	3 1%tuw	8 6%uv	6 13%uv	5 2%	12 6%klm		
2 -	40 4%	13 3%	24 4%	13 3%	17 6%	10 4%	11 3%	2 7%	3 1%klm	11 6%klm	26 17%klm	8 1%no	30 10%no	5 3%	4 2%	3 3%	1 5%	1 *tuw	6 5%uv	6 13%uv	4 1%	9 5%klm		
1 - Extremely dissatisfied (1)	102 11%ab	26 5%	55 10%ab	55 11%ab	47 16%ab	25 10%	26 7%	4 14%	4 1%klm	6 3%klm	92 59%klm	14 2%no	84 27%no	10 5%	6 4%	7 6%	3 16%	-	5 4%tuw	21 45%uv	4 1%	21 11%klm		
Not applicable	3 *	3 1%	1 *	5 1%	2 1%	-	-	1 3%	2 *	1 1%	-	2 *	1 *	-	1 1%	1 1%	1 5%	2 1%tuw	1 1%	-	2 1%	-		
NET: Dissatisfied (1-3)	182 20%ab	56 11%	102 19%ab	92 18%ab	79 28%ab	43 18%	54 15%	6 21%	11 2%klm	36 18%klm	135 86%klm	37 6%no	139 45%no	22 12%	14 9%	16 13%	4 21%	4 1%tuw	19 15%uv	33 70%uv	13 4%	42 22%klm		
NET: Neutral (4-6)	197 21%	118 24%	129 24%	117 23%	70 25%ab	51 21%	65 18%	11 38%	76 13%klm	102 52%klm	19 12%	109 18%klm	86 28%klm	45 24%	36 22%	34 28%	3 16%	38 12%tuw	73 59%uv	7 15%	57 19%	60 31%klm		
NET: Satisfied (7-10)	543 59%	312 64%ac	305 57%	303 59%	134 47%g	150 61%g	248 69%g	11 38%	483 84%klm	57 29%klm	3 2%	458 76%no	81 26%	121 64%	111 69%	69 58%	11 58%	274 86%tuw	31 25%	7 15%	221 75%vw	90 47%		
Mean score	6.47	6.55ac	6.46	6.64	5.71	6.74g	6.93g	5.82	6.10lm	5.32m	1.99	7.64o	4.24	6.93	7.09	6.54	6.06	6.03uv	5.33v	2.89	7.56v	5.78		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 20

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

Base: All complained about landline service in past 6 months

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	925	489	537	517	143	70*	302	22**	330	125	82*	378	152	224	117	155	21**	300	137	80*	306	202		
10 - Extremely satisfied (10)	106 11%	58 12%	73 14%	92 18%ab	12 8%	10 14%	47 16%cd	4 18%	68 21%lm	4 3%	1 1%	66 17%no	6 4%	33 15%	33 28%pr	22 14%	4 19%	90 30%st	2 1%	-	77 25%uv	13 6%		
9 - (9)	178 19%	83 17%	95 18%	85 16%	14 10%	3 4%	75 25%gh	3 14%	91 28%lm	4 3%	-	90 24%	5 3%	37 17%	16 14%	29 19%	3 14%	77 26%st	8 6%	-	69 23%uv	15 7%		
8 - (8)	147 16%	79 16%	78 15%	69 13%	19 13%	8 11%	46 15%	5 23%	70 21%lm	7 6%	1 1%	67 18%no	11 7%	32 14%	21 18%pr	14 9%	2 10%	58 19%st	8 6%	3 4%	52 17%uv	16 8%		
7 - (7)	112 12%	92 19%acd	59 11%	57 11%	13 9%	10 14%	34 11%	2 9%	39 12%lm	17 14%	3 4%	48 13%	11 7%	23 10%	13 11%	19 12%	2 10%	33 11%	21 15%	3 4%	28 9%	29 14%		
6 - (6)	97 10%	58 12%	54 10%	48 9%	16 11%	8 11%	28 9%	2 9%	25 8%	27 22%km	2 2%	38 10%	15 10%	24 11%	6 5%	15 10%	3 14%	15 5%	28 20%st	5 6%	28 9%	20 10%		
5 - (5)	60 6%	36 7%	46 9%	45 9%	14 10%	7 10%	22 7%	3 14%	21 6%	21 17%km	4 5%	31 8%	15 10%	25 11%	8 7%	10 6%	2 10%	15 5%	24 18%st	6 8%	24 8%	21 10%		
4 - (4)	40 4%	24 5%	29 5%	24 5%	7 5%	9 13%gl	13 4%	-	9 3%	14 11%kl	6 7%	13 3%	15 10%	11 5%	2 2%	11 7%cd	-	5 2%	14 10%st	5 6%	8 3%	16 8%uv		
3 - (3)	40 4%	17 3%	23 4%	24 5%	12 8%	4 6%	6 2%	1 5%	4 1%	7 6%kl	12 15%lm	6 2%	16 11%	11 5%	2 2%	10 6%	1 5%	2 1%	14 10%st	8 10%kl	5 2%	19 6%uv		
2 - (2)	40 4%	13 3%	24 4%	13 3%	13 9%	2 3%	9 3%	-	-	13 10%kl	11 13%lm	6 2%	17 11%	3 1%	3 3%	6 4%	1 5%	1 *	4 3%kl	8 10%lm	1 *	12 6%uv		
1 - Extremely dissatisfied (1)	102 11%ab	26 5%	55 10%bc	55 11%bc	23 16%cd	9 13%	21 7%	2 9%	3 1%	10 8%kl	42 51%lm	13 3%	40 28%no	24 11%	12 10%	18 12%	1 5%	1 *	12 9%kl	42 53%lm	11 4%	41 20%uv		
Not applicable	3 *	3 1%	1 *	5 1%	-	-	1 *	-	-	1 1%	-	-	1 1%	1 *	1 1%	1 1%	2 10%	3 1%	2 1%	-	3 1%	-		
NET: Dissatisfied (1-3)	182 20%ab	56 11%	102 19%bc	92 18%bc	48 34%cd	15 21%de	36 12%	3 14%	7 2%	30 24%kl	65 79%lm	25 7%	73 48%no	38 17%	17 15%	34 22%	3 14%	4 1%	30 22%kl	58 73%lm	17 6%	72 38%uv		
NET: Neutral (4-6)	197 21%	118 24%	129 24%	117 23%	37 26%	24 34%	63 21%	5 23%	55 17%	62 50%kl	12 15%	82 22%	45 30%	60 27%	16 14%	36 23%cd	5 24%	35 12%	66 48%kl	16 20%	60 20%	57 28%uv		
NET: Satisfied (7-10)	543 59%	312 64%ac	305 57%	303 59%	58 41%	31 44%	202 67%gh	14 64%	268 81%lm	32 26%kl	5 6%	271 72%no	33 22%	125 56%	83 71%pr	84 54%	11 52%	258 86%st	39 29%kl	6 8%	226 74%uv	73 36%		
Mean score	6.47	6.55ac	6.46	6.64	5.37	5.79	7.10gh	6.95	7.89lm	5.69kl	2.38	7.46no	4.09	6.53	7.25pr	6.30	6.89	8.36st	5.25kl	2.59	7.76uv	4.99		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 21

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

Base: All complained about landline service in past 6 months

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	925	489	537	517	285	244	367	29**	572	196	157	606	307	188	162	120	19**	318	124	47*	293	192		
10 - Extremely satisfied (10)	155 17%	74 15%	90 17%	107 21% ^b	36 13%	43 18%	72 20% ^{ed}	4 14%	153 27% ^{dm}	2 1%	-	147 24% ^{ed}	7 2%	31 16%	28 17%	15 13%	-	71 22% ^{uw}	2 2%	1 2%	61 21% ^{uw}	13 7%		
9 -	170 18% ^{uh}	68 14%	114 21% ^{bd}	81 16%	42 15%	47 19%	76 21%	5 17%	160 28% ^{dm}	7 4%	3 2%	155 26% ^{ed}	15 5%	23 12%	28 17%	14 12%	3 16%	66 21% ^{uw}	2 2%	-	55 19% ^{uw}	13 7%		
8 -	152 16% ^{ed}	97 20% ^{ed}	66 12%	66 13%	37 13%	36 15%	76 21% ^{ed}	3 10%	126 22% ^{dm}	24 12% ^{dm}	2 1%	130 21% ^{ed}	22 7%	37 20%	33 20%	25 21%	2 11%	89 28% ^{uw}	8 6%	-	78 27% ^{uw}	19 10%		
7 -	120 13%	70 14% ^{ed}	55 10%	59 11%	42 15%	25 10%	49 13%	4 14%	80 14% ^{dm}	37 19% ^{dm}	3 2%	71 12%	46 15%	23 12%	27 17%	17 14%	3 16%	52 16% ^w	17 14% ^w	1 2%	38 13%	32 17%		
6 -	67 7%	61 12% ^{wd}	53 10%	41 8%	18 6%	27 11% ^u	21 6%	1 3%	25 4%	38 19% ^{dm}	4 3%	38 6%	29 9%	26 14%	18 11%	16 13%	1 5%	18 6%	39 31% ^w	4 9%	28 10%	33 17% ^{uw}		
5 -	53 6%	39 8%	37 7%	41 8%	18 6%	18 7%	15 4%	2 7%	13 2%	36 18% ^{dm}	4 3%	23 4%	29 9%	15 8%	10 6%	11 9%	3 16%	9 3%	29 23% ^w	1 2%	17 6%	21 11% ^{uw}		
4 -	38 4%	20 4%	23 4%	22 4%	21 7% ^h	6 2%	10 3%	1 3%	6 1%	24 12% ^{dm}	8 5% ^u	14 2%	24 4%	5 3%	10 6%	5 4%	-	3 1%	12 10% ^w	5 11% ^u	5 2%	15 8% ^w		
3 -	30 3%	12 2%	20 4%	23 4%	8 3%	8 3%	14 4%	-	-	12 6% ^u	18 11% ^u	6 1%	23 7% ^u	4 2%	3 2%	5 4%	-	1 *	7 6% ^u	4 9% ^u	2 1%	10 5% ^u		
2 -	41 4%	13 3%	21 4%	15 3%	15 5% ^u	14 6% ^u	7 2%	5 17%	4 1%	9 5% ^u	28 18% ^u	9 1%	30 10% ^u	8 4%	2 1%	2 2%	1 5%	1 *	4 3% ^u	8 17% ^u	1 *	12 6% ^u		
1 - Extremely dissatisfied (1)	95 10% ^u	29 6%	56 10% ^b	55 11% ^b	46 16% ^h	20 8%	26 7%	3 10%	3 1%	5 3% ^u	87 53% ^u	11 2%	80 26% ^u	14 7% ^u	3 2%	8 7% ^u	4 21%	2 1%	4 3% ^u	23 48% ^u	5 2%	23 12% ^u		
Not applicable	4 *	6 1%	2 *	7 1%	2 1%	-	1 *	1 3%	2 *	2 1%	-	2 *	2 1%	2 1%	-	2 2%	2 11%	6 2%	-	-	3 1%	1 1%		
NET: Dissatisfied (1-3)	166 18% ^u	54 11%	97 18% ^b	93 18% ^b	69 24% ^h	42 17%	47 13%	8 28%	7 1%	26 13% ^u	133 85% ^u	26 4%	133 43% ^u	26 14% ^u	8 5%	15 13% ^u	5 26%	4 1%	15 12% ^w	35 74% ^u	8 3%	45 23% ^u		
NET: Neutral (4-6)	158 17%	120 25% ^u	113 21%	104 20%	57 20% ^u	51 21% ^u	46 13%	4 14%	44 8%	98 50% ^{dm}	16 10%	75 12%	82 27% ^u	46 24%	38 23%	32 27%	4 21%	30 9%	80 65% ^w	10 21% ^u	50 17%	69 36% ^u		
NET: Satisfied (7-10)	597 65%	309 63%	325 61%	313 61%	157 55%	151 62%	273 74% ^{gh}	16 55%	519 91% ^{dm}	70 36% ^{dm}	8 5%	503 83% ^u	90 29%	114 61%	116 72% ^{pr}	71 59%	8 42%	278 87% ^w	29 23% ^w	2 4%	232 79% ^u	77 40%		
Mean score	6.76	6.94	6.71	6.73	6.04	6.82 ^g	7.32 ^{gh}	6.07	6.40 ^{dm}	5.63 ^{dm}	2.15	6.03 ^u	4.35	6.81	7.40 ^{pr}	6.72	5.35	6.18 ^w	5.49 ^w	2.49	7.87 ^u	5.57		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

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

Base: All complained about landline service in past 6 months

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	925	489	537	517	143	70*	302	22**	330	125	82*	378	152	224	117	155	21**	300	137	80*	306	202		
10 - Extremely satisfied (10)	155 17%	74 15%	90 17%	107 21% b	21 15%	10 14%	55 18%	4 18%	86 26% klm	2 2%	2 2%	82 22% no	7 5%	29 13%	34 29% qpr	36 23% qpr	8 38%	102 34% tuw	5 4%	-	98 32% vw	8 4%		
9 - (9)	170 18% a	68 14%	114 21% cd	81 16%	23 16%	6 9%	84 28% gh	1 5%	106 32% dln	8 6% lm	-	109 29% no	5 3%	39 17%	19 16%	22 14%	1 5%	77 25% uvw	4 3%	-	72 24% vw	9 4%		
8 - (8)	152 16% ce	97 20% cd	66 12%	66 13%	7 5%	7 10%	49 16% cd	3 14%	57 17% dln	9 7% lm	-	61 16% no	5 3%	31 14%	16 14%	18 12%	1 5%	49 16% vw	15 11% uv	2 3%	51 17% vw	14 7%		
7 - (7)	120 13%	70 14% ce	55 10%	59 11%	11 8%	10 14%	32 11%	2 9%	34 10% lm	19 15% lm	2 2%	44 12%	11 7%	29 13%	15 13%	15 10%	-	36 12% vw	23 17% uv	-	37 12%	21 10%		
6 - (6)	67 7%	61 12% ad	53 10%	41 8%	12 8%	13 19% gh	24 8%	4 18%	23 7%	27 22% dln	3 4%	34 9%	18 12%	20 9%	5 4%	13 8%	3 14%	17 6%	21 15% uv	3 4%	17 6%	24 12% vw		
5 - (5)	53 6%	39 8%	37 7%	41 8%	13 9%	4 6%	15 5%	5 23%	13 4%	19 15% lm	5 6%	21 6%	16 11% no	19 8%	7 6%	13 8%	2 10%	6 2%	30 22% uv	5 6%	16 5%	25 12% vw		
4 - (4)	38 4%	20 4%	23 4%	22 4%	13 9% d	6 9% d	4 1%	-	6 2%	13 10% d	4 5%	11 3%	11 7% no	11 5%	6 5%	4 3%	1 5%	6 2%	11 8% d	5 6% d	4 1%	18 6% vw		
3 - (3)	30 3%	12 2%	20 4%	23 4%	6 4%	4 6%	9 3%	1 5%	1 *	10 8% d	9 11% lm	2 1%	17 11% no	10 4%	1 1%	12 8% d	-	2 1%	14 10% d	7 9% d	2 1%	21 7% vw		
2 - (2)	41 4%	13 3%	21 4%	15 3%	7 5%	3 4%	10 3%	1 5%	1 *	11 9% d	9 11% lm	6 2%	14 9% d	7 3%	1 1%	6 4%	1 5%	-	4 3% d	11 14% uv	4 1%	11 5% vw		
1 - Extremely dissatisfied (1)	95 10% a	29 6%	56 10% b	55 11% b	30 21% hi	7 10%	18 6%	1 5%	2 1%	6 5% d	48 39% lm	7 2%	47 31% no	28 13%	11 9%	15 10%	1 5%	2 1%	7 5% d	46 35% uv	3 1%	49 16% vw		
Not applicable	4 *	6 1%	2 *	7 1%	-	-	2 1%	-	1 *	1 1%	-	1 *	1 1%	1 *	2 2%	1 1%	3 14%	3 1%	3 2%	1 1%	2 1%	2 1%		
NET: Dissatisfied (1-3)	166 18% a	54 11%	97 18% b	93 18% b	43 30% d	14 20%	37 12%	3 14%	4 1%	27 22% d	66 53% lm	15 4%	78 51% no	45 20% d	13 11%	33 21% d	2 10%	4 1%	25 19% d	64 50% uv	9 3%	81 27% vw		
NET: Neutral (4-6)	158 17%	120 25% a	113 21%	104 20%	38 27% d	23 33% d	43 14%	9 41%	42 13%	59 47% dln	12 15%	66 17%	45 30% no	50 22%	18 15%	30 19%	6 29%	29 10%	62 45% uv	13 16%	37 12%	67 22% vw		
NET: Satisfied (7-10)	597 65%	309 63%	325 61%	313 61%	62 43%	33 47%	220 73% gh	10 45%	283 86% dln	38 30% lm	4 5%	296 78% no	28 18%	128 57%	84 72% qpr	91 59%	10 48%	264 88% uvw	47 34% uv	2 3%	258 84% vw	52 26%		
Mean score	6.76	6.94	6.71	6.73	5.60	6.10	7.41% gh	6.45	6.33% lm	5.33% lm	2.27	7.88% no	3.91	6.38	7.98% qpr	6.68	7.33	6.49% uv	5.55% uv	2.13	6.26% vw	4.47		

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

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 23

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

Base: All complained about landline service in past 6 months

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	925	489	537	517	285	244	367	29**	572	196	157	606	307	188	162	120	19**	318	124	47*	293	192		
10 - Extremely satisfied (10)	136 15%	100 20%	69 13%	130 25%	36 13%	42 17%	52 14%	6 21%	119 21%	9 5%	8 5%	112 18%	22 7%	39 21%	32 20%	26 22%	3 16%	91 29%	5 4%	4 9%	83 28%	16 8%		
9 -	191 21%	78 16%	136 25%	89 17%	48 17%	60 25%	79 22%	4 14%	171 30%	9 5%	11 7%	156 26%	33 11%	30 16%	23 14%	21 18%	4 21%	69 22%	7 6%	2 4%	57 19%	21 11%		
8 -	174 19%	103 21%	90 17%	71 14%	54 19%	48 20%	69 19%	3 10%	125 22%	38 19%	11 7%	130 21%	43 14%	41 22%	33 20%	27 23%	2 11%	84 26%	15 12%	4 9%	69 24%	34 18%		
7 -	93 10%	66 13%	46 9%	68 13%	29 10%	22 9%	38 10%	4 14%	57 10%	22 11%	14 9%	48 8%	42 14%	24 13%	26 16%	14 12%	2 11%	44 14%	18 15%	4 9%	32 11%	34 18%		
6 -	81 9%	48 10%	43 8%	42 8%	25 9%	16 7%	39 11%	1 3%	31 5%	38 19%	12 8%	41 7%	39 13%	14 7%	20 12%	12 10%	2 11%	15 5%	27 22%	6 13%	24 8%	24 13%		
5 -	105 11%	43 9%	58 11%	39 8%	32 11%	24 10%	44 12%	5 17%	37 6%	40 20%	28 18%	65 11%	39 13%	19 10%	12 7%	10 8%	2 11%	8 3%	26 21%	9 19%	16 5%	27 14%		
4 -	55 6%	14 3%	36 7%	22 4%	20 7%	17 7%	15 4%	3 10%	18 3%	22 11%	15 10%	29 5%	26 8%	6 3%	4 2%	4 3%	-	1 *	10 8%	3 6%	2 1%	12 8%		
3 -	38 4%	18 4%	28 5%	13 3%	14 5%	4 2%	19 5%	1 3%	9 2%	13 7%	16 10%	12 2%	26 8%	6 3%	8 5%	3 3%	1 5%	4 1%	8 6%	6 13%	6 2%	11 6%		
2 -	14 2%	6 1%	11 2%	11 2%	7 2%	2 1%	5 1%	-	1 *	5 3%	8 5%	4 1%	10 3%	3 2%	3 2%	-	-	-	2 9%	4 9%	3 1%	3 2%		
1 - Extremely dissatisfied (1)	36 4%	11 2%	19 4%	27 5%	20 7%	9 4%	6 2%	3 3%	2 *	-	34 22%	7 1%	27 9%	5 3%	1 1%	3 3%	2 11%	-	6 5%	5 11%	1 *	9 5%		
Not applicable	2 *	2 *	1 *	5 1%	-	-	1 *	1 3%	2 *	-	-	2 *	-	1 1%	-	-	1 5%	2 1%	-	-	-	1 1%		
NET: Dissatisfied (1-3)	88 10%	35 7%	58 11%	51 10%	41 14%	15 6%	30 8%	2 7%	12 2%	18 9%	58 37%	23 4%	63 21%	14 7%	12 7%	6 5%	3 16%	4 1%	16 13%	15 32%	10 3%	23 12%		
NET: Neutral (4-6)	241 26%	105 21%	137 26%	103 20%	77 27%	57 23%	98 27%	9 31%	86 15%	100 51%	55 35%	135 22%	104 34%	39 21%	36 22%	26 22%	4 21%	24 8%	63 51%	18 38%	42 14%	63 32%		
NET: Satisfied (7-10)	594 64%	347 71%	341 64%	358 69%	167 59%	172 70%	238 65%	17 59%	472 83%	78 40%	44 28%	446 74%	140 46%	134 71%	114 70%	88 73%	11 58%	288 91%	45 36%	14 30%	241 82%	105 55%		
Mean score	7.08	7.44	7.04	7.36	6.64	7.41	7.20	6.96	6.87	6.69	4.68	7.68	5.91	7.42	7.41	7.61	6.83	6.41	5.85	5.15	6.11	6.46		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 24

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

Base: All complained about landline service in past 6 months

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	925	489	537	517	143	70*	302	22**	330	125	82*	378	152	224	117	155	21**	300	137	80*	306	202		
10 - Extremely satisfied (10)	136 15%	100 20%	69 13%	130 25%	24 17%	11 16%	29 10%	5 23%	62 19%	6 5%	1 1%	57 15%	10 7%	52 23%	41 35%	32 21%	5 24%	120 40%	6 4%	4 5%	104 34%	24 12%		
9 -	191 21%	78 16%	136 25%	89 17%	20 14%	7 10%	105 35%	4 18%	127 38%	8 6%	1 1%	124 33%	12 8%	36 16%	18 15%	31 20%	4 19%	79 26%	7 5%	3 4%	71 23%	16 8%		
8 -	174 19%	103 21%	90 17%	71 14%	27 19%	8 11%	50 17%	5 23%	62 19%	17 14%	11 13%	66 17%	24 16%	33 15%	16 14%	20 13%	2 10%	39 13%	23 17%	9 11%	37 12%	33 16%		
7 -	93 10%	66 13%	46 9%	68 13%	17 11%	8 6%	19 6%	2 9%	22 7%	18 14%	6 7%	29 8%	17 11%	32 14%	13 11%	21 14%	2 10%	35 12%	25 18%	8 10%	35 11%	33 16%		
6 -	81 9%	48 10%	43 8%	42 8%	12 8%	6 9%	24 8%	1 5%	18 5%	15 12%	10 12%	26 7%	17 11%	17 8%	9 8%	12 8%	4 19%	13 4%	24 18%	5 6%	20 7%	22 11%		
5 -	105 11%	43 9%	58 11%	39 8%	15 10%	13 19%	26 9%	4 18%	17 5%	28 22%	13 16%	34 9%	21 14%	19 8%	8 7%	12 8%	-	6 2%	23 17%	10 13%	16 5%	23 11%		
4 -	55 6%	14 3%	36 7%	22 4%	4 3%	8 11%	24 8%	-	14 4%	15 12%	7 9%	23 6%	12 8%	10 4%	1 1%	10 6%	1 5%	5 2%	14 10%	3 4%	9 3%	13 6%		
3 -	38 4%	18 4%	28 5%	13 3%	10 7%	4 6%	14 5%	-	5 2%	13 10%	10 12%	14 4%	14 9%	8 4%	1 1%	3 2%	1 5%	1 *	8 6%	4 5%	5 2%	8 4%		
2 -	14 2%	6 1%	11 2%	11 2%	6 4%	2 3%	3 1%	-	1 *	2 2%	8 10%	2 1%	9 6%	5 2%	2 2%	4 3%	-	-	3 2%	8 10%	2 1%	9 4%		
1 - Extremely dissatisfied (1)	36 4%	11 2%	19 4%	27 5%	8 6%	3 4%	7 2%	1 5%	1 *	3 2%	15 18%	2 1%	16 11%	12 5%	7 6%	8 5%	-	1 *	-	26 32%	4 1%	21 10%		
Not applicable	2 *	2 *	1 *	5 1%	-	-	1 *	-	1 *	-	-	1 *	-	-	1 1%	2 1%	2 10%	1 *	4 3%	-	3 1%	-		
NET: Dissatisfied (1-3)	88 10%	35 7%	58 11%	51 10%	24 17%	9 13%	24 8%	1 5%	7 2%	18 14%	33 40%	18 5%	39 26%	25 11%	10 9%	15 10%	1 5%	2 1%	11 8%	38 48%	11 4%	38 19%		
NET: Neutral (4-6)	241 26%	105 21%	137 26%	103 20%	31 22%	27 39%	74 25%	5 23%	49 15%	58 46%	30 37%	83 22%	50 33%	46 21%	18 15%	34 22%	5 24%	24 8%	61 45%	18 23%	45 15%	58 27%		
NET: Satisfied (7-10)	594 64%	347 71%	341 64%	358 69%	88 62%	34 49%	203 67%	16 73%	273 83%	49 39%	19 23%	276 73%	63 41%	153 68%	88 75%	104 67%	13 62%	273 91%	61 45%	24 30%	247 81%	106 52%		
Mean score	7.08	7.44	7.04	7.36	6.77	6.36	7.29	7.59	8.13	5.84	4.43	7.65	5.59	7.21	7.78	7.21	7.74	8.70	6.22	4.26	8.18	6.14		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 25

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

Base: All complained about landline service in past 6 months

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	925	489	537	517	285	244	367	29**	572	196	157	606	307	188	162	120	19**	318	124	47*	293	192		
10 - Extremely satisfied (10)	149 16%	88 18%	104 19%	133 26% ^{abc}	41 14%	47 19%	56 15%	5 17%	140 24% ^{lm}	3 2%	6 4%	137 23% ^o	10 3%	35 19%	28 17%	24 20%	1 5%	82 26% ^{tuw}	3 2%	3 6%	75 26% ^{wx}	12 6%		
9 -	165 18%	74 15%	88 16%	76 15%	41 14%	53 22% ^{de}	65 18%	6 21%	153 27% ^{lm}	7 4%	5 3%	144 24% ^o	21 7%	31 16%	24 15%	15 13%	4 21%	68 21% ^{tuw}	6 5%	-	61 21% ^{wx}	13 7%		
8 -	137 15%	101 21% ^{acc}	82 15%	65 13%	40 14%	37 15%	58 16%	2 7%	109 19% ^{lm}	26 13% ^{lm}	2 1%	102 17% ^o	33 11%	40 21%	34 21%	25 21%	2 11%	82 26% ^{tuw}	17 14%	2 4%	61 21% ^{wx}	40 21%		
7 -	113 12%	69 14% ^{de}	55 10%	47 9%	31 11%	23 9%	57 16% ^{gh}	2 7%	69 12% ^{lm}	37 19% ^{lm}	7 4%	66 11%	45 15%	23 12%	26 16%	18 15%	2 11%	52 16% ^{tuw}	14 11%	3 6%	38 13% ^{wx}	31 16%		
6 -	96 10%	59 12%	46 9%	57 11%	23 8%	20 8%	50 14% ^{gh}	3 10%	48 8%	40 20% ^{lm}	8 5%	59 10%	37 12%	19 10%	20 12%	17 14%	3 16%	21 7% ^{tuw}	33 27% ^{uv}	5 11%	31 11% ^{wx}	28 15%		
5 -	81 9%	46 9%	53 10%	41 8%	21 7%	23 9%	36 10%	1 3%	24 4%	43 22% ^{lm}	14 9% ^o	45 7% ^o	35 11% ^o	19 10%	15 9%	12 10%	-	8 3% ^{tuw}	32 26% ^{uv}	6 13% ^{uv}	16 5% ^{wx}	30 16% ^{wx}		
4 -	45 5% ^{de}	13 3%	35 7% ^{bc}	28 5% ^{bc}	14 5%	15 6%	14 4%	2 7%	16 3%	16 8% ^{lm}	13 8% ^o	28 5%	17 6%	4 2%	5 3%	2 2%	2 11%	2 1% ^{tuw}	8 6% ^{uv}	3 6% ^{uv}	4 1% ^{wx}	7 4%		
3 -	35 4% ^{de}	6 1%	19 4% ^{bc}	16 3% ^{bc}	15 5%	7 3%	9 2%	4 14%	5 1%	15 8% ^{lm}	15 10% ^o	5 1%	30 10% ^o	2 1%	2 1%	1 1%	1 5%	-	3 2% ^{tuw}	3 6% ^{uv}	1 4% ^{wx}	5 3% ^{wx}		
2 -	35 4%	14 3%	16 3%	11 2%	15 5%	8 3%	9 2%	3 10%	2 *	6 3% ^{lm}	27 17% ^{lm}	9 1%	25 8% ^o	8 4%	4 2%	2 2%	-	1 *	5 4% ^{tuw}	8 17% ^{uv}	4 1% ^{wx}	10 5% ^{wx}		
1 - Extremely dissatisfied (1)	62 7% ^{de}	16 3%	36 7% ^{bc}	35 7% ^{bc}	40 14% ^{gh}	11 5%	11 3%	-	3 1%	1 1%	58 37% ^{lm}	9 1%	50 16% ^o	6 3%	3 2%	4 3%	3 16%	-	3 2% ^{tuw}	13 20% ^{uv}	2 1% ^{wx}	14 7% ^{wx}		
Not applicable	7 1%	3 1%	3 1%	8 2%	4 1%	-	2 1%	1 3%	3 1%	2 1%	2 1%	2 1%	4 1%	1 1%	1 1%	-	1 5%	2 1%	-	1 2%	-	2 1%		
NET: Dissatisfied (1-3)	132 14% ^{de}	36 7%	71 13% ^{bc}	62 12% ^{bc}	70 25% ^{gh}	26 11%	29 8%	7 24%	10 2%	22 11% ^{lm}	100 64% ^{lm}	23 4%	105 34% ^o	16 9%	9 6%	7 6%	4 21%	1 *	11 9% ^{tuw}	24 51% ^{uv}	7 2% ^{wx}	29 15% ^{wx}		
NET: Neutral (4-6)	222 24%	118 24%	134 25%	126 24%	58 20%	58 24%	100 27% ^{gh}	6 21%	88 15%	99 51% ^{lm}	35 22% ^o	132 22%	89 29% ^o	42 22%	40 25%	31 26%	5 26%	31 10%	73 59% ^{uv}	14 30% ^{uv}	51 17% ^{wx}	65 34% ^{wx}		
NET: Satisfied (7-10)	564 61%	332 68% ^{acc}	329 61%	321 62%	153 54%	160 66% ^{gh}	236 64% ^{gh}	15 52%	471 82% ^{lm}	73 37% ^{lm}	20 13%	449 74% ^o	109 36%	129 69%	112 69%	82 68%	9 47%	284 89% ^{tuw}	40 32%	8 17%	235 80% ^{wx}	96 50%		
Mean score	6.82	7.27 ^{acc}	6.89	7.13 ^a	6.16	7.16 ^g	7.12 ^g	6.54	8.13 ^{lm}	5.80 ^{lm}	3.21	7.74 ^o	5.03	7.29	7.34	7.35	6.00	8.32 ^{uv}	5.80 ^{uv}	3.85	8.01 ^{wx}	6.15		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 26

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

Base: All complained about landline service in past 6 months

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	925	489	537	517	143	70*	302	22**	330	125	82*	378	152	224	117	155	21**	300	137	80*	306	202		
10 - Extremely satisfied (10)	149 16%	88 18%	104 19%	133 26% ^{abc}	19 13%	9 13%	72 24% ^{gh}	4 18%	97 29% ^{lm}	4 3%	3 4%	97 26% ^{no}	6 4%	51 23%	34 29%	39 25%	43%	122 41% ^{tu}	9 7%	2 3%	115 38% ^{vw}	16 8%		
9 -	165 18%	74 15%	88 16%	76 15%	23 16%	6 9%	57 19% ^{hi}	2 9%	82 25% ^{lm}	5 4%	1 1%	77 20% ^{no}	11 7%	37 17%	18 15%	20 13%	5%	69 23% ^{tu}	5 4%	2 3%	56 18% ^{vw}	20 10%		
8 -	137 15%	101 21% ^{acd}	82 15%	65 13%	22 15%	11 16%	43 14%	6 27%	63 19% ^{lm}	17 14% ^{lm}	2 2%	67 18% ^{no}	15 10%	31 14%	15 13%	18 12%	5%	47 16% ^{tu}	17 12% ^{tu}	1 1%	46 15%	19 9%		
7 -	113 12%	69 14% ^{de}	55 10%	47 9%	12 8%	12 17%	28 9%	3 14%	31 9%	18 14%	6 7%	40 11%	15 10%	21 9%	16 14% ^{de}	9 6%	1 5%	29 10%	14 10%	4 5%	25 8%	21 10%		
6 -	96 10%	59 12%	46 9%	57 11%	10 7%	5 7%	29 10%	2 9%	24 7%	18 14% ^{lm}	4 5%	35 9%	11 7%	16 7%	12 10%	27 17% ^{op}	10%	15 5%	37 27% ^{tu}	5 6%	25 8%	32 16% ^{vw}		
5 -	81 9%	46 9%	53 10%	41 8%	15 10%	7 10%	28 9%	3 14%	18 5%	26 21% ^{lm}	9 11%	33 9%	17 11%	20 9%	7 6%	12 8%	2 10%	8 3%	22 16% ^{tu}	11 14% ^{tu}	17 6%	24 12% ^{vw}		
4 -	45 5% ^{de}	13 3%	35 7% ^{bc}	28 5% ^{bc}	7 5%	10 14% ^{gh}	17 6%	1 5%	9 3%	20 16% ^{lm}	6 7% ^{lm}	16 4%	19 13% ^{no}	12 5%	4 3%	10 6%	2 10%	5 2%	15 11% ^{tu}	8 10% ^{tu}	8 3%	19 9% ^{vw}		
3 -	35 4% ^{de}	6 1%	19 4% ^{bc}	16 3% ^{bc}	7 5%	3 4%	9 3%	-	3 1%	9 7% ^{lm}	7 9% ^{lm}	6 2%	13 9% ^{no}	11 5% ^{no}	-	5 3%	-	2 1%	7 5% ^{tu}	7 9% ^{tu}	6 2%	10 5%		
2 -	35 4%	14 3%	16 3%	11 2%	10 7%	2 3%	4 1%	-	-	3 2% ^{lm}	13 16% ^{lm}	1 *	15 10% ^{no}	5 2%	1 1%	5 3%	-	1 *	4 3% ^{tu}	6 8% ^{tu}	2 1%	9 4% ^{vw}		
1 - Extremely dissatisfied (1)	62 7% ^{de}	16 3%	36 7% ^{bc}	35 7% ^{bc}	18 13% ^{gh}	4 6%	13 4%	1 5%	1 *	5 4% ^{lm}	30 37% ^{lm}	5 1%	29 19% ^{no}	16 7%	10 9%	8 5%	1 5%	-	2 1% ^{tu}	33 41% ^{tu}	3 1%	30 15% ^{vw}		
Not applicable	7 1%	3 1%	3 1%	8 2%	-	1 1%	2 1%	-	2 1%	-	1 1%	1 *	1 1%	4 2%	-	2 1%	2 10%	2 1%	5 4% ^{tu}	1 1%	3 1%	2 1%		
NET: Dissatisfied (1-3)	132 14% ^{de}	36 7%	71 13% ^{bc}	62 12% ^{bc}	35 24% ^{gh}	9 13%	26 9%	1 5%	4 1%	17 14% ^{lm}	50 61% ^{lm}	12 3%	57 39% ^{no}	32 14%	11 9%	18 12%	1 5%	3 1%	13 9% ^{tu}	46 59% ^{tu}	11 4%	49 24% ^{vw}		
NET: Neutral (4-6)	222 24%	118 24%	134 25%	126 24%	32 22%	22 31%	74 25%	6 27%	51 15%	64 51% ^{lm}	19 23%	84 22%	47 31% ^{no}	48 21%	23 20%	49 32% ^{op}	6 29%	28 9%	74 54% ^{tu}	24 30% ^{tu}	50 16%	75 37% ^{vw}		
NET: Satisfied (7-10)	564 61%	332 68% ^{acd}	329 61%	321 62%	76 53%	38 54%	200 66% ^{gh}	15 68%	273 83% ^{lm}	44 35% ^{lm}	12 15%	281 74% ^{no}	47 31%	140 63%	83 71% ^{op}	86 55%	12 57%	267 89% ^{tu}	45 33% ^{tu}	9 11%	242 79% ^{vw}	76 38%		
Mean score	6.82	7.27 ^{acd}	6.89	7.13 ^{bc}	6.15	6.35	7.34 ^{gh}	7.23	8.28 ^{lm}	5.63 ^{lm}	3.30	7.81 ^{no}	4.70	7.00	7.43	7.01	7.63	8.65 ^{tu}	6.00 ^{tu}	3.25	8.21 ^{vw}	5.53		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 27

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

Base: All complained about landline service in past 6 months

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	925	489	537	517	285	244	367	29**	572	196	157	606	307	188	162	120	19**	318	124	47*	293	192		
10 - Extremely satisfied (10)	117 13%	82 17% ^{acd}	63 12%	112 22% ^{abc}	27 9%	37 15% ^{eg}	48 13%	5 17%	115 20% ^{dm}	1 1%	1 1%	110 18% ^{ce}	6 2%	30 16%	30 19%	20 17%	2 11%	74 23% ^{uw}	6 5%	2 4%	70 24% ^{wx}	11 6%		
9 -	188 20% ^{abd}	74 15%	118 22% ^{bd}	77 15%	41 14%	63 26% ^g	81 22% ^{cd}	3 10%	177 31% ^{dm}	8 4%	3 2%	163 27% ^{ce}	23 7%	26 14%	29 18%	16 13%	3 16%	71 22% ^{uw}	3 2%	-	58 20% ^{wx}	16 8%		
8 -	125 14%	97 20% ^{acd}	80 15%	71 14%	41 14%	29 12%	54 15%	1 3%	113 20% ^{dm}	9 5%	3 2%	98 16% ^{ce}	26 8%	39 21%	32 20%	23 19%	3 16%	85 27% ^{uw}	11 9%	1 2%	66 23%	31 16%		
7 -	122 13%	63 13%	51 9%	65 13%	29 10%	21 9%	69 19% ^{gh}	3 10%	78 14% ^{dm}	36 18% ^{km}	8 5%	84 14%	38 12%	25 13%	22 14%	14 12%	2 11%	42 13%	17 14%	4 9%	33 11%	30 16%		
6 -	96 10% ^{ad}	57 12% ^{ad}	55 10%	37 7%	33 12%	26 11%	34 9%	3 10%	40 7% ^{em}	52 27% ^{km}	4 3%	54 9%	41 13% ^{ce}	18 10%	18 11%	20 17%	1 5%	22 7% ^{uw}	31 23% ^{uw}	4 9%	25 9%	32 17% ^{wx}		
5 -	77 8%	42 9%	47 9%	46 9%	26 9%	23 9%	25 7%	3 10%	23 4%	42 21% ^{km}	12 8%	44 7%	33 11%	19 10%	13 8%	9 8%	1 5%	12 4%	26 21% ^{uw}	4 9%	19 6%	22 11%		
4 -	45 5%	23 5%	22 4%	25 5%	17 6%	12 5%	13 4%	3 10%	8 1%	19 10% ^{km}	18 11% ^{km}	17 3%	26 9% ^{ce}	10 5%	8 5%	3 3%	2 11%	2 1%	17 14% ^{uw}	4 9%	8 3%	14 7% ^{wx}		
3 -	29 3%	12 2%	29 5% ^{abd}	17 3%	11 4%	7 3%	11 3%	-	3 1%	13 7% ^{km}	13 8% ^{km}	10 2%	18 6% ^{ce}	3 2%	3 3%	4 3%	2 11%	2 1%	5 4% ^{uw}	5 11% ^{uw}	5 2%	7 4%		
2 -	36 4% ^{ad}	6 1%	15 3%	9 2%	16 6% ^{ad}	6 2%	9 2%	5 17%	2 *	9 5% ^{km}	25 16% ^{km}	6 1%	29 9% ^{ce}	1 1%	2 1%	3 3%	-	-	2 2% ^{uw}	4 9% ^{uw}	* 3% ^{wx}	5 3% ^{wx}		
1 - Extremely dissatisfied (1)	77 8% ^{ad}	23 5%	43 8% ^{abd}	39 8%	40 14% ^{ah}	18 7%	17 5%	2 7%	4 1%	5 3% ^{km}	68 43% ^{km}	12 2%	63 21% ^{ce}	12 6% ^{ce}	3 2%	6 5%	2 11%	1 *	5 4% ^{uw}	17 30% ^{uw}	3 1%	20 10% ^{wx}		
Not applicable	13 1%	10 2%	14 3%	19 4% ^{ad}	4 1%	2 1%	6 2%	1 3%	9 2%	2 1%	2 1%	8 1%	4 1%	5 3%	2 1%	2 2%	1 5%	7 2%	1 1%	2 4%	5 2%	4 2%		
NET: Dissatisfied (1-3)	142 15% ^{ad}	41 8%	87 16% ^{abd}	65 13% ^{abd}	67 24% ^{ah}	31 13%	37 10%	7 24%	9 2%	27 14% ^{km}	106 68% ^{km}	28 5%	110 36% ^{ce}	16 9%	8 5%	13 11%	4 21%	3 1%	12 10% ^{uw}	26 55% ^{uw}	9 3%	32 17% ^{wx}		
NET: Neutral (4-6)	218 24%	122 25%	124 23%	108 21%	76 27% ^{ad}	61 25%	72 20%	9 31%	71 12%	113 58% ^{km}	34 22% ^{km}	115 19%	100 33% ^{ce}	47 25%	39 24%	32 27%	4 21%	36 11%	74 60% ^{uw}	12 26% ^{uw}	52 18%	68 35% ^{wx}		
NET: Satisfied (7-10)	552 60%	316 65% ^{ce}	312 58%	325 63%	138 48% ^{ad}	150 61% ^{eg}	252 69% ^{eg}	12 41%	483 84% ^{dm}	54 28% ^{km}	15 10%	455 75% ^{ce}	93 30%	120 64%	113 70%	73 61%	10 53%	272 86% ^{uw}	37 30% ^{uw}	7 15%	227 77% ^{wx}	88 46%		
Mean score	6.68	7.14 ^{acd}	6.70	7.02 ^{ad}	5.95	6.87 ^g	7.13 ^g	5.82	6.17 ^{im}	5.49 ^{im}	2.77	7.70 ^{ce}	4.72	7.03	7.45	7.01	6.22	6.23 ^{uw}	5.71 ^{uw}	3.47	7.81 ^{wx}	5.96		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

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

Base: All complained about landline service in past 6 months

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	925	489	537	517	143	70*	302	22**	330	125	82*	378	152	224	117	155	21**	300	137	80*	306	202		
10 - Extremely satisfied (10)	117 13%	82 17% ^{acd}	63 12%	112 22% ^{abc}	16 11%	8 11%	36 12%	3 14%	59 18% ^{klm}	2 2%	2 2%	57 15%	5 3%	39 17%	40 34% ^{pqr}	30 19%	3 14%	104 35% ^{stuv}	6 4%	2 3%	97 32% ^{wxyz}	14 7%		
9 -	188 20% ^{abd}	74 15%	118 22% ^{bcd}	77 15%	17 12%	5 7%	95 31% ^{ghi}	1 5%	114 35% ^{djm}	4 3%	-	111 29%	7 5%	37 17%	13 11%	25 16%	2 10%	69 23% ^{uvw}	5 4%	3 4%	61 20% ^{vwxyz}	14 7%		
8 -	125 14%	97 20% ^{acd}	80 15%	71 14%	17 12%	13 19%	44 15%	6 27%	64 19% ^{djm}	13 10%	3 4%	65 17%	14 9%	27 12%	17 15%	21 14%	6 29%	55 18% ^{stuv}	14 10% ^{vwxy}	2 3%	46 15%	24 12%		
7 -	122 13%	63 13%	51 9%	65 13%	11 8%	8 11%	29 10%	3 14%	30 9%	16 13%	5 6%	39 10%	12 8%	23 10%	16 14%	24 15%	2 10%	31 10%	29 21% ^{lmn}	5 6%	37 12%	28 14%		
6 -	96 10% ^{abd}	57 12% ^{acd}	55 10%	37 7%	12 8%	6 9%	34 11%	3 14%	30 9%	22 18% ^{djm}	3 4%	41 11%	14 9%	21 9%	5 4%	9 6%	2 10%	12 4%	22 16% ^{stuv}	3 4%	13 4%	24 12% ^{wxyz}		
5 -	77 8%	42 9%	47 9%	46 9%	15 10%	7 10%	24 8%	1 5%	15 5%	26 21% ^{djm}	6 7%	30 8%	17 11%	21 9%	9 8%	15 10%	1 5%	8 3%	26 19% ^{stuv}	12 15% ^{vwxy}	19 6%	27 13% ^{wxyz}		
4 -	45 5%	23 5%	22 4%	25 5%	5 3%	8 11% ^{ghi}	9 3%	-	4 1%	13 10% ^{djm}	5 6%	8 2%	13 9%	14 6%	4 3%	7 5%	-	4 1%	16 12% ^{stuv}	5 6%	9 3%	16 8% ^{wxyz}		
3 -	29 3%	12 2%	29 5% ^{abd}	17 3%	14 10%	4 6%	9 3%	2 9%	2 1%	14 11% ^{djm}	13 16% ^{klm}	8 2%	20 12% ^{lmn}	11 5%	1 1%	4 3%	1 5%	5 2%	5 4%	7 9%	6 2%	11 5% ^{wxyz}		
2 -	36 4% ^{abd}	6 1%	15 3%	9 2%	3 3%	5 7% ^{ghi}	4 1%	1 5%	3 1%	3 2%	9 11% ^{djm}	4 1%	11 7% ^{lmn}	4 2%	1 1%	4 3%	-	1 *	5 4% ^{stuv}	3 4% ^{vwxy}	2 1%	6 3% ^{wxyz}		
1 - Extremely dissatisfied (1)	77 8% ^{abd}	23 5%	43 8% ^{bcd}	39 8%	23 16% ^{ghi}	4 6%	15 5%	1 5%	2 1%	7 6% ^{djm}	34 41% ^{klm}	5 1%	35 23% ^{lmn}	18 8%	9 8%	11 7%	1 5%	-	3 2% ^{stuv}	36 45% ^{vwxy}	4 1%	33 16% ^{wxyz}		
Not applicable	13 1%	10 2%	14 3%	19 4% ^{abc}	8 6%	2 3%	3 1%	1 5%	7 2%	5 4%	2 2%	10 3%	4 3%	9 4%	2 2%	5 3%	3 14%	11 4%	6 4%	2 3%	12 4%	5 2%		
NET: Dissatisfied (1-3)	142 15% ^{abd}	41 8%	87 16% ^{bcd}	65 13% ^{abc}	42 29% ^{ghi}	13 19% ^{djm}	28 9%	4 18%	7 2%	24 19% ^{djm}	56 68% ^{klm}	17 4%	66 43% ^{lmn}	33 15%	11 9%	19 12%	2 10%	6 2%	13 9% ^{stuv}	46 59% ^{vwxy}	12 4%	50 25% ^{wxyz}		
NET: Neutral (4-6)	218 24%	122 25%	124 23%	108 21%	32 22%	21 30%	67 22%	4 18%	49 15%	61 48% ^{djm}	14 17%	79 21%	44 29% ^{lmn}	56 25%	18 15%	31 20%	3 14%	24 8%	64 47% ^{stuv}	20 25% ^{vwxy}	41 13%	67 32% ^{wxyz}		
NET: Satisfied (7-10)	552 60%	316 65% ^{ghi}	312 58%	325 63%	61 43%	34 49%	204 69% ^{ghi}	13 59%	267 81% ^{djm}	35 28% ^{klm}	10 12%	272 72% ^{lmn}	38 25%	126 56%	86 74% ^{pqr}	100 65%	13 62%	259 86% ^{stuv}	54 39% ^{vwxy}	12 15%	241 79% ^{wxyz}	80 40%		
Mean score	6.68	7.14 ^{acd}	6.70	7.02 ^a	5.69	6.09	7.29 ^{ghi}	6.67	8.12 ^{djm}	5.34 ^{klm}	2.97	7.68 ^{lmn}	4.37	6.73	7.57 ^{pqr}	6.99	7.28	8.52 ^{stuv}	5.91 ^{vwxy}	3.32	8.10 ^{wxyz}	5.46		

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

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

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

Base: All complained about landline service in past 6 months

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	925	489	537	517	285	244	367	29**	572	196	157	606	307	188	162	120	19**	318	124	47*	293	192		
10 - Extremely satisfied (10)	116 13%	70 14%	95 18% ^a	95 18% ^a	28 10%	35 14%	49 13%	14%	112 20% ^{dm}	2 1%	2	107 18% ^{cd}	8 3%	27 14%	28 17%	13 11%	2	65 20% ^{uw}	3 2%	4 4%	59 20% ^{uw}	10 5%		
9 - (9)	155 17%	72 15%	81 15%	68 13%	30 11%	55 23% ^{gp}	67 18% ^{cd}	3	150 26% ^{dm}	5 3%	-	142 23% ^{cd}	13 4%	33 18%	25 15%	12 10%	2	67 21% ^{uw}	4 3%	1 2%	58 20% ^{uw}	14 7%		
8 - (8)	121 13%	79 16%	70 13%	69 13%	25 9%	27 11%	69 19% ^{gh}	-	103 18% ^{dm}	14 7%	4 3%	102 17% ^{cd}	19 6%	30 16%	31 19%	13 11%	5 26%	73 23% ^{uw}	5 4%	1 2%	53 18%	26 14%		
7 - (7)	90 10%	65 13% ^{acd}	48 9%	45 9%	23 8%	24 10%	41 11%	2	62 11% ^{dm}	27 14% ^{dm}	1 1%	60 10%	30 10%	16 9%	28 17% ^{gp}	19 16% ^{gp}	2 11%	49 15% ^w	15 12% ^w	1 2%	37 13%	27 14%		
6 - (6)	72 8%	51 10% ^{cd}	42 8%	31 6%	20 7%	20 8%	30 8%	2	33 6% ^{dm}	36 19% ^{dm}	3 2%	42 7%	30 10%	17 9%	16 10%	18 15%	-	18 6%	30 24% ^{uw}	3 6%	27 9%	24 13%		
5 - (5)	63 7%	45 9%	37 7%	38 7%	25 9%	18 7%	19 5%	1	23 4%	36 18% ^{dm}	4 3%	39 6%	24 8%	16 9%	14 9%	15 13%	-	13 4%	30 24% ^{uw}	2 4%	24 8%	21 11%		
4 - (4)	41 4%	17 3%	21 4%	25 5%	19 7% ^{cd}	13 5% ^{cd}	8 2%	1	13 2%	20 10% ^{dm}	8 5%	21 3%	19 6%	10 5%	5 3%	2 2%	-	4 1%	11 9% ^{cd}	2 4%	5 2%	12 8% ^w		
3 - (3)	33 4%	10 2%	14 3%	14 3%	12 4%	9 4%	10 3%	2	9 2%	13 7% ^{cd}	11 7% ^{cd}	14 2%	18 6% ^{cd}	5 3%	3 2%	-	2 11%	2 1%	3 2%	5 11% ^{uw}	4 1%	6 3%		
2 - (2)	36 4%	13 3%	17 3%	19 4%	14 5%	9 4%	10 3%	3	12 2%	8 4%	16 10% ^{dm}	13 2%	22 7% ^{cd}	5 3%	2 1%	5 4%	1	1 5%	7 6% ^{cd}	5 11% ^{uw}	3 1%	10 5% ^w		
1 - Extremely dissatisfied (1)	142 15% ^b	43 9%	74 14% ^b	75 15% ^b	65 23% ^{gh}	28 11%	41 11%	8	16 3%	26 13% ^{cd}	100 64% ^{dm}	31 5%	106 35% ^{dm}	21 11% ^{cd}	8 5%	13 11%	1	9 3%	10 8% ^{cd}	24 51% ^{uw}	9 3%	33 17% ^{uw}		
Not applicable	56 6%	24 5%	38 7%	38 7%	24 8% ^{gh}	6 2%	23 6% ^{gh}	3	39 7%	9 5%	8 5%	35 6%	18 6%	8 4%	2 1%	10 8% ^{cd}	4	17 5%	6 5%	1 2%	14 5%	9 5%		
NET: Dissatisfied (1-3)	211 23% ^b	66 13%	105 20% ^b	108 21% ^b	91 32% ^{gh}	46 19%	61 17%	13	37 6%	47 24% ^{cd}	127 81% ^{dm}	58 10%	146 48% ^{dm}	31 16% ^{cd}	13 8%	18 15%	4	12 4%	20 16% ^{cd}	34 72% ^{uw}	16 5%	49 26% ^w		
NET: Neutral (4-6)	176 19%	113 23%	100 19%	94 18%	64 22% ^{gh}	51 21%	57 16%	4	69 12%	92 47% ^{dm}	15 10%	102 17%	73 24% ^{cd}	43 23%	35 22%	35 29%	-	35 11%	71 57% ^{uw}	7 15%	56 19%	57 30% ^w		
NET: Satisfied (7-10)	482 52% ^b	286 58% ^b	294 55%	277 54%	106 37% ^{gh}	141 59% ^{gp}	226 62% ^{gh}	9	427 75% ^{dm}	48 24% ^{dm}	7 4%	411 68% ^{cd}	70 23%	106 56% ^{dm}	112 69% ^{gp}	57 48%	11	254 80% ^{uw}	27 22%	5 11%	207 71% ^{uw}	77 40%		
Mean score	6.19	6.74 ^{de}	6.51	6.39	5.21	6.57 ^g	6.77 ^g	4.69	7.80 ^{lm}	4.94 ^{lm}	1.97	7.38 ^o	3.94	6.59	7.22 ^{pr}	6.26	6.73	7.93 ^{uv}	5.24 ^v	2.80	7.61 ^v	5.42		

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

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 30

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

Base: All complained about landline service in past 6 months

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	925	489	537	517	143	70*	302	22**	330	125	82*	378	152	224	117	155	21**	300	137	80*	306	202		
10 - Extremely satisfied (10)	116 13%	70 14%	95 18% ^a	95 18% ^a	16 11%	11 16%	67 22% ^{ed}	1 5%	91 28% ^{dm}	2 2%	2 2%	90 24% ^o	4 3%	30 13%	37 32% ^{apr}	24 15%	4 19%	91 30% ^{uw}	4 3%	-	87 28% ^{sw}	8 4%		
9 - (9)	155 17%	72 15%	81 15%	68 13%	15 10%	6 9%	59 20% ^{gh}	1 5%	77 23% ^{dm}	4 3%	-	76 20% ^o	5 3%	32 14%	16 14%	19 12%	1 5%	63 21% ^{uw}	5 4%	-	59 19% ^{sw}	9 4%		
8 - (8)	121 13%	79 16%	70 13%	69 13%	9 6%	10 14%	50 17% ^{ed}	1 5%	58 18% ^{dm}	10 8%	2 2%	62 16% ^o	8 5%	30 13%	14 12%	24 15%	1 5%	47 16% ^{sw}	21 15% ^{uv}	1 1%	48 16% ^{sw}	20 10%		
7 - (7)	90 10%	65 13% ^{acd}	48 9%	45 9%	14 10%	10 14%	23 8%	1 5%	25 8%	18 14% ^a	5 6%	40 11%	8 5%	19 8%	10 9%	14 9%	2 10%	23 8%	15 11%	7 9%	24 8%	21 10%		
6 - (6)	72 8%	51 10% ^{ed}	42 8%	31 6%	6 4%	5 7%	30 10% ^{ed}	1 5%	23 7% ^{em}	-	-	34 9%	8 5%	9 4%	5 4%	15 10% ^{op}	2 10%	13 4%	16 12% ^{uv}	2 3%	16 5%	15 7%		
5 - (5)	63 7%	45 9%	37 7%	38 7%	10 7%	6 9%	18 6%	3 14%	14 4%	21 17% ^{dm}	2 2%	25 7%	12 8%	14 6%	11 9%	11 7%	2 10%	10 3%	21 15% ^a	7 9% ^a	18 6%	20 10%		
4 - (4)	41 4%	17 3%	21 4%	25 5%	8 6%	4 6%	8 3%	1 5%	4 1%	10 8% ^a	7 9% ^a	3 1%	17 11% ^{sw}	17 8% ^a	4 3%	4 3%	-	8 3%	14 10% ^a	3 4%	9 3%	15 7% ^{sw}		
3 - (3)	33 4%	10 2%	14 3%	14 3%	9 6%	2 3%	2 1%	1 5%	1 *	8 6% ^a	5 6% ^a	3 1%	10 7% ^a	7 3%	2 2%	4 3%	1 5%	4 1%	7 5% ^a	3 4%	3 1%	11 5% ^{sw}		
2 - (2)	36 4%	13 3%	17 3%	19 4%	5 3%	4 6%	6 2%	2 9%	4 1%	5 4%	8 10% ^a	3 1%	13 9% ^a	9 4%	1 1%	9 6% ^{ed}	-	8 3%	7 5%	4 5%	6 2%	13 6% ^{sw}		
1 - Extremely dissatisfied (1)	142 15% ^b	43 9%	74 14% ^b	75 15% ^b	38 27% ^{ah}	8 11%	25 8%	3 14%	8 2%	19 15% ^a	47 37% ^{al}	15 4%	57 38% ^a	36 16%	14 12%	23 15%	2 10%	5 2%	20 13% ^a	50 63% ^{al}	11 4%	61 30% ^{sw}		
Not applicable	56 6%	24 5%	38 7%	38 7%	13 9%	4 6%	14 5%	7 32%	25 8%	9 7%	4 5%	27 7%	10 7%	21 9% ^a	3 3%	8 5%	6 29%	28 9%	7 5%	3 4%	25 8%	9 4%		
NET: Dissatisfied (1-3)	211 23% ^b	66 13%	105 20% ^b	108 21% ^b	52 36% ^{hi}	14 20% ^a	33 11%	6 27%	13 4%	32 26% ^a	60 73% ^{al}	21 6%	80 53% ^a	52 23%	17 15%	36 23%	3 14%	17 6%	34 25% ^a	57 71% ^{al}	20 7%	85 42% ^{sw}		
NET: Neutral (4-6)	176 19%	113 23%	100 19%	94 18%	24 17%	15 21%	56 19%	5 23%	41 12%	50 40% ^{dm}	9 11%	62 16%	37 24% ^a	40 18%	20 17%	30 19%	4 19%	31 10%	51 37% ^{uv}	12 15%	43 14%	50 25% ^{sw}		
NET: Satisfied (7-10)	482 52%	286 58% ^{sw}	294 55%	277 54%	54 38%	37 53% ^{ed}	199 66% ^{gh}	4 18%	251 76% ^{dm}	34 27% ^{em}	9 11%	268 71% ^o	25 16%	111 50%	77 66% ^{apr}	81 52%	8 38%	224 75% ^{uw}	45 33% ^{uv}	8 10%	218 71% ^{sw}	58 29%		
Mean score	6.19	6.74 ^{sw}	6.51	6.39	5.06	6.24 ^{ed}	7.32 ^{gh}	4.60	8.13 ^{dm}	4.83 ^{em}	2.40	7.78 ^o	3.48	6.05	7.18 ^{apr}	6.22	6.53	8.11 ^{uw}	5.15 ^{uv}	2.38	7.85 ^{sw}	4.34		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 31

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

Base: All complained about landline service in past 6 months

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	925	489	537	517	285	244	367	29**	572	196	157	606	307	188	162	120	19**	318	124	47*	293	192		
10 - Extremely satisfied (10)	138 15%	88 18%	65 12%	116 22%	41 14%	41 17%	51 14%	5	132 23%	3 2%	3	128 21%	8 3%	34 18%	28 17%	23 19%	16%	84 26%	2 2%	4 4%	72 25%	15 8%		
9 - (9)	188 20%	83 17%	149 28%	95 18%	38 13%	56 23%	89 24%	5	170 30%	14 7%	4	169 28%	18 6%	36 19%	26 16%	16 13%	26%	77 24%	6 5%	-	64 22%	19 10%		
8 - (8)	166 18%	85 17%	89 17%	71 14%	47 16%	43 18%	75 20%	3	142 25%	22 11%	2	134 22%	32 10%	35 19%	29 18%	20 17%	5%	70 22%	14 11%	1 2%	61 21%	24 13%		
7 - (7)	106 11%	70 14%	53 10%	55 11%	25 9%	23 9%	54 15%	4	65 11%	38 19%	3	65 11%	39 13%	18 10%	31 19%	19 16%	11%	48 15%	19 15%	3 6%	37 13%	32 17%		
6 - (6)	65 7%	52 11%	38 7%	37 7%	21 7%	18 7%	26 7%	-	29 5%	32 16%	4	32 5%	33 11%	17 9%	18 11%	15 13%	11%	21 7%	29 23%	2 4%	29 10%	23 12%		
5 - (5)	65 7%	48 10%	40 7%	34 7%	24 8%	19 8%	19 5%	3	13 2%	35 18%	17 11%	34 6%	31 10%	17 9%	15 9%	16 13%	-	10 3%	33 27%	5 11%	16 5%	32 17%		
4 - (4)	48 5%	19 4%	22 4%	27 5%	16 6%	16 7%	12 3%	4	9 2%	28 14%	11 7%	22 4%	26 8%	9 5%	5 3%	3 3%	2	1 *	14 11%	4 9%	7 2%	12 8%		
3 - (3)	36 4%	11 2%	18 3%	23 4%	18 6%	5 2%	11 3%	2	4 1%	9 5%	23 15%	8 1%	26 8%	6 3%	2 1%	2 2%	1	1 *	1 1%	9 19%	1 4%	10 5%		
2 - (2)	41 4%	11 2%	16 3%	13 3%	19 7%	6 2%	13 4%	3	4 1%	12 6%	25 16%	5 1%	35 11%	6 3%	4 2%	-	5%	1 *	4 3%	6 13%	4 1%	7 4%		
1 - Extremely dissatisfied (1)	67 7%	17 3%	44 8%	40 8%	36 13%	16 7%	14 4%	1	3 1%	1 1%	63 40%	8 1%	56 18%	8 4%	2 1%	6 5%	5%	-	2 2%	15 32%	-	16 8%		
Not applicable	5 1%	5 1%	3 1%	6 1%	-	1 *	3 1%	1	1 *	2 1%	2 1%	1 *	3 1%	2 1%	2 1%	-	5%	5 2%	-	-	2 1%	2 1%		
NET: Dissatisfied (1-3)	144 16%	39 8%	78 15%	76 15%	73 26%	27 11%	38 10%	6	11 2%	22 11%	111 71%	21 3%	117 38%	20 11%	8 5%	8 7%	3	2 1%	7 6%	30 64%	5 2%	33 17%		
NET: Neutral (4-6)	178 19%	119 24%	100 19%	98 19%	61 21%	53 22%	57 16%	7	51 9%	95 48%	32 20%	88 15%	90 29%	43 23%	38 23%	34 28%	4	32 10%	76 61%	11 23%	52 18%	67 35%		
NET: Satisfied (7-10)	598 65%	326 67%	356 66%	337 65%	151 53%	163 67%	269 73%	15	509 89%	77 39%	12 8%	496 82%	97 32%	123 65%	114 70%	78 65%	11	279 88%	41 33%	6 13%	234 80%	90 47%		
Mean score	6.85	7.23%	6.97	7.05	6.11	7.12%	7.31%	6.25	8.30im	5.82m	2.83	7.97o	4.71	7.16	7.39	7.18	6.83	8.35uw	5.86v	3.32	8.03x	6.02		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

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

Base: All complained about landline service in past 6 months

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	925	489	537	517	143	70*	302	22**	330	125	82*	378	152	224	117	155	21**	300	137	80*	306	202		
10 - Extremely satisfied (10)	138 15%	88 18%	65 12%	116 22%	25 17%	10 14%	26 9%	4 18%	59 18%	5 4%	1 1%	57 15%	7 5%	47 21%	35 30%	29 19%	5 24%	110 37%	5 4%	1 1%	104 34%	11 5%		
9 - (9)	188 20%	83 17%	149 28%	95 18%	22 15%	8 11%	117 39%	2 9%	142 43%	7 6%	-	144 38%	5 3%	38 17%	21 18%	34 22%	2 10%	78 26%	14 10%	3 4%	76 25%	18 9%		
8 - (8)	166 18%	85 17%	89 17%	71 14%	20 14%	11 16%	55 18%	3 14%	62 19%	20 16%	7 9%	69 18%	20 13%	34 15%	12 10%	23 15%	2 10%	54 18%	14 10%	3 4%	50 16%	20 10%		
7 - (7)	106 11%	70 14%	53 10%	55 11%	12 8%	12 17%	27 9%	2 9%	28 8%	18 14%	7 9%	40 11%	12 8%	21 9%	14 12%	19 12%	1 5%	30 10%	23 17%	2 3%	35 11%	20 10%		
6 - (6)	65 7%	52 11%	38 7%	37 7%	10 7%	8 11%	18 6%	2 9%	14 4%	21 17%	3 4%	26 7%	12 8%	14 6%	8 7%	12 8%	3 14%	9 3%	22 16%	6 8%	11 4%	26 13%		
5 - (5)	65 7%	48 10%	40 7%	34 7%	8 6%	6 9%	22 7%	4 18%	10 3%	24 19%	6 7%	20 5%	18 12%	14 6%	8 7%	10 6%	2 10%	7 2%	21 15%	6 8%	13 4%	20 10%		
4 - (4)	48 5%	19 4%	22 4%	27 5%	6 4%	3 4%	10 3%	3 14%	7 2%	10 8%	5 6%	13 3%	9 6%	13 6%	3 3%	9 6%	2 10%	5 2%	16 12%	6 8%	5 2%	22 11%		
3 - (3)	36 4%	11 2%	18 3%	23 4%	9 6%	2 3%	6 2%	1 5%	4 1%	8 6%	6 7%	4 1%	14 9%	13 6%	5 4%	4 3%	1 5%	3 1%	11 8%	9 11%	5 2%	18 9%		
2 - (2)	41 4%	11 2%	16 3%	13 3%	6 4%	1 1%	9 3%	-	2 1%	6 5%	8 10%	2 1%	13 9%	6 3%	1 1%	6 4%	-	1 *	7 5%	5 6%	2 1%	11 5%		
1 - Extremely dissatisfied (1)	67 7%	17 3%	44 8%	40 8%	24 17%	7 10%	12 4%	1 5%	-	6 5%	38 40%	2 1%	40 26%	21 9%	10 9%	9 6%	-	1 *	1 1%	38 40%	4 1%	34 17%		
Not applicable	5 1%	5 1%	3 1%	6 1%	1 1%	2 3%	-	-	2 1%	-	1 1%	1 *	2 1%	3 1%	-	-	3 14%	2 1%	3 2%	1 1%	1 *	2 1%		
NET: Dissatisfied (1-3)	144 16%	39 8%	78 15%	76 15%	39 27%	10 14%	27 9%	2 9%	6 2%	20 16%	52 63%	8 2%	67 44%	40 18%	16 14%	19 12%	1 5%	5 2%	19 14%	52 65%	11 4%	63 31%		
NET: Neutral (4-6)	178 19%	119 24%	100 19%	98 19%	24 17%	17 24%	50 17%	9 41%	31 9%	55 44%	14 17%	59 16%	39 28%	41 18%	19 16%	31 20%	7 33%	21 7%	59 43%	18 23%	29 9%	68 34%		
NET: Satisfied (7-10)	598 65%	326 67%	356 66%	337 65%	79 55%	41 59%	225 75%	11 50%	291 88%	50 40%	15 18%	310 82%	44 29%	140 63%	82 70%	105 68%	10 48%	272 91%	56 41%	9 11%	265 87%	69 34%		
Mean score	6.85	7.23%	6.97	7.05	6.19	6.60	7.44%	6.55	8.33%	5.82%	3.15	8.02%	4.43	6.83	7.35	7.12	7.22	8.61%	5.96%	3.04	8.34%	5.13		

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

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 33

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

Base: All complained about landline service in past 6 months

	Supplier				BT										SKY									
	Issue				Satisfaction			Resolved				Issue				Satisfaction			Resolved					
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	925	489	537	517	285	244	367	29**	572	196	157	606	307	188	162	120	19**	318	124	47*	293	192		
Ease of finding provider contact details	548	317	330	340	147	153	236	12	458	55	35	429	115	119	112	77	9	267	41	9	221	96		
The time taken to handle your issue	543	312	305	303	134	150	248	11	483	57	3	458	81	121	111	69	11	274	31	7	221	90		
Getting the issue resolved to your satisfaction	597	309	325	313	157	151	273	16	519	70	8	503	90	114	116	71	8	278	29	2	232	77		
Courtesy and politeness of advisors	594	347	341	358	167	172	238	17	472	78	44	446	140	134	114	88	11	288	45	14	241	105		
Advisor doing what they said they would do	564	332	329	321	153	160	236	15	471	73	20	449	109	129	112	82	9	284	40	8	235	96		
Logging of query details to avoid having to repeat yourself	552	316	312	325	138	150	252	12	483	54	15	455	93	120	113	73	10	272	37	7	227	88		
Offering compensation or a goodwill payment	482	286	294	277	106	141	226	9	427	48	7	411	70	106	112	57	11	254	27	5	207	77		
Willingness to help resolve your issue	598	326	356	337	151	163	269	15	509	77	12	496	97	123	114	78	11	279	41	6	234	90		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 34

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

Base: All complained about landline service in past 6 months

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	925	489	537	517	143	70*	302	22**	330	125	82*	378	152	224	117	155	21**	300	137	80*	306	202
Ease of finding provider contact details	548	317	330	340	82	36	198	14	272	40	18	272	56	143	85	98	14	259	55	26	235	100
The time taken to handle your issue	543	312	305	303	58	31	202	14	268	32	5	271	33	125	83	84	11	258	39	6	226	73
Getting the issue resolved to your satisfaction	597	309	325	313	62	33	220	10	283	38	4	296	28	128	84	91	10	264	47	2	258	52
Courtesy and politeness of advisors	594	347	341	358	88	34	203	16	273	49	19	276	63	153	88	104	13	273	61	24	247	106
Advisor doing what they said they would do	564	332	329	321	76	38	200	15	273	44	12	281	47	140	83	86	12	267	45	9	242	76
Logging of query details to avoid having to repeat yourself	552	316	312	325	61	34	204	13	267	35	10	272	38	126	86	100	13	259	54	12	241	80
Offering compensation or a goodwill payment	482	286	294	277	54	37	199	4	251	34	9	268	25	111	77	81	8	224	45	8	218	58
Willingness to help resolve your issue	598	326	356	337	79	41	225	11	291	50	15	310	44	140	82	105	10	272	56	9	265	69

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 35

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

Base: All complained about landline service in past 6 months

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	925	489	537	517	285	244	367	29**	572	196	157	606	307	188	162	120	19**	318	124	47*	293	192		
Completely resolved	606	293	378	306	153	164	274	15	482	93	31	606	-	105	108	71	9	231	55	7	293	-		
	65% ^{abd}	60%	70% ^{abd}	59%	54%	67% ^{gq}	75% ^{gh}	52%	84% ^{lm}	47% ^{lm}	20%	100% ^{no}	-	56%	67% ^{sp}	59%	47%	73% ^{tuw}	44% ^{tu}	15%	100% ^{wx}	-		
Partly resolved	215	158	94	132	84	61	62	8	81	82	52	-	215	68	47	39	4	79	62	17	-	158		
	23% ^{ac}	32% ^{acd}	18%	26% ^{ac}	29% ^{hj}	25% ^{hj}	17%	28%	14%	42% ^{nk}	33% ^{kl}	-	70% ^{nh}	36%	29%	33%	21%	25%	50% ^{kl}	36%	-	82% ^{wx}		
Not resolved at all	92	34	58	70	43	17	29	3	5	19	68	-	92	15	7	10	2	6	6	22	-	34		
	10%	7%	11% ^{ab}	14% ^{ab}	15% ^{hi}	7%	8%	10%	1%	10% ^{kl}	43% ^{kl}	-	30% ^{no}	8%	4%	8%	11%	2%	5%	47% ^{kl}	-	18% ^{kl}		
Don't know	12	4	7	9	5	2	2	3	4	2	6	-	-	-	-	-	4	2	1	1	-	-		
	1%	1%	1%	2%	2%	1%	1%	10%	1%	1%	4% ^{kl}	-	-	-	-	-	21%	1%	1%	2%	-	-		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 36

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

Base: All complained about landline service in past 6 months

	Supplier				TALK TALK								VIRGIN MEDIA									
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	925	489	537	517	143	70*	302	22**	330	125	82*	378	152	224	117	155	21**	300	137	80*	306	202
Completely resolved	606	293	378	306	72	42	253	11	300	64	14	378	-	120	79	96	11	233	64	9	306	-
	65% ^{abd}	60%	70% ^{abd}	59%	50%	60%	64% ^{gh}	50%	91% ^{lm}	51% ^{lm}	17%	100% ^{no}	-	54%	66% ^{op}	62%	52%	76% ^{tuw}	47% ^{uv}	11%	100% ^{wx}	-
Partly resolved	215	158	94	132	38	17	32	7	24	45	25	-	94	66	25	37	4	56	54	22	-	132
	23% ^{bc}	32% ^{acd}	18%	26% ^{bc}	27% ^{cd}	24% ^{cd}	11%	32%	7%	36% ^{kl}	30% ^{kl}	-	62% ^{no}	29%	21%	24%	19%	19%	39% ^{kl}	28%	-	65% ^{uv}
Not resolved at all	92	34	58	70	32	8	14	4	4	14	40	-	58	34	12	21	3	6	17	47	-	70
	10%	7%	11% ^{ab}	14% ^{ab}	22% ^{cd}	11% ^{cd}	5%	18%	1%	11% ^{kl}	39% ^{lm}	-	38% ^{no}	15%	10%	14%	14%	2%	12% ^{tu}	59% ^{uv}	-	35% ^{uv}
Don't know	12	4	7	9	1	3	3	-	2	2	3	-	-	4	1	1	3	5	2	2	-	-
	1%	1%	1%	2%	1%	4% ^{kl}	1%	-	1%	2%	4% ^{kl}	-	-	2%	1%	1%	14%	2%	1%	3%	-	-

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 37

Q12: How many times have you been in contact with [Provider] in relation to this particular complaint so far?

Base: All complained about landline service in past 6 months

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	925	489	537	517	285	244	367	29**	572	196	157	606	307	188	162	120	19**	318	124	47*	293	192		
Once (1)	467	186	302	212	114	110	228	15	384	69	14	419	45	68	64	46	8	142	33	11	140	45		
	50% ^{bc}	38%	56% ^{abcd}	41%	40%	45%	62% ^{gh}	52%	67% ^{lm}	35% ^{mn}	9%	69% ^{cd}	15%	36%	40%	38%	42%	45% ^{uv}	27%	23%	48% ^{vw}	23%		
Twice (2)	179	150	94	140	71	51	52	5	107	46	26	92	86	67	49	32	2	98	47	5	86	64		
	19%	31% ^{abc}	18%	27% ^{abc}	25% ^{cd}	21% ^d	14%	17%	19%	23%	17%	15%	28% ^{mn}	36%	30%	27%	11%	31% ^{uv}	38% ^{vw}	11%	29%	33%		
Three times (3)	132	91	66	86	42	39	48	3	44	55	33	50	82	31	32	24	4	52	29	10	45	44		
	14%	18% ^{abc}	12%	17% ^{cd}	15%	16%	13%	10%	8%	28% ^{kl}	21% ^{lm}	8%	27% ^{lm}	16%	20%	20%	21%	16%	23%	21%	15%	23% ^{vw}		
Four times (4)	49	20	26	26	18	13	17	1	17	12	20	13	34	10	6	3	1	11	6	3	11	9		
	5%	4%	5%	5%	6%	5%	5%	3%	3%	6% ^{kl}	13% ^{kl}	2%	11% ^{lm}	5%	4%	3%	5%	3%	5%	6%	4%	5%		
Five times or more (5)	87	36	42	42	37	30	18	2	15	11	61	28	56	11	10	13	2	10	9	17	8	28		
	9%	7%	8%	8%	13% ^{cd}	12% ^{cd}	5%	7%	3%	6% ^{kl}	39% ^{kl}	5%	18% ^{lm}	6%	6%	11%	11%	3%	7%	36% ^{lm}	3%	15% ^{vw}		
Don't know	11	6	7	11	3	1	4	3	5	3	3	4	4	1	1	2	2	5	-	1	3	2		
	1%	1%	1%	2%	1%	*	1%	10%	1%	2%	2%	1%	1%	1%	1%	2%	11%	2%	-	2%	1%	1%		
Mean score	2.03	2.11 ^c	1.89	2.10 ^c	2.27 ⁱ	2.19 ⁱ	1.75	1.85	1.54	2.22 ^k	3.57 ^{kl}	1.57	2.90 ⁿ	2.09	2.06	2.19	2.24	1.88	2.28 ⁱ	3.22 ^{kl}	1.83	2.53 ^w		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 38

Q12: How many times have you been in contact with [Provider] in relation to this particular complaint so far?

Base: All complained about landline service in past 6 months

	Supplier				TALK TALK								VIRGIN MEDIA									
					Issue				Satisfaction				Resolved		Issue				Satisfaction			
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	925	489	537	517	143	70*	302	22**	330	125	82*	378	152	224	117	155	21**	300	137	80*	306	202
Once (1)	467	186	302	212	50	21	223	8	246	50	6	284	16	93	35	76	8	147	49	16	162	47
	50% ^{bc}	38%	56% ^{abcd}	41%	35%	30%	74% ^{gh}	36%	75% ^{ilm}	40% ^{lm}	7%	75% ^{na}	11%	42% ^{cd}	30%	48% ^{na}	38%	49% ^{uvw}	36% ^{vw}	20%	53% ^{na}	23%
Twice (2)	179	150	94	140	44	16	23	11	46	31	17	45	49	63	42	31	4	89	38	13	81	59
	19%	31% ^{abc}	18%	27% ^{abc}	31% ^{cd}	23% ^{cd}	8%	50%	14%	25% ^{kl}	21%	12%	32% ^{lm}	28%	36% ^{lm}	20%	19%	30% ^{lm}	28%	16%	26%	29%
Three times (3)	132	91	66	86	24	17	22	3	28	22	16	26	40	36	22	23	5	48	28	10	39	46
	14%	18% ^{abc}	12%	17% ^{cd}	17% ^{cd}	24% ^{cd}	7%	14%	8%	18% ^{kl}	20% ^{kl}	7%	28% ^{lm}	16%	19%	15%	24%	16%	20%	13%	13%	23% ^{lm}
Four times (4)	49	20	26	26	8	6	12	-	4	9	13	8	18	10	6	8	2	5	11	10	10	15
	5%	4%	5%	5%	6%	9%	4%	-	1%	7% ^{kl}	16% ^{kl}	2%	12% ^{lm}	4%	5%	5%	10%	2%	8% ^{kl}	13% ^{kl}	3%	7% ^{lm}
Five times or more (5)	87	36	42	42	15	9	18	-	4	11	27	13	26	20	8	14	-	6	7	29	9	33
	9%	7%	8%	8%	10%	13% ^{lm}	6%	-	1%	9% ^{kl}	35% ^{kl}	3%	17% ^{lm}	9%	7%	9%	-	2%	5%	36% ^{lm}	3%	16% ^{lm}
Don't know	11	6	7	11	2	1	4	-	2	2	3	2	3	2	4	3	2	5	4	2	5	2
	1%	1%	1%	2%	1%	1%	1%	-	1%	2%	4% ^{kl}	1%	2%	1%	3%	2%	10%	2%	3%	3%	2%	1%
Mean score	2.03	2.11 ^c	1.89	2.10 ^c	2.25 ⁱ	2.51 ^l	1.59	1.77	1.40	2.19 ^k	3.48 ^l	1.46	2.93 ⁿ	2.10	2.20	2.03	2.05	1.76	2.17 ⁱ	3.29 ^u	1.75	2.64 ^w

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
 Fieldwork: 8th December 2016 - 6th January 2017

Q13 How long did it take to resolve the issue with [Provider]/to reach this point in terms of your issue with [Provider]?

Base: All complained about landline service in past 6 months

	Supplier				BT										SKY									
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
					Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	925	489	537	517	285	244	367	29**	572	196	157	606	307	188	162	120	19**	318	124	47*	293	192		
Less than 1 hour	336	96	258	160	98	86	139	13	269	53	14	299	35	47	22	20	7	72	22	2	66	29		
Several hours	110	77	75	58	27	20	58	5	77	20	13	77	32	30	28	16	3	57	15	5	56	20		
1 day	92	71	24	53	23	18	50	1	70	19	3	75	17	29	28	13	1	46	20	5	46	25		
2-4 days	138	108	65	97	39	54	44	1	79	34	25	69	67	37	41	28	2	68	33	7	62	46		
5-7 days	80	56	38	58	26	21	33	-	34	31	15	32	48	19	19	17	1	35	14	7	31	25		
8-14 days	49	35	27	23	18	18	12	1	15	16	18	17	29	12	10	12	1	22	9	4	17	17		
15-30 days	31	13	15	18	12	9	9	1	11	6	14	12	18	4	5	4	-	9	2	2	9	4		
Over 30 days	71	24	22	33	29	18	18	6	12	14	45	22	48	8	7	7	2	5	9	10	5	19		
Not sure	18	9	13	17	13	-	4	1	5	3	10	3	13	2	2	3	2	4	-	5	1	7		
NET: Less than 1 hour	336	96	258	160	98	86	139	13	269	53	14	299	35	47	22	20	7	72	22	2	66	29		
NET: Several hours but within a day	202	148	99	111	50	38	108	6	147	39	16	152	49	59	56	29	4	103	35	10	102	45		
NET: 2-4 days	138	108	65	97	39	54	44	1	79	34	25	69	67	37	41	28	2	68	33	7	62	46		
NET: 5 days or more	231	128	102	132	85	66	72	8	72	67	92	83	143	43	41	40	4	71	34	23	62	65		
Mean score	4.90c	4.50c	3.39	4.77c	6.13l	5.20l	3.53	8.01	2.31	5.47k	14.13kl	2.70	0.26n	3.91	4.42	5.47	5.09	3.40	5.06l	11.13lu	3.32	6.39w		

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

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 40

Q13 How long did it take to resolve the issue with [Provider]/to reach this point in terms of your issue with [Provider]?

Base: All complained about landline service in past 6 months

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation n (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation n (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	925	489	537	517	143	70*	302	22**	330	125	82*	378	152	224	117	155	21**	300	137	80*	306	202		
Less than 1 hour	336	96	258	160	47	12	190	9	209	42	7	235	23	84	18	50	8	112	34	14	107	50		
Several hours	110	77	75	58	24	8	41	2	40	24	11	51	24	16	14	27	1	28	21	9	36	22		
1 day	92	71	24	53	7	6	10	1	17	5	2	16	8	24	15	11	3	37	14	2	37	15		
2-4 days	138	108	65	97	20	11	27	7	38	22	5	41	24	37	32	26	2	64	25	8	66	31		
5-7 days	80	56	38	58	14	14	9	1	14	11	13	14	24	17	19	19	3	37	14	7	35	23		
8-14 days	49	35	27	23	5	10	11	1	2	11	14	9	17	11	6	6	-	10	5	8	9	14		
15-30 days	31	13	15	18	6	3	5	1	5	3	7	6	7	11	3	3	1	4	5	9	5	13		
Over 30 days	71	24	22	33	13	4	5	-	2	5	15	5	16	19	8	5	1	5	11	17	9	23		
Not sure	18	9	13	17	7	2	4	-	3	2	8	1	9	5	2	8	2	3	8	6	2	11		
NET: Less than 1 hour	336	96	258	160	47	12	190	9	209	42	7	235	23	84	18	50	8	112	34	14	107	50		
NET: Several hours but within a day	202	148	99	111	31	14	51	3	57	29	13	67	32	40	29	38	4	65	35	11	73	37		
NET: 2-4 days	138	108	65	97	20	11	27	7	38	22	5	41	24	37	32	26	2	64	25	8	66	31		
NET: 5 days or more	231	128	102	132	38	31	30	3	23	30	49	34	64	58	36	33	5	56	35	41	58	73		
Mean score	4.90c	4.50c	3.39	4.77c	5.50i	6.26i	1.82	2.82	1.29	3.93k	11.78k	1.65	7.46n	5.47r	5.29r	3.37	4.25	2.73	5.31l	11.98lu	3.10	7.38w		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 41

Q13 How long did it take to resolve the issue with [Provider]?

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

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	606	293	378	306	153	164	274	15**	482	93*	31*	606	-**	105	108	71*	9**	231	55*	7**	293	-**		
Less than 1 hour	299	66	235	107	76	81	132	10	257	36	6	299	-	33	19	11	3	58	8	-	66	-		
	49% abd	23%	62% abbd	35% a	50%	49%	48%	67%	53% adm	39%	19%	49%	-	31% aq	18%	15%	33%	25%	15%	-	23%	-		
Several hours	77	56	51	36	15	16	44	2	64	12	1	77	-	17	24	13	2	48	7	1	56	-		
	13%	19% acd	13%	12%	10%	10%	16%	13%	13%	13%	3%	13%	-	16%	22%	18%	22%	21%	13%	14%	19%	-		
1 day	75	46	16	37	14	14	47	-	62	13	-	75	-	18	16	11	1	33	11	2	46	-		
	12% ac	16% ac	4%	12% ac	9%	9%	17% gij	-	13% am	14% am	-	12%	-	17%	15%	15%	11%	14%	20%	29%	16%	-		
2-4 days	69	62	41	66	22	23	23	1	51	14	4	69	-	20	22	19	1	44	17	1	62	-		
	11%	21% ac	11%	22% acd	14%	14%	8%	7%	11%	15%	13%	11%	-	19%	20%	27%	11%	19%	31%	14%	21%	-		
5-7 days	32	31	14	35	6	12	14	-	20	8	4	32	-	8	13	9	1	25	5	1	31	-		
	5%	11% ac	4%	11% acd	4%	7%	5%	-	4%	8%	13% am	5%	-	8%	12%	13%	11%	11%	9%	14%	11%	-		
8-14 days	17	17	9	9	5	5	6	1	9	4	4	17	-	4	8	5	-	13	3	1	17	-		
	3%	6% acd	2%	3%	3%	3%	2%	7%	2%	4%	13% am	3%	-	4%	7%	7%	-	6%	5%	14%	6%	-		
15-30 days	12	9	6	5	5	3	3	1	8	1	3	12	-	4	3	2	-	6	2	1	9	-		
	2%	3%	2%	2%	3%	2%	1%	7%	2%	1%	10% am	2%	-	4%	3%	3%	-	3%	4%	14%	3%	-		
Over 30 days	22	5	5	9	8	10	4	-	9	4	9	22	-	1	3	1	-	3	2	-	5	-		
	4% ac	2%	1%	3%	6% aj	6% aj	1%	-	2%	4%	29% am	4%	-	1%	3%	1%	-	1%	4%	-	2%	-		
Not sure	3	1	1	2	2	-	1	-	2	1	-	3	-	-	-	-	1	1	-	-	1	-		
	*	*	*	1%	1%	-	*	-	*	1%	-	*	-	-	-	-	11%	*	-	-	*	-		
NET: Less than 1 hour	299	66	235	107	76	81	132	10	257	36	6	299	-	33	19	11	3	58	8	-	66	-		
	49% abd	23%	62% abbd	35% a	50%	49%	48%	67%	53% adm	39%	19%	49%	-	31% aq	18%	15%	33%	25%	15%	-	23%	-		
NET: Several hours but within a day	152	102	67	73	29	30	91	2	126	25	1	152	-	35	40	24	3	81	18	3	102	-		
	25% ac	35% acd	18%	24% ac	19%	18%	32% gij	13%	26% am	27% am	3%	25%	-	33%	37%	34%	33%	35%	33%	43%	35%	-		
NET: 2-4 days	69	62	41	66	22	23	23	1	51	14	4	69	-	20	22	19	1	44	17	1	62	-		
	11%	21% ac	11%	22% acd	14%	14%	8%	7%	11%	15%	13%	11%	-	19%	20%	27%	11%	19%	31%	14%	21%	-		
NET: 5 days or more	83	62	34	58	24	30	27	2	46	17	20	83	-	17	27	17	1	47	12	3	62	-		
	14% ac	21% ac	9%	19% acd	16%	18% aj	10%	13%	10%	18% am	6% am	14%	-	16%	25%	24%	11%	20%	22%	43%	21%	-		
Mean score	2.70c	3.32c	1.65	3.10c	3.54i	3.61i	1.70	2.47	1.89	3.21k	13.77k	2.70	-	2.80	3.81	3.58	1.28	3.01	4.23	6.37	3.32	-		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Q13 How long did it take to resolve the issue with [Provider]?

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

	Supplier				TALK TALK								VIRGIN MEDIA											
					Issue				Satisfaction				Resolved		Issue				Satisfaction				Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation n (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation n (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	606	293	378	306	72*	42*	253	11**	300	64*	14**	378	64*	120	79*	96*	11**	233	64*	9**	306	64*		
Less than 1 hour	299	66	235	107	35	12	184	4	203	30	2	235	30	52	14	37	4	92	14	1	107	14		
	49% ^{abd}	23%	62% ^{abbd}	35% ^b	49% ^{ah}	29%	73% ^{ghj}	36%	68% ^{kl}	47%	14%	62%	47%	43% ^{kl}	18%	39% ^{kl}	36%	39% ^{kl}	22%	11%	35%	22%		
Several hours	77	56	51	36	11	6	33	1	35	15	1	51	15	12	6	17	1	22	13	1	36	13		
	13%	19% ^{acd}	13%	12%	15%	14%	13%	9%	12%	23% ^{kl}	7%	13%	13%	10%	8%	18%	9%	9%	20% ^{kl}	11%	12%	11%		
1 day	75	46	16	37	6	4	6	-	14	2	-	16	2	16	12	6	3	30	7	-	37	7		
	12% ^{bc}	16% ^{bc}	4%	12% ^{bc}	8% ^h	10%	2%	-	5%	3%	-	4%	3%	13%	15%	6%	27%	13%	11%	-	12%	11%		
2-4 days	69	62	41	66	11	8	17	5	30	9	2	41	9	20	27	19	-	53	11	2	66	11		
	11%	21% ^{acd}	11%	22% ^{acd}	15% ^h	19% ^h	7%	45%	10%	14%	14%	11%	14%	17%	34% ^{ghr}	20%	-	23%	17%	22%	22%	17%		
5-7 days	32	31	14	35	3	8	3	-	12	-	2	14	-	12	11	10	2	25	9	1	35	9		
	5%	11% ^{acd}	4%	11% ^{acd}	4%	19% ^{ghj}	3%	-	4%	-	14%	4%	-	10%	14%	10%	18%	11%	14%	11%	11%	11%		
8-14 days	17	17	9	9	1	2	5	1	2	5	2	9	5	3	3	3	-	5	2	2	9	2		
	3%	6% ^{acd}	2%	3%	1%	5%	2%	9%	1%	6% ^{kl}	14%	2%	14%	3%	4%	3%	-	2%	3%	22%	3%	14%		
15-30 days	12	9	6	5	3	-	3	-	3	-	2	6	-	2	2	-	1	3	1	1	5	1		
	2%	3%	2%	2%	4%	-	1%	-	1%	2%	14%	2%	-	2%	3%	-	9%	1%	2%	11%	2%	11%		
Over 30 days	22	5	5	9	2	2	1	-	1	2	2	5	-	2	4	3	-	2	6	1	9	6		
	4% ^{bc}	2%	1%	3%	3%	3% ^h	*	-	*	3% ^{kl}	14%	1%	-	2%	5%	3%	-	1%	9% ^{kl}	11%	3%	11%		
Not sure	3	1	1	2	-	-	1	-	-	-	1	1	-	1	-	1	-	1	1	-	2	1		
	*	*	*	1%	-	-	*	-	-	-	7%	*	-	1%	-	1%	-	*	2%	-	1%	1%		
NET: Less than 1 hour	299	66	235	107	35	12	184	4	203	30	2	235	30	52	14	37	4	92	14	1	107	14		
	49% ^{abd}	23%	62% ^{abbd}	35% ^b	49% ^{ah}	29%	73% ^{ghj}	36%	68% ^{kl}	47%	14%	62%	47%	43% ^{kl}	18%	39% ^{kl}	36%	39% ^{kl}	22%	11%	35%	22%		
NET: Several hours but within a day	152	102	67	73	17	10	39	1	49	17	1	67	17	28	18	23	4	52	20	1	73	20		
	25% ^{bc}	35% ^{acd}	18%	24% ^{bc}	24%	24%	15%	9%	16%	27%	7%	18%	15%	23%	23%	24%	36%	22%	31%	11%	24%	24%		
NET: 2-4 days	69	62	41	66	11	8	17	5	30	9	2	41	9	20	27	19	-	53	11	2	66	11		
	11%	21% ^{acd}	11%	22% ^{acd}	15% ^h	19% ^h	7%	45%	10%	14%	14%	11%	14%	17%	34% ^{ghr}	20%	-	23%	17%	22%	22%	17%		
NET: 5 days or more	83	62	34	58	9	12	12	1	18	8	8	34	8	19	20	16	3	35	18	5	58	18		
	14% ^{bc}	21% ^{acd}	9%	19% ^{acd}	13% ^h	20% ^{ghj}	5%	9%	6%	13%	57%	9%	8%	16%	25%	17%	27%	15%	20% ^{kl}	56%	19%	20%		
Mean score	2.70 ^c	3.32 ^c	1.65	3.10 ^c	2.77 ⁱ	3.83 ⁱ	0.94	2.38	1.02	2.67 ^k	11.32	1.65	2.44	4.58 ^p	2.65	3.43	2.28	3.18 ⁱ	9.74	3.10	3.10	3.10		

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

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Q13 How long did it take to reach this point in terms of your issue with [Provider]?

Base: All complained about landline service in past 6 months whose issue was not completely resolved

	Supplier				BT									SKY								
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
					Billing and Customer service (g)	Repairs and Installatio n (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfie d (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installatio n (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfie d (v)	Yes (w)	No (x)
Total	307	192	152	202	127	78*	91*	11**	86*	101	120	-**	307	83*	54*	49*	6**	85*	68*	39*	-**	192
Less than 1 hour	35	29	23	50	21	5	7	2	11	16	8	-	35	14	3	9	3	14	13	2	-	29
	11%	15%	15%	25% ^{abc}	17% ^h	6%	8%	18%	13%	16% ^{lm}	7%	-	11%	17%	6%	16% ^{qr}	50%	16%	19% st	5%	-	15%
Several hours	32	20	24	22	12	4	13	3	12	8	12	-	32	13	4	3	-	9	8	3	-	20
	10%	10%	16%	11%	9%	5%	14%	27%	14%	8%	10%	-	10%	16%	7%	6%	-	11%	12%	8%	-	10%
1 day	17	25	8	15	9	4	3	1	8	6	3	-	17	11	12	2	-	13	9	3	-	25
	6%	13% ^{abc}	5%	7%	7%	5%	3%	9%	9% ^{lm}	6%	3%	-	6%	13%	22% ^{qr}	4%	-	15%	13%	8%	-	13%
2-4 days	67	46	24	31	17	30	20	-	28	20	19	-	67	17	19	9	1	24	16	6	-	46
	22%	24% ^{abc}	16%	15%	13%	38% ^{gh}	22%	-	33% ^{lm}	20%	16%	-	22%	20%	35% ^{nm}	18%	17%	28%	24%	15%	-	24%
5-7 days	48	25	24	23	20	9	19	-	14	23	11	-	48	11	6	8	-	10	9	6	-	25
	16%	13%	16%	11%	16%	12%	21%	-	16%	23% ^{lm}	9%	-	16%	13%	11%	16%	-	12%	13%	15%	-	13%
8-14 days	29	17	17	14	11	12	6	-	6	12	11	-	29	8	2	7	-	8	6	3	-	17
	9%	9%	11%	7%	9%	15%	7%	-	7%	12%	9%	-	9%	10%	4%	14%	-	9%	9%	8%	-	9%
15-30 days	18	4	7	13	6	6	6	-	3	4	11	-	18	-	2	2	-	3	-	1	-	4
	6% ^{abc}	2%	5%	6% ^{abc}	5%	8%	7%	-	3%	4%	9%	-	6%	-	4%	4%	-	4%	-	3%	-	2%
Over 30 days	48	19	16	23	21	8	14	5	2	10	36	-	48	7	4	6	2	2	7	10	-	19
	16%	10%	11%	11%	17%	10%	15%	45%	2%	10% ^{kl}	30% ^{lm}	-	16%	8%	7%	12%	33%	2%	10% st	26% ^{uv}	-	10%
Not sure	13	7	9	11	10	-	3	-	2	2	9	-	13	2	2	3	-	2	-	5	-	7
	4%	4%	6%	5%	8% ^h	-	3%	-	2%	2%	8%	-	4%	2%	4%	6%	-	2%	-	13% ^{tu}	-	4%
NET: Less than 1 hour	35	29	23	50	21	5	7	2	11	16	8	-	35	14	3	9	3	14	13	2	-	29
	11%	15%	15%	25% ^{abc}	17% ^h	6%	8%	18%	13%	16% ^{lm}	7%	-	11%	17%	6%	16% ^{qr}	50%	16%	19% st	5%	-	15%
NET: Several hours but within a day	49	45	32	37	21	8	16	4	20	14	15	-	49	24	16	5	-	22	17	6	-	45
	16%	23% ^{abc}	21%	18%	17%	10%	18%	36%	23% ^{lm}	14%	13%	-	16%	29% ^{nm}	30% ^{op}	10%	-	26%	25%	15%	-	23%
NET: 2-4 days	67	46	24	31	17	30	20	-	28	20	19	-	67	17	19	9	1	24	16	6	-	46
	22%	24% ^{abc}	16%	15%	13%	38% ^{gh}	22%	-	33% ^{lm}	20%	16%	-	22%	20%	35% ^{nm}	18%	17%	28%	24%	15%	-	24%
NET: 5 days or more	143	65	64	73	58	35	45	5	25	49	69	-	143	26	14	23	2	23	22	20	-	65
	47% ^{abc}	34%	42%	36%	46%	45%	49%	45%	29%	49% ^{kl}	59% ^{lm}	-	47%	31%	26%	47% ^{nm}	33%	27%	32%	51% ^{op}	-	34%
Mean score	0.26 ^h	6.39	7.46	7.38	9.31	8.51	9.24	14.21	4.44	7.45 ^{kl}	14.52 ^{lm}	-	9.26	5.37	5.70	8.38	10.85	4.38	5.81	12.44 ^{tu}	-	6.39

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

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 44

Q13 How long did it take to reach this point in terms of your issue with [Provider]?

Base: All complained about landline service in past 6 months whose issue was not completely resolved

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	307	192	152	202	70*	25**	46*	11**	28**	59*	65*	-**	152	100	37*	58*	7**	62*	71*	69*	-**	202		
Less than 1 hour	35	29	23	50	12	-	6	5	6	12	5	-	23	30	4	13	3	17	20	13	-	50		
	11%	15%	15%	25% ^{abc}	17%	-	13%	45%	21%	20% ^{lm}	8%	-	15%	30% ^{lm}	11%	22%	43%	27%	28%	19%	-	25%		
Several hours	32	20	24	22	13	2	8	1	5	9	10	-	24	4	8	10	-	6	8	8	-	22		
	10%	10%	16%	11%	19%	8%	17%	9%	18%	15%	15%	-	16%	4%	22% ^{lp}	17% ^{lp}	-	10%	11%	12%	-	11%		
1 day	17	25	8	15	1	2	4	1	3	3	2	-	8	7	3	5	-	7	6	2	-	15		
	6%	13% ^{abc}	5%	7%	1%	8%	9%	9%	11%	5%	3%	-	5%	7%	8%	9%	-	11%	8%	3%	-	7%		
2-4 days	67	46	24	31	9	3	10	2	8	13	3	-	24	17	5	7	2	11	14	6	-	31		
	22%	24% ^{lm}	16%	15%	13%	12%	22%	18%	29%	22% ^{lm}	5%	-	16%	17%	14%	12%	29%	18%	20%	9%	-	15%		
5-7 days	48	25	24	23	11	6	6	1	2	11	11	-	24	5	8	9	1	12	5	6	-	23		
	16%	13%	16%	11%	16%	24%	13%	9%	7%	19%	17%	-	16%	5%	22% ^{lp}	16% ^{lp}	14%	19% ^{lm}	7%	9%	-	11%		
8-14 days	29	17	17	14	4	7	6	-	-	5	12	-	17	8	3	3	-	5	3	6	-	14		
	9%	9%	11%	7%	6%	28%	13%	-	-	8%	18%	-	11%	8%	8%	5%	-	8%	4%	9%	-	7%		
15-30 days	18	4	7	13	3	2	1	1	1	2	4	-	7	9	1	3	-	1	4	8	-	13		
	6% ^{lm}	2%	5%	6% ^{lm}	4%	8%	2%	9%	4%	3%	6%	-	5%	9%	3%	5%	-	2%	6%	12% ^{lm}	-	6%		
Over 30 days	48	19	16	23	10	2	4	-	1	3	12	-	16	16	4	2	1	3	5	15	-	23		
	16%	10%	11%	11%	14%	8%	9%	-	4%	5%	15% ^{lm}	-	11%	16% ^{lm}	11%	3%	14%	5%	7%	22% ^{lm}	-	11%		
Not sure	13	7	9	11	7	1	1	-	2	1	6	-	9	4	1	6	-	-	6	5	-	11		
	4%	4%	6%	5%	10%	4%	2%	-	7%	2%	9%	-	6%	4%	3%	10%	-	-	8% ^{lm}	7% ^{lm}	-	5%		
NET: Less than 1 hour	35	29	23	50	12	-	6	5	6	12	5	-	23	30	4	13	3	17	20	13	-	50		
	11%	15%	15%	25% ^{abc}	17%	-	13%	45%	21%	20% ^{lm}	8%	-	15%	30% ^{lm}	11%	22%	43%	27%	28%	19%	-	25%		
NET: Several hours but within a day	49	45	32	37	14	4	12	2	8	12	12	-	32	11	11	15	-	13	14	10	-	37		
	16%	23% ^{lm}	21%	18%	20%	16%	26%	18%	29%	20%	18%	-	21%	11%	30% ^{lp}	28% ^{lp}	-	21%	20%	14%	-	18%		
NET: 2-4 days	67	46	24	31	9	3	10	2	8	13	3	-	24	17	5	7	2	11	14	6	-	31		
	22%	24% ^{lm}	16%	15%	13%	12%	22%	18%	29%	22% ^{lm}	5%	-	16%	17%	14%	12%	29%	18%	20%	9%	-	15%		
NET: 5 days or more	143	65	64	73	28	17	17	2	4	21	39	-	64	38	16	17	2	21	17	35	-	73		
	47% ^{lm}	34%	42%	36%	40%	68%	37%	18%	14%	36%	60% ^{lm}	-	42%	38%	43%	29%	29%	34%	24%	51% ^{lm}	-	36%		
Mean score	3.26 ^{lm}	6.39	7.46	7.38	8.21	9.63	6.30	3.25	3.58	5.21	11.38 ^l	-	7.46	9.12 ^l	6.84	4.69	6.16	4.57	5.50	12.00 ^{lm}	-	7.38		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
 Fieldwork: 8th December 2016 - 6th January 2017

Table 45

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

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

	Supplier				BT							EE/Orange							SKY													
					Issue			Satisfaction		Resolved						Issue			Satisfaction		Resolved											
	BT (a)	EE/Orange (b)	SKY (c)	TalkTalk (d)	Virgin Media (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	1017	215	660	843	823	200	227	571	19**	569	252	196	622	388	62*	52*	95*	6**	114	76*	25**	114	101	165	152	326	17**	403	184	73*	361	293
The service not performing as it should	571	95	326	575	450	-	-	571	-	322	147	102	348	219	-	-	95	-	49	34	12	52	43	-	-	326	-	188	94	44	164	158
	56%abc	44%	49%	68%abcde	55%abd	-	-	100%gh	-	57%	58%	52%	56%	56%	-	-	100%qr	-	43%	45%	48%	46%	43%	-	-	100%AB	-	47%	51%	60%de	45%	54%gh
A billing, pricing or payment issue	155	52	121	116	181	155	-	-	-	78	42	35	84	71	52	-	-	-	31	16	5	30	22	121	-	-	80	30	11	67	53	
	15%	24%ad	18%ad	14%	22%ad	78%hi	-	-	-	14%	17%	18%	14%	18%h	84%qr	-	-	-	27%	21%	20%	26%	22%	73%BC	-	-	20%	16%	15%	19%	18%	
A problem relating to the installation or set up of your service	141	22	78	39	68	-	141	-	-	86	26	29	98	43	-	22	-	-	9	12	1	11	11	-	78	-	57	15	6	50	28	
	14%ide	10%id	12%ide	5%	8%id	62%gj	-	-	-	15%	10%	15%	16%id	11%	-	42%pr	-	-	8%	16%	4%	10%	11%	-	51%AC	-	-	14%F	8%	8%	14%	10%
A problem with a repair to the service	86	30	74	49	70	-	86	-	-	54	22	10	60	25	-	30	-	-	14	9	7	14	16	-	74	-	48	22	4	49	24	
	8%id	14%ade	11%ad	6%	9%id	38%gi	-	-	-	9%	9%	5%	10%	6%	-	38%pr	-	-	12%	12%	28%	12%	16%	-	49%AC	-	12%	12%	5%	14%	8%	
Dissatisfaction with customer service from a previous occasion or contact	45	10	44	33	40	45	-	-	-	17	12	16	23	22	10	-	-	-	6	4	-	5	5	44	-	-	23	16	5	21	23	
	4%	5%	7%ad	4%	5%	29%hi	-	-	-	3%	5%	8%id	4%	6%	16%qr	-	-	-	5%	5%	-	4%	5%	27%BC	-	-	6%	9%	7%	6%	8%	
Or something else	19	6	17	31	14	-	-	19	100%	12	3	4	9	8	-	-	-	6	5	1	-	2	4	-	-	-	7	7	3	10	7	
	2%	3%	3%	4%de	2%	-	-	100%	2%	1%	2%	1%	2%	2%	-	-	-	100%	4%	1%	-	2%	4%	-	-	-	2%	4%	4%	3%	2%	
SUMMARY:																																
Billing and Customer service	200	62	165	149	221	200	-	-	-	95	54	51	107	93	62	-	-	-	37	20	5	35	27	165	-	-	103	46	16	88	76	
	20%	29%ad	25%ad	18%	27%ad	100%hi	-	-	-	17%	21%	26%ia	17%	24%in	100%qr	-	-	-	32%	26%	20%	31%	27%	100%BC	-	-	26%	25%	22%	24%	26%	
Repairs and Installation	227	52	152	88	138	-	227	-	-	140	48	39	158	68	-	52	-	-	23	21	8	25	27	-	152	-	105	37	10	99	52	
	22%ide	24%ide	23%ide	10%	17%id	100%gj	-	-	-	25%	19%	20%	25%id	18%	-	100%pr	-	-	20%	28%	32%	22%	27%	-	100%AC	-	28%G	20%	14%	27%	18%	
Service Issues	571	95	326	575	450	-	-	571	-	322	147	102	348	219	-	-	95	-	49	34	12	52	43	-	-	326	-	188	94	44	164	158
	56%abc	44%	49%	68%abcde	55%abd	-	-	100%gh	-	57%	58%	52%	56%	56%	-	-	100%qr	-	43%	45%	48%	46%	43%	-	-	100%AB	-	47%	51%	60%de	45%	54%gh
Something else	19	6	17	31	14	-	-	19	100%	12	3	4	9	8	-	-	-	6	5	1	-	2	4	-	-	-	7	7	3	10	7	
	2%	3%	3%	4%de	2%	-	-	100%	2%	1%	2%	1%	2%	2%	-	-	-	100%	4%	1%	-	2%	4%	-	-	-	2%	4%	4%	3%	2%	

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
 Fieldwork: 8th December 2016 - 6th January 2017

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

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

	Supplier					TALK TALK										VIRGIN MEDIA													
						Issue					Satisfaction					Resolved		Issue					Satisfaction					Resolved	
	BT (a)	EE/Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Billing and Customer service (g)	Repairs and Installati on (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installati on (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfi ed (v)	Yes (w)	No (x)						
Total	1017	215	660	843	823	149	88*	575	31*	434	218	191	466	370	221	138	450	14**	447	234	142	447	370						
The service not performing as it should	571	95	326	575	450	-	-	575	-	309	149	117	330	242	-	-	450	-	233	142	75	228	222						
A billing, pricing or payment issue	155	52	121	116	181	116	-	-	-	53	25	38	58	57	181	-	-	-	99	46	36	98	81						
A problem relating to the installation or set up of your service	141	22	78	39	68	-	39	-	-	24	10	5	26	13	-	68	-	-	45	14	9	50	17						
A problem with a repair to the service	86	30	74	49	70	-	49	-	-	22	17	10	27	20	-	70	-	-	46	14	10	44	26						
Dissatisfaction with customer service from a previous occasion or contact	45	10	44	33	40	33	-	-	-	8	10	15	11	22	40	-	-	-	17	12	11	20	19						
Or something else	19	6	17	31	14	-	-	31	-	18	7	6	14	16	-	-	14	-	7	6	1	7	5						
SUMMARY:																													
Billing and Customer service	200	62	165	149	221	149	-	-	-	61	35	53	69	79	221	-	-	-	116	58	47	118	100						
Repairs and Installation	227	52	152	88	138	-	88	-	-	46	27	15	53	33	-	138	-	-	91	28	19	94	43						
Service Issues	571	95	326	575	450	-	-	575	-	309	149	117	330	242	-	-	450	-	233	142	75	228	222						
Something else	19	6	17	31	14	-	-	31	-	18	7	6	14	16	-	-	14	-	7	6	1	7	5						

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

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 47

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

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

	Supplier					BT							EE/Orange							SKY												
	BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
						Billing and Customer service (g)	Repairs and Install ation (h)	Service issues (i)	Somethi ng else (j)	Satisfi ed (k)	Neutra l (l)	Dissati sfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Install ation (q)	Service issues (r)	Somethi ng else (s)	Satisfi ed (t)	Neutra l (u)	Dissati sfi ed (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Install ation (B)	Service issues (C)	Somethi ng else (D)	Satisfi ed (E)	Neutra l (F)	Dissati sfi ed (G)	Yes (H)	No (I)
Total	200	62*	165	149	221	200	-**	-**	-**	95*	54*	51*	107	93*	62*	-**	-**	-**	37*	20**	5**	35*	27**	165	-**	-**	-**	103	46*	16**	88*	76*
Bill was a lot higher than expected	75	15	60	53	83	75	-	-	-	39	16	20	43	32	15	-	-	-	9	4	2	10	5	60	-	-	-	37	17	6	28	32
Bill contained items I shouldn't have been charged for	47	8	18	33	37	47	-	-	-	21	9	13	23	24	8	-	-	-	2	4	2	3	5	18	-	-	-	11	3	4	10	8
Bill was inaccurate	38	22	28	34	38	38	-	-	-	19	10	9	22	16	22	-	-	-	15	6	1	13	9	28	-	-	-	13	10	5	12	16
The format of the bill	35	7	20	7	20	35	-	-	-	25	7	3	24	11	7	-	-	-	5	2	-	5	2	20	-	-	-	17	2	1	11	9
Getting a refund, credit note or cashback	35	3	16	11	20	35	-	-	-	17	10	8	20	15	3	-	-	-	2	1	-	3	-	16	-	-	-	10	5	1	10	6
Payment issues (including setting up/making a payment, non-direct debit charges)	31	17	21	16	29	31	-	-	-	20	6	5	20	11	17	-	-	-	10	7	-	12	5	21	-	-	-	13	4	4	10	11
Didn't do what they said they would do	24	1	8	14	16	24	-	-	-	7	6	11	9	15	1	-	-	-	1	-	-	-	1	8	-	-	-	2	3	3	4	4
Rude/dismissive	15	1	11	9	8	15	-	-	-	7	4	4	9	6	1	-	-	-	-	1	-	-	1	11	-	-	-	6	2	3	4	7
Took too long to resolve issue	15	2	16	11	14	15	-	-	-	1	4	10	6	9	2	-	-	-	1	1	-	2	-	16	-	-	-	10	6	-	10	6
Gave incorrect information	14	2	6	11	8	14	-	-	-	4	3	7	8	6	2	-	-	-	2	-	-	-	2	6	-	-	-	3	2	1	4	2
Unable to get through to anyone	14	3	8	7	8	14	-	-	-	7	5	2	9	5	3	-	-	-	2	1	-	1	2	8	-	-	-	4	3	1	3	5
Unable to get through to relevant person	11	2	15	11	6	11	-	-	-	4	2	5	7	4	2	-	-	-	1	1	-	2	-	15	-	-	-	8	5	2	4	11
Pre-pay credit lost or not credited to card	-	1	-	-	6	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-
Costs of international and roaming calls	-	2	-	-	8	-	-	-	-	-	-	-	-	-	2	-	-	-	2	-	-	2	-	-	-	-	-	-	-	-	-	-
A different issue	10	5	9	19	36	10	-	-	-	3	3	4	3	7	5	-	-	-	3	1	1	2	3	9	-	-	-	4	3	2	5	3

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

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

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

	Supplier					TALK TALK								VIRGIN MEDIA									
	BT (a)	EE/Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
						Billing and Customer service (g)	Repairs and Installati on (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installati on (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfi ed (v)	Yes (w)	No (x)
Total	200	62*	165	149	221	149	**	**	**	61*	35*	53*	69*	79*	221	**	**	**	116	58*	47*	118	100
Bill was a lot higher than expected	75	15	60	53	83	53	-	-	-	28	13	12	30	22	83	-	-	-	43	22	18	43	39
Bill contained items I shouldn't have been charged for	47	8	18	33	37	33	-	-	-	11	6	16	11	21	37	-	-	-	19	12	6	21	15
Bill was inaccurate	38	22	28	34	38	34	-	-	-	9	11	14	13	20	38	-	-	-	21	11	6	21	17
The format of the bill	35	7	20	7	20	7	-	-	-	4	2	1	4	2	20	-	-	-	15	3	2	14	6
Getting a refund, credit note or cashback	35	3	16	11	20	11	-	-	-	6	1	4	6	5	20	-	-	-	11	5	4	13	7
Payment issues (including setting up/making a payment, non-direct debit charges)	31	17	21	16	29	16	-	-	-	12	2	2	11	5	29	-	-	-	16	8	5	19	9
Didn't do what they said they would do	24	1	8	14	16	14	-	-	-	4	2	8	6	8	16	-	-	-	5	6	5	7	9
Rude/dismissive	15	1	11	9	8	9	-	-	-	2	-	7	4	5	8	-	-	-	4	1	3	4	3
Took too long to resolve issue	15	2	16	11	14	11	-	-	-	-	4	7	4	7	14	-	-	-	4	4	6	8	6
Gave incorrect information	14	2	6	11	8	11	-	-	-	-	2	8	4	7	8	-	-	-	4	2	2	7	1
Unable to get through to anyone	14	3	8	7	8	7	-	-	-	3	1	3	2	5	8	-	-	-	4	1	3	4	4
Unable to get through to relevant person	11	2	15	11	6	11	-	-	-	1	4	6	3	8	6	-	-	-	1	3	2	3	3
Pre-pay credit lost or not credited to card	-	1	-	-	6	-	-	-	-	-	-	-	-	-	6	-	-	-	6	-	-	6	-
Costs of international and roaming calls	-	2	-	-	8	-	-	-	-	-	-	-	-	-	8	-	-	-	7	1	-	8	-
A different issue	10	5	9	19	36	19	-	-	-	7	4	8	7	12	36	-	-	-	19	7	10	16	20
	5%	8%	5%	13% ^{ac}	16% ^{ac}	13%	-	-	-	11%	11%	15%	10%	15%	16%	-	-	-	16%	12%	21%	14%	20%

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

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 49

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

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

	Supplier					BT										EE/Orange										SKY									
	BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Billing and Custom er service (g)	Issue			Satisfaction			Resolved		Billing and Custom er service (p)	Issue			Satisfaction			Resolved		Billing and Custom er service (A)	Issue			Satisfaction			Resolved				
							Repairs and Install ation (h)	Service issues (i)	Somethi ng else (j)	Satisfi ed (k)	Neutra l (l)	Dissati sfi ed (m)	Yes (n)	No (o)		Repairs and Install ation (q)	Service issues (r)	Somethi ng else (s)	Satisfi ed (t)	Neutra l (u)	Dissati sfi ed (v)	Yes (w)	No (x)		Repairs and Install ation (B)	Service issues (C)	Somethi ng else (D)	Satisfi ed (E)	Neutra l (F)	Dissati sfi ed (G)	Yes (H)	No (I)			
Total	571	95*	326	575	450	-**	-**	571	-**	322	147	102	348	219	-**	-**	95*	-**	49*	34*	12**	52*	43*	-**	-**	326	-**	188	94*	44*	164	158			
Connection speed slower than advertised or led to expect	332	39	157	303	210	-	-	332	-	184	87	61	196	135	-	-	39	-	21	13	5	18	21	-	-	157	-	86	47	24	65	88			
Service is not consistently available	226	37	109	226	160	-	-	226	-	112	60	54	111	113	-	-	37	-	19	12	6	18	19	-	-	109	-	57	36	16	40	67			
Complete loss of service	203	49	130	225	206	-	-	203	-	108	41	54	123	78	-	-	49	-	22	20	7	32	17	-	-	130	-	77	35	18	77	53			
Problems with voice over internet (VOIP) telephone calls	126	4	22	153	39	-	-	126	-	106	18	2	121	5	-	-	4	-	3	-	1	2	2	-	-	22	-	16	2	4	12	10			
Poor line quality	119	7	14	129	27	-	-	119	-	91	19	9	102	17	-	-	7	-	2	2	3	2	5	-	-	14	-	8	4	2	6	8			
Poor picture quality	90	-	5	111	28	-	-	90	-	77	12	1	86	4	-	-	-	-	-	-	-	-	-	-	-	5	-	3	1	1	2	3			
Unable to get certain channels/content	83	-	10	79	31	-	-	83	-	60	18	5	76	7	-	-	-	-	-	-	-	-	-	-	-	10	-	5	3	2	6	4			
Unable to access 4G service	-	2	-	-	8	-	-	-	-	-	-	-	-	-	-	-	2	-	1	-	1	1	1	-	-	-	-	-	-	-	-	-			
Text or voice mails delivered late	-	2	-	-	7	-	-	-	-	-	-	-	-	-	-	-	2	-	1	1	-	1	1	-	-	-	-	-	-	-	-	-			
Problems with calls being disconnected during a call or not connected at all	-	3	-	-	6	-	-	-	-	-	-	-	-	-	-	-	3	-	1	1	1	1	2	-	-	-	-	-	-	-	-	-			
Poor indoor reception/coverage	-	3	-	-	4	-	-	-	-	-	-	-	-	-	-	-	3	-	1	1	1	1	2	-	-	-	-	-	-	-	-	-			
Poor outside reception/coverage	-	5	-	-	2	-	-	-	-	-	-	-	-	-	-	-	5	-	2	2	1	2	3	-	-	-	-	-	-	-	-	-			
A different issue (please describe it briefly in your own words)	16	-	8	20	15	-	-	16	-	7	4	5	8	8	-	-	-	-	-	-	-	-	-	-	-	8	-	5	1	2	3	5			

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 50

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

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

	Supplier					TALK TALK								VIRGIN MEDIA									
	BT (a)	EE/Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
						Billing and Customer service (g)	Repairs and Installati on (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installati on (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfi ed (v)	Yes (w)	No (x)
Total	571	95*	326	575	450	-**	-**	575	-**	309	149	117	330	242	-**	-**	450	-**	233	142	75*	228	222
Connection speed slower than advertised or led to expect	332 58% bce	39 41%	157 48%	303 53% h	210 47%	-	-	303	-	184 60% lm	67 45%	52 44%	192 58% no	111 46%	-	-	210	-	105 45%	68 48%	37 49%	99 43%	111 50%
Service is not consistently available	226 40%	37 39%	109 33%	226 39%	160 36%	-	-	226	-	112 36%	60 40%	54 36%	108 33%	116 48% no	-	-	160	-	83 36%	45 32%	32 43%	67 29%	93 42% no
Complete loss of service	203 36% bce	49 52% acd	130 40%	225 39% h	206 46% acd	-	-	225	-	117 38%	54 36%	54 46%	128 39%	96 40%	-	-	206	-	100 43%	73 51%	33 44%	107 47%	99 45%
Problems with voice over internet (VOIP) telephone calls	126 22% bce	4 4%	22 7%	153 27% bce	39 9%	-	-	153	-	121 39% lm	28 19% lm	4 3%	145 44% no	8 3%	-	-	39	-	26 11% no	11 8%	2 3%	31 14% no	8 4%
Poor line quality	119 21% bce	7 7%	14 4%	129 22% bce	27 6%	-	-	129	-	111 36% lm	11 7%	7 6%	119 36% no	10 4%	-	-	27	-	19 8% no	4 3%	4 5%	20 9% no	7 3%
Poor picture quality	90 16% bce	-	5 2%	111 19% bce	28 6% bce	-	-	111	-	104 34% lm	7 5% lm	-	111 34% no	-	-	-	28	-	18 8%	5 4%	5 7%	19 8%	9 4%
Unable to get certain channels/content	83 15% bce	-	10 3%	79 14% bce	31 7% bce	-	-	79	-	61 20% lm	18 12% lm	-	78 24% no	1 *	-	-	31	-	14 6%	11 8%	6 8%	21 9% no	10 5%
Unable to access 4G service	-	2 2% acd	-	-	8 2% acd	-	-	-	-	-	-	-	-	-	-	-	8	-	7 3%	1 1%	-	7 3% no	1 *
Text or voice mails delivered late	-	2 2% acd	-	-	7 2% acd	-	-	-	-	-	-	-	-	-	-	-	7	-	5 2%	2 1%	-	7 3% no	-
Problems with calls being disconnected during a call or not connected at all	-	3 3% acd	-	-	6 1% acd	-	-	-	-	-	-	-	-	-	-	-	6	-	5 2%	1 1%	-	6 3% no	-
Poor indoor reception/coverage	-	3 3% acd	-	-	4 1% acd	-	-	-	-	-	-	-	-	-	-	-	4	-	4 2%	-	-	3 1%	1 *
Poor outside reception/coverage	-	5 5% acd	-	-	2 *	-	-	-	-	-	-	-	-	-	-	-	2	-	2 1%	-	-	2 1%	-
A different issue (please describe it briefly in your own words)	16 3%	-	8 2%	20 3%	15 3%	-	-	20	-	4 1%	9 6% lm	7 6% lm	5 2%	15 8% no	-	-	15	-	11 5% no	1 1%	3 4%	12 5% no	3 1%

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 51

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

Repairs and Installation

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

	Supplier					BT										EE/Orange										SKY									
	BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Issue			Satisfaction			Resolved		Billing and Customer service (p)	Issue			Satisfaction			Resolved		Billing and Customer service (A)	Issue			Satisfaction			Resolved					
						Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)		Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)				
Total	227	52*	152	88*	138	-	227	-	-	140	48*	39*	158	68*	-	52*	-	-	23**	21**	8**	25**	27**	-	152	-	-	105	37*	10**	99*	52*			
Time taken to install the service	80	9	31	11	31	-	80	-	-	51	14	15	59	21	-	9	-	-	5	4	-	6	3	-	31	-	-	26	3	2	22	9			
Missed/ moved installation appointment	73	5	25	3	29	-	73	-	-	49	11	13	58	15	-	5	-	-	2	3	-	3	2	-	25	-	-	15	6	4	15	10			
Arranging an installation	64	4	22	8	23	-	64	-	-	49	8	7	51	13	-	4	-	-	2	2	-	2	2	-	22	-	-	20	1	1	16	6			
Switching issues (e.g. problems trying to switch or problems porting your number)	62	13	27	15	36	-	62	-	-	46	7	9	45	17	-	13	-	-	5	7	1	9	4	-	27	-	-	19	5	3	17	10			
Damage to property during installation	54	1	27	7	22	-	54	-	-	46	5	3	48	6	-	1	-	-	1	-	-	1	-	-	27	-	-	20	6	1	18	9			
Time taken to repair a fault	39	13	31	30	32	-	39	-	-	19	15	5	25	14	-	13	-	-	5	5	3	7	6	-	31	-	-	19	10	2	21	10			
Arranging an appointment for an engineer visit	36	8	25	11	26	-	36	-	-	26	6	4	30	6	-	8	-	-	5	-	3	4	4	-	25	-	-	17	8	-	17	8			
Complaining about an engineer	27	7	11	1	15	-	27	-	-	21	5	1	22	5	-	7	-	-	3	3	1	3	4	-	11	-	-	9	2	-	6	4			
Damage to property during repair	24	5	10	2	21	-	24	-	-	19	5	-	22	2	-	5	-	-	2	3	-	3	2	-	10	-	-	8	2	-	5	5			
Missed/moved repair appointment	22	5	15	8	21	-	22	-	-	15	5	2	17	5	-	5	-	-	3	1	1	3	2	-	15	-	-	10	4	1	11	4			
A different issue	8	3	8	11	10	-	8	-	-	1	2	5	4	3	-	3	-	-	1	2	-	1	2	-	8	-	-	3	4	1	2	6			
	4%	6%	5%	13%	7%	-	4%	-	-	1%	4%	13%	3%	4%	-	6%	-	-	4%	10%	-	4%	7%	-	5%	-	-	3%	11%	10%	2%	12%			

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

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

Repairs and Installation

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

	Supplier					TALK TALK										VIRGIN MEDIA									
	BT (a)	EE/Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved			
						Billing and Customer service (g)	Repairs and Installati on (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installati on (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfi ed (v)	Yes (w)	No (x)		
Total	227	52*	152	88*	138	-**	88*	-**	-**	46*	27**	15**	53*	33*	-**	138	-**	-**	91*	28**	19**	94*	43*		
Time taken to install the service	80 35% <u>bcd</u>	9 17%	31 20%	11 13%	31 22%	-	11	-	-	7	2	2	8	3	-	31	-	-	21	6	4	24	7		
Missed/ moved installation appointment	73 32% <u>bcd</u>	5 10%	25 16% <u>d</u>	3 3%	29 21% <u>d</u>	-	3	-	-	1	2	-	2	1	-	29	-	-	24	2	3	23	5		
Arranging an installation	64 28% <u>bcd</u>	4 8%	22 14%	8 9%	23 17%	-	8	-	-	6	2	-	6	2	-	23	-	-	20	1	2	20	3		
Switching issues (e.g. problems trying to switch or problems porting your number)	62 27% <u>d</u>	13 25%	27 18%	15 17%	36 26%	-	15	-	-	9	3	3	9	6	-	36	-	-	25	5	6	30	5		
Damage to property during installation	54 24% <u>bd</u>	1 2%	27 18% <u>bd</u>	7 8%	22 16% <u>d</u>	-	7	-	-	3	2	2	4	3	-	22	-	-	19	3	-	21	1		
Time taken to repair a fault	39 17%	13 25%	31 20%	30 34% <u>ad</u>	32 23%	-	30	-	-	14	8	8	16	13	-	32	-	-	21	6	5	23	9		
Arranging an appointment for an engineer visit	36 16%	8 15%	25 16%	11 13%	26 19%	-	11	-	-	2	6	3	4	7	-	26	-	-	21	2	3	19	7		
Complaining about an engineer	27 12% <u>d</u>	7 13% <u>d</u>	11 7% <u>d</u>	1 1%	15 11% <u>d</u>	-	1	-	-	-	-	1	-	1	-	15	-	-	12	1	2	11	4		
Damage to property during repair	24 11% <u>d</u>	5 10%	10 7%	2 2%	21 15% <u>d</u>	-	2	-	-	2	-	-	2	-	-	21	-	-	18	3	-	15	6		
Missed/moved repair appointment	22 10%	5 10%	15 10%	8 9%	21 15%	-	8	-	-	5	1	2	5	3	-	21	-	-	17	3	1	16	5		
A different issue	8 4%	3 6%	8 5%	11 13% <u>ad</u>	10 7%	-	11	-	-	6	4	1	8	2	-	10	-	-	7	3	-	7	3		

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

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 53

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

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

	Supplier					BT										EE/Orange										SKY									
	BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved				
						Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)			
Total	19**	6**	17**	31*	14**	-**	-**	-**	19**	12**	3**	4**	9**	8**	-**	-**	-**	6**	5**	1**	4**	2**	4**	-**	-**	-**	17**	7**	7**	3**	10**	7**			
Change to your package or service (upgrading or downgrading your service)	10	2	5	5	9	-	-	-	10	5	2	3	5	5	-	-	-	2	1	1	-	2	-	2	-	-	5	2	3	-	4	1			
	53%	33%	29%	16%	64%	-	-	-	53%	42%	67%	75%	56%	63%	-	-	-	33%	20%	100%	-	-	50%	-	-	29%	29%	43%	-	40%	14%				
Service not performing as advertised or as told in store/over the phone	3	2	7	5	3	-	-	-	3	2	-	1	1	1	-	-	-	2	2	-	-	1	1	-	-	7	2	4	1	3	4				
	16%	33%	41%	16%	21%	-	-	-	16%	17%	-	25%	11%	13%	-	-	-	33%	40%	-	-	50%	25%	-	-	41%	29%	57%	33%	30%	57%				
Switching issues (e.g. problems trying to switch or problems porting your number)	3	-	1	4	1	-	-	-	3	2	-	1	1	2	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	1	-				
	16%	-	6%	13%	7%	-	-	-	16%	17%	-	25%	11%	25%	-	-	-	-	-	-	-	-	-	-	-	6%	14%	-	-	10%	-				
Complaining about the terms of your contract	2	2	1	3	3	-	-	-	2	1	-	1	1	1	-	-	-	2	2	-	-	1	1	-	-	1	1	-	-	1	-				
	11%	33%	6%	10%	21%	-	-	-	11%	8%	-	25%	11%	13%	-	-	-	33%	40%	-	-	50%	25%	-	-	6%	14%	-	-	10%	-				
Keeping your mobile phone number when changing suppliers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
A different issue (please describe it briefly in your own words)	6	-	4	17	1	-	-	-	6	3	1	2	2	3	-	-	-	-	-	-	-	-	-	-	-	4	2	-	2	2	2				
	32%	-	24%	55%	7%	-	-	-	32%	25%	33%	50%	22%	38%	-	-	-	-	-	-	-	-	-	-	-	24%	29%	-	67%	20%	29%				

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 54

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

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

	Supplier					TALK TALK								VIRGIN MEDIA									
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	EE/Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Billing and Customer service (g)	Repairs and Installati on (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installati on (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfi ed (v)	Yes (w)	No (x)
Total	19**	6**	17**	31*	14**	-**	-**	-**	31*	18**	7**	6**	14**	16**	-**	-**	-**	14**	7**	6**	1**	7**	5**
Change to your package or service (upgrading or downgrading your service)	10	2	5	5	9	-	-	-	5	4	1	-	1	4	-	-	-	9	3	5	1	4	4
	53%	33%	29%	16%	64%	-	-	-	16%	22%	14%	-	7%	25%	-	-	-	64%	43%	83%	100%	57%	80%
Service not performing as advertised or as told in store/over the phone	3	2	7	5	3	-	-	-	5	2	2	1	2	3	-	-	-	3	2	1	-	2	1
	16%	33%	41%	16%	21%	-	-	-	16%	11%	29%	17%	14%	19%	-	-	-	21%	29%	17%	-	29%	20%
Switching issues (e.g. problems trying to switch or problems porting your number)	3	-	1	4	1	-	-	-	4	2	-	2	2	2	-	-	-	1	1	-	-	1	-
	16%	-	6%	13%	7%	-	-	-	13%	11%	-	33%	14%	13%	-	-	-	7%	14%	-	-	14%	-
Complaining about the terms of your contract	2	2	1	3	3	-	-	-	3	2	-	1	2	1	-	-	-	3	2	-	1	2	1
	11%	33%	6%	10%	21%	-	-	-	10%	11%	-	17%	14%	6%	-	-	-	21%	29%	-	100%	29%	20%
Keeping your mobile phone number when changing suppliers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	6	-	4	17	1	-	-	-	17	9	4	4	8	8	-	-	-	1	1	-	-	-	-
	32%	-	24%	55%	7%	-	-	-	55%	50%	57%	67%	57%	50%	-	-	-	7%	14%	-	-	-	-

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 55

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

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

	Supplier					BT								EE/Orange								SKY																			
						Issue				Satisfaction				Resolved				Issue				Satisfaction				Resolved				Issue				Satisfaction				Resolved			
	BT (a)	EE/Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)									
Total	1017	215	660	843	823	200	227	571	19**	569	252	196	622	388	62*	52*	95*	6**	114	76*	25**	114	101	165	152	326	17**	403	184	73*	361	293									
Only/mainly on the phone	583	134	459	515	599	106	107	357	13	252	167	164	299	278	37	25	69	3	72	42	20	70	64	100	92	259	8	264	141	54	258	197									
Only/mainly via webchat	114	13	62	123	58	22	23	67	2	64	34	16	71	42	3	5	5	-	7	5	1	6	7	23	7	28	4	36	17	9	26	36									
Only/mainly via email	98	12	45	73	47	29	21	45	3	66	22	10	68	30	4	4	3	1	4	8	-	7	5	11	17	15	2	35	3	7	24	21									
Only/mainly by social media	62	12	25	32	34	9	22	31	-	56	5	1	50	12	5	4	3	-	5	7	-	7	5	8	8	9	-	17	7	1	14	10									
Only/mainly in store	55	17	31	39	29	13	20	21	1	44	9	2	43	12	2	9	5	1	10	5	2	7	10	11	14	4	2	26	4	1	15	16									
Only/mainly by letter	52	18	15	25	21	13	13	26	-	40	10	2	43	9	9	4	4	1	12	6	-	10	8	6	5	4	-	14	1	-	10	5									
Only/mainly via another contact method	52	6	20	34	32	8	21	23	-	46	5	1	47	5	1	-	5	-	2	2	2	5	1	4	9	6	1	10	9	1	12	8									
Don't know	1	3	3	2	3	-	-	1	-	1	-	-	1	-	1	1	1	-	2	1	-	2	1	2	-	1	-	1	2	-	2	-									

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 56

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

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

Supplier					TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
BT (a)	EE/Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	1017	215	660	843	823	149	88*	575	31*	434	218	191	466	370	221	138	450	14**	447	234	142	447	370	
Only/mainly on the phone	583	134	459	515	599	90	52	350	23	228	150	137	249	260	156	73	357	13	300	181	118	307	289	
	57%	62%	70% ^{abcl}	61%	72% ^{abcd}	60%	59%	61%	74%	53%	69% ^{ka}	72% ^{ka}	53%	70% ^{km}	71% ^{kl}	53%	75% ^{qpl}	93%	67%	77% ^{ud}	63% ^{uv}	69%	70% ^{wx}	
Only/mainly via webchat	114	13	62	123	58	34	12	71	6	67	26	30	66	56	21	12	25	-	35	15	8	29	29	
	11% ^{de}	6%	9%	15% ^{abce}	7%	23% ^a	14%	12%	19%	15%	12%	16%	14%	15%	10%	9%	6%	-	8%	6%	6%	6%	8%	
Only/mainly via email	98	12	45	73	47	10	10	51	2	38	20	15	40	33	9	17	21	-	32	11	4	30	17	
	10% ^{cd}	6%	7%	9% ^{de}	6%	7%	11%	9%	6%	9%	9%	8%	9%	9%	4%	12% ^{qr}	5%	-	7%	5%	3%	7%	5%	
Only/mainly by social media	62	12	25	32	34	6	3	23	-	22	4	6	24	8	9	8	17	-	27	5	2	23	11	
	6% ^{cd}	6%	4%	4%	4%	4%	3%	4%	-	5% ^{de}	2%	3%	5% ^{de}	2%	4%	6%	4%	-	6% ^{km}	2%	1%	5%	3%	
Only/mainly in store	55	17	31	39	29	1	4	34	-	29	9	1	35	4	9	8	12	-	19	6	4	17	11	
	5%	8% ^{de}	5%	5%	4%	1%	5% ^{gd}	6% ^{gd}	-	7% ^{km}	4% ^{lm}	1%	8% ^{no}	1%	4%	6%	3%	-	4%	3%	3%	4%	3%	
Only/mainly by letter	52	18	15	25	21	6	1	18	-	19	4	2	20	5	6	12	3	-	13	5	3	16	5	
	5% ^{cd}	9% ^{cd}	2%	3%	3%	4%	1%	3%	-	4% ^{lm}	2%	1%	4% ^{no}	1%	3% ^{qr}	9% ^{qr}	1%	-	3%	2%	2%	4% ^{no}	1%	
Only/mainly via another contact method	52	6	20	34	32	2	4	28	-	29	5	-	30	4	11	7	14	-	20	9	3	24	8	
	5% ^{cd}	3%	3%	4%	4%	1%	5%	5%	-	7% ^{klm}	2% ^{lm}	-	6% ^{no}	1%	5%	5%	3%	-	4%	4%	2%	5% ^{no}	2%	
Don't know	1	3	3	2	3	-	2	-	-	2	-	-	2	-	-	1	1	1	7%	1	2	1	-	
	*	1% ^{cd}	*	*	*	-	2% ^{de}	-	-	2	-	-	*	-	-	1%	*	7%	*	1%	-	*	-	

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 57

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

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

	Supplier					BT								EE/Orange								SKY											
						Issue				Satisfaction				Resolved				Issue				Satisfaction				Resolved							
	BT (a)	EE/Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	1017	215	660	843	823	200	227	571	19**	569	252	196	622	388	62*	52*	95*	6**	114	76*	25**	114	101	165	152	326	17**	403	184	73*	361	293	
10 - Extremely satisfied (10)	67	21	85	49	116	20	13	31	3	67	-	-	61	5	6	2	12	1	21	-	-	21	-	22	27	36	-	85	-	-	77	8	
	7%	10% ^{ad}	13% ^{ad}	6%	14% ^{ad}	10% ^{ad}	6%	5%	16%	12% ^{dm}	-	-	10% ^{dc}	1%	10%	4%	13%	17%	18% ^{ad}	-	-	18% ^{ad}	-	13%	18% ^{dc}	11%	-	21% ^{FG}	-	-	21%	3%	
9 -	163	25	62	91	67	23	50	88	2	163	-	-	152	11	7	5	11	2	25	-	-	20	5	19	9	33	1	62	-	-	50	10	
	16% ^{cd}	12%	9%	11%	8%	12%	22% ^{gjl}	15%	11%	29% ^{dm}	-	-	24% ^{dm}	3%	11%	10%	12%	33%	23% ^{dm}	-	-	18% ^{ad}	5%	12%	6%	10%	6%	15% ^{FG}	-	-	14%	3%	
8 -	187	35	139	160	139	22	47	113	5	187	-	-	163	23	11	10	14	-	35	-	-	21	14	29	38	68	4	139	-	-	98	41	
	18%	16%	21% ^{ad}	19%	17%	11%	21% ^{gd}	20% ^{gd}	26%	33% ^{dm}	-	-	25% ^{dc}	6%	18%	19%	15%	-	31% ^{ad}	-	-	18%	14%	18%	25%	21%	24%	34% ^{FG}	-	-	27%	14%	
7 -	152	33	117	134	125	30	30	90	2	152	-	-	109	41	13	6	12	2	33	-	-	20	13	33	31	51	2	117	-	-	55	60	
	15%	15%	18%	16%	15%	15%	13%	16%	11%	27% ^{dm}	-	-	18% ^{dc}	11%	21%	12%	13%	33%	29% ^{ad}	-	-	18%	13%	20%	20%	16%	12%	29% ^{FG}	-	-	15%	20%	
6 -	104	37	76	82	85	18	16	69	1	-	104	-	54	50	10	9	18	-	-	37	-	-	18	19	22	16	36	2	-	76	29	47	
	10%	17% ^{acd}	12%	10%	10%	9%	7%	12% ^{ad}	5%	-	41% ^{km}	-	9%	13% ^{ad}	16%	17%	19%	-	-	49% ^{ad}	-	-	16%	19%	13%	11%	11%	12%	-	41% ^{EG}	8%	18% ^{ad}	
5 -	85	23	77	78	76	21	17	46	1	-	85	-	45	38	6	8	9	-	-	23	-	-	5	18	19	16	41	1	-	77	31	44	
	8%	11%	12% ^{ad}	9%	9%	11%	7%	8%	5%	-	34% ^{km}	-	7%	10%	10%	15%	9%	-	-	30% ^{ad}	-	-	4%	18% ^{ad}	12%	11%	13%	6%	-	42% ^{EG}	9%	13% ^{ad}	
4 -	63	16	31	58	73	15	15	32	1	-	63	-	10	53	4	4	7	1	-	16	-	-	5	11	5	5	17	4	-	31	11	20	
	6%	7%	5%	7%	9% ^{ad}	8%	7%	6%	5%	-	25% ^{km}	-	2%	14% ^{ad}	6%	8%	7%	17%	-	21% ^{ad}	-	-	4%	11%	3%	3%	5%	24%	-	17% ^{EG}	3%	7% ^{ad}	
3 -	53	7	27	60	45	11	10	31	1	-	53	-	9	43	1	3	3	-	-	-	7	-	1	6	18	2	-	-	27	5	22		
	5%	3%	4%	7% ^{bc}	5%	6%	4%	5%	5%	-	27% ^{ad}	-	1%	11% ^{ad}	2%	6%	3%	-	-	-	28%	-	-	1%	7% ^{ad}	1%	4% ^{ad}	8% ^{ad}	12%	-	47% ^{EF}	1%	3% ^{ad}
2 -	56	7	21	46	35	13	13	29	1	-	56	-	7	49	1	2	4	-	-	-	7	1	6	6	3	11	1	-	21	2	19		
	6% ^{bc}	3%	3%	5% ^{bc}	4%	7%	6%	5%	5%	-	29% ^{ad}	-	1%	13% ^{ad}	2%	4%	4%	-	-	-	28%	1%	6% ^{ad}	4%	2%	3%	6%	-	29% ^{EF}	1%	6% ^{ad}		
1 - Extremely dissatisfied (1)	87	11	25	85	62	27	16	42	2	-	87	-	12	75	3	3	5	-	-	11	-	-	3	8	9	1	15	-	-	25	3	22	
	9% ^{bc}	5%	4%	10% ^{bc}	8% ^{bc}	14% ^{ad}	7%	7%	11%	-	44% ^{ad}	-	2%	19% ^{ad}	5%	6%	5%	-	-	44%	-	-	3%	8%	5% ^{bc}	1%	5% ^{bc}	-	-	34% ^{EF}	1%	8% ^{ad}	
NET: Dissatisfied (1-3)	196	25	73	191	142	51	39	102	4	-	196	-	28	167	5	8	12	-	-	25	-	-	4	21	16	10	44	3	-	73	10	63	
	19% ^{bc}	12%	11%	23% ^{bcde}	17% ^{bc}	28% ^{ad}	17%	18%	21%	-	100% ^{ad}	-	5%	43% ^{ad}	8%	15%	13%	-	-	100%	-	-	4%	21% ^{ad}	10%	7%	13% ^{bc}	18%	-	100% ^{EF}	3%	22% ^{ad}	
NET: Neutral (4-6)	252	76	184	218	234	54	48	147	3	-	252	-	109	141	20	21	34	1	-	76	-	-	28	48	46	37	94	7	-	184	71	111	
	25%	35% ^{acd}	28%	26%	28%	27%	21%	26%	16%	-	100% ^{km}	-	18%	36% ^{ad}	32%	40%	36%	17%	-	100% ^{ad}	-	-	25%	48% ^{ad}	28%	24%	29%	41%	-	100% ^{EG}	20%	38% ^{ad}	
NET: Satisfied (7-10)	569	114	403	434	447	95	140	322	12	569	-	-	485	80	37	23	49	5	114	-	-	82	32	103	105	188	7	403	-	-	280	119	
	56%	53%	61% ^{abde}	51%	54%	48%	62% ^{gd}	59% ^{gd}	63%	100% ^{dm}	-	-	78% ^{dc}	21%	60%	44%	52%	83%	100% ^{ad}	-	-	72% ^{ad}	32%	62%	69% ^{ad}	58%	41%	100% ^{FG}	-	-	78%	41%	
Mean score	6.25 ^d	6.46 ^d	6.75 ^{ade}	5.93	6.32 ^d	5.76	6.32 ^g	6.31 ^g	6.53	6.25 ^{dm}	5.16 ^m	1.83	7.54 ^d	4.19	6.71	6.02	6.51	7.67	8.30 ^u	5.28	1.84	7.51 ^u	5.32	6.82	7.19 ^c	6.56	5.65	8.29 ^{FG}	5.24 ^G	2.03	7.71 ^u	5.55	

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

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

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

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

	Supplier					TALK TALK										VIRGIN MEDIA									
						Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	EE/Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Billing and Customer service (g)	Repairs and Installati on (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installati on (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfi ed (v)	Yes (w)	No (x)		
Total	1017	215	660	843	823	149	88*	575	31*	434	218	191	466	370	221	138	450	14**	447	234	142	447	370		
10 - Extremely satisfied (10)	67 7%	21 10% ^{cd}	85 13% ^{acd}	49 6%	116 14% ^{acd}	16 11% ^a	12 14% ^a	16 3%	5 16% ^{lm}	49 11% ^{lm}	-	-	44 9% ^{cd}	4 1%	30 14%	30 22% ^{qr}	54 12%	2 14%	116 26% ^{uv}	-	-	112 25% ^{uv}	4 1%		
9 -	163 16% ^{cdde}	25 12%	62 9%	91 11%	67 8%	12 8%	4 5%	74 13% ^h	3 3%	91 21% ^{lm}	-	-	86 18% ^{cd}	4 1%	21 10%	10 7%	33 7%	3 21%	67 15% ^{uv}	-	-	58 13% ^{uv}	8 2%		
8 -	187 18%	35 16%	139 21% ^{cd}	160 19%	139 17%	19 13%	15 17%	118 21% ^{gd}	8 26%	160 37% ^{lm}	-	-	136 29% ^{cd}	23 6%	34 15%	28 20%	76 17%	1 7%	139 31% ^{uv}	-	-	115 26% ^{uv}	23 6%		
7 -	152 15%	33 15%	117 18%	134 16%	125 15%	14 9%	15 17%	101 18% ^{gd}	4 13%	134 31% ^{lm}	-	-	93 20% ^{cd}	41 11%	31 14%	23 17%	70 16%	1 7%	125 28% ^{uv}	-	-	68 15%	55 15%		
6 -	104 10%	37 17% ^{acde}	76 12%	82 10%	85 10%	11 7%	9 10%	57 10%	5 16%	-	82 38% ^{km}	-	48 10%	34 9%	20 9%	13 9%	49 11%	3 21%	-	85 38% ^{uv}	-	41 9%	43 12%		
5 -	85 8%	23 11%	77 12% ^{cd}	78 9%	76 9%	13 9%	10 11%	54 9%	1 3%	-	78 38% ^{km}	-	25 5%	52 14% ^{lm}	18 8%	10 7%	45 10%	3 21%	-	76 32% ^{uv}	-	24 5%	52 14% ^{uv}		
4 -	63 6%	16 7%	31 5%	58 7%	73 9% ^{cd}	11 7%	8 9%	38 7%	1 3%	31 27% ^{km}	-	-	13 3%	45 12% ^{lm}	20 9%	5 4%	48 11% ^{gd}	-	-	73 31% ^{uv}	-	16 4%	57 15% ^{uv}		
3 -	53 5%	7 3%	27 4%	60 7% ^{cd}	45 5%	12 8%	4 5%	41 7%	3 10%	-	-	60 31% ^{km}	11 2%	48 13% ^{lm}	12 5%	6 4%	27 6%	-	-	-	45 32% ^{uv}	7 2%	38 10% ^{uv}		
2 -	56 6% ^{cd}	7 3%	21 3%	46 5% ^{cd}	35 4%	13 9%	6 7%	27 5%	-	-	46 24% ^{km}	-	4 1%	41 11% ^{lm}	8 4%	6 4%	21 5%	-	-	-	35 25% ^{uv}	-	35 9% ^{uv}		
1 - Extremely dissatisfied (1)	87 9% ^{cd}	11 5%	25 4%	85 10% ^{abc}	62 8% ^{cd}	28 19% ^{hi}	5 6%	49 9%	3 10%	-	-	85 45% ^{kl}	6 1%	78 21% ^{lm}	27 12% ^{qr}	7 5%	27 6%	1 7%	-	62 44% ^{uv}	-	6 1%	55 15% ^{uv}		
NET: Dissatisfied (1-3)	196 19% ^{abc}	25 12%	73 11%	191 23% ^{bcd}	142 17% ^{abc}	53 38% ^{hi}	15 17%	117 20%	6 19%	-	191 100% ^{klm}	21 5%	167 48% ^{lm}	47 21%	19 14%	75 17%	1 7%	-	-	142 100% ^{uv}	-	13 3%	128 32% ^{uv}		
NET: Neutral (4-6)	252 25%	76 35% ^{acde}	184 28%	218 26%	234 28%	35 23%	27 31%	149 26%	7 23%	-	218 100% ^{klm}	-	86 18%	131 35% ^{lm}	58 26%	28 20%	142 32% ^{gd}	6 43%	-	234 100% ^{uv}	-	81 18%	152 41% ^{uv}		
NET: Satisfied (7-10)	569 56%	114 53%	403 61% ^{abde}	434 51%	447 54%	61 41%	46 52%	309 64% ^{gd}	18 58%	434 100% ^{lm}	-	359 77% ^{cd}	72 19%	116 52%	91 68% ^{qr}	233 52%	7 50%	447 100% ^{uv}	-	-	353 79% ^{uv}	90 24%			
Mean score	6.25 ^d	6.48 ^d	6.75 ^{ade}	5.93	6.32 ^d	5.26	6.20 ^g	6.03 ^g	6.52 ^g	6.13 ^{lm}	5.11 ^m	1.87	7.44 ^d	4.04	6.10	6.96 ^{pr}	6.21	6.86	8.39 ^{uv}	8.05 ^v	1.88	7.82 ^x	4.50		

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

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 59

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

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

	Supplier					BT								EE/Orange								SKY												
	BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Issue				Satisfaction			Resolved		Billing and Customer service (p)	Issue				Satisfaction			Resolved		Billing and Customer service (A)	Issue				Satisfaction			Resolved	
						Repairs and Install ation (h)	Service issues (i)	Some thing else (j)	Satis fied (k)	Neu tral (l)	Dissat isfied (m)	Yes (n)	No (o)	Repairs and Install ation (q)		Service issues (r)	Some thing else (s)	Satis fied (t)	Neu tral (u)	Dissat isfied (v)	Yes (w)	No (x)	Repairs and Install ation (B)	Service issues (C)		Some thing else (D)	Satis fied (E)	Neu tral (F)	Dissat isfied (G)	Yes (H)	No (I)			
Total	1017	215	660	843	823	200	227	571	19**	569	252	196	622	388	62*	52*	95*	6**	114	76*	25**	114	101	165	152	326	17**	403	184	73*	361	293		
10 - Extremely satisfied	(10)	142 14%	33 15%	123 19% ^{ad}	115 14%	191 23% ^{abcd}	31 16%	32 14%	76 13%	3 16%	115 20% ^{lm}	14 6%	13 7%	107 17%	32 8%	10 16%	4 8%	18 19%	1 17%	25 23% ^{fg}	7 9%	1 4%	23 20% ^{fg}	10 10%	26 16%	33 22%	60 18%	4 24%	103 26% ^{FG}	14 8%	6 8%	95 26% ^g	27 9%	
9 -	(9)	178 18% ^{bc}	31 14%	81 12%	137 16% ^c	126 15%	21 11%	48 21% ^g	108 19% ^d	1 5%	155 27% ^{lm}	16 6%	7 4%	147 24% ^d	31 8%	9 15%	7 13%	13 14%	2 33%	25 22% ^{lm}	6 8%	-	21 18%	10 10%	14 8%	17 11%	48 15%	2 12%	62 15% ^{FG}	16 9%	3 4%	51 14%	30 10%	
8 -	(8)	159 16%	29 13%	139 21% ^{abc}	159 19%	132 16%	29 15%	36 16%	92 16%	2 11%	115 20% ^{lm}	34 13% ^{km}	10 5%	114 18% ^{cd}	44 11%	9 15%	6 12%	14 15%	-	18 16%	8 11%	3 12%	18 16%	11 11%	31 19%	35 23%	69 21%	4 24%	108 27% ^{FG}	23 13%	8 11%	80 22%	57 19%	
7 -	(7)	109 11%	26 12%	87 13%	95 11%	101 12%	21 11%	17 7%	70 12%	1 5%	65 11%	26 10%	18 9%	62 10%	45 12%	4 6%	6 12%	15 16%	1 17%	15 13%	10 13%	1 4%	12 11%	14 14%	31 19% ^{bc}	25 16% ^c	29 9%	2 12%	61 15% ^g	22 12%	4 5%	38 11%	49 17% ^{kl}	
6 -	(6)	106 10%	30 14% ^c	62 9%	84 10%	74 9%	27 14% ^h	16 7%	61 11%	2 11%	48 8%	44 17% ^{km}	14 7%	64 10%	42 11%	12 19%	7 13%	11 12%	-	18 16%	10 13%	2 8%	15 13%	15 15%	15 9%	15 10%	30 9%	2 12%	26 6%	30 18% ^g	6 8%	32 9%	30 10%	
5 -	(5)	102 10%	33 15% ^{abcd}	65 10%	75 9%	72 9%	21 11%	27 12%	52 9%	2 11%	33 6%	48 19% ^{km}	21 11% ^k	50 8%	52 13% ^{lm}	7 11%	10 19%	16 17%	-	5 4%	25 33% ^{lm}	3 12%	13 11%	20 20%	18 11%	12 8%	33 10%	2 12%	19 5%	38 21% ^g	8 11%	29 8%	33 11%	
4 -	(4)	76 7% ^{bc}	10 5%	30 5%	52 6% ^c	33 4%	13 7%	18 8%	45 8%	-	18 3%	39 15% ^k	19 10% ^{kl}	36 6%	40 10% ^{kl}	6 6%	3 1%	1 1%	-	2 2%	6 8%	2 8%	3 3%	7 7%	9 5%	5 3%	16 5%	-	6 1%	20 11% ^g	4 5%	14 4%	16 5%	
3 -	(3)	49 5%	8 4%	27 4%	39 5%	38 5%	13 7%	13 6%	22 4%	1 5%	9 2%	15 6% ^k	25 13% ^{kl}	17 3%	31 8% ^{kl}	3 5%	4 8%	1 1%	-	1 1%	2 3%	5 2%	2 2%	6 6%	7 4%	2 1%	17 5% ^g	1 6%	5 1%	10 5% ^g	12 16% ^{EF}	10 3%	17 6%	
2 -	(2)	34 3% ^a	5 2%	19 3% ^a	33 4% ^a	11 1%	5 3%	10 4%	17 3%	1 11%	3 1%	7 3% ^k	24 12% ^{kl}	7 1%	27 7% ^{kl}	1 2%	3 6%	-	-	1 1%	2 3%	2 8%	1 1%	4 4%	3 2%	5 3%	11 3%	-	7 2%	7 4%	5 7% ^g	6 2%	13 4% ^{kl}	
1 - Extremely dissatisfied	(1)	58 6% ^{bc}	6 3%	23 3%	49 6% ^c	40 5%	18 9% ^h	9 4%	26 5%	5 26%	6 1%	8 3% ^k	44 22% ^{kl}	16 3%	42 11% ^{kl}	1 2%	1 2%	4 4%	-	-	-	6 24%	2 4%	4 4%	10 6%	3 2%	10 3%	-	3 1%	3 2%	17 23% ^{EF}	4 1%	19 5% ^{kl}	
Not applicable		4 *	4 2% ^a	4 1%	5 1%	5 1%	1 1%	1 *	2 *	-	2 *	1 1%	2 *	2 1%	-	1 2%	2 2%	1 17%	-	4 4%	-	4 -	-	1 1%	-	3 1%	-	3 1%	1 1%	-	2 1%	2 1%	2 1%	
NET: Dissatisfied	(1-3)	141 14% ^{bc}	19 9%	69 10%	121 14% ^{bcd}	89 11%	36 18% ^h	32 14%	65 11%	8 42%	18 3%	30 12% ^k	93 47% ^{kl}	40 6%	100 26% ^{kl}	5 8%	8 15%	5 5%	1 17%	2 2%	4 5%	13 52%	5 4%	14 14% ^{kl}	20 12%	10 7%	38 12%	6%	15 4%	20 11% ^g	34 47% ^{EF}	20 6%	49 17% ^{kl}	
NET: Neutral	(4-6)	284 28% ^{de}	73 34% ^{de}	157 24%	211 25%	179 22%	61 31%	61 27%	158 28%	4 21%	99 17%	131 52% ^{klm}	54 26% ^{kl}	150 24%	134 35% ^{kl}	25 40%	20 38%	28 29%	-	25 22%	41 54% ^{kl}	7 28%	31 27%	42 42% ^{kl}	42 25%	32 21%	79 24%	24%	51 13%	88 48% ^{EG}	18 25% ^{kl}	75 21%	79 27%	
NET: Satisfied	(7-10)	588 58%	119 55%	430 65% ^{abcd}	506 60%	550 67% ^{abcd}	102 51%	133 59%	346 61% ^d	7 37%	450 79% ^{lm}	90 36% ^{klm}	48 24%	430 69% ^d	152 39%	32 52%	23 44%	60 63% ^d	4 67%	83 73% ^{lm}	31 41%	5 20%	74 65% ^{kl}	45 45%	102 62%	110 72% ^{AC}	206 63%	12 71%	334 83% ^{FG}	75 41%	21 29%	264 73% ^g	163 56%	
Mean score		6.69	6.86	7.07 ^{ad}	6.73	7.24 ^{ad}	6.35	6.77	6.84 ^g	5.05	7.91 ^{lm}	5.84 ^{klm}	4.26	7.42 ^d	5.51	6.84	6.20	7.22 ^g	7.40	7.91 ^{lm}	6.28	4.04	7.48 ^g	6.18	6.73	7.41 ^A	7.06	7.59	7.87 ^{FG}	6.11 ^G	4.58	7.67 ^g	6.34	

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

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 60

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

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

	Supplier					TALK TALK										VIRGIN MEDIA									
						Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	EE/Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Billing and Customer service (g)	Repairs and Installati on (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installati on (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfi ed (v)	Yes (w)	No (x)		
Total	1017	215	660	843	823	149	88*	575	31*	434	218	191	466	370	221	138	450	14**	447	234	142	447	370		
10 - Extremely satisfied (10)	142 14%	33 15%	123 19% ^{abcd}	115 14%	191 23% ^{abcd}	23 15%	10 11%	73 13%	9 29% ^{hi}	83 19% ^{lm}	20 9%	12 6%	78 17% ^{no}	37 10%	51 23%	40 29%	99 22%	1 7%	152 34% ^{uv}	18 8%	21 15% ^{vw}	142 32% ^{xy}	47 13%		
9 -	178 18% ^{bc}	31 14%	81 12%	137 16% ^{cd}	126 15%	23 15%	8 9%	104 18% ^{hi}	2 6%	120 28% ^{lm}	9 4%	8 4%	114 24% ^{no}	22 6%	24 11%	20 14%	78 17% ^{op}	4 29%	101 23% ^{uv}	19 8%	6 4%	86 19% ^{xy}	39 11%		
8 -	159 16%	29 13%	139 21% ^{abcde}	159 19%	132 16%	21 14%	18 20%	113 20%	7 23% ^{kl}	118 27% ^{lm}	24 11%	17 9%	99 21%	60 16%	38 17%	21 15%	71 16%	2 14%	95 21% ^{uv}	26 11%	11 8%	89 20% ^{xy}	42 11%		
7 -	109 11%	26 12%	87 13%	95 11%	101 12%	10 7%	12 14%	68 12%	5 16%	51 12%	29 13%	15 8%	49 11%	45 12%	23 10%	21 15%	54 12%	3 21%	51 11%	41 18% ^{uv}	9 6%	38 9%	62 17% ^{xy}		
6 -	106 10%	30 14% ^{bc}	62 9%	84 10%	74 9%	9 6%	14 16% ^{cd}	59 10%	2 6%	25 6%	40 18% ^{lm}	19 10%	43 9%	40 11%	26 12%	8 6%	40 9%	-	21 5%	43 18% ^{uv}	10 7%	30 7%	44 12% ^{xy}		
5 -	102 10%	33 15% ^{abcde}	65 10%	75 9%	72 9%	13 9%	9 10%	53 9%	-	22 5%	38 17% ^{lm}	15 8%	36 8%	38 10%	15 7%	7 5%	49 11% ^{op}	1 7%	13 3%	43 18% ^{uv}	16 11%	25 6%	47 13% ^{xy}		
4 -	76 7% ^{bc}	10 5%	30 5%	52 6% ^{cd}	33 4%	14 9%	6 7%	32 6%	-	5 1%	28 13% ^{kl}	19 10%	19 4%	32 9%	6 3%	8 6%	18 4%	1 7%	2 *	17 7% ^{uv}	14 10%	10 2%	23 6% ^{xy}		
3 -	49 5%	8 4%	27 4%	39 5%	38 5%	9 6%	5 6%	23 4%	2 6%	3 1%	15 7% ^{kl}	21 11% ^{lm}	13 3%	26 7% ^{no}	20 2%	14 3%	14 3%	1 7%	5 1%	17 7% ^{uv}	16 11%	14 3%	24 6% ^{xy}		
2 -	34 3% ^{bc}	5 2%	19 3% ^{cd}	33 4% ^{de}	11 1%	9 6%	1 1%	21 4%	2 6%	3 1%	8 4% ^{kl}	22 12% ^{lm}	4 1%	29 8% ^{no}	2 1%	3 2%	6 1%	-	2 *	5 2% ^{uv}	5 4%	4 1%	7 2% ^{xy}		
1 - Extremely dissatisfied (1)	58 6% ^{bc}	6 3%	23 3%	49 6% ^{cd}	40 5%	17 11% ^{kl}	4 5%	27 5%	1 3%	2 *	6 3% ^{kl}	41 21% ^{lm}	9 2%	39 11% ^{no}	16 7%	6 4%	18 4%	-	3 1%	5 2% ^{uv}	32 23% ^{vw}	8 2%	32 9% ^{xy}		
Not applicable	4 *	4 2% ^{bc}	4 1%	5 1%	5 1%	1 1%	1 1%	2 *	1 3%	2 *	1 *	2 1%	2 1%	2 1%	-	1 1%	3 1%	1 7%	2 *	1 *	2 1%	1 *	3 1%		
NET: Dissatisfied (1-3)	141 14% ^{bcde}	19 9%	69 10%	121 14% ^{bcde}	89 11%	35 23% ^{hij}	10 11%	71 12%	5 16%	8 2%	29 13% ^{kl}	84 44% ^{lm}	26 6%	94 25% ^{no}	38 17% ^{op}	12 9%	38 8%	1 7%	10 2%	26 11% ^{uv}	53 37% ^{vw}	26 6%	63 17% ^{xy}		
NET: Neutral (4-6)	284 28% ^{bc}	73 34% ^{bcde}	157 24%	211 25%	179 22%	36 24% ^{ij}	29 33% ^{kl}	144 25% ^{lm}	2 6%	52 12%	106 49% ^{lm}	53 28% ^{no}	98 21%	110 30% ^{op}	47 21%	23 17%	107 24%	2 14%	36 8%	103 44% ^{uv}	40 28%	65 15%	114 31% ^{xy}		
NET: Satisfied (7-10)	588 58%	119 55%	430 65% ^{abcd}	506 60%	550 67% ^{abcd}	77 52%	48 55%	358 62% ^{gh}	23 74% ^{gh}	372 86% ^{lm}	82 38% ^{no}	52 27%	340 73% ^{no}	164 44%	136 62%	102 74% ^{op}	302 67%	10 71%	399 89% ^{uv}	104 44% ^{vw}	47 33%	355 79% ^{xy}	190 51%		
Mean score	6.69	6.86	7.07 ^{uv}	6.73	7.24 ^{uv}	6.16	6.60	6.86 ^{gh}	7.40 ^{gh}	6.12 ^{lm}	5.82 ^{no}	4.48	7.57 ^{no}	5.70	6.90	7.53 ^{op}	7.31	7.31	6.47 ^{uv}	6.23 ^{vw}	5.01	6.02 ^{xy}	6.27		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 61

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

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

	Supplier					BT									EE/Orange									SKY								
	BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
						Billing and Customer service (g)	Repairs and Install ation (h)	Service issues (i)	Some thing else (j)	Satis fied (k)	Neu tral (l)	Dissat isfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Install ation (q)	Service issues (r)	Some thing else (s)	Satis fied (t)	Neu tral (u)	Dissat isfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Install ation (B)	Service issues (C)	Some thing else (D)	Satis fied (E)	Neu tral (F)	Dissat isfied (G)	Yes (H)	No (I)
Total	552	116	405	475	523	96*	102	341	13**	236	159	157	283	263	29**	20**	64*	3**	56*	41*	19**	56*	60*	87*	76*	234	8**	233	121	51*	221	180
10 - Extremely satisfied	43	13	67	40	64	5	7	28	3	38	3	2	34	6	3	1	9	-	12	1	-	13	-	9	14	41	3	59	7	1	51	15
	8%	11%	17% ^{ad}	8%	12% ^{ad}	5%	7%	8%	23%	16% ^{lm}	2%	1%	12%	2%	10%	5%	14%	-	21%	2%	-	23%	-	10%	18%	18%	38%	25% ^{FG}	6%	2%	23%	8%
9 -	47	8	46	34	52	9	11	26	1	43	3	1	38	9	1	2	5	-	8	-	-	7	1	13	12	21	-	40	4	2	37	9
	9%	7%	11% ^{ad}	7%	10%	9%	11%	8%	8%	18% ^{lm}	2%	1%	13%	3%	3%	10%	8%	-	14%	-	-	13%	2%	15%	16%	9%	-	17% ^{FG}	3%	4%	17%	5%
8 -	66	14	60	64	94	5	11	50	-	49	15	2	48	18	3	1	10	-	11	3	-	10	4	10	11	39	-	47	10	3	36	24
	12%	12%	15%	13%	18% ^{ad}	5%	11%	19% ^{ad}	-	21% ^{lm}	9% ^{lm}	1%	17% ^{ad}	7%	10%	5%	16%	-	20%	7%	-	18%	7%	11%	14%	17%	-	20% ^{FG}	8%	6%	16%	13%
7 -	68	18	55	69	71	8	8	51	1	43	20	5	46	21	7	3	7	1	10	6	2	6	12	12	12	30	1	33	19	3	34	20
	12%	16%	14%	15%	14%	8%	8%	15%	8%	18% ^{lm}	13% ^{lm}	3%	16%	8%	24%	15%	11%	33%	18%	15%	11%	11%	20%	14%	16%	13%	13%	14%	16%	6%	15%	11%
6 -	70	14	52	67	52	9	14	46	1	34	34	2	53	16	7	2	5	-	7	7	-	7	7	11	11	29	1	25	23	4	21	31
	13%	12%	13%	14% ^{ad}	10%	9%	14%	13%	8%	14% ^{lm}	21% ^{lm}	1%	13% ^{ad}	6%	24%	10%	8%	-	13%	17%	-	13%	12%	13%	14%	12%	13%	11%	19% ^{ad}	8%	10%	17% ^{ad}
5 -	62	15	44	49	44	13	8	39	2	21	29	12	26	35	4	-	10	1	3	10	2	3	12	13	7	22	2	14	24	6	16	26
	11%	13%	11%	10%	8%	14%	8%	11%	15%	9%	18% ^{lm}	8%	9%	13%	14%	-	16%	33%	5%	24% ^{lm}	11%	5%	20% ^{lm}	15%	9%	9%	25%	6%	20% ^{ad}	12%	7%	14% ^{ad}
4 -	22	10	27	33	35	6	5	11	-	1	12	9	6	16	2	4	4	-	1	7	2	3	7	10	3	14	-	7	15	5	13	14
	4%	9% ^{ad}	7%	7% ^{ad}	7% ^{ad}	6%	5%	3%	-	*	8% ^{ad}	6% ^{ad}	2%	6% ^{ad}	7%	20%	6%	-	2%	17% ^{ad}	11%	5%	12%	11%	4%	6%	-	3%	12% ^{ad}	10% ^{ad}	6%	8%
3 -	41	3	17	31	41	7	10	23	1	3	21	17	7	34	1	1	1	-	-	2	1	2	1	3	13	-	3	10	4	5	12	7% ^{ad}
	7% ^{ad}	3%	4%	7%	8% ^{ad}	7%	10%	7%	8%	1%	13% ^{ad}	11% ^{ad}	2%	13% ^{ad}	3%	5%	2%	-	-	5%	5%	2%	3%	1%	4%	6%	-	1%	8% ^{ad}	8% ^{ad}	2%	7% ^{ad}
2 -	39	8	20	27	21	10	4	23	2	1	11	27	5	34	-	2	6	-	-	4	4	-	8	2	3	14	1	2	9	9	6	14
	7% ^{ad}	7%	5%	6%	4%	10%	4%	7%	15%	*	7% ^{ad}	17% ^{ad}	2%	13% ^{ad}	-	10%	9%	-	-	10% ^{ad}	21%	-	13% ^{ad}	2%	4%	6%	13%	1%	7% ^{ad}	18% ^{ad}	3%	8% ^{ad}
1 - Extremely dissatisfied	93	10	17	59	47	24	23	44	2	2	11	80	19	74	1	3	5	1	1	1	8	3	7	6	-	11	-	3	-	14	2	15
	17% ^{bcde}	9%	4%	12% ^{bc}	9% ^{bc}	25% ^{ad}	23% ^{ad}	13%	15%	1%	7% ^{ad}	51% ^{ad}	7%	28% ^{ad}	3%	15%	8%	33%	2%	2%	42%	5%	12%	7% ^{ad}	-	5%	-	1%	-	27% ^{ad}	1%	9% ^{ad}
Not applicable	1	3	-	2	2	-	1	-	-	1	-	-	1	-	-	1	2	-	3	-	-	3	-	-	-	-	-	-	-	-	-	-
	*	3% ^{acde}	-	*	*	-	1%	-	-	*	-	-	*	-	-	5%	3%	-	5%	-	-	5%	-	-	-	-	-	-	-	-	-	-
NET: Dissatisfied	173	21	54	117	109	41	37	90	5	6	43	124	31	142	2	6	12	1	1	7	13	4	17	9	6	38	1	8	19	27	13	41
	31% ^{bcde}	18%	13%	25% ^{bc}	21% ^{bc}	45% ^{ad}	36%	26%	38%	3%	27% ^{ad}	79% ^{ad}	11%	54% ^{ad}	7%	30%	19%	33%	2%	17% ^{ad}	68%	7%	28% ^{ad}	10%	8%	16%	13%	3%	18% ^{ad}	53% ^{ad}	6%	23% ^{ad}
NET: Neutral	154	39	123	149	131	28	27	96	3	56	75	23	85	67	13	6	19	1	11	24	4	13	26	34	21	65	3	46	62	15	50	71
	28%	34%	30%	31% ^{ad}	25%	29%	26%	28%	23%	24% ^{lm}	47% ^{lm}	15%	30%	25%	45%	30%	30%	33%	20%	39% ^{ad}	21%	23%	43% ^{ad}	39%	28%	28%	38%	20%	51% ^{ad}	29%	23%	39% ^{ad}
NET: Satisfied	224	53	228	207	281	27	37	155	5	173	41	10	166	54	14	7	31	1	41	10	2	36	17	44	49	131	4	179	40	9	158	68
	41%	46%	56% ^{abde}	44%	54% ^{ad}	28%	36%	45% ^{ad}	38%	73% ^{lm}	28% ^{lm}	6%	59% ^{ad}	21%	48%	35%	48%	33%	73% ^{lm}	24%	11%	64% ^{lm}	28%	51%	64%	56%	50%	77% ^{FG}	33% ^{FG}	18%	71% ^{ad}	38%
Mean score	5.39	5.96	6.56 ^{ad}	5.68	6.22 ^{ad}	4.53	5.13	5.70 ^{ad}	5.46	7.60 ^{lm}	5.09 ^{lm}	2.38	6.77 ^{ad}	3.84	6.41	5.00	6.13	4.33	7.77 ^{lm}	5.15	2.68	7.36 ^{ad}	4.73	6.38	7.21 ^{ad}	6.58	6.88	7.82 ^{FG}	5.69 ^{FG}	3.75	7.49 ^{ad}	5.63

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

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

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

	Supplier					TALK TALK								VIRGIN MEDIA									
	BT (a)	EE/Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
						Billing and Customer service (g)	Repairs and Installati on (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installati on (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfi ed (v)	Yes (w)	No (x)
Total	552	116	405	475	523	84*	44*	325	22**	206	142	127	232	239	137	63*	313	10**	271	153	99*	271	249
10 - Extremely satisfied (10)	43 8%	13 11%	67 17% ad	40 8%	64 12% ad	8 10%	6 14%	22 7%	4 18%	36 17% lm	3 2%	1 1%	33 14%	3 7%	18 13%	7 11%	38 12%	1 10%	59 22% uv	3 2%	2 2%	55 20% w	9 4%
9 - (9)	47 9%	8 7%	46 11% cd	34 7%	52 10%	3 4%	- -	28 9% h	3 14%	27 13% lm	5 4%	2 2%	25 11%	9 4%	15 11%	6 10%	31 10%	- -	45 17% uv	5 3%	2 2%	40 15% w	12 5%
8 - (8)	66 12%	14 12%	60 15%	64 13%	94 18% ad	9 11%	6 14%	46 14%	3 14%	43 21% lm	14 10%	7 6%	32 14%	32 13%	23 17%	10 16%	59 19%	2 20%	76 28% uv	13 8%	5 5%	65 24% w	28 11%
7 - (7)	68 12%	18 16%	55 14%	69 15%	71 14%	11 13%	8 18%	47 14%	3 14%	47 23% lm	17 12%	5 4%	45 19% cd	23 10%	19 14%	8 13%	41 13%	3 30%	40 15% w	26 17% w	5 5%	33 12%	38 15%
6 - (6)	70 13%	14 12%	52 13%	67 14%	52 10%	9 11%	3 7%	52 16%	3 14%	27 13%	29 20% lm	11 9%	35 15%	32 13%	13 9%	7 11%	30 10%	2 20%	28 10%	19 12%	8 5%	27 10%	24 10%
5 - (5)	62 11%	15 13%	44 11%	49 10%	44 8%	8 10%	6 14%	34 10%	1 5%	12 6%	26 18% km	11 9%	27 12%	21 9%	8 6%	7 11%	28 9%	1 10%	7 3%	29 19% uv	8 8%	17 6%	27 11%
4 - (4)	22 4%	10 9%	27 7%	33 7%	35 7%	6 7%	5 11%	22 7%	- -	5 2%	16 11% ka	12 9%	12 5%	21 9%	7 5%	3 8%	25 8%	- -	7 3%	20 13% u	8 8%	10 4%	25 10% w
3 - (3)	41 7% ic	3 3%	17 4%	31 7%	41 8% bd	6 7%	2 5%	23 7%	- -	3 1%	14 10% ka	14 11% ka	6 3%	25 10% uv	10 7%	7 11%	24 8%	- -	5 2%	21 14% u	15 15% uv	9 3%	32 13% w
2 - (2)	39 7% ie	8 7%	20 5%	27 6%	21 4%	4 5%	1 2%	21 6%	1 5%	1 *	7 5% ka	19 15% ku	3 1%	24 10% uv	6 4%	2 3%	13 4%	- -	- -	6 4% u	15 15% uv	4 1%	17 7% w
1 - Extremely dissatisfied (1)	93 17% bdde	10 9%	17 4%	59 12% cd	47 9% cd	20 24% u	6 14%	29 9%	4 18%	4 2%	10 7% ka	45 35% ku	13 6%	45 18% uv	18 13% u	6 7%	22 7%	1 10%	2 1%	11 7% u	34 34% uv	9 3%	37 15% w
Not applicable	1 *	3 3% acde	- -	2 *	2 *	- -	1 2%	1 *	- -	1 *	1 1%	- -	1 *	- -	- -	2 1%	- -	- -	2 1%	- -	- -	2 1%	- -
NET: Dissatisfied (1-3)	173 31% bdde	21 18%	54 13%	117 25% cd	109 21% cd	30 36% u	9 20%	73 22%	5 23%	8 4%	31 22% ka	78 61% ku	22 9%	94 39% uv	34 25%	15 24%	59 19%	1 10%	7 3%	38 25% u	64 65% uv	22 8%	86 35% w
NET: Neutral (4-6)	154 28%	39 34%	123 30%	149 31% cd	131 25%	23 27%	14 32%	108 33%	4 18%	44 21%	71 50% km	34 27%	74 32%	74 31%	28 20%	17 27%	83 27%	3 30%	42 15%	68 44% uv	21 21%	54 20%	76 31% w
NET: Satisfied (7-10)	224 41%	53 46%	228 56% abcd	207 44%	281 54% ad	31 37%	20 45%	143 44%	18 59%	153 74% lm	39 27% lm	15 12%	135 58% cd	71 30%	75 55%	31 49%	169 54%	6 60%	220 81% uv	47 31% uv	14 14%	193 71% w	87 35%
Mean score	5.39	5.96	6.66 abde	5.68	6.22 ad	5.00	5.72	5.90 g	6.41	7.40 lm	5.25 lm	3.25	6.74 cd	4.67	6.12	6.03	6.30	6.50	7.92 uv	5.14 uv	3.27	7.41 w	4.96

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

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 63

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

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

	Supplier					BT								EE/Orange								SKY										
	BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
						Billing and Customer service (g)	Repairs and Install ation (h)	Service issues (i)	Some thing else (j)	Satis fied (k)	Neu tral (l)	Dissat isfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Install ation (q)	Service issues (r)	Some thing else (s)	Satis fied (t)	Neu tral (u)	Dissat isfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Install ation (B)	Service issues (C)	Some thing else (D)	Satis fied (E)	Neu tral (F)	Dissat isfied (G)	Yes (H)	No (I)
Total	1017	215	660	843	823	200	227	571	19**	569	252	196	622	388	62*	52*	95*	6**	114	76*	25**	114	101	165	152	326	17**	403	184	73*	361	293
10 - Extremely satisfied (10)	112	18	82	79	120	19	33	55	5	112	-	-	102	8	7	3	8	-	16	2	-	15	3	23	20	37	2	79	1	2*	68	13
	11%	8%	12%	9%	15% ^{abcd}	10%	15%	10%	26%	20% ^{lm}	-	-	16%	2%	11%	6%	8%	-	14%	3%	-	13%	3%	14%	13%	11%	12%	20% ^{fg}	1%	3%	19%	4%
9 -	182	24	86	113	91	32	47	102	1	176	5	1	170	12	9	5	8	2	22	2	-	17	7	23	28	34	1	84	2	-	64	22
	18% ^{bcde}	11%	13%	13%	11%	16%	21%	18%	5%	31% ^{lm}	2%	1%	27%	3%	15%	10%	8%	33%	15%	3%	-	15%	7%	14%	18%	10%	6%	21% ^{fg}	1%	-	18%	8%
8 -	130	28	101	106	125	21	25	83	1	109	21	-	108	22	9	8	11	-	26	2	-	19	9	23	28	49	1	85	15	1	65	35
	13%	13%	15%	13%	15%	11%	11%	15%	5%	19% ^{lm}	9%	-	17%	6%	15%	15%	12%	-	23%	3%	-	17%	9%	14%	18%	15%	6%	21% ^{fg}	8%	1%	16%	12%
7 -	126	38	99	93	99	18	24	83	1	86	38	2	88	36	8	10	20	-	24	14	-	25	13	21	24	49	5	75	21	3	60	38
	12%	18% ^{acde}	15%	11%	12%	9%	11%	15%	5%	15% ^{lm}	15%	1%	14%	9%	13%	19%	21%	-	21%	18%	-	22%	13%	13%	16%	15%	29%	19% ^{fg}	11%	4%	17%	13%
6 -	84	34	60	83	89	13	22	48	1	46	37	1	53	31	11	6	15	2	13	21	-	17	17	22	14	23	1	29	28	3	27	33
	8%	16% ^{acde}	9%	10%	11%	7%	10%	8%	5%	9% ^{lm}	15% ^{km}	1%	9%	8%	18%	12%	16%	33%	11%	28%	-	15%	17%	13%	9%	7%	6%	7%	15% ^{eg}	4%	7%	11%
5 -	59	14	61	71	78	15	10	32	2	16	39	4	27	31	5	4	5	-	2	11	1	5	9	13	12	34	2	20	39	2	24	34
	6%	7%	9%	8%	9%	8%	4%	6%	11%	3%	15% ^{km}	2%	4%	8%	8%	8%	5%	-	2%	14%	4%	4%	9%	8%	8%	10%	12%	5%	21% ^{eg}	3%	7%	12%
4 -	66	15	47	52	46	13	12	39	2	13	41	12	27	38	6	3	6	-	3	9	3	6	9	10	12	24	1	13	26	8	15	32
	6%	7%	7%	6%	6%	7%	5%	7%	11%	2%	16% ^{km}	8%	4%	10%	10%	6%	6%	-	3%	12%	12%	5%	9%	6%	8%	7%	6%	3%	14% ^{de}	11% ^{de}	4%	11%
3 -	57	13	44	62	54	15	10	32	-	2	28	27	15	42	2	5	5	1	3	6	4	3	10	13	4	26	1	9	25	10	20	24
	6%	6%	7%	7%	7%	8%	4%	6%	-	*	11% ^{kl}	14% ^{kl}	2%	11%	3%	10%	5%	17%	3%	8%	16%	3%	10% ^{lm}	8% ^{lm}	3%	8% ^{lm}	6%	2%	14% ^{lm}	14% ^{lm}	6%	8%
2 -	53	6	34	49	29	17	15	21	-	3	21	29	8	44	1	2	3	-	-	2	4	-	6	6	5	20	3	4	16	14	8	26
	5%	3%	5%	9% ^{lm}	4%	9%	7%	4%	-	1%	8% ^{kl}	15% ^{kl}	1%	11% ^{kl}	2%	4%	3%	-	-	3%	16%	-	6% ^{lm}	4%	3%	6%	18%	1%	9% ^{lm}	19% ^{lm}	2%	9% ^{lm}
1 - Extremely dissatisfied (1)	147	20	43	131	86	37	28	76	6	6	21	120	24	123	4	5	11	-	1	6	13	3	17	9	5	29	-	3	10	30	8	35
	14% ^{bcde}	9%	7%	18% ^{bcde}	10%	19%	12%	13%	32%	1%	8% ^{kl}	61% ^{kl}	4%	32% ^{lm}	6%	10%	12%	-	1%	8% ^{kl}	52%	3%	17% ^{lm}	5%	3%	9% ^{lm}	-	1%	9% ^{lm}	41% ^{lm}	2%	12% ^{lm}
Not applicable	1	5	3	4	6	-	1	-	-	-	1	-	-	1	-	1	3	1	4	1	-	4	1	2	-	1	-	2	1	-	2	1
	*	2% ^{acde}	*	*	1% ^{ac}	-	*	-	-	-	*	-	-	*	-	2%	3%	17%	4%	1%	-	4%	1%	1%	-	*	-	*	1%	-	1%	*
NET: Dissatisfied (1-3)	257	39	121	242	169	69	53	129	6	11	70	176	47	209	7	12	19	1	4	14	21	6	33	28	14	75	4	16	51	54	36	85
	25% ^{bcde}	18%	18%	29% ^{bcde}	21%	35% ^{lm}	23%	23%	32%	2%	28% ^{kl}	90% ^{kl}	8%	54% ^{lm}	11%	23%	20%	17%	4%	18% ^{lm}	84%	5%	33% ^{lm}	17% ^{lm}	9%	23% ^{lm}	24%	4%	28% ^{lm}	74% ^{lm}	10%	29% ^{lm}
NET: Neutral (4-6)	209	63	168	206	213	41	44	119	5	75	117	17	107	100	22	13	26	2	18	41	4	28	35	45	38	81	4	62	93	13	66	99
	21%	29% ^{lm}	25% ^{lm}	24% ^{lm}	26% ^{lm}	21%	19%	21%	26%	13%	46% ^{lm}	9%	17%	26% ^{lm}	35%	25%	27%	33%	16%	54% ^{lm}	16%	25%	35%	27%	25%	25%	24%	15%	51% ^{lm}	18%	18%	34% ^{lm}
NET: Satisfied (7-10)	550	108	368	391	435	90	129	323	8	483	64	3	468	78	33	26	47	2	88	20	-	76	32	90	100	169	9	323	39	6	257	108
	54% ^{lm}	50% ^{lm}	56% ^{lm}	46% ^{lm}	53% ^{lm}	45%	57% ^{lm}	57% ^{lm}	42%	85% ^{lm}	25% ^{lm}	2%	75% ^{lm}	20%	53%	50%	49%	33%	77% ^{lm}	26%	-	67% ^{lm}	32%	55%	66% ^{lm}	52%	53%	80% ^{lm}	21% ^{lm}	8%	71% ^{lm}	37%
Mean score	6.07d	6.15d	6.38ad	5.70	6.27d	5.47	6.37g	6.18g	5.47	6.09lm	4.81lm	1.82	7.53o	3.74	6.55	5.90	5.99	6.60	7.67lm	5.29	2.00	7.21*	4.98	6.53	6.99c	6.04	5.94	7.77fg	4.80g	2.70	7.30*	5.24

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

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

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

	Supplier					TALK TALK									VIRGIN MEDIA								
	BT (a)	EE/Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
						Billing and Customer service (g)	Repairs and Installati on (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installati on (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfi ed (v)	Yes (w)	No (x)
Total	1017	215	660	843	823	149	88*	575	31*	434	218	191	466	370	221	138	450	14**	447	234	142	447	370
10 - Extremely satisfied (10)	112 11%	18 8%	82 12%	79 9%	120 15% ^{abd}	10 7%	10 11%	55 10%	4 13%	76 18% ^{lm}	3 1%	-	72 15%	7 2%	30 14%	32 23% ^{pr}	56 12%	2	114 26% ^{uv}	3 1%	3 2%	107 24% ^{uv}	12 3%
9 -	182 18% ^{bcd}	24 11%	86 13%	113 13%	91 11%	16 11%	7 8%	87 15%	3 10%	109 25% ^{lm}	3 1%	1	106 23%	6 2%	25 11%	17 12%	45 10%	4 29%	85 19% ^{uv}	6 3%	-	81 18%	9 2%
8 -	130 13%	28 13%	101 15%	106 13%	125 15%	18 12%	10 11%	71 12%	7 23%	92 21% ^{lm}	14 6% ^{lm}	-	79 17%	26 7%	36 16%	24 17%	63 14%	2	105 23% ^{uv}	14 6%	6 4%	86 19% ^{uv}	37 10%
7 -	126 12%	38 18% ^{ade}	99 15% ^{de}	93 11%	99 12%	8 5%	12 14% ^{gd}	71 12% ^{gd}	2 6%	68 16% ^{lm}	23 11% ^{lm}	2	63 14%	30 8%	26 12%	16 13%	57 13%	-	66 15% ^{uv}	26 11% ^{uv}	7 5%	58 13%	41 11%
6 -	84 8%	34 16% ^{acde}	60 9%	83 10%	89 11%	17 11%	13 15%	47 8%	6 19%	43 10% ^{lm}	39 18% ^{lm}	1	53 11%	29 8%	24 11%	11 8%	52 12%	2	38 9%	43 18% ^{uv}	8 6%	46 10%	43 12%
5 -	59 6%	14 7%	61 9%	71 8%	78 9%	9 6%	6 7%	55 10%	1 3%	14 3%	46 21% ^{lm}	11 6%	31 7%	40 11%	18 8%	10 7%	48 11%	2	21 5%	48 21% ^{uv}	9 6%	25 6%	53 14% ^{uv}
4 -	66 6%	15 7%	47 7%	52 6%	46 6%	10 7%	7 8%	35 6%	-	12 3%	27 12% ^{ka}	13 7% ^{ka}	16 3%	35 9%	10 5%	7 5%	29 6%	-	6 1%	36 15% ^{uv}	4 3%	14 3%	32 9%
3 -	57 6%	13 6%	44 7%	62 7%	54 7%	19 13% ^{nl}	7 8%	36 6%	-	10 2%	25 11% ^{ka}	27 14% ^{ka}	17 4%	45 12% ^{ka}	17 8%	4 3%	33 7%	-	4 1%	31 13% ^{ka}	19 13% ^{ka}	12 3%	42 11% ^{ka}
2 -	53 5%	6 3%	34 5%	49 6%	29 4%	9 6%	4 5%	34 6%	2 6%	4 1%	16 7% ^{ka}	29 15% ^{ka}	8 2%	40 11% ^{ka}	6 3%	2 1%	21 5%	-	2 *	10 4% ^{ka}	17 12% ^{ka}	1 *	28 8% ^{ka}
1 - Extremely dissatisfied (1)	147 14% ^{bce}	20 9%	43 7%	131 16% ^{bce}	86 10% ^{bce}	33 22% ^{ce}	11 13%	81 14%	6 19%	5 1%	22 10% ^{ka}	104 54% ^{ka}	20 4%	109 29% ^{ka}	28 13%	15 11%	42 9%	1	4 1%	16 7% ^{ka}	66 46% ^{ka}	16 4%	69 19% ^{ka}
Not applicable	1 *	5 2% ^{acde}	3 *	4 *	6 1% ^a	-	1 1%	3 1%	-	1 *	-	3 2%	1 *	3 1%	1 *	-	4 1%	7%	2 *	1 *	3 2%	1 *	4 1%
NET: Dissatisfied (1-3)	257 25% ^{bce}	39 18%	121 18%	242 29% ^{bce}	169 21%	61 41% ^{hl}	22 25%	151 26%	8 26%	19 4%	63 29% ^{ka}	160 84% ^{ka}	45 10%	194 50% ^{ka}	51 23%	21 15%	96 21%	1	10 2%	57 24% ^{ka}	102 72% ^{ka}	29 6%	139 38% ^{ka}
NET: Neutral (4-6)	209 21%	63 29% ^{ka}	168 25% ^{ka}	206 24% ^{ka}	213 26% ^{ka}	36 24%	26 30%	137 24%	7 23%	69 16%	112 51% ^{lm}	25 13%	100 21%	104 28% ^{ka}	52 24%	28 20%	129 29%	4	65 15%	127 54% ^{uv}	21 15%	85 19%	128 35% ^{uv}
NET: Satisfied (7-10)	550 54% ^{cd}	108 50%	368 56% ^{cd}	391 46%	435 53% ^{cd}	52 35%	39 44%	284 49% ^{gd}	16 52%	345 79% ^{lm}	43 20% ^{lm}	3 2%	320 69% ^{cd}	69 19%	117 53%	89 64% ^{pr}	221 49%	8 57%	370 83% ^{uv}	49 21% ^{uv}	16 11%	332 74% ^{uv}	99 27%
Mean score	6.07 ^d	6.15 ^d	6.38 ^{cd}	5.70	6.27 ^d	4.96	5.70 ^g	5.96 ^g	6.06	7.79 ^{lm}	4.73 ^{lm}	2.02	7.25 ^o	3.76	6.18	6.90 ^{pr}	6.10	7.31	8.05 ^{uv}	4.93 ^{uv}	2.83	7.63 ^{uv}	4.61

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

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 65

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

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

	Supplier					BT								EE/Orange								SKY										
	BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
						Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	1017	215	660	843	823	200	227	571	19**	569	252	196	622	388	62*	52*	95*	6**	114	76*	25**	114	101	165	152	326	17**	403	184	73*	361	293
10 - Extremely satisfied (10)	159	31	95	98	143	28	36	91	4	156	3	-	148	10	7	8	16	-	29	2	-	28	3	25	24	45	1	91	4	-	90	5
9 - (9)	157	22	96	141	110	26	47	83	1	148	8	1	144	13	8	4	9	1	20	2	-	17	5	17	29	48	2	92	3	1	70	24
8 - (8)	167	29	105	111	104	26	27	112	2	136	30	1	142	25	13	8	8	-	25	4	-	19	10	28	29	46	2	94	11	-	73	32
7 - (7)	103	32	96	78	87	16	30	53	4	69	33	1	72	29	10	6	15	1	18	14	-	19	13	25	27	41	3	69	25	2	55	41
6 - (6)	74	25	65	69	80	20	18	36	-	25	43	6	43	31	8	3	14	-	8	15	2	15	10	21	8	35	1	23	39	3	23	42
5 - (5)	64	23	57	60	59	16	13	35	-	18	43	3	27	37	9	6	7	1	7	15	1	6	17	11	17	25	4	16	39	2	23	31
4 - (4)	60	8	33	45	44	15	10	34	1	7	41	12	17	43	2	4	2	-	-	7	1	-	8	7	5	20	1	3	23	7	9	24
3 - (3)	39	12	31	45	56	9	8	22	-	2	20	17	6	31	2	2	8	-	2	7	3	1	11	10	3	18	-	4	19	8	7	24
2 - (2)	58	11	30	49	43	13	11	31	3	3	14	41	5	53	1	5	4	1	1	5	5	2	9	6	5	19	-	3	14	13	2	28
1 - Extremely dissatisfied (1)	133	18	48	142	91	31	26	72	4	3	17	113	17	115	2	5	10	1	-	5	13	3	15	12	5	28	3	4	7	37	6	42
Not applicable	3	4	4	5	6	-	1	2	-	2	-	1	1	1	-	1	2	1	4	-	-	4	-	3	-	1	-	4	-	-	3	-
NET: Dissatisfied (1-3)	230	41	109	236	190	53	45	125	7	8	51	171	28	199	5	12	22	2	3	17	21	6	35	28	13	65	3	11	40	58	15	94
NET: Neutral (4-6)	198	56	155	174	183	51	41	105	1	50	127	21	87	111	19	13	23	1	15	37	4	21	35	39	30	80	6	42	101	12	55	97
NET: Satisfied (7-10)	586	114	392	428	444	96	140	339	11	509	74	3	506	77	38	26	48	2	92	22	-	83	31	95	109	180	8	346	43	3	288	102
Mean score	6.34d	6.34	6.61d	6.31d	6.31d	5.89	6.61g	6.42g	5.63	6.37lm	5.22m	1.89	7.93o	3.82	6.89	6.02	6.23	4.80	6.06u	5.22	2.12	7.71x	4.84	6.57	7.23ac	6.38	5.76	6.88fg	5.13g	2.27	7.87i	5.06

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

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

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

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

	Supplier					TALK TALK							VIRGIN MEDIA											
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		
	BT (a)	EE/Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Billing and Customer service (g)	Repairs and Installati on (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installati on (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfi ed (v)	Yes (w)	No (x)	
Total	1017	215	660	843	823	149	88*	575	31*	434	218	191	466	370	221	138	450	14**	447	234	142	447	370	
10 - Extremely satisfied (10)	159 16% ^{ad}	31 14%	95 14%	98 12%	143 17% ^{ad}	23 15%	11 13%	57 10%	7 23% ^u	93 21% ^{lm}	4 2%	1 1%	93 20% ^{de}	5 1%	34 15%	32 23%	74 16%	3 21%	139 31% ^{uv}	3 1%	1 1%	136 30% ^{uv}	7 2%	
9 - (9)	157 15% ^{ab}	22 10%	96 15%	141 17% ^{ad}	110 13%	18 12%	9 10%	111 19% ^{gh}	3 10%	135 31% ^{lm}	6 3% ^{lm}	-	135 29% ^{de}	5 1%	34 15%	20 14%	54 12%	2 14%	104 23% ^{uv}	5 2%	1 1%	96 21% ^{uv}	14 4%	
8 - (8)	167 16% ^{ae}	29 13%	105 16%	111 13%	104 13%	11 7%	10 15%	86 15%	4 13%	96 22% ^{lm}	14 6% ^{lm}	1 1%	85 18% ^{de}	25 7%	29 13%	24 17%	50 11%	1 7%	91 20% ^{uv}	12 5% ^{uv}	1 1%	83 19% ^{uv}	19 5%	
7 - (7)	103 10%	32 15% ^{ad}	96 15% ^{ade}	78 9%	87 11%	5 3%	11 13% ^g	57 10% ^g	5 16% ^g	51 12% ^{lm}	26 12% ^{lm}	1 1%	50 11%	28 8%	17 8%	17 12%	52 12%	1 7%	56 13% ^{uv}	29 12% ^{uv}	2 1%	53 12% ^{uv}	33 9%	
6 - (6)	74 7%	25 12% ^{ae}	65 10%	69 8%	80 10%	12 8%	11 13%	44 8%	2 6%	26 6% ^{lm}	40 18% ^{lm}	3 2%	39 8%	28 8%	24 11%	13 9%	42 9%	1 7%	35 8% ^{uv}	43 18% ^{uv}	2 1%	32 7% ^{uv}	48 13% ^{uv}	
5 - (5)	64 6%	23 11% ^{ae}	57 9%	60 7%	59 7%	7 5%	10 11%	41 7%	2 6%	17 4%	35 16% ^{lm}	8 4%	23 5%	35 9% ^{ae}	13 6%	7 5%	36 8%	3 21%	6 1%	48 21% ^{uv}	5 4%	18 4%	41 11% ^{uv}	
4 - (4)	60 6%	8 4%	33 5%	45 5%	44 5%	14 9% ^{ad}	9 10% ^{ad}	22 4%	-	7 2%	31 14% ^{lm}	7 4%	12 3%	33 9% ^{ae}	11 5%	9 7%	24 5%	-	4 1%	31 13% ^{uv}	9 6% ^{uv}	6 1%	38 10% ^{uv}	
3 - (3)	39 4%	12 6%	31 5%	45 5%	56 7% ^{ae}	11 7%	4 5%	28 5%	2 6%	3 1%	23 11% ^{kl}	19 10% ^{kl}	9 2%	36 10% ^{lm}	19 9% ^{ad}	-	37 8% ^{ad}	-	5 1%	33 14% ^{uv}	18 13% ^{uv}	14 3%	42 11% ^{uv}	
2 - (2)	58 6%	11 5%	30 5%	49 6%	43 5%	10 7%	4 5%	33 6%	2 6%	2 *	21 10% ^{kl}	26 14% ^{kl}	8 2%	41 11% ^{lm}	8 4%	5 4%	30 7%	-	1 *	17 7% ^{uv}	25 18% ^{uv}	4 1%	39 11% ^{uv}	
1 - Extremely dissatisfied (1)	133 13% ^{ae}	18 8%	48 7%	142 17% ^{abce}	91 11% ^{ce}	38 26% ^{hij}	8 9%	92 16%	4 13%	2 *	16 7% ^{kl}	124 65% ^{kl}	10 2%	131 35% ^{lm}	31 14%	10 7%	49 11%	1 7%	3 1%	12 5% ^{uv}	76 54% ^{uv}	4 1%	86 23% ^{uv}	
Not applicable	3 *	4 2% ^{ae}	4 1%	5 1%	6 1%	-	1 1%	4 1%	-	2 *	2 1%	1 1%	2 *	3 1%	1 1%	2 *	2 *	2 14%	3 1%	1 *	2 1%	1 *	3 1%	
NET: Dissatisfied (1-3)	230 23% ^{ae}	41 19%	109 17%	236 28% ^{abce}	190 23% ^{ce}	59 40% ^{hij}	16 18%	153 27%	8 26%	7 2%	60 29% ^{kl}	169 89% ^{kl}	27 6%	208 56% ^{lm}	58 26% ^{ad}	15 11%	116 26% ^{ad}	1 7%	9 2%	62 29% ^{uv}	119 84% ^{uv}	22 5%	167 45% ^{uv}	
NET: Neutral (4-6)	198 19%	56 26% ^{ae}	155 23% ^{ae}	174 21%	183 22%	33 22% ^g	30 34% ^{gij}	107 19%	4 13%	50 12%	106 49% ^{lm}	18 9%	74 16%	96 26% ^{lm}	48 22%	29 21%	102 23%	4 29%	45 10%	122 52% ^{uv}	16 11%	56 13%	127 34% ^{uv}	
NET: Satisfied (7-10)	586 58% ^{de}	114 53%	392 59% ^{ade}	428 51%	444 54%	57 38%	41 47%	311 54% ^g	19 61% ^g	375 86% ^{lm}	50 23% ^{lm}	3 2%	363 78% ^{de}	63 17%	114 52%	93 67% ^{sp}	230 51%	50%	7 1%	390 87% ^{uv}	49 21% ^{uv}	5 4%	368 82% ^{uv}	73 20%
Mean score	6.34 ^d	6.34	6.61 ^d	5.91	6.31 ^d	5.16	6.07 ^g	6.05 ^g	6.45	6.23 ^{lm}	4.88 ^{lm}	1.81	7.81 ^e	3.51	6.15	7.15 ^{pe}	6.11	7.08	6.38 ^{uv}	4.90 ^{uv}	2.10	6.11 ^e	4.13	

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

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 67

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

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

	Supplier					BT								EE/Orange								SKY											
	BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		
						Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	1017	215	660	843	823	200	227	571	19**	569	252	196	622	388	62*	52*	95*	6**	114	76*	25**	114	101	165	152	326	17**	403	184	73*	361	293	
10 - Extremely satisfied (10)	156	35	155	116	180	32	34	87	3	127	19	10	118	34	10	3	22	-	28	5	2	25	10	36	29	83	7	132	18	5	114	40	
	15%	16%	23%ab	14%	22%ad	16%	15%	15%	16%	22%am	8%	5%	19%an	9%	16%	6%	23%aq	-	25%at	7%	8%	22%au	10%	22%	19%	25%	41%	33%FG	10%	7%	32%	14%	
9 - (9)	190	40	101	174	134	30	51	105	4	170	13	7	155	35	12	6	21	1	28	11	1	28	12	26	21	51	3	77	19	5	60	40	
	19%	19%	15%	21%ac	16%	15%	22%	18%	21%	30%im	5%	4%	25%id	9%	19%	12%	22%	17%	25%	14%	4%	25%is	12%	16%	14%	16%	18%	19%FG	10%	7%	17%	14%	
8 - (8)	186	29	134	164	131	39	41	103	3	116	55	15	127	58	9	9	11	-	19	8	2	17	12	24	38	71	1	106	21	7	84	50	
	18%	13%	20%ab	19%ad	16%	20%	18%	18%	16%	20%im	22%im	8%	20%id	15%	15%	17%	12%	-	17%	11%	8%	15%	12%	15%	25%ad	22%	6%	26%FG	11%	10%	23%	17%	
7 - (7)	106	21	85	92	111	23	19	62	2	55	35	16	57	49	8	4	7	2	12	8	1	10	11	25	24	35	1	48	29	8	39	45	
	10%	10%	13%	11%	13%ad	12%	8%	11%	11%	10%	14%	8%	9%	13%	13%	8%	7%	33%	11%	11%	4%	9%	11%	15%	16%	11%	6%	12%	16%	11%	11%	15%	
6 - (6)	86	28	69	70	64	15	17	54	-	34	37	15	46	40	7	11	10	-	10	15	3	12	16	21	14	32	2	22	36	11	27	42	
	8%	13%ad	10%	8%	8%	8%	7%	9%	-	6%	15%im	8%	7%	10%	11%	21%	11%	-	9%	20%at	12%	11%	16%	13%	9%	10%	12%	5%	30%FE	11%	7%	14%ad	
5 - (5)	108	26	60	77	64	18	22	64	4	33	37	38	52	54	6	4	15	1	8	15	3	10	16	18	16	25	1	12	36	12	22	35	
	11%ad	12%ad	9%	9%	8%	9%	10%	11%	21%	6%	15%im	19%im	8%	14%im	10%	8%	16%	17%	7%	20%at	12%	9%	16%	11%	11%	8%	6%	3%	20%FE	16%FE	6%	12%ad	
4 - (4)	57	13	18	48	48	14	16	27	-	15	22	20	29	28	4	7	2	-	2	9	2	4	9	6	4	8	-	2	11	5	3	15	
	6%ac	9%ac	3%	9%ac	6%ac	7%	7%	5%	-	3%	9%im	10%im	5%	7%	6%	13%aq	2%	-	2%	12%at	8%	4%	9%	4%	3%	2%	-	*	8%FE	7%FE	1%	5%ad	
3 - (3)	59	6	11	50	22	12	9	36	2	12	20	27	23	36	2	3	1	-	-	3	3	1	5	4	1	4	2	2	4	5	4	7	
	6%ac	3%	2%	6%ac	3%	6%	4%	6%	11%	2%	8%im	14%im	4%	9%im	3%	6%	1%	-	-	4%at	12%	1%	5%	2%	1%	1%	12%	*	2%	7%FE	1%	2%	
2 - (2)	25	6	7	15	17	5	9	11	-	2	8	15	9	16	3	1	1	1	4	1	1	1	5	2	1	4	-	-	3	4	2	5	
	2%ac	3%	1%	2%	2%	3%	4%	2%	-	*	3%im	8%im	1%	4%im	5%	2%	1%	17%	4%	1%	4%	1%	5%	1%	1%	1%	-	-	2%FE	5%FE	1%	2%	
1 - Extremely dissatisfied (1)	38	7	14	35	39	12	9	16	1	3	2	33	4	34	-	3	4	-	-	-	7	2	5	3	3	8	-	-	5	9	5	9	
	4%	3%	2%	4%ac	5%ac	4%	3%	5%	1%	1%	1%im	17%im	1%	9%im	-	6%	4%	-	-	-	28%	2%	5%	2%	2%	2%	2%	-	-	3%FE	12%FE	1%	3%
Not applicable	6	4	6	2	13	-	-	6	-	2	4	-	2	4	1	1	1	1	3	1	-	4	-	-	1	5	-	2	2	2	1	5	
	1%	2%ad	1%	*	2%ad	-	-	1%	-	*	2%	-	*	1%	2%	2%	1%	17%	3%	1%	-	4%	-	-	1%	2%	-	*	1%	3%	*	2%	
NET: Dissatisfied (1-3)	122	19	32	100	78	29	27	63	3	17	30	75	36	86	5	7	6	1	4	4	11	4	15	9	5	16	2	2	12	18	11	21	
	12%ac	9%ac	5%	12%ac	9%ac	15%	12%	11%	16%	3%	12%im	35%im	6%	22%im	8%	13%	6%	17%	4%	5%	44%	4%	15%im	5%	3%	5%	12%	*	7%FE	25%FE	3%	7%ad	
NET: Neutral (4-6)	251	67	147	195	176	47	55	145	4	82	96	73	127	122	17	22	27	1	20	39	8	26	41	45	34	65	3	36	83	28	52	92	
	25%	31%ac	22%	23%	21%	24%	24%	25%	21%	14%	35%im	31%im	20%	31%im	27%	42%	28%	17%	18%	31%at	32%	23%	41%at	27%	22%	20%	18%	9%	45%FE	38%FE	14%	31%im	
NET: Satisfied (7-10)	638	125	475	546	556	124	145	357	12	468	122	48	457	176	39	22	61	3	87	32	6	80	45	111	112	240	12	363	87	25	297	175	
	63%	58%	72%ab	65%	68%ab	62%	64%	63%	63%	62%im	48%im	24%	73%id	45%	63%iq	42%	64%iq	50%	76%iu	42%	24%	70%is	45%	67%	74%	74%	71%	90%FG	47%	34%	82%	60%	
Mean score	6.97	7.00	7.00ad	7.01	7.24e	6.78	7.00	7.03	6.89	6.89im	6.51im	4.59	7.63id	5.88	7.15id	6.12	7.43iq	6.00	7.96iu	6.41	4.44	7.75is	6.17	7.39	7.54	7.72	7.94	6.49FG	6.51IG	5.42	6.14i	6.95	

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

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

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

	Supplier					TALK TALK										VIRGIN MEDIA									
						Issue					Satisfaction					Resolved		Issue					Satisfaction		
	BT (a)	EE/Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Billing and Customer service (g)	Repairs and Installati on (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installati on (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfi ed (v)	Yes (w)	No (x)		
Total	1017	215	660	843	823	149	88*	575	31*	434	218	191	466	370	221	138	450	14**	447	234	142	447	370		
10 - Extremely satisfied (10)	156 15%	35 16%	155 23% ^{abd}	116 14%	180 22% ^{ad}	24 16%	13 15%	71 12%	8 26% ^{cd}	91 21% ^{dm}	19 9%	6 3%	84 18% ^{de}	32 9%	54 24%	37 27%	87 19%	2 14%	163 36% ^{uv}	8 3%	9 6%	150 34% ^{uv}	29 8%		
9 - (9)	190 19%	40 19%	101 15%	174 21% ^{cd}	134 16%	18 12%	15 17%	135 23% ^{cd}	6 19%	153 35% ^{dm}	15 7%	6 3%	137 29% ^{de}	36 10%	29 13%	19 14%	83 18%	3 21%	113 25% ^{uv}	17 7%	4 3%	99 22% ^{uv}	33 9%		
8 - (8)	186 18%	29 13%	134 20% ^{abde}	164 19% ^{cd}	131 16%	26 17%	17 19%	114 20%	7 23%	105 24% ^{dm}	33 15%	26 14%	96 21%	66 18%	35 16%	21 15%	72 16%	3 21%	76 17%	39 17%	16 11%	69 15%	61 16%		
7 - (7)	106 10%	21 10%	85 13%	92 11%	111 13% ^{ad}	9 6%	7 8%	73 13% ^{cd}	3 10%	35 8%	38 17% ^{dm}	19 10%	36 8%	56 15% ^{de}	22 10%	25 18% ^{de}	63 14%	1 7%	48 11%	48 21% ^{uv}	15 9%	53 12%	58 16%		
6 - (6)	86 8%	28 13% ^{abde}	69 10%	70 8%	64 8%	14 9%	9 10%	47 8%	-	17 4%	37 17% ^{dm}	16 8%	35 8%	35 9%	18 8%	9 7%	35 8%	2 14%	26 6%	29 12% ^{uv}	9 6%	19 4%	45 12% ^{uv}		
5 - (5)	108 11% ^{de}	26 12% ^{de}	60 9%	77 9%	64 8%	14 9%	12 14%	49 9%	2 6%	17 4%	32 15% ^{km}	28 15% ^{km}	38 8%	36 10%	19 9%	8 6%	36 8%	1 7%	7 2%	42 18% ^{uv}	15 11%	21 5%	43 12% ^{uv}		
4 - (4)	57 6% ^{cd}	13 6% ^{cd}	18 3%	48 6% ^{cd}	48 6% ^{cd}	9 6%	5 6%	33 6%	1 3%	11 3%	20 9% ^{ka}	17 9% ^{ka}	19 4%	29 8% ^{de}	13 6%	7 5%	28 6%	-	6 1%	27 12% ^{uv}	15 11%	12 3%	36 10% ^{uv}		
3 - (3)	59 6% ^{cd}	6 3%	11 2%	50 6% ^{cd}	22 3%	14 9%	6 7%	29 5%	1 3%	4 1%	16 7% ^{km}	30 16% ^{km}	16 3%	33 9% ^{de}	7 3%	3 2%	11 2%	1 7%	2 *	12 5% ^{uv}	8 6%	9 2%	13 4%		
2 - (2)	25 2% ^{cd}	6 3%	7 1%	15 2%	17 2%	6 4% ^{ad}	1 1%	8 1%	-	-	4 2% ^{km}	11 6% ^{km}	2 *	13 4% ^{de}	5 2%	3 2%	9 2%	-	-	5 2% ^{uv}	12 9% ^{uv}	3 1%	14 4% ^{uv}		
1 - Extremely dissatisfied (1)	38 4%	7 3%	14 2%	35 4% ^{cd}	39 5% ^{cd}	14 9%	3 3%	15 3%	3 10% ^{de}	1 *	3 1%	31 16% ^{km}	3 1%	32 8% ^{de}	18 8%	6 4%	15 3%	-	*	3 1%	35 25% ^{uv}	7 2%	31 8% ^{uv}		
Not applicable	6 1%	4 2% ^{cd}	6 1%	2 *	13 2% ^{ad}	1 1%	-	1 *	-	-	1 *	1 1%	-	2 1%	1 *	-	11 2%	1 7%	5 1%	4 2%	4 3%	5 1%	7 2%		
NET: Dissatisfied (1-3)	122 12% ^{cd}	19 9% ^{cd}	32 5%	100 12% ^{cd}	78 9% ^{cd}	34 23% ^{hij}	10 11%	52 9%	4 13%	5 1%	23 11% ^{ka}	72 38% ^{km}	21 5%	78 21% ^{de}	30 14% ^{de}	12 9%	35 8%	1 7%	3 1%	20 9% ^{uv}	55 39% ^{uv}	19 4%	58 16% ^{uv}		
NET: Neutral (4-6)	251 25%	67 31% ^{acdde}	147 22%	195 23%	176 21%	37 25%	26 30%	129 22%	3 10%	45 10%	89 41% ^{km}	61 32% ^{km}	92 20%	100 27% ^{de}	50 22%	24 17%	99 22%	3 21%	39 9%	98 42% ^{uv}	39 27%	52 12%	124 34% ^{uv}		
NET: Satisfied (7-10)	638 63%	125 58%	475 72% ^{abde}	546 65%	556 66% ^{ab}	77 52%	52 59%	393 77% ^{cd}	24 77% ^{cd}	384 88% ^{dm}	105 48% ^{dm}	57 30%	353 76% ^{de}	190 51%	140 63%	102 74% ^{de}	305 68%	9 64%	400 89% ^{uv}	112 48% ^{uv}	44 31%	371 83% ^{uv}	181 49%		
Mean score	6.97	7.00	7.60 ^{abde}	7.01	7.24 ^{ab}	6.29	6.90	7.19 ^{cd}	7.45 ^{cd}	8.33 ^{dm}	8.34 ^{dm}	4.75	7.78 ^{de}	6.05	7.00	7.44	7.29	7.54	8.63 ^{uv}	8.18 ^{uv}	4.57	8.19 ^{uv}	6.08		

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

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 69

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

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

	Supplier					BT								EE/Orange								SKY										
	BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
						Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	1017	215	660	843	823	200	227	571	19**	569	252	196	622	388	62*	52*	95*	6**	114	76*	25**	114	101	165	152	326	17**	403	184	73*	361	293
10 - Extremely satisfied (10)	157	33	141	140	169	32	38	83	4	148	7	2	138	16	11	4	18	-	31	2	-	30	3	33	33	72	3	125	14	2*	107	33
	15%	15%	21%ad	17%	21%ad	16%	17%	15%	21%	26%lm	3%	1%	22%	4%	18%	8%	19%	-	27%lm	3%	-	28%lm	3%	20%	22%	22%	18%	31%FG	8%	3%	30%	11%
9 -	176	29	96	109	117	30	47	95	4	156	17	3	146	30	13	6	9	1	24	5	-	19	10	22	26	46	2	86	10	-	75	20
	17%ad	13%	15%	13%	14%	15%	21%	17%	21%	27%lm	7%lm	2%	23%lm	8%	21%	12%	9%	17%	21%lm	7%	-	17%	10%	13%	17%	14%	12%	21%FG	9%G	-	21%	7%
8 -	134	31	115	122	124	26	31	75	2	102	28	4	99	34	8	9	13	1	22	9	-	16	15	28	26	58	3	96	16	3	69	46
	13%	14%	17%ad	14%	15%	13%	14%	13%	11%	18%lm	11%lm	2%	18%lm	9%	13%	17%	14%	17%	19%	12%	-	14%	15%	17%	17%	18%	18%	24%FG	9%	4%	19%	16%
7 -	113	34	99	100	90	17	19	75	2	64	40	9	80	32	9	7	18	-	16	16	2	17	17	23	22	51	3	55	40	4	45	53
	11%	16%ad	15%ad	12%	11%	9%	8%	13%	11%	11%lm	16%lm	5%	13%lm	8%	15%	13%	19%	-	14%	21%	8%	15%	17%	14%	14%	16%	18%	14%	22%EG	5%	12%	18%lm
6 -	97	22	70	81	68	18	15	63	1	48	40	9	56	41	10	3	9	-	9	11	2	12	10	22	14	32	2	26	39	5	30	39
	10%	10%	11%	10%	8%	9%	7%	11%	5%	8%	18%lm	5%	9%	11%	16%	6%	9%	-	8%	14%	8%	11%	10%	13%	9%	10%	12%	6%	31%EG	7%	8%	13%lm
5 -	91	21	61	74	78	15	23	52	1	23	44	24	40	50	4	9	7	1	6	13	2	10	11	19	18	23	1	10	41	10	22	37
	9%	10%	9%	9%	9%	8%	10%	9%	5%	4%	17%lm	12%lm	6%	13%lm	6%	17%	7%	17%	5%	17%lm	8%	9%	11%	12%	12%	7%	6%	2%	22%EG	14%EG	6%	13%lm
4 -	69	11	16	52	49	13	16	39	1	17	37	15	37	31	2	4	5	-	-	9	2	2	9	4	2	10	-	2	8	6	1	15
	7%ad	9%ad	2%	8%ad	6%ad	7%	7%	7%	5%	3%	15%lm	8%lm	6%	8%	3%	8%	5%	-	-	12%lm	8%	2%	9%ad	2%	1%	3%	-	*	4%EG	8%EG	*	9%ad
3 -	47	9	16	49	26	12	9	24	2	3	18	26	9	38	1	4	3	1	3	5	1	1	8	1	4	11	-	-	4	12	5	11
	5%ad	4%	2%	6%ad	3%	6%	4%	4%	11%	1%	7%ad	15%ad	1%	10%ad	2%	8%	3%	17%	3%	7%	4%	1%	8%ad	1%	3%	3%	-	-	2%EG	16%EG	1%	4%
2 -	43	8	14	35	22	12	8	22	1	1	9	33	5	38	2	2	4	-	-	3	5	1	7	3	3	8	-	-	6	8	3	11
	4%ad	4%	2%	4%ad	3%	6%	4%	4%	5%	*	4%ad	17%ad	1%	10%ad	3%	4%	4%	-	-	4%ad	20%	1%	7%ad	2%	2%	2%	-	-	3%EG	11%EG	1%	4%ad
1 - Extremely dissatisfied (1)	80	13	23	69	60	24	21	34	1	4	6	70	10	70	1	3	8	1	-	2	11	2	11	8	3	10	2	-	4	19	2	21
	8%ad	6%	3%	8%ad	7%ad	12%ad	9%	6%	5%	1%	2%ad	38%ad	2%	18%ad	2%	6%	8%	17%	-	3%	44%	2%	11%ad	5%	2%	3%	12%	-	2%EG	26%EG	1%	7%ad
Not applicable	10	4	9	12	20	1	-	9	-	3	6	1	2	8	1	1	1	1	3	1	-	4	-	2	1	5	1	3	2	4	2	7
	1%	2%	1%	1%	2%ad	1%	-	2%	-	1%	2%ad	1%	*	2%ad	2%	2%	1%	17%	3%	1%	-	4%	-	1%	1%	2%	6%	1%	1%	5%EG	1%	2%ad
NET: Dissatisfied (1-3)	170	30	53	153	108	48	38	80	4	8	33	129	24	146	4	9	15	2	3	10	17	4	26	12	10	29	2	-	14	39	10	43
	17%ad	14%ad	8%	18%ad	13%ad	24%ad	17%	14%	21%	1%	13%ad	68%ad	4%	38%ad	6%	17%	16%	33%	3%	13%ad	68%	4%	28%ad	7%	7%	9%	12%	-	8%EG	53%EG	3%	18%ad
NET: Neutral (4-6)	257	54	147	207	195	46	54	154	3	88	121	48	133	122	16	16	21	1	15	33	6	24	30	45	34	65	3	38	88	21	53	91
	25%	25%	22%	25%	24%	23%	24%	27%	16%	15%	48%lm	24%lm	21%	31%lm	26%	31%	22%	17%	13%	45%lm	24%	21%	30%	27%	22%	20%	18%	9%	48%EG	29%EG	15%	31%lm
NET: Satisfied (7-10)	580	127	451	471	500	105	135	328	12	470	92	18	463	112	41	26	58	2	93	32	2	82	45	106	107	227	11	362	80	9	296	152
	57%	59%	68%ad	56%	61%ad	53%	59%	57%	63%	83%lm	37%lm	9%	74%lm	29%	66%	50%	61%	33%	62%lm	42%	8%	72%lm	45%	64%	70%	70%	65%	90%FG	43%FG	12%	82%	52%
Mean score	6.59	6.70	7.33ad	6.51	6.90ad	6.21	6.68	6.68g	6.84	6.10lm	5.74lm	3.03	7.70g	4.75	7.38g	6.14	6.65	5.20	6.17g	5.85	2.72	7.77g	5.53	7.20	7.48	7.36	7.00	6.48FG	6.25G	3.58	6.16l	6.31

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

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

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

	Supplier					TALK TALK										VIRGIN MEDIA									
	BT (a)	EE/Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Issue					Satisfaction			Resolved		Issue					Satisfaction			Resolved	
						Billing and Customer service (g)	Repairs and Installati on (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installati on (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfi ed (v)	Yes (w)	No (x)		
Total	1017	215	660	843	823	149	88*	575	31*	434	218	191	466	370	221	138	450	14**	447	234	142	447	370		
10 - Extremely satisfied	(10)	157 15%	33 15%	141 21% ^{abd}	140 17%	169 21% ^{ad}	19 13%	11 13%	104 18%	6 19%	130 30% ^{lm}	9 4%	1 1%	124 27% ^{no}	16 4%	52 24%	28 20%	85 19%	4 29%	160 36% ^{uv}	6 3%	3 2%	154 34% ^{uv}	14 4%	
9 -	(9)	176 17% ^{bc}	29 13%	96 15%	109 13%	117 14%	17 11%	10 11%	79 14%	3 10%	102 24% ^{lm}	5 2%	2 1%	90 19% ^{no}	18 5%	30 14%	20 14%	67 15%	-	100 22% ^{uv}	15 8%	2 1%	90 20% ^{uv}	27 7%	
8 -	(8)	134 13%	31 14%	115 17% ^{ab}	122 14%	124 15%	16 11%	15 17%	84 15%	7 23%	91 21% ^{lm}	24 11%	7 4%	81 17% ^{no}	40 11%	30 14%	20 14%	70 16%	4 29%	91 20% ^{uv}	27 12% ^{uv}	6 4%	77 17%	46 12%	
7 -	(7)	113 11%	34 16% ^{ac}	99 15% ^{ac}	100 12%	90 11%	9 6%	11 13%	77 13% ^{gd}	3 10%	47 11%	39 18% ^{lm}	14 7%	50 11%	49 13%	17 8%	23 17% ^{op}	48 11%	2 14%	46 10% ^{uv}	37 16% ^{uv}	7 5%	45 10%	44 12%	
6 -	(6)	97 10%	22 10%	70 11%	81 10%	68 8%	15 10%	10 11%	53 9%	10 10%	32 7%	42 18% ^{lm}	7 4%	49 11%	32 9%	13 6%	9 7%	46 10%	-	22 5% ^{uv}	40 17% ^{uv}	6 4%	26 6%	42 11% ^{uv}	
5 -	(5)	91 9%	21 10%	61 9%	74 9%	78 9%	12 8%	8 9%	52 9%	2 6%	14 3%	33 15% ^{km}	27 14% ^{km}	32 7%	41 11% ^{no}	18 8%	13 9%	46 10%	1 7%	11 2%	49 21% ^{uv}	18 13% ^{uv}	23 5%	55 15% ^{uv}	
4 -	(4)	69 7% ^{bc}	11 5% ^{bc}	16 2%	52 6% ^{bc}	49 6% ^{bc}	11 7%	8 9%	32 6%	3 10%	8 2%	31 14% ^{lm}	13 7% ^{km}	16 3%	35 9% ^{no}	17 8%	8 6%	23 5%	1 7%	3 1%	34 15% ^{uv}	12 8%	11 2%	38 10% ^{uv}	
3 -	(3)	47 5% ^{bc}	9 4%	16 2%	49 6% ^{bc}	26 3%	11 7%	4 5%	32 6%	2 6%	7 2%	16 7% ^{km}	26 14% ^{km}	9 2%	39 11% ^{no}	11 5%	3 2%	12 3%	-	4 1%	12 5% ^{uv}	10 7% ^{uv}	5 1%	21 6% ^{uv}	
2 -	(2)	43 4%	8 4%	14 2%	35 4% ^{bc}	22 3%	8 5%	22 6%	- 4%	- 10%	- 1%	9 4% ^{km}	26 14% ^{km}	2 *	33 9% ^{no}	4 2%	2 1%	16 4%	-	2 *	3 1%	17 12% ^{uv}	2 *	20 5% ^{uv}	
1 - Extremely dissatisfied	(1)	80 8% ^{bc}	13 6%	23 3%	69 8% ^{bc}	60 7% ^{bc}	27 18% ^{hij}	6 7%	33 6%	3 10%	1 *	7 3% ^{km}	61 32% ^{km}	11 2%	58 16% ^{no}	24 11%	11 8%	24 5%	1 7%	-	4 2% ^{uv}	56 24% ^{uv}	7 2%	52 14% ^{uv}	
Not applicable		10 1%	4 2%	9 1%	12 1%	20 2% ^{ab}	4 3%	- 1%	7 1%	1 3%	2 *	3 1%	7 4% ^{km}	2 *	9 2% ^{no}	5 2%	1 1%	13 3%	1 7%	8 2%	7 3%	5 4%	7 2%	11 3%	
NET: Dissatisfied	(1-3)	170 17% ^{abc}	30 14% ^{bc}	53 8%	153 18% ^{abc}	108 13% ^{bc}	46 31% ^{hij}	15 17%	87 15%	5 16%	8 2%	32 15% ^{km}	113 59% ^{km}	22 5%	130 35% ^{no}	39 18%	16 12%	52 12%	1 7%	6 1%	19 8% ^{uv}	83 36% ^{uv}	14 3%	93 25% ^{uv}	
NET: Neutral	(4-6)	257 25%	54 25%	147 22%	207 25%	195 24%	38 26%	26 30%	137 24%	6 19%	54 12%	106 49% ^{km}	47 25% ^{km}	97 21%	108 29% ^{no}	48 22%	30 22%	115 26%	2 14%	36 8%	123 53% ^{uv}	36 25% ^{uv}	60 13%	135 36% ^{uv}	
NET: Satisfied	(7-10)	580 57%	127 59%	451 68% ^{abde}	471 56%	500 61% ^{de}	61 41%	47 53%	344 61% ^{gd}	19 61%	370 85% ^{lm}	77 35% ^{lm}	24 13%	345 74% ^{no}	123 33%	129 58%	91 66%	270 60%	10 71%	397 89% ^{uv}	85 36% ^{uv}	18 13%	366 82% ^{uv}	131 35%	
Mean score		6.59	6.70	7.33 ^{abde}	6.51	6.80 ^{de}	5.54	6.33	6.76 ^{gd}	6.83 ^{gd}	6.31 ^{lm}	5.65 ^{lm}	3.27	7.78 ^{no}	4.88	6.71	6.98	6.95	7.38	6.50 ^{uv}	5.89 ^{uv}	3.20	6.23 ^{uv}	5.27	

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

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 71

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

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

	Supplier					BT								EE/Orange								SKY										
	BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
						Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	1017	215	660	843	823	200	227	571	19**	569	252	196	622	388	62*	52*	95*	6**	114	76*	25**	114	101	165	152	326	17**	403	184	73*	361	293
10 - Extremely satisfied (10)	141	27	116	84	143	27	35	76	3	131	7	3	122	15	10	3	14	-	24	3	-	25	2	24	28	60	4	103	10	3	88	27
9 -	176	24	87	142	96	26	53	95	2	163	11	2	156	20	8	8	7	1	22	1	1	19	5	25	31	29	2	80	6	1	61	25
8 -	135	28	127	105	115	23	26	84	2	97	33	5	100	34	8	7	13	-	21	7	-	15	13	31	30	64	2	101	23	3	84	43
7 -	123	29	91	87	102	21	18	82	2	82	34	7	84	39	12	5	12	-	13	14	2	12	17	17	22	50	2	60	25	6	46	45
6 -	83	24	65	85	74	15	20	46	2	40	39	4	51	32	7	5	11	1	11	13	-	16	8	25	8	31	1	26	36	3	31	34
5 -	91	24	57	70	68	21	26	42	2	26	48	17	47	43	6	9	8	1	9	14	1	9	15	17	12	26	2	12	40	5	20	34
4 -	50	12	24	44	49	12	10	27	1	8	26	16	20	30	1	5	6	-	1	8	3	2	10	6	7	10	1	2	17	5	8	16
3 -	40	10	25	47	38	10	4	25	1	5	14	21	8	32	3	3	4	-	2	5	3	3	7	5	3	16	1	3	8	14	5	20
2 -	44	6	20	54	16	13	7	21	3	-	20	24	5	38	1	2	3	-	-	4	2	2	4	2	6	12	-	1	7	12	5	15
1 - Extremely dissatisfied (1)	115	18	31	97	76	29	28	58	-	6	13	96	19	96	3	2	11	2	2	3	13	3	15	10	2	18	1	3	9	19	2	29
Not applicable	19	13	17	28	46	3	-	15	1	11	7	1	10	9	3	3	6	1	9	4	-	8	5	3	3	10	1	12	3	2	11	5
NET: Dissatisfied (1-3)	199	34	76	198	130	52	39	104	4	11	47	141	32	166	7	7	18	2	4	12	18	8	26	17	11	46	2	7	24	45	12	64
NET: Neutral (4-6)	224	60	146	199	191	48	56	115	5	74	113	37	118	105	14	19	25	2	21	35	4	27	33	48	27	67	4	40	93	13	59	84
NET: Satisfied (7-10)	575	108	421	418	456	97	132	337	9	473	85	17	462	108	38	23	46	1	80	25	3	71	37	97	111	203	10	344	64	13	279	140
Mean score	6.42d	6.36	6.70abd	6.07	6.60d	5.90	6.63g	6.53g	6.28	6.15im	5.49m	2.65	7.66o	4.41	6.95	6.18	6.18	4.40	7.81u	5.54	2.64	7.45x	5.16	6.91	7.46AC	6.86	7.00	6.23FG	5.77G	3.56	7.91I	5.94

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

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

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

	Supplier					TALK TALK										VIRGIN MEDIA									
	BT (a)	EE/Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved			
						Billing and Customer service (g)	Repairs and Installati on (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installati on (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfi ed (v)	Yes (w)	No (x)		
Total	1017	215	660	843	823	149	88*	575	31*	434	218	191	466	370	221	138	450	14**	447	234	142	447	370		
10 - Extremely satisfied (10)	141 14%	27 13%	116 18%	84 10%	143 17%	13 9%	11 13%	54 9%	6 19%	79 18%	5 2%	-	73 16%	11 3%	42 19%	32 23%	67 15%	2 14%	137 31%	3 1%	3 2%	130 29%	13 4%		
9 -	176 17%	24 11%	87 13%	142 17%	96 12%	16 11%	8 9%	116 20%	2 6%	136 31%	5 2%	1	121 26%	20 5%	22 10%	15 11%	57 13%	2 14%	84 19%	9 4%	3 2%	72 16%	22 6%		
8 -	135 13%	28 13%	127 19%	105 12%	115 14%	10 7%	18 20%	71 12%	6 19%	78 18%	20 9%	7 4%	74 16%	30 8%	25 11%	22 16%	64 14%	4 29%	92 21%	21 9%	2 1%	84 19%	30 8%		
7 -	123 12%	29 13%	91 14%	87 10%	102 12%	11 7%	5 6%	68 12%	3 10%	51 12%	28 13%	8 4%	53 11%	33 9%	23 10%	20 14%	57 13%	2 14%	56 13%	39 17%	7 5%	52 12%	49 13%		
6 -	83 8%	24 11%	65 10%	85 10%	74 9%	10 7%	7 8%	64 11%	4 13%	36 8%	38 17%	11 6%	51 11%	34 9%	22 10%	13 9%	38 8%	7 7%	26 6%	42 18%	4 4%	28 6%	46 12%		
5 -	91 9%	24 11%	57 9%	70 8%	68 8%	9 6%	11 13%	50 9%	-	16 4%	41 19%	13 7%	34 7%	35 9%	21 10%	8 6%	39 9%	-	9 2%	46 20%	13 9%	21 5%	47 13%		
4 -	50 5%	12 6%	24 4%	44 5%	49 6%	7 5%	11 13%	25 4%	1 3%	7 2%	24 11%	13 7%	9 2%	35 9%	15 7%	7 5%	27 6%	-	6 1%	25 11%	18 13%	15 3%	34 9%		
3 -	40 4%	10 5%	25 4%	47 6%	38 5%	13 9%	4 5%	29 5%	1 3%	6 1%	23 11%	18 9%	11 2%	35 9%	8 4%	9 7%	20 4%	1 7%	6 1%	23 10%	9 6%	9 2%	29 8%		
2 -	44 4%	6 3%	20 3%	54 6%	16 2%	18 12%	3 3%	32 6%	1 3%	5 1%	14 6%	35 18%	9 2%	45 12%	2 1%	1 3%	13 3%	-	1 *	4 2%	11 8%	2 *	14 4%		
1 - Extremely dissatisfied (1)	115 11%	18 8%	31 5%	97 12%	76 9%	30 20%	9 10%	54 9%	4 13%	5 1%	13 6%	79 41%	15 3%	80 22%	25 11%	10 7%	40 9%	1 7%	4 1%	9 4%	63 44%	9 2%	66 16%		
Not applicable	19 2%	13 6%	17 3%	28 3%	46 6%	12 8%	1 1%	12 2%	3 10%	15 3%	7 3%	6 3%	16 3%	12 3%	16 7%	1 1%	28 6%	1 7%	26 6%	13 6%	7 5%	25 6%	20 5%		
NET: Dissatisfied (1-3)	199 20%	34 16%	76 12%	198 23%	130 16%	61 41%	16 18%	115 20%	6 19%	16 4%	50 23%	132 69%	35 8%	160 43%	35 16%	20 14%	73 16%	2 14%	11 2%	36 15%	83 59%	20 4%	109 26%		
NET: Neutral (4-6)	224 22%	60 28%	146 22%	199 24%	191 23%	26 17%	29 32%	139 24%	5 16%	59 14%	103 47%	37 19%	94 20%	104 28%	58 26%	28 20%	104 23%	1 7%	41 9%	113 48%	37 26%	64 14%	127 34%		
NET: Satisfied (7-10)	575 57%	108 50%	421 64%	418 50%	456 55%	50 34%	42 48%	309 54%	17 55%	344 79%	58 27%	16 8%	321 69%	94 25%	112 51%	89 64%	245 54%	10 71%	369 83%	72 31%	15 11%	338 76%	114 31%		
Mean score	6.42	6.36	7.02	6.07	6.60	4.88	6.00	6.34	6.57	8.00	5.17	2.74	7.47	4.34	6.48	6.98	6.52	7.23	8.32	5.52	3.01	7.95	4.97		

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

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 73

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

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

	Supplier					BT							EE/Orange							SKY												
	BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
						Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	1017	215	660	843	823	200	227	571	19**	569	252	196	622	388	62*	52*	95*	6**	114	76*	25**	114	101	165	152	326	17**	403	184	73*	361	293
10 - Extremely satisfied (10)	105	21	72	105	111	23	25	55	2	100	5	-	97	7	5	5	11	-	18	3	-	21	-	19	22	29	2	65	5	2	60	12
9 - (9)	157	30	88	83	79	22	48	85	2	146	11	-	142	15	14	7	8	1	28	2	-	20	10	26	27	35	-	83	4	1	73	14
8 - (8)	125	15	96	92	93	13	34	77	1	103	19	3	104	21	5	5	5	-	9	6	-	9	6	23	31	38	4	81	12	3	60	35
7 - (7)	89	29	63	58	60	19	19	50	1	60	25	4	69	20	10	8	11	-	17	12	-	17	12	21	25	17	-	48	15	-	34	29
6 - (6)	70	20	53	52	48	16	16	38	-	30	34	6	44	26	7	3	10	-	8	11	1	12	8	16	12	22	3	21	29	3	24	29
5 - (5)	72	17	69	53	59	16	20	35	1	28	34	10	39	33	8	6	3	-	5	11	1	8	9	16	14	37	2	32	34	3	36	30
4 - (4)	52	14	19	35	42	14	12	25	1	15	28	9	22	30	2	8	4	-	3	9	2	3	11	7	1	11	-	8	9	2	7	12
3 - (3)	37	7	30	49	39	9	5	22	1	7	16	14	13	23	2	1	4	-	3	2	2	-	7	6	7	16	1	10	14	6	8	22
2 - (2)	48	7	28	39	45	6	13	28	1	8	15	25	11	36	2	1	2	2	2	3	2	-	7	2	4	21	1	6	13	9	9	19
1 - Extremely dissatisfied (1)	192	34	92	202	162	51	34	101	6	23	46	123	36	156	4	6	22	2	4	13	17	7	27	20	7	63	2	23	29	40	19	72
Not applicable	70	21	50	75	85	11	1	55	3	49	19	2	45	21	3	2	15	1	17	4	-	17	4	9	2	37	2	26	20	4	31	19
NET: Dissatisfied (1-3)	277	48	150	290	246	66	52	151	8	38	77	162	60	215	8	8	28	4	9	18	21	7	41	28	18	100	4	39	56	55	36	113
NET: Neutral (4-6)	194	51	141	140	149	46	48	98	2	73	96	25	105	89	17	17	17	-	16	31	4	23	28	39	27	70	5	61	72	8	67	71
NET: Satisfied (7-10)	476	95	319	338	343	77	126	267	6	409	60	7	412	63	34	25	35	1	72	23	-	67	28	89	105	119	6	277	36	6	227	90
Mean score	5.78d	5.84d	6.06de	5.32	5.56	5.22	6.22g	5.83g	4.56	7.69lm	4.66m	2.01	7.28n	3.41	6.61r	6.00	5.35	3.00	7.47u	5.03	1.84	7.34x	4.34	6.42C	7.12AC	5.34	5.80	7.33FG	4.68G	2.46	7.24i	4.66

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

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

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

	Supplier					TALK TALK										VIRGIN MEDIA									
	BT (a)	EE/Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved			
						Billing and Customer service (g)	Repairs and Installati on (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installati on (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfi ed (v)	Yes (w)	No (x)		
Total	1017	215	660	843	823	149	88*	575	31*	434	218	191	466	370	221	138	450	14**	447	234	142	447	370		
10 - Extremely satisfied (10)	105 10%	21 10%	72 11%	105 12%	111 13%	14 9%	12 14%	76 13%	3 10%	101 23%	3 1%	1 1%	99 21%	6 2%	31 14%	30 22%	47 10%	3 21%	107 24%	2 1%	2 1%	100 22%	11 3%		
9 -	157 15%	30 14%	88 13%	83 10%	79 10%	16 11%	9 10%	57 10%	1 3%	80 18%	2 1%	1 1%	76 18%	6 2%	25 11%	19 14%	34 8%	1 7%	75 17%	3 1%	1 1%	70 16%	9 2%		
8 -	125 12%	15 7%	96 15%	92 11%	93 11%	15 10%	9 10%	66 11%	2 6%	73 17%	15 7%	4 2%	77 17%	14 4%	24 11%	21 15%	47 10%	1 7%	69 15%	22 9%	2 1%	74 17%	17 5%		
7 -	89 9%	29 13%	63 10%	58 7%	60 7%	8 5%	10 11%	37 6%	3 10%	30 7%	23 11%	5 3%	39 8%	19 5%	11 5%	16 7%	30 8%	3 14%	35 8%	22 9%	3 4%	30 7%	30 8%		
6 -	70 7%	20 9%	53 8%	52 6%	48 6%	6 4%	3 3%	42 7%	1 3%	22 5%	23 11%	7 4%	33 7%	19 5%	13 6%	5 4%	30 7%	-	20 4%	22 9%	6 4%	23 5%	25 7%		
5 -	72 7%	17 8%	69 10%	53 6%	59 7%	8 5%	11 13%	32 6%	2 6%	22 5%	25 11%	6 3%	34 7%	19 5%	11 5%	9 7%	37 8%	2 14%	15 3%	39 17%	5 4%	24 5%	35 9%		
4 -	52 5%	14 7%	19 3%	35 4%	42 5%	10 7%	5 6%	19 3%	3 3%	8 2%	21 10%	6 3%	8 2%	26 7%	16 7%	5 4%	21 5%	-	14 3%	22 9%	6 4%	10 2%	31 8%		
3 -	37 4%	7 3%	30 5%	49 6%	39 5%	10 7%	6 7%	31 5%	2 6%	14 3%	25 11%	10 5%	13 3%	35 9%	7 3%	6 4%	26 6%	-	11 2%	22 9%	6 4%	13 3%	26 7%		
2 -	48 5%	7 3%	28 4%	39 5%	45 5%	9 6%	2 2%	27 5%	1 3%	11 3%	12 6%	16 8%	11 2%	28 8%	10 5%	5 4%	29 6%	1 7%	11 2%	21 9%	13 9%	8 2%	37 10%		
1 - Extremely dissatisfied (1)	192 19%	34 16%	92 14%	202 24%	162 20%	42 14%	12 25%	142 25%	6 19%	22 5%	53 24%	127 28%	30 6%	171 46%	43 19%	16 12%	102 23%	1 7%	26 6%	45 18%	91 24%	33 7%	128 35%		
Not applicable	70 7%	21 10%	50 8%	75 9%	85 10%	11 7%	9 10%	46 8%	9 29%	51 12%	16 7%	8 4%	46 10%	27 7%	30 14%	6 4%	47 10%	2 14%	64 14%	14 6%	7 5%	62 14%	21 6%		
NET: Dissatisfied (1-3)	277 27%	48 22%	150 23%	290 34%	246 30%	61 23%	200 35%	9 29%	9 29%	47 11%	90 41%	153 30%	54 12%	234 63%	60 27%	27 20%	157 35%	2 14%	48 11%	88 39%	110 27%	54 12%	191 52%		
NET: Neutral (4-6)	194 19%	51 24%	141 21%	140 17%	149 18%	24 16%	19 22%	93 16%	4 13%	52 12%	69 32%	19 10%	75 16%	64 17%	40 18%	19 14%	88 20%	2 14%	49 11%	83 35%	17 12%	57 13%	91 25%		
NET: Satisfied (7-10)	476 47%	95 44%	319 48%	338 40%	343 42%	53 36%	40 45%	236 41%	9 29%	284 65%	43 20%	11 6%	291 62%	45 12%	91 41%	86 62%	158 35%	8 57%	286 64%	49 21%	8 6%	274 61%	67 18%		
Mean score	5.76	5.84	6.06	5.32	5.56	4.83	5.85	5.36	5.00	7.53	4.10	2.03	7.27	2.93	5.68	5.74	5.08	6.75	7.50	4.30	2.12	7.33	3.63		

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

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 75

Q101: And how satisfied were you with the following aspects of [Provider]'s customer service?
Willingness to help resolve your issue.

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

	Supplier					BT								EE/Orange								SKY											
	BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		
						Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfi ed (k)	Neutra l (l)	Dissati sfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfi ed (t)	Neutra l (u)	Dissati sfi ed (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfi ed (E)	Neutra l (F)	Dissati sfi ed (G)	Yes (H)	No (I)	
Total	1017	215	660	843	823	200	227	571	19**	569	252	196	622	388	62*	52*	95*	6**	114	76*	25**	114	101	165	152	326	17**	403	184	73*	361	293	
10 - Extremely satisfied	(10)	147	33	129	100	159	31	39	73	4	138	7	2	131	14	10	4	19	-	28	5	-	28	5	29	31	65	4	120	7	2	111	16
		14%	15%	20%ad	12%	19%ad	16%	17%	13%	21%	24%lm	3%	1%	21%lc	4%	16%	8%	20%	-	25%lc	7%	-	25%lc	5%	18%	20%	20%	24%	30%FG	4%	3%	31%	5%
9 -	(9)	187	33	112	167	125	28	45	109	5	167	16	4	167	18	10	8	14	1	27	6	-	23	10	29	28	52	3	92	19	1	75	37
		18%	15%	17%	20%lm	15%	14%	20%	19%	26%	29%lm	6%	2%	27%lc	5%	16%	15%	15%	17%	24%lc	8%	-	20%lc	10%	18%	18%	16%	18%	22%FG	10%G	1%	21%	13%
8 -	(8)	162	40	121	130	121	20	35	106	1	132	29	1	132	30	14	9	16	1	27	12	1	25	15	30	29	60	2	100	20	1	79	41
		16%	19%	18%	15%	15%	10%	15%	19%lg	5%	22%lm	12%lm	1%	21%lc	8%	23%	17%	17%	17%	24%	16%	4%	22%	15%	18%	19%	18%	12%	25%FG	11%G	1%	22%	14%
7 -	(7)	116	22	88	87	88	22	21	72	1	71	39	6	81	34	5	6	10	1	12	10	-	12	10	25	23	39	1	49	33	6	42	46
		11%	10%	13%	10%	11%	11%	9%	13%	5%	12%lm	15%lm	3%	13%lc	9%	8%	12%	11%	17%	11%	13%	-	11%	10%	15%	15%	12%	6%	12%	18%	8%	12%	16%
6 -	(6)	83	24	59	76	64	20	20	43	-	28	46	9	36	47	6	5	12	1	8	15	1	10	14	13	13	31	2	20	37	2	26	33
		8%	11%	9%	9%	8%	10%	9%	8%	-	5%	10%km	5%	6%	12%lc	10%	10%	13%	17%	7%	20%lc	4%	9%	14%	8%	9%	10%	12%	5%	20%EG	3%	7%	11%
5 -	(5)	67	23	56	79	79	14	17	35	1	13	36	18	26	41	8	6	9	-	5	14	4	6	17	13	13	28	2	15	33	8	19	34
		7%	11%lc	8%	9%lc	10%lc	7%	7%	6%	5%	2%	14%km	9%lc	4%	11%lc	13%	12%	9%	-	4%	18%lc	16%	5%	17%lc	8%	9%	9%	12%	4%	18%lc	11%lc	5%	12%lc
4 -	(4)	53	12	22	45	44	9	16	26	2	6	35	12	25	28	4	5	3	-	1	8	3	2	10	9	5	8	-	1	15	6	4	18
		5%	6%	3%	5%	5%	5%	7%	5%	11%	1%	14%km	6%lc	4%	7%lc	6%	10%	3%	-	1%	11%lc	12%	2%	10%lc	5%	3%	2%	-	*	8%lc	8%lc	1%	6%lc
3 -	(3)	56	11	27	34	35	16	5	35	-	4	17	35	7	47	3	3	4	1	3	3	5	1	10	6	5	14	2	1	12	14	4	23
		6%	5%	4%	4%	4%	8%lc	2%	9%lc	-	1%	7%lc	16%lc	1%	12%lc	5%	6%	4%	17%	3%	4%	20%	1%	10%lc	4%	3%	4%	4%	1%	7%lc	19%lc	1%	8%lc
2 -	(2)	41	3	10	41	27	10	5	23	3	1	14	26	3	38	1	1	1	-	-	1	2	-	3	2	3	5	-	-	1	9	-	10
		4%lc	1%	2%	2%bc	3%lc	5%	2%	4%	16%	*	6%lc	13%lc	*	10%lc	2%	2%	1%	-	-	1%	8%	-	3%	1%	3%	2%	-	-	1%	12%lc	1%	3%lc
1 - Extremely dissatisfied	(1)	100	10	31	82	72	30	23	46	1	6	11	83	13	87	-	4	6	-	-	1	9	3	7	9	1	20	1	2	6	23	1	30
		10%bc	5%	5%	10%bc	9%bc	15%lc	10%	8%	5%	1%	4%lc	42%lc	2%	22%lc	-	8%lc	6%lc	-	-	1%	36%	3%	7%	5%bc	1%	6%bc	6%	*	3%lc	32%lc	*	13%lc
Not applicable		5	4	5	2	9	-	1	3	1	3	2	-	1	4	1	1	1	1	3	1	-	4	-	-	1	4	-	3	1	1	-	5
		*	2%ad	1%	*	1%lc	-	*	1%	5%	1%	1%	-	*	1%	2%	2%	1%	17%	3%	1%	-	4%	-	-	1%	1%	-	1%	1%	1%	-	2%lc
NET: Dissatisfied	(1-3)	197	24	68	157	134	56	33	104	4	11	42	144	23	172	4	8	11	1	3	5	16	4	20	17	9	39	3	3	19	46	5	63
		19%bc	11%	10%	19%bc	16%bc	28%lm	15%	18%	21%	2%	17%lc	73%lc	4%	44%lc	6%	15%	12%	17%	3%	7%	64%	4%	20%lc	10%	6%	12%bc	18%	1%	10%lc	63%lc	1%	22%lc
NET: Neutral	(4-6)	203	59	137	200	187	43	53	104	3	47	117	39	87	116	18	16	24	1	14	37	8	18	41	35	31	67	4	36	85	16	49	85
		20%	27%ad	21%	24%	23%	22%	23%	18%	16%	8%	46%km	20%lc	14%	30%lc	29%	31%	25%	17%	12%	49%lc	32%	16%	41%lc	21%	20%	21%	24%	9%	46%EG	22%bc	14%	29%lc
NET: Satisfied	(7-10)	612	128	450	484	493	101	140	360	11	508	91	13	511	96	39	27	59	3	94	33	1	88	40	113	111	216	10	361	79	10	307	140
		60%	60%lc	68%abde	57%	60%	51%	62%lg	63%lg	58%	89%lm	36%lm	7%	82%lc	25%	63%	52%	62%	50%	62%lc	43%	4%	77%lc	40%	68%	73%	66%	59%	90%FG	43%G	14%	85%	48%
Mean score		6.58	6.91d	7.23adfd	6.48	6.74	6.00	6.61g	6.68g	6.67	6.33lm	6.62m	2.74	7.93o	4.38	7.21d	6.29	7.05	6.60	6.19m	6.32	2.96	7.85x	5.76	7.13	7.55	7.15	7.00	6.44FG	6.14G	3.31	6.29j	5.91

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

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

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

	Supplier					TALK TALK								VIRGIN MEDIA									
						Issue				Satisfaction				Resolved		Issue				Satisfaction			
	BT (a)	EE/Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Billing and Customer service (g)	Repairs and Installati on (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installati on (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfi ed (v)	Yes (w)	No (x)
Total	1017	215	660	843	823	149	88*	575	31*	434	218	191	466	370	221	138	450	14**	447	234	142	447	370
10 - Extremely satisfied (10)	147 14%	33 15%	129 20% ^{abd}	100 12%	159 19% ^{abd}	22	14	57	7	89	10	1	84	16	48	35	74	2	151	3	5	145	14
9 - (9)	187 18%	33 15%	112 17%	167 20% ^{ad}	125 15%	21	9	132	5	157	7	3	154	12	33	20	69	3	109	14	2	104	20
8 - (8)	162 16%	40 19%	121 18%	130 15%	121 15%	18	18	88	6	99	26	5	90	39	25	28	67	1	94	23	4	85	35
7 - (7)	116 11%	22 10%	88 13%	87 10%	88 11%	10	10	66	1	41	32	14	49	36	19	17	51	1	52	36	-	45	42
6 - (6)	83 8%	24 11%	59 9%	76 9%	64 8%	7	12	54	3	23	42	11	35	40	13	11	39	1	16	39	9	22	42
5 - (5)	67 7%	23 11% ^{ad}	56 8%	79 9% ^{ad}	79 10% ^{ad}	14	8	57	-	12	45	22	24	54	15	10	52	2	13	52	14	22	57
4 - (4)	53 5%	12 6%	22 3%	45 5%	44 5%	5	3	33	4	6	24	15	14	31	17	4	21	2	4	30	10	7	37
3 - (3)	56 6%	11 5%	27 4%	34 4%	35 4%	10	2	21	1	4	14	16	7	26	12	4	19	-	2	17	16	8	27
2 - (2)	41 4% ^{bc}	3 1%	10 2%	41 5% ^{bc}	27 3% ^{bc}	13	4	23	1	3	12	26	3	38	9	1	17	-	2	14	11	2	25
1 - Extremely dissatisfied (1)	100 10% ^{bc}	10 5%	31 5%	82 10% ^{bc}	72 9% ^{bc}	28	8	43	3	-	6	76	6	76	27	8	37	-	1	2	69	5	66
Not applicable	5 *	4 2% ^{ad}	5 1%	2 1% ^{ad}	9 1% ^{ad}	1	-	1	-	-	-	2	-	2	3	-	4	2	3	4	2	2	5
NET: Dissatisfied (1-3)	197 19% ^{bc}	24 11%	68 10%	157 19% ^{bc}	134 16% ^{bc}	51	14	87	5	7	32	118	16	140	48	13	73	-	5	33	96	15	118
NET: Neutral (4-6)	203 20%	59 27% ^{ad}	137 21%	200 24%	187 23%	26	23	144	7	41	111	48	73	125	45	25	112	5	33	121	33	51	136
NET: Satisfied (7-10)	612 60%	128 60%	450 68% ^{abde}	484 57%	493 60%	71	51	343	19	386	75	23	377	103	125	100	261	7	406	76	11	379	111
Mean score	6.58	6.91 ^d	7.23 ^{ade}	6.48	6.74	5.67	6.60 ^g	6.65 ^g	6.84	6.35 ^{lm}	5.69 ^{lm}	3.11	7.96 ⁿ	4.61	6.48	7.44 ^{qr}	6.64	7.17	6.55 ^{tu}	5.60 ^{tu}	2.88	6.28 ^v	4.87

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

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 77

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

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

	Supplier					BT								EE/Orange								SKY												
	BT (a)	EE/ Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Issue				Satisfaction			Resolved		Billing and Customer service (p)	Issue				Satisfaction			Resolved		Billing and Customer service (A)	Issue				Satisfaction			Resolved	
						Billing and Customer service (g)	Repairs and Install ation (h)	Service issues (i)	Some thing else (j)	Satisfi ed (k)	Neutra l (l)	Dissati sfi ed (m)	Yes (n)	No (o)		Repairs and Install ation (q)	Service issues (r)	Some thing else (s)	Satisfi ed (t)	Neutra l (u)	Dissati sfi ed (v)	Yes (w)	No (x)	Repairs and Install ation (B)		Service issues (C)	Some thing else (D)	Satisfi ed (E)	Neutra l (F)	Dissati sfi ed (G)	Yes (H)	No (I)		
Total	1017	215	660	843	823	200	227	571	19**	569	252	196	622	388	62*	52*	95*	6**	114	76*	25**	114	101	165	152	326	17**	403	184	73*	361	293		
Ease of finding provider contact details	588	119	430	506	550	102	133	346	7	450	90	48	430	152	32	23	60	4	83	31	5	74	45	102	110	206	12	334	75	21	264	163		
The time taken to handle your issue	550	108	368	391	435	90	129	323	8	483	64	3	468	78	33	26	47	2	88	20	-	76	32	90	100	169	9	323	39	6	257	108		
Getting the issue resolved to your satisfaction	586	114	392	428	444	96	140	339	11	509	74	3	506	77	38	26	48	2	92	22	-	83	31	95	109	180	8	346	43	3	288	102		
Courtesy and politeness of advisors	638	125	475	546	556	124	145	357	12	468	122	48	457	176	39	22	61	3	87	32	6	80	45	111	112	240	12	363	87	25	297	175		
Advisor doing what they said they would do	580	127	451	471	500	105	135	328	12	470	92	18	463	112	41	26	58	2	93	32	2	82	45	106	107	227	11	362	80	9	296	152		
Logging of query details to avoid having to repeat yourself	575	108	421	418	456	97	132	337	9	473	85	17	462	108	38	23	46	1	80	25	3	71	37	97	111	203	10	344	64	13	279	140		
Offering compensation or a goodwill payment	476	95	319	338	343	77	126	267	6	409	60	7	412	63	34	25	35	1	72	23	-	67	28	89	105	119	6	277	36	6	227	90		
Willingness to help resolve your issue	612	128	450	484	493	101	140	360	11	508	91	13	511	96	39	27	59	3	94	33	1	88	40	113	111	216	10	361	79	10	307	140		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 78

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

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

	Supplier					TALK TALK								VIRGIN MEDIA									
	BT (a)	EE/Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
						Billing and Customer service (g)	Repairs and Installati on (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installati on (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfi ed (v)	Yes (w)	No (x)
Total	1017	215	660	843	823	149	88*	575	31*	434	218	191	466	370	221	138	450	14**	447	234	142	447	370
Ease of finding provider contact details	588 58%	119 55%	430 65% ^{abd}	506 60%	550 67% ^{abd}	77 52%	48 55%	358 62% ^g	23 74% ^g	372 86% ^{lm}	82 38% ^{lm}	52 27%	340 73% ^o	164 44%	136 62%	102 74% ^q	302 67%	10 71%	399 89% ^{uv}	104 44% ^{uv}	47 33%	355 79% ^w	190 51%
The time taken to handle your issue	550 54% ^{cd}	108 50%	368 56% ^{cd}	391 46%	435 53% ^{cd}	52 35%	39 44%	284 49% ^g	16 52%	345 79% ^{lm}	43 20% ^{lm}	3 2%	320 69% ^o	69 19%	117 53%	89 64% ^q	221 49%	8 57%	370 83% ^{uv}	49 21% ^{uv}	16 11%	332 74% ^w	99 27%
Getting the issue resolved to your satisfaction	586 58% ^{cd}	114 53%	392 59% ^{cd}	428 51%	444 54%	57 38%	41 47%	311 54% ^g	19 61% ^g	375 86% ^{lm}	50 23% ^{lm}	3 2%	363 78% ^o	63 17%	114 52%	93 67% ^q	230 51%	7 50%	390 87% ^{uv}	49 21% ^{uv}	5 4%	368 82% ^w	73 20%
Courtesy and politeness of advisors	638 63%	125 58%	475 72% ^{abd}	546 65%	556 68% ^{abd}	77 52%	52 59%	393 68% ^g	24 77% ^g	384 88% ^{lm}	105 48% ^{lm}	57 30%	353 76% ^o	190 51%	140 63%	102 74% ^q	305 68%	9 64%	400 89% ^{uv}	112 48% ^{uv}	44 31%	371 83% ^w	181 49%
Advisor doing what they said they would do	580 57%	127 59%	451 68% ^{abd}	471 56%	500 61% ^{cd}	61 41%	47 53%	344 60% ^g	19 61% ^g	370 85% ^{lm}	77 35% ^{lm}	24 13%	345 74% ^o	123 33%	129 58%	91 66%	270 60%	10 71%	397 89% ^{uv}	85 36% ^{uv}	18 13%	366 82% ^w	131 35%
Logging of query details to avoid having to repeat yourself	575 57% ^{cd}	108 50%	421 64% ^{abd}	418 50%	456 55% ^{cd}	50 34%	42 48% ^g	309 54% ^g	17 55% ^g	344 79% ^{lm}	58 27% ^{lm}	16 8%	321 69% ^o	94 25%	112 51%	89 64% ^q	245 54%	10 71%	369 83% ^{uv}	72 31% ^{uv}	15 11%	338 76% ^w	114 31%
Offering compensation or a goodwill payment	476 47% ^{cd}	95 44%	319 48% ^{cd}	338 40%	343 42%	53 36%	40 45%	236 41%	9 29%	284 65% ^{lm}	43 20% ^{lm}	11 6%	291 62% ^o	45 12%	91 41%	86 62% ^q	158 35%	8 57%	286 64% ^{uv}	49 21% ^{uv}	8 6%	274 61% ^w	67 18%
Willingness to help resolve your issue	612 60%	128 60%	450 68% ^{abd}	484 57%	493 60%	71 48%	51 58%	343 60% ^g	19 61%	386 89% ^{lm}	75 34% ^{lm}	23 12%	377 81% ^o	103 28%	125 57%	100 72% ^q	261 58%	7 50%	406 81% ^{uv}	76 32% ^{uv}	11 8%	379 85% ^w	111 30%

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 79

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

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

	Supplier					BT								EE/Orange								SKY													
						Issue				Satisfaction				Resolved		Issue				Satisfaction				Resolved		Issue				Satisfaction				Resolved	
	BT (a)	EE/Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)			
Total	1017	215	660	843	823	200	227	571	19**	569	252	196	622	388	62*	52*	95*	6**	114	76*	25**	114	101	165	152	326	17**	403	184	73*	361	293			
Completely resolved	622	114	361	466	447	107	158	348	9	485	109	28	622	-	35	25	52	2	82	28	4	114	-	88	99	164	10	280	71	10	361	-			
	61%abcd	53%	55%	55%	54%	54%	70%gl	61%	47%	85%lm	43%ni	14%	100%od	-	56%	48%	55%	33%	72%tu	37%	16%	100%wx	-	53%	65%AC	50%	59%	69%FG	39%G	14%	100%HI	-			
Partly resolved	254	76	225	213	236	63	54	132	5	75	104	75	-	254	23	25	27	1	27	38	11	-	76	64	47	109	5	112	88	25	-	225			
	25%	35%ad	34%ade	25%	29%	32%h	24%	23%	26%	13%	41%kl	38%kn	-	65%ph	37%	48%q	28%	17%	24%	50%rs	44%	-	75%vw	39%	31%	33%	29%	28%	48%EG	34%	-	77%ij			
Not resolved at all	134	25	68	157	134	30	14	87	3	5	37	92	-	134	4	2	16	3	5	10	10	-	25	12	5	49	2	7	23	38	-	68			
	13%	12%	10%	19%abc	16%e	15%h	6%	15%j	16%	1%	15%kl	47%lm	-	35%pn	6%	4%	17%qd	50%	4%	10%	40%	-	25%vw	7%	3%	10%AB	12%	2%	13%JE	50%EF	-	23%ij			
Don't know	7	-	6	7	6	-	1	4	2	4	2	1	-	-	-	-	-	-	-	-	-	-	-	1	1	4	-	4	2	-	-	-			
	1%	-	1%	1%	1%	-	*	1%	11%	1%	1%	1%	-	-	-	-	-	-	-	-	-	-	-	1%	1%	1%	-	1%	1%	-	-	-			

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 80

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

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

	Supplier					TALK TALK										VIRGIN MEDIA									
	BT (a)	EE/Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved			
						Billing and Customer service (g)	Repairs and Installati on (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installati on (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfi ed (v)	Yes (w)	No (x)		
Total	1017	215	660	843	823	149	88*	575	31*	434	218	191	466	88*	370	221	138	450	14**	447	234	142	447	370	
Completely resolved	622	114	361	466	447	69	53	330	14	359	86	21	466	-	-	118	94	228	7	353	81	13	447	-	
	61% ^{abcd}	53%	55%	55%	54%	46%	60% ^g	57% ^g	45%	83% ^{klm}	39% ^{lm}	11%	100% ^{no}	-	-	53%	68% ^{pr}	51%	50%	73% ^{tuv}	35% ^w	9%	100% ^{wx}	-	
Partly resolved	254	76	225	213	236	42	24	140	7	63	93	57	-	213	-	50	36	147	3	81	115	40	-	236	
	25%	35% ^{ad}	34% ^{acd}	25%	29%	28%	27%	24%	23%	15%	43% ^{klm}	30% ^{kl}	-	58% ^{no}	-	23%	26%	33% ^{pr}	21%	18%	49% ^{tuv}	28% ^t	-	64% ^w	
Not resolved at all	134	25	68	157	134	37	9	102	9	9	38	110	-	157	-	50	7	75	2	9	37	88	-	134	
	13%	12%	10%	18% ^{abc}	16% ^c	25% ^h	10%	18%	28% ^h	2%	17% ^{kl}	68% ^{kl}	-	42% ^{no}	-	23% ^{qd}	5%	17% ^{qd}	14%	2%	16% ^{td}	52% ^{klm}	-	30% ^w	
Don't know	7	-	6	7	6	1	2	3	1	3	1	3	-	-	-	3	1	-	2	4	1	1	-	-	
	1%	-	1%	1%	1%	1%	2%	1%	3%	1%	*	2%	-	-	-	1% ^{qr}	1%	-	14%	1%	*	1%	-	-	

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Q12: How many times have you been in contact with [Provider] in relation to this particular complaint so far?

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

	Supplier					BT								EE/Orange								SKY											
						Issue				Satisfaction				Resolved				Issue				Satisfaction				Resolved							
	BT (a)	EE/Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	1017	215	660	843	823	200	227	571	19**	569	252	196	622	388	62*	52*	95*	6**	114	76*	25**	114	101	165	152	326	17**	403	184	73*	361	293	
Once	(1) 458	52	220	343	310	79	111	260	8	367	77	14	415	41	18	12	19	3	39	12	1	36	16	63	51	99	7	181	33	6	171	47	
		45%abc	24%	33%ab	41%abc	38%ab	40%	49%	46%	42%	64%lm	31%kl	7%	67%no	11%	29%	23%	20%	50%	34%tu	16%	4%	32%vw	16%	38%	34%	30%	41%	45%FG	18%	8%	47%hi	16%
Twice	(2) 196	82	194	173	213	44	37	111	4	111	54	31	98	97	23	21	38	-	46	35	1	54	28	58	46	88	2	119	63	12	102	91	
		19%	38%acde	29%acd	21%	26%acd	22%	16%	19%	21%	20%	21%	16%	25%kl	37%	40%	40%	-	40%	46%	4%	47%kl	28%	35%	40%	27%	12%	30%G	34%G	16%	28%	31%	
Three times	(3) 168	39	105	132	140	36	31	97	4	60	63	45	60	107	11	9	18	1	17	14	8	13	26	19	32	51	3	55	40	10	48	57	
		17%	18%	16%	17%	18%	14%	17%	21%	11%	25%kl	23%kl	10%	28%kl	18%	17%	19%	17%	15%	18%	32%	11%	28%kl	12%	21%AB	16%	18%	14%	22%E	14%	13%	10%kl	
Four times	(4) 64	12	51	68	61	10	14	40	-	13	23	28	19	44	2	3	5	2	4	6	2	4	8	10	12	27	2	26	16	9	23	26	
		6%	6%	8%	8%	7%	6%	7%	-	2%	9%kl	14%kl	3%	11%kl	3%	6%	5%	33%	4%	8%	8%	4%	8%	6%	8%	8%	12%	6%	9%	12%	6%	9%	
Five times or more	(5) 123	25	81	105	83	29	34	58	2	13	33	77	27	95	5	6	14	-	4	8	13	4	21	12	10	57	2	17	31	33	15	66	
		12%	12%	12%	10%	15%	15%	10%	11%	2%	13%kl	39%kl	4%	24%kl	8%	12%	15%	-	4%	11%	52%	4%	21%kl	7%	7%	17%AB	12%	4%	17%E	45%EF	4%	23%kl	
Don't know	8	5	9	22	16	2	-	5	1	5	2	1	3	4	3	1	1	-	4	1	-	3	2	3	1	4	1	5	1	3	2	6	
		1%	2%kl	1%	3%kl	1%	-	1%	5%	1%	1%	1%	*	1%	5%	2%	1%	-	4%	1%	-	3%	2%	2%	1%	1%	6%	1%	1%	4%kl	1%	2%	
Mean score	2.21	2.41a	2.35u	2.29	2.25	2.32	2.22	2.16	2.11	1.57	2.52kl	3.63kl	1.62	3.14n	2.20	2.41	2.54	2.33	1.98	2.51l	4.00	1.97	2.90w	2.07	2.23	2.55AB	2.38	1.94	2.72E	3.73EF	1.91	2.91H	

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

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Q12: How many times have you been in contact with [Provider] in relation to this particular complaint so far?

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

	Supplier					TALK TALK										VIRGIN MEDIA									
	BT (a)	EE/Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved			
						Billing and Customer service (g)	Repairs and Installati on (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installati on (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfi ed (v)	Yes (w)	No (x)		
Total	1017	215	660	843	823	149	88*	575	31*	434	218	191	466	370	221	138	450	14**	447	234	142	447	370		
Once	(1) 458	52	220	343	310	47	20	265	11	268	62	13	301	40	93	36	172	9	226	63	21	236	71		
Twice	(2) 196	82	194	173	213	29	24	107	13	82	55	36	75	97	59	45	107	2	120	66	27	119	94		
Three times	(3) 168	39	105	132	140	32	17	81	2	49	39	44	41	89	35	29	75	1	58	59	23	51	89		
Four times	(4) 64	12	51	68	61	15	9	42	2	12	24	32	16	51	14	11	36	-	20	20	21	18	42		
Five times or more	(5) 123	25	81	105	83	18	18	67	2	21	30	54	30	75	18	13	51	1	17	20	46	19	64		
Don't know	8	5	9	22	16	8	-	13	1	2	8	12	3	18	2	4	9	1	6	6	4	4	10		
Mean score	2.21	2.41a	2.35a	2.29	2.25	2.49i	2.78j	2.18	2.03	1.69	2.55k	3.44k	1.70	3.07h	2.11	2.40p	2.29	1.62	1.83	2.42t	3.32h	1.79	2.62w		

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

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 83

Q13 How long did it take to resolve the issue with [Provider]/to reach this point in terms of your issue with [Provider]?

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

	Supplier					BT								EE/Orange								SKY										
						Issue				Satisfaction				Resolved				Issue				Satisfaction				Resolved						
	BT (a)	EE/Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	1017	215	660	843	823	200	227	571	19**	569	252	196	622	388	62*	52*	95*	6**	114	76*	25**	114	101	165	152	326	17**	403	184	73*	361	293
Less than 1 hour	341	45	145	328	252	71	81	184	5	279	53	9	297	41	15	12	16	2	32	10	3	28	17	43	18	77	7	111	25	9	104	40
Several hours	137	20	121	105	122	18	19	96	4	74	39	24	85	51	1	10	9	-	13	5	2	15	5	33	31	54	3	79	35	7	75	46
1 day	94	28	74	50	94	13	24	57	-	70	24	-	77	17	13	6	8	1	17	10	1	15	13	20	28	25	1	54	15	5	43	30
2-4 days	129	46	121	86	114	26	31	68	4	57	40	32	57	72	12	13	20	1	24	20	2	32	14	30	33	56	2	75	38	8	64	57
5-7 days	77	26	63	73	73	17	13	46	1	36	24	17	44	33	9	4	13	-	17	5	4	11	15	12	21	29	1	35	22	6	31	32
8-14 days	62	12	41	60	34	11	22	29	-	17	25	20	21	39	5	1	6	-	3	6	3	3	9	8	9	24	-	22	14	5	20	21
15-30 days	48	10	30	28	23	9	18	21	-	17	12	19	15	33	1	1	8	-	3	5	2	4	6	9	4	15	2	11	13	6	13	17
Over 30 days	97	17	42	68	73	27	18	48	4	11	21	65	20	77	2	4	9	2	3	7	7	4	13	4	7	30	1	8	14	20	9	33
Not sure	32	11	23	45	38	8	1	22	1	8	14	10	6	25	4	1	6	-	2	8	1	2	9	6	1	16	-	8	8	7	2	17
NET: Less than 1 hour	341	45	145	328	252	71	81	184	5	279	53	9	297	41	15	12	16	2	32	10	3	28	17	43	18	77	7	111	25	9	104	40
NET: Several hours but within a day	231	48	195	155	216	31	43	153	4	144	63	24	162	68	14	16	17	1	30	15	3	30	18	53	59	79	4	133	50	12	118	76
NET: 2-4 days	129	46	121	86	114	26	31	68	4	57	40	32	57	72	12	13	20	1	24	20	2	32	14	30	33	56	2	75	38	8	64	57
NET: 5 days or more	284	65	176	229	203	64	71	144	5	81	82	121	100	182	17	10	36	2	26	23	16	22	43	33	41	98	4	76	63	37	73	103
Mean score	5.82	5.93	5.11	5.22	5.16	7.07	6.21	5.16	7.92	2.46	6.26k	15.39k	2.79	11.01n	4.19	4.47	7.35p	11.01	3.45	7.30l	13.59	3.81	8.51w	3.78	4.39	6.15AE	5.26	3.13	6.51E	13.27EF	3.40	7.37H

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

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Q13 How long did it take to resolve the issue with [Provider]/to reach this point in terms of your issue with [Provider]?

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

	Supplier					TALK TALK										VIRGIN MEDIA									
						Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	EE/Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Billing and Customer service (g)	Repairs and Installati on (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installati on (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfi ed (v)	Yes (w)	No (x)		
Total	1017	215	660	843	823	149	88*	575	31*	434	218	191	466	370	221	138	450	14**	447	234	142	447	370		
Less than 1 hour	341	45	145	328	252	45	18	251	14	249	56	23	260	67	94	25	126	7	182	50	20	185	64		
Several hours	137	20	121	105	122	19	15	68	3	44	37	24	53	52	18	13	89	2	61	48	13	71	51		
1 day	94	28	74	50	94	8	7	30	5	35	11	4	37	12	24	20	48	2	60	24	10	60	34		
2-4 days	129	46	121	86	114	15	9	61	1	39	25	22	44	42	26	32	55	1	65	38	11	66	48		
5-7 days	77	26	63	73	73	21	13	35	4	28	19	26	24	48	13	18	41	1	36	20	17	37	36		
8-14 days	62	12	41	60	34	11	15	34	-	17	25	18	20	39	7	11	16	-	14	7	13	10	24		
15-30 days	48	10	30	28	23	6	1	20	1	3	14	11	8	20	9	8	6	-	5	8	10	7	16		
Over 30 days	97	17	42	68	73	16	9	42	1	11	18	39	17	50	20	9	44	-	16	24	33	8	64		
Not sure	32	11	23	45	38	8	1	34	2	8	13	24	3	40	10	2	25	1	8	15	15	3	33		
NET: Less than 1 hour	341	45	145	328	252	45	18	251	14	249	56	23	260	67	94	25	126	7	182	50	20	185	64		
NET: Several hours but within a day	231	48	195	155	216	27	22	98	8	79	48	28	90	64	42	33	137	4	121	72	23	131	85		
NET: 2-4 days	129	46	121	86	114	15	9	61	1	39	25	22	44	42	26	32	55	1	65	38	11	66	48		
NET: 5 days or more	284	65	176	229	203	54	38	131	6	59	76	94	69	157	49	46	107	1	71	59	73	62	140		
Mean score	5.82	5.93	5.11	5.22	5.16	6.62j	6.67	4.74	2.97	2.18	6.60k	11.28k	2.71	8.67n	5.14	5.93	5.05	0.88	2.83	5.78t	12.11u	2.27	8.93w		

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

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 85

Q13 How long did it take to resolve the issue with [Provider]?

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

	Supplier					BT							EE/Orange							SKY												
						Issue				Satisfaction			Resolved							Issue			Satisfaction		Resolved							
	BT (a)	EE/Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	622	114	361	466	447	107	158	348	9**	485	109	28**	622	-**	35*	25**	52*	2**	82*	28**	4**	114	-**	88*	99*	164	10**	280	71**	10**	361	-**
Less than 1 hour	297	28	104	260	185	60	77	156	4	262	34	1	297	-	7	6	14	1	28	-	-	28	-	31	15	54	4	90	12	2	104	-
	46% bce	25%	29%	56% abcde	41% abc	56% d	49%	45%	44%	54% d	31%	4%	48%	-	20%	24%	27%	50%	34%	-	-	25%	-	35% b	15%	33% b	40%	32% f	17%	20%	29%	-
Several hours	85	15	75	53	71	9	16	59	1	62	20	3	85	-	1	9	5	-	11	3	1	15	-	20	21	33	1	61	14	-	75	-
	14%	13%	21% ad	11%	16% d	8%	10%	17% gh	11%	13%	18%	11%	14%	-	3%	36%	10%	-	13%	11%	25%	13%	-	23%	21%	20%	10%	22%	20%	-	21%	-
1 day	77	15	43	37	60	6	20	51	-	62	15	-	77	-	10	1	3	1	12	2	1	15	-	12	16	15	-	37	5	1	43	-
	12% d	13%	12%	8%	13% d	6%	13%	15% d	-	13%	14%	-	12%	-	20% d	4%	6%	50%	15%	7%	25%	13%	-	14%	16%	9%	-	13%	7%	10%	12%	-
2-4 days	57	32	64	44	66	13	17	24	3	35	17	5	57	-	9	5	18	-	17	15	-	32	-	11	21	30	2	47	17	-	64	-
	9%	28% acde	18% ad	9%	15% ad	12%	11%	7%	33%	7%	16% a	18%	9%	-	26%	20%	35%	-	21%	54%	-	28%	-	13%	21%	18%	20%	17%	24%	-	18%	-
5-7 days	44	11	31	24	37	5	8	30	1	28	9	7	44	-	4	1	6	-	10	1	-	11	-	6	13	11	1	23	7	1	31	-
	7%	10%	9% d	5%	8%	5%	5%	9%	11%	6%	8%	25%	7%	-	11%	4%	12%	-	12%	4%	-	10%	-	7%	13%	7%	10%	8%	10%	10%	9%	-
8-14 days	21	3	20	20	10	4	7	10	-	13	5	3	21	-	2	1	-	-	1	2	-	3	-	3	6	11	-	13	6	1	20	-
	3%	3%	6% a	4%	2%	4%	4%	3%	-	3%	5%	11%	3%	-	6%	4%	-	-	1%	7%	-	3%	-	3%	6%	7%	-	5%	8%	10%	6%	-
15-30 days	15	4	13	8	7	3	5	7	-	10	2	3	15	-	-	-	4	-	1	3	-	4	-	4	4	3	2	5	6	2	13	-
	2%	4%	4%	2%	2%	3%	3%	2%	-	2%	2%	11%	2%	-	-	-	8%	-	1%	11%	-	4%	-	5%	4%	2%	20%	5%	6% e	20%	4%	-
Over 30 days	20	4	9	17	8	6	8	6	-	8	6	6	20	-	-	2	2	-	1	1	2	4	-	-	3	6	-	3	3	3	9	-
	3%	4%	2%	4%	2%	6% d	8% d	2%	-	2%	6% a	21%	3%	-	-	8%	4%	-	1%	4%	50%	4%	-	-	3%	4%	-	1%	4%	30%	2%	-
Not sure	6	2	2	3	3	1	-	5	-	5	1	-	6	-	2	-	-	-	1	1	-	2	-	1	-	1	-	1	1	-	2	-
	1%	2%	1%	1%	1%	1%	-	1%	-	1%	1%	-	1%	-	6%	-	-	-	1%	4%	-	2%	-	1%	-	1%	-	*	1%	-	1%	-
NET: Less than 1 hour	297	28	104	260	185	60	77	156	4	262	34	1	297	-	7	6	14	1	28	-	-	28	-	31	15	54	4	90	12	2	104	-
	48% bce	25%	29%	56% abcde	41% abc	56% d	49%	45%	44%	54% d	31%	4%	48%	-	20%	24%	27%	50%	34%	-	-	25%	-	35% b	15%	33% b	40%	32% f	17%	20%	29%	-
NET: Several hours but within a day	162	30	118	90	131	15	36	110	1	124	35	3	162	-	11	10	8	1	23	5	2	30	-	32	37	48	1	98	19	1	118	-
	26% d	26%	33% ad	19%	29% d	14%	23%	32% gh	11%	26%	32%	11%	26%	-	31%	40%	15%	50%	28%	18%	50%	26%	-	36%	37%	29%	10%	35%	27%	10%	33%	-
NET: 2-4 days	57	32	64	44	66	13	17	24	3	35	17	5	57	-	9	5	18	-	17	15	-	32	-	11	21	30	2	47	17	-	64	-
	9%	28% acde	18% ad	9%	15% ad	12%	11%	7%	33%	7%	16% a	18%	9%	-	26%	20%	35%	-	21%	54%	-	28%	-	13%	21%	18%	20%	17%	24%	-	18%	-
NET: 5 days or more	100	22	73	69	62	18	28	53	1	59	22	19	100	-	6	4	12	-	13	7	2	22	-	13	26	31	3	44	22	7	73	-
	16%	19%	20% cd	15%	14%	17%	18%	15%	11%	12%	20% a	68%	16%	-	17%	16%	23%	-	16%	25%	50%	19%	-	15%	26%	19%	30%	16%	31% e	70%	20%	-
Mean score	2.79	3.81 e	3.40 e	2.71	2.27	3.54	3.55 d	2.23	1.69	2.01	3.79 k	12.28	2.79	-	2.52	3.84	4.73	0.51	2.34	6.44	15.77	3.81	-	2.38	4.12	3.37	5.72	2.41	5.62 e	15.61	3.40	-

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Q13 How long did it take to resolve the issue with [Provider]?

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

	Supplier					TALK TALK							VIRGIN MEDIA										
	BT (a)	EE/Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
						Billing and Customer service (g)	Repairs and Installati on (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installati on (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfi ed (v)	Yes (w)	No (x)
Total	622	114	361	466	447	69*	53*	330	14**	359	86*	21**	466	-**	118	94*	228	7**	353	81*	13**	447	-**
Less than 1 hour	297	28	104	260	185	34	13	205	8	225	33	2	260	-	63	22	96	4	161	22	2	185	-
	48% ^{bce}	25%	29%	56% ^{abce}	41% ^{bce}	49% ^h	25%	62% ^{gh}	57%	63% ^k	38%	10%	56%	-	53% ^{ap}	23%	42% ^{qd}	57%	46% ^t	27%	15%	41%	-
Several hours	85	15	75	53	71	6	9	37	1	36	15	2	53	-	8	9	52	2	48	22	1	71	-
	14%	13%	21% ^{acd}	11%	16% ^{cd}	9%	17%	11%	7%	10%	17%	10%	11%	-	7%	10%	23% ^{qpd}	29%	14%	27% ^{kt}	8%	16%	-
1 day	77	15	43	37	60	8	7	19	3	30	7	-	37	-	17	13	29	1	49	9	2	60	-
	12% ^{cd}	13%	12%	8%	13% ^{cd}	12%	13%	6%	21%	8%	8%	-	8%	-	14%	14%	13%	14%	14%	11%	15%	13%	-
2-4 days	57	32	64	44	66	5	7	31	1	31	11	2	44	-	17	23	26	-	51	14	1	66	-
	9%	28% ^{acde}	18% ^{acd}	9%	15% ^{acd}	7%	13%	9%	7%	9%	13%	10%	9%	-	14%	24% ^{qr}	11%	-	14%	17%	8%	15%	-
5-7 days	44	11	31	24	37	6	4	13	1	15	6	3	24	-	7	13	17	-	28	7	2	37	-
	7%	10%	9% ^{cd}	5%	8%	9%	8%	4%	7%	4%	7%	14%	5%	-	6%	14%	7%	-	8%	9%	15%	8%	-
8-14 days	21	3	20	20	10	3	6	11	-	11	4	5	20	-	1	6	3	-	7	1	2	10	-
	3%	3%	6% ^{ac}	4%	2%	4%	11%	3%	-	3%	5%	24%	4%	-	1%	6% ^{qr}	1%	-	2%	1%	15%	2%	-
15-30 days	15	4	13	8	7	4	-	4	-	3	4	1	8	-	2	4	1	-	3	3	1	7	-
	2%	4%	4%	2%	2%	-	-	1%	-	1%	9% ^{kl}	5%	2%	-	2%	4% ^{qr}	*	-	1%	4% ^{kl}	8%	2%	-
Over 30 days	20	4	9	17	8	3	6	8	-	6	6	5	17	-	1	4	3	-	4	2	2	8	-
	3%	4%	2%	4%	2%	4%	11% ^{kl}	2%	-	2%	7% ^{kl}	24%	4%	-	1%	4%	1%	-	1%	2%	15%	2%	-
Not sure	6	2	2	3	3	-	1	2	-	2	-	1	3	-	2	-	1	-	2	1	-	3	-
	1%	2%	1%	1%	1%	-	2%	1%	-	1%	-	5%	1%	-	2%	-	*	-	1%	1%	-	1%	-
NET: Less than 1 hour	297	28	104	260	185	34	13	205	8	225	33	2	260	-	63	22	96	4	161	22	2	185	-
	48% ^{bce}	25%	29%	56% ^{abce}	41% ^{bce}	49% ^h	25%	62% ^{gh}	57%	63% ^k	38%	10%	56%	-	53% ^{ap}	23%	42% ^{qd}	57%	46% ^t	27%	15%	41%	-
NET: Several hours but within a day	162	30	118	90	131	14	16	56	4	66	22	2	90	-	25	22	81	3	97	31	3	131	-
	26% ^{cd}	26%	33% ^{acd}	19%	29% ^{cd}	20%	30% ^{kl}	17%	29%	18%	26%	10%	19%	-	21%	23%	36% ^{qpd}	43%	27%	38%	23%	29%	-
NET: 2-4 days	57	32	64	44	66	5	7	31	1	31	11	2	44	-	17	23	26	-	51	14	1	66	-
	9%	28% ^{acde}	18% ^{acd}	9%	15% ^{acd}	7%	13%	9%	7%	9%	13%	10%	9%	-	14%	24% ^{qr}	11%	-	14%	17%	8%	15%	-
NET: 5 days or more	100	22	73	69	62	16	16	36	1	35	20	14	69	-	11	27	24	-	42	13	7	62	-
	16%	19%	20% ^{cd}	15%	14%	23% ^{kl}	30% ^{kl}	11%	7%	10%	23% ^{kl}	67%	15%	-	9%	29% ^{qr}	11%	-	12%	16%	54%	14%	-
Mean score	2.79	3.81 ^e	3.40 ^e	2.71	2.27	4.01 ^l	3.87 ^l	2.01	0.88	1.67	4.83 ^l	12.84	2.71	-	1.72	4.70 ^{pl}	1.61	0.19	1.85	2.95	9.51	2.27	-

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

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 87

Q13 How long did it take to reach this point in terms of your issue with [Provider]?

Base: All complained about fixed broadband internet service in past 6 months whose issue was not completely resolved

	Supplier					BT								EE/Orange								SKY										
						Issue				Satisfaction				Resolved				Issue				Satisfaction				Resolved						
	BT (a)	EE/Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	388	101	293	370	370	93*	68*	219	8**	80*	141	167	-**	388	27**	27**	43*	4**	32*	48*	21**	-**	101	76*	52*	158	7**	119	111	63*	-**	293
Less than 1 hour	41	17	40	67	64	11	4	26	-	15 ^{km}	18	8	-	41	30%	6	2	1	4	10	3	-	17	12	3	22	3	20	13	7	-	40
Several hours	51	5	46	52	51	9	3	36	3	11	19	21	-	51	-	1	4	-	2	2	1	-	5	13	10	21	2	18	21	7	-	46
1 day	17	13	30	12	34	7	4	6	-	8	9	-	-	17	3	5	5	-	5	8	-	-	13	8	11	10	1	16	10	4	-	30
2-4 days	72	14	57	42	48	13	14	44	1	22	23	27	-	72	3	8	2	1	7	5	2	-	14	19	12	26	-	28	21	8	-	57
5-7 days	33	15	32	48	36	12	5	16	-	8	15	10	-	33	5	3	7	-	7	4	4	-	15	6	8	18	-	12	15	5	-	32
8-14 days	39	9	21	39	24	7	14	18	-	4	19	16	-	39	3	-	6	-	2	4	3	-	9	5	3	13	-	9	8	4	-	21
15-30 days	33	6	17	20	16	6	13	14	-	7	10	16	-	33	1	1	4	-	2	2	2	-	6	5	-	12	-	6	7	4	-	17
Over 30 days	77	13	33	50	64	21	10	42	4	3	15	59	-	77	2	2	7	2	2	6	5	-	13	4	4	24	1	5	11	17	-	33
Not sure	25	9	17	40	33	7	1	17	-	2	13	10	-	25	2	1	6	-	1	7	1	-	9	4	1	12	-	5	5	7	-	17
NET: Less than 1 hour	41	17	40	67	64	11	4	26	-	15 ^{km}	18	8	-	41	30%	6	2	1	4	10	3	-	17	12	3	22	3	20	13	7	-	40
NET: Several hours but within a day	68	18	76	64	85	16	7	42	3	19 ^{km}	28	21	-	68	3	6	9	-	7	10	1	-	18	21	21	31	3	34	31	11	-	76
NET: 2-4 days	72	14	57	42	48	13	14	44	1	22	23	27	-	72	3	8	2	1	7	5	2	-	14	19	12	26	-	28	21	8	-	57
NET: 5 days or more	182	43	103	157	140	46	42	90	4	22	59	101	-	182	11	6	24	2	13	16	14	-	43	20	15	67	1	32	41	30	-	103
Mean score	11.01 ^{cd}	8.51	7.37	8.67	8.93	11.42	12.43	10.16	15.91	5.36	8.55 ^k	15.98 ^l	-	11.01	6.39	5.07	11.52	16.26	6.36	7.87	13.16	-	8.51	5.47	4.96	9.26 ^{AB}	4.61	4.94	7.09	12.85 ^{EF}	-	7.37

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Q13 How long did it take to reach this point in terms of your issue with [Provider]?

Base: All complained about fixed broadband internet service in past 6 months whose issue was not completely resolved

	Supplier					TALK TALK								VIRGIN MEDIA									
	BT (a)	EE/Orange (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
						Billing and Customer service (g)	Repairs and Installati on (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installati on (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfi ed (v)	Yes (w)	No (x)
Total	388	101	293	370	370	79*	33*	242	16**	72*	131	167	-**	370	100	43*	222	5**	90*	152	128	-**	370
Less than 1 hour	41	17	40	67	64	11	5	45	6	24	23	20	-	67	29	3	30	2	18	28	18	-	64
Several hours	51	5	46	52	51	13	6	31	2	8	52	22	-	52	10	4	37	-	13	26	12	-	51
1 day	17	13	30	12	34	-	-	11	1	4	4	4	-	12	7	7	19	1	11	15	8	-	34
2-4 days	72	14	57	42	48	10	2	30	-	8	14	20	-	42	9	9	29	1	14	24	10	-	48
5-7 days	33	15	32	48	36	15	8	22	3	12	13	23	-	48	6	5	24	1	8	13	15	-	36
8-14 days	39	9	21	39	24	8	8	23	-	6	20	13	-	39	6	5	13	-	7	6	11	-	24
15-30 days	33	6	17	20	16	2	1	16	1	-	10	10	-	20	7	4	5	-	2	5	9	-	16
Over 30 days	77	13	33	50	64	12	3	34	1	5	12	33	-	50	18	5	41	-	12	22	30	-	64
Not sure	25	9	17	40	33	8	-	30	2	5	13	22	-	40	8	1	24	-	5	13	15	-	33
NET: Less than 1 hour	41	17	40	67	64	11	5	45	6	24	23	20	-	67	29	3	30	2	18	28	18	-	64
NET: Several hours but within a day	68	18	76	64	85	13	6	42	3	12	26	26	-	64	17	11	56	1	24	41	20	-	85
NET: 2-4 days	72	14	57	42	48	10	2	30	-	8	14	20	-	42	9	9	29	1	14	24	10	-	48
NET: 5 days or more	182	43	103	157	140	37	20	95	5	23	55	79	-	157	37	19	83	1	29	46	65	-	140
Mean score	11.01	8.51	7.37	8.67	8.93	8.82	7.82	8.98	5.20	4.81	8.00	11.00	-	8.67	9.27	8.68	8.99	2.01	7.02	7.40	12.24	-	8.93

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

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 89

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

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

	Supplier				BT											SKY										
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved					
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)				
Total	507	796	332	578	82*	133	281	11**	349	108	50*	399	105	354	178	228	36*	493	212	91*	462	327				
The service not performing as it should	281	228	244	237	-	-	281	-	202	56	23	237	43	-	-	228	-	137	64	27	128	98				
	55% ^{bcd}	29%	73% ^{abcd}	41% ^a	-	-	100% ^{gh}	-	58%	52%	46%	59% ^a	41%	-	-	100% ^{pqr}	-	28%	30%	30%	28%	30%				
A problem relating to the installation or set up of your service	97	105	22	49	-	97	-	-	72	17	8	79	18	-	105	-	-	65	30	10	67	36				
	19% ^{bcd}	13% ^{cd}	7%	8%	-	73% ^{gh}	-	-	21%	16%	16%	20%	17%	-	59% ^{pqr}	-	-	13%	14%	11%	15%	11%				
A billing, pricing or payment issue	61	290	28	208	61	-	-	-	35	14	12	38	23	290	-	-	-	185	75	30	177	112				
	12%	36% ^{ac}	8%	36% ^{ac}	74% ^{hi}	-	-	-	10%	13%	24% ^{hi}	10%	22% ^{hi}	82% ^{pqr}	-	-	-	38%	35%	33%	38%	34%				
A problem with a repair to the service	36	73	13	47	-	36	-	-	23	12	1	28	8	-	73	-	-	53	12	8	44	29				
	7%	9% ^{cd}	4%	8% ^{cd}	-	27% ^{gh}	-	-	7%	11%	2%	7%	8%	-	41% ^{pqr}	-	-	11% ^{tu}	6%	9%	10%	9%				
Dissatisfaction with customer service from a previous occasion or contact	21	64	17	24	21	-	-	-	11	7	3	12	8	64	-	-	-	30	22	12	25	39				
	4%	8% ^{ad}	5%	4%	26% ^{hi}	-	-	-	3%	6%	6%	3%	8% ^{hi}	18% ^{pqr}	-	-	-	6%	10% ^{tu}	13% ^{tu}	5%	12% ^{uv}				
Or something else	11	36	8	13	-	-	-	11	6	2	3	5	5	-	-	-	36	23	9	4	21	13				
	2%	5% ^{ad}	2%	2%	-	-	-	100%	2%	2%	6%	1%	5% ^{hi}	-	-	-	100% ^{pqr}	5%	4%	4%	5%	4%				
SUMMARY:																										
Billing and Customer service	82	354	45	232	82	-	-	-	46	21	15	50	31	354	-	-	-	215	97	42	202	151				
	16%	44% ^{ac}	14%	40% ^{ac}	100% ^{hi}	-	-	-	13%	19%	30% ^{hi}	13%	30% ^{hi}	100% ^{pqr}	-	-	-	44%	46%	46%	44%	46%				
Repairs and Installation	133	178	35	96	-	133	-	-	95	29	9	107	26	-	178	-	-	118	42	18	111	65				
	26% ^{cd}	22% ^{cd}	11%	17% ^{cd}	-	100% ^{gh}	-	-	27%	27%	18%	27%	25%	-	100% ^{pqr}	-	-	24%	20%	20%	24%	20%				
Service Issues	281	228	244	237	-	-	281	-	202	56	23	237	43	-	-	228	-	137	64	27	128	98				
	55% ^{bcd}	29%	73% ^{abcd}	41% ^a	-	-	100% ^{gh}	-	58%	52%	46%	59% ^a	41%	-	-	100% ^{pqr}	-	28%	30%	30%	28%	30%				
Something else	11	36	8	13	-	-	-	11	6	2	3	5	5	-	-	-	36	23	9	4	21	13				
	2%	5% ^{ad}	2%	2%	-	-	-	100%	2%	2%	6%	1%	5% ^{hi}	-	-	-	100% ^{pqr}	5%	4%	4%	5%	4%				

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 90

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

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

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	507	796	332	578	45*	35*	244	8**	240	68*	24**	269	60*	232	96*	237	13**	344	145	89*	337	234		
The service not performing as it should	281	228	244	237	-	-	244	-	191	45	8	221	22	-	-	237	-	142	58	37	140	96		
	55% ^{bcd}	29%	73% ^{abcd}	41% ^a	-	-	100% ^{gh}	-	80% ^{kl}	66%	33%	62% ^{no}	37%	-	-	100% ^{sp}	-	41%	40%	42%	42%	41%		
A problem relating to the installation or set up of your service	97	105	22	49	-	22	-	-	10	9	3	9	12	-	49	-	-	33	11	5	36	12		
	19% ^{bcd}	13% ^{cd}	7%	8%	-	63% ^{gh}	-	-	4%	13% ^{kl}	13%	3%	20% ^{no}	-	51% ^{pr}	-	-	10%	8%	6%	11% st	5%		
A billing, pricing or payment issue	61	290	28	208	28	-	-	-	14	7	7	15	13	208	-	-	-	115	55	38	110	96		
	12%	36% ^{ac}	8%	36% ^{ac}	62% ^{hi}	-	-	-	6%	10%	29%	6%	22% ^{no}	90% ^{qr}	-	-	-	33%	38%	43%	33%	41% ^{sw}		
A problem with a repair to the service	36	73	13	47	-	13	-	-	12	1	-	9	4	-	47	-	-	34	11	2	31	16		
	7%	9% ^{bc}	4%	8% ^{bc}	-	37% ^{gh}	-	-	5%	1%	-	3%	7%	-	49% ^{pr}	-	-	10% st	8%	2%	9%	7%		
Dissatisfaction with customer service from a previous occasion or contact	21	64	17	24	17	-	-	-	9	3	5	10	7	24	-	-	-	14	5	5	16	7		
	4%	8% ^{ad}	5%	4%	38% ^{hi}	-	-	-	4%	4%	21%	4%	12% ^{no}	10% ^{qr}	-	-	-	4%	3%	6%	5%	3%		
Or something else	11	36	8	13	-	-	-	8	4	3	1	5	2	-	-	-	13	6	5	2	4	7		
	2%	5% ^{ad}	2%	2%	-	-	-	100%	2%	4%	4%	2%	3%	-	-	-	100%	2%	3%	2%	1%	3%		
SUMMARY:																								
Billing and Customer service	82	354	45	232	45	-	-	-	23	10	12	25	20	232	-	-	-	129	60	43	126	103		
	16%	44% ^{ac}	14%	40% ^{ac}	100% ^{hi}	-	-	-	10%	15%	50%	9%	33% ^{no}	100% ^{qr}	-	-	-	38%	41%	48%	37%	44%		
Repairs and Installation	133	178	35	96	-	35	-	-	22	10	3	18	16	-	96	-	-	67	22	7	67	28		
	26% ^{cd}	22% ^{cd}	11%	17% ^{cd}	-	100% ^{kl}	-	-	9%	15%	13%	7%	27% ^{no}	-	100% ^{pr}	-	-	19% st	15%	8%	20% st	12%		
Service Issues	281	228	244	237	-	-	244	-	191	45	8	221	22	-	-	237	-	142	58	37	140	96		
	55% ^{bcd}	29%	73% ^{abcd}	41% ^a	-	-	100% ^{gh}	-	80% ^{kl}	66%	33%	62% ^{no}	37%	-	-	100% ^{sp}	-	41%	40%	42%	42%	41%		
Something else	11	36	8	13	-	-	-	8	4	3	1	5	2	-	-	-	13	6	5	2	4	7		
	2%	5% ^{ad}	2%	2%	-	-	-	100%	2%	4%	4%	2%	3%	-	-	-	100%	2%	3%	2%	1%	3%		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 91

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

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

	Supplier				BT										SKY									
	Issue				Satisfaction			Resolved				Issue				Satisfaction			Resolved					
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	82*	354	45*	232	82*	-**	-**	-**	46*	21**	15**	50*	31*	354	-**	-**	-**	215	97*	42*	202	151		
Bill was a lot higher than expected	35 43% ^{ab}	160 45% ^{bc}	6	104 45% ^{cd}	35	-	-	-	20	7	8	24	11	160	-	-	-	94	50	16	91	69		
The format of the bill	25 30% ^{abd}	20	7 16% ^{ab}	16	25	-	-	-	18	5	2	19	6	20	-	-	-	17	3	-	12	8		
Bill contained items I shouldn't have been charged for	24 29% ^{ab}	41	8 18% ^{ab}	45	24	-	-	-	16	3	5	17	7	41	-	-	-	26	7	8 19% ^{ab}	24	17		
Payment issues (including setting up/making a payment, non-direct debit charges)	24 29% ^{abcd}	30	6 13% ^{abcd}	24	24	-	-	-	17	5	2	18	6	30	-	-	-	25	2	3	20	10		
Bill was inaccurate	17 21%	54 15%	10 22%	37 16%	17	-	-	-	10	3	4	10	7	54	-	-	-	33	15	6	32	22		
Getting a refund, credit note or cashback	15 18% ^{ab}	31	7 16%	27	15	-	-	-	8	4	3	10	5	31	-	-	-	24	5	2	22	9		
Unable to get through to anyone	14 17% ^{abcd}	5	1 2%	4	14	-	-	-	9	3	2	10	3	5	-	-	-	2	1	2	2	3		
Didn't do what they said they would do	13 16% ^{abd}	17	4 9%	8	13	-	-	-	8	4	1	8	4	17	-	-	-	6	7	4 10% ^{ab}	3	14		
Rude/dismissive	10 12% ^{abd}	18	3 7%	5	10	-	-	-	7	1	2	8	2	18	-	-	-	8	4	6 14% ^{ab}	6	12		
Gave incorrect information	8 10% ^{abd}	16	4 9% ^{abd}	3	8	-	-	-	3	3	2	5	3	16	-	-	-	9	3	4	8	8		
Unable to get through to relevant person	5 6% ^{ab}	15	3 7% ^{ab}	3	5	-	-	-	2	1	2	3	2	15	-	-	-	9	3	3	7	8		
Took too long to resolve issue	5 6%	27	9 20% ^{abcd}	9	5	-	-	-	1	2	2	2	3	27	-	-	-	10	12	5	10	17		
Pre-pay credit lost or not credited to card	-	-	-	5 2% ^{ab}	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Costs of international and roaming calls	-	-	-	9 4% ^{ab}	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
A different issue	1 1%	32	2 4%	36 16% ^{abcd}	1	-	-	-	-	-	1	-	1	32	-	-	-	16	10	6	15	16		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

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

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

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	82*	354	45*	232	45*	-**	-**	-**	23**	10**	12**	25**	20**	232	-**	-**	-**	129	60*	43*	126	103		
Bill was a lot higher than expected	35 43% ^{cd}	160 45% ^{cd}	6 13%	104 45% ^{cd}	6 13%	-	-	-	3 13%	1 10%	2 17%	2 8%	4 20%	104 45%	-	-	-	53 41%	32 53%	19 44%	54 43%	49 48%		
The format of the bill	25 30% ^{abcd}	20 6%	7 16% ^{ab}	16 7%	7 16%	-	-	-	6 26%	1 10%	-	4 16%	3 15%	16 7%	-	-	-	13 10% ^{cd}	1 2%	2 5%	11 9%	5 5%		
Bill contained items I shouldn't have been charged for	24 29% ^{cd}	41 12%	8 18% ^{abcd}	45 19% ^{cd}	8 18%	-	-	-	2 9%	2 20%	4 33%	-	8 40%	45 19%	-	-	-	22 17%	13 22%	10 23%	27 21%	17 17%		
Payment issues (including setting up/making a payment, non-direct debit charges)	24 29% ^{abcd}	30 8%	6 13%	24 10%	6 13%	-	-	-	6 26%	-	-	4 16%	2 10%	24 10%	-	-	-	11 9%	6 10%	7 16%	11 9%	12 12%		
Bill was inaccurate	17 21%	54 15%	10 22%	37 16%	10 22%	-	-	-	6 26%	2 20%	2 17%	6 24%	4 20%	37 16%	-	-	-	17 13%	13 22%	7 16%	20 16%	17 17%		
Getting a refund, credit note or cashback	15 18% ^{cd}	31 9%	7 16%	27 12%	7 16%	-	-	-	4 17%	1 10%	2 17%	3 12%	4 20%	27 12%	-	-	-	17 13%	6 10%	4 9%	16 13%	11 11%		
Unable to get through to anyone	14 17% ^{abcd}	5 1%	1 2%	4 2%	1 2%	-	-	-	1 4%	-	-	1 4%	-	4 2%	-	-	-	3 2%	-	1 2%	4 3%	-		
Didn't do what they said they would do	13 16% ^{abcd}	17 5%	4 9%	8 3%	4 9%	-	-	-	3 13%	-	1 8%	2 8%	2 10%	8 3%	-	-	-	4 3%	1 2%	3 7%	5 4%	3 3%		
Rude/dismissive	10 12% ^{abcd}	18 5%	3 7%	5 2%	3 7%	-	-	-	1 4%	1 10%	1 8%	2 8%	1 5%	5 2%	-	-	-	4 3%	-	1 2%	3 2%	1 1%		
Gave incorrect information	8 10% ^{cd}	16 5% ^{cd}	4 9% ^{cd}	3 1%	9% ^{cd}	-	-	-	2 9%	-	2 17%	3 12%	1 5%	3 1%	-	-	-	1 1%	1 2%	1 2%	2 2%	1 1%		
Unable to get through to relevant person	5 6% ^{cd}	15 4% ^{cd}	3 7% ^{cd}	3 1%	3 7%	-	-	-	1 4%	-	2 17%	1 4%	2 10%	3 1%	-	-	-	-	1 2%	2 5% ^{cd}	1 1%	2 2%		
Took too long to resolve issue	5 6%	27 8%	9 20% ^{abcd}	9 4%	9 20%	-	-	-	4 17%	2 20%	3 25%	4 16%	5 25%	9 4%	-	-	-	4 3%	2 3%	3 7%	6 5%	3 3%		
Pre-pay credit lost or not credited to card	-	-	-	5 2% ^{cd}	-	-	-	-	-	-	-	-	-	5 2%	-	-	-	5 4%	-	-	5 4% ^{cd}	-		
Costs of international and roaming calls	-	-	-	9 4% ^{cd}	-	-	-	-	-	-	-	-	-	9 4%	-	-	-	7 5%	2 3%	-	8 6% ^{cd}	1 1%		
A different issue	1 1%	32 9% ^{cd}	2 4%	36 16% ^{abcd}	2 4%	-	-	-	-	1 10%	1 8%	1 4%	1 5%	36 16%	-	-	-	23 18%	7 12%	6 14%	18 14%	18 17%		

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

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 93

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

Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Service issue complaint

	Supplier				BT									SKY								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	281	228	244	237	-**	-**	281	-**	202	56*	23**	237	43*	-**	-**	228	-**	137	64*	27**	128	98*
Connection speed slower than advertised or led to expect	133 47% ^{bd}	24 11%	148 61% ^{abd}	57 24% ^b	-	-	133	-	110 54% ^{kl}	18 32%	5 22%	123 52% ^{no}	10 23%	-	-	24 11%	-	17 12%	4 6%	3 11%	15 12%	9 9%
Unable to get certain channels/content	114 41% nd	75 33%	99 41% nd	65 27%	-	-	114	-	77 39%	25 45%	12 52%	92 39%	22 51%	-	-	75 33%	-	42 31%	25 39%	8 30%	46 36%	29 30%
Problems with voice over internet (VOIP) telephone calls	112 40% ^{abd}	7 3%	139 57% ^{abd}	30 13% ^b	-	-	112	-	95 47% ^{kl}	17 30%	-	111 47% ^{no}	1 2%	-	-	7 3%	-	4 3%	1 2%	2 7%	3 2%	4 4%
Poor picture quality	111 40% ^{abd}	36 16%	126 52% ^{abd}	46 19%	-	-	111	-	93 46% ^{kl}	16 29%	2 9%	101 43% ^{no}	10 23%	-	-	36 16%	-	24 18%	8 13%	4 15%	23 18%	13 13%
Complete loss of service	109 39%	81 36%	87 36%	100 42%	-	-	109	-	76 38%	22 39%	11 48%	93 39%	15 35%	-	-	81 36%	-	49 36%	21 33%	11 41%	44 34%	36 37%
Poor line quality	108 38% ^{bd}	11 5%	120 49% ^{abd}	26 11% ^b	-	-	108	-	93 46% ^{kl}	14 25%	1 4%	103 43% ^{no}	5 12%	-	-	11 5%	-	6 4%	3 5%	2 7%	8 6%	3 3%
Service is not consistently available	88 31%	66 29%	81 33%	72 30%	-	-	88	-	63 31%	14 25%	11 48%	69 29%	19 44%	-	-	66 29%	-	37 27%	19 30%	10 37%	34 27%	32 33%
Unable to access 4G service	-	-	-	7 3% ^{abd}	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Text or voice mails delivered late	-	-	-	7 3% ^{abd}	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Problems with calls being disconnected during a call or not connected at all	-	-	-	6 3% ^{abd}	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Poor indoor reception/coverage	-	-	-	3 1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Poor outside reception/coverage	-	-	-	2 1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	3 1%	22 10% ^{abd}	4 2%	34 14% ^{abd}	-	-	3	-	2 1%	-	1 4%	3 1%	-	-	-	22 10%	-	13 9%	7 11%	2 7%	8 6%	13 13%

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 94

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

Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Service issue complaint

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installatio n (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfie d (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installatio n (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfie d (v)	Yes (w)	No (x)
Total	281	228	244	237	-**	-**	244	-**	191	45*	8**	221	22**	-**	-**	237	-**	142	58*	37*	140	96*
Connection speed slower than advertised or led to expect	133 47% bd	24 11%	148 61% abd	57 24% b	-	-	148 61%	-	124 65% d	22 49%	2 25%	145 66%	3 14%	-	-	57 24%	-	33 23%	16 28%	8 22%	38 27%	19 20%
Unable to get certain channels/content	114 41% d	75 33%	99 41% d	65 27%	-	-	99 41%	-	72 38%	24 53%	3 38%	88 40%	10 45%	-	-	65 27%	-	39 27%	18 31%	8 22%	44 31%	21 22%
Problems with voice over internet (VOIP) telephone calls	112 40% bd	7 3%	139 57% abd	30 13% b	-	-	139 57%	-	116 61%	23 51%	-	138 62%	1 5%	-	-	30 13%	-	22 15% w	7 12%	1 3%	27 19% d	3 3%
Poor picture quality	111 40% bd	36 16%	126 52% abd	46 19%	-	-	126 52%	-	115 60% d	9 20%	2 25%	124 56%	2 9%	-	-	46 19%	-	29 20%	9 16%	8 22%	26 19%	20 21%
Complete loss of service	109 39%	81 36%	87 36%	100 42%	-	-	87 36%	-	68 36%	17 38%	2 25%	81 37%	6 27%	-	-	100 42%	-	56 39%	22 38%	22 59% d	60 43%	40 42%
Poor line quality	108 38% bd	11 5%	120 49% abd	26 11% b	-	-	120 49%	-	113 59% d	7 16%	-	120 54%	-	-	-	26 11%	-	19 13% d	2 3%	5 14%	20 14%	6 6%
Service is not consistently available	88 31%	66 29%	81 33%	72 30%	-	-	81 33%	-	66 35%	10 22%	5 63%	72 33%	9 41%	-	-	72 30%	-	43 30%	15 26%	14 38%	35 25%	36 38% w
Unable to access 4G service	-	-	-	7 3% abd	-	-	-	-	-	-	-	-	-	-	-	7 3%	-	6 4%	1 2%	-	7 5% d	-
Text or voice mails delivered late	-	-	-	7 3% abd	-	-	-	-	-	-	-	-	-	-	-	7 3%	-	5 4%	2 3%	-	7 5% d	-
Problems with calls being disconnected during a call or not connected at all	-	-	-	6 3% abd	-	-	-	-	-	-	-	-	-	-	-	6 3%	-	5 4%	1 2%	-	6 4% d	-
Poor indoor reception/coverage	-	-	-	3 1%	-	-	-	-	-	-	-	-	-	-	-	3 1%	-	3 2%	-	-	3 2%	-
Poor outside reception/coverage	-	-	-	2 1%	-	-	-	-	-	-	-	-	-	-	-	2 1%	-	2 1%	-	-	2 1%	-
A different issue (please describe it briefly in your own words)	3 1%	22 10% w	4 2%	34 14% w	-	-	4 2%	-	2 1%	-	2 25%	1 *	3 14%	-	-	34 14%	-	17 12%	11 19%	6 16%	17 12%	17 18%

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 95

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

Repairs and Installation

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

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	133	178	35*	96*	-**	133	-**	-**	95*	29**	9**	107	26**	-**	178	-**	-**	118	42*	18**	111	65*		
Time taken to install the service	60 45% ^{bde}	43 24%	11 31%	21 22%	-	60 45%	-	-	44 46%	12 41%	4 44%	51 48%	9 35%	-	43 24%	-	-	32 27%	9 21%	2 11%	31 28%	12 18%		
Missed/ moved installation appointment	53 40% ^{bcd}	30 17%	4 11%	21 22%	-	53 40%	-	-	45 47%	5 17%	3 33%	49 46%	4 15%	-	30 17%	-	-	17 14%	8 19%	5 28%	18 16%	11 17%		
Switching issues (e.g. problems trying to switch or problems porting your number)	50 38% ^{cd}	32 18%	7 20%	28 29% ^{bd}	-	50 38%	-	-	41 43%	5 17%	4 44%	44 41%	6 23%	-	32 18%	-	-	21 18%	9 21%	2 11%	21 19%	11 17%		
Arranging an installation	48 36% ^{bcd}	35 20%	8 23%	19 20%	-	48 36%	-	-	42 44%	3 10%	3 33%	44 41%	4 15%	-	35 20%	-	-	26 22%	6 14%	3 17%	27 24%	8 12%		
Damage to property during installation	45 34% ^{bcd}	20 11%	9 26% ^{bd}	16 17%	-	45 34%	-	-	42 44%	3 10%	-	44 41%	1 4%	-	20 11%	-	-	16 14%	3 7%	1 6%	17 15% ^{cd}	3 5%		
Time taken to repair a fault	19 14%	38 21%	8 23%	26 27% ^{cd}	-	19 14%	-	-	12 13%	7 24%	-	16 15%	3 12%	-	38 21%	-	-	25 21%	8 19%	5 28%	24 22%	14 22%		
Complaining about an engineer	18 14% ^{cd}	14 8%	-	12 13% ^{cd}	-	18 14%	-	-	14 15%	4 14%	-	17 16%	1 4%	-	14 8%	-	-	11 9%	2 5%	1 6%	10 9%	4 6%		
Damage to property during repair	16 12% ^{cd}	13 7%	-	17 18% ^{bcd}	-	16 12%	-	-	11 12%	5 17%	-	14 13%	2 8%	-	13 7%	-	-	11 9% ^{cd}	-	2 11%	7 6%	6 9%		
Arranging an appointment for an engineer visit	14 11%	26 15%	4 11%	21 22% ^{cd}	-	14 11%	-	-	11 12%	3 10%	-	12 11%	2 8%	-	26 15%	-	-	21 18%	3 7%	2 11%	18 16%	8 12%		
Missed/moved repair appointment	13 10%	11 6%	6 17% ^{bd}	13 14% ^{bd}	-	13 10%	-	-	9 9%	3 10%	1 11%	10 9%	3 12%	-	11 6%	-	-	8 7%	2 5%	1 6%	6 5%	5 8%		
A different issue	-	11 6% ^{cd}	1 3%	5 5% ^{cd}	-	-	-	-	-	-	-	-	-	-	11 6%	-	-	5 4%	4 10%	2 11%	3 3%	7 11% ^{cd}		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 96

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

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

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installatio n (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfie d (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installatio n (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfie d (v)	Yes (w)	No (x)		
Total	133	178	35*	96*	-**	35*	-**	-**	22**	10**	3**	18**	16**	-**	96*	-**	-**	67*	22**	7**	67*	28**		
Time taken to install the service	60 45% ^{bde}	43 24%	11 31%	21 22%	-	11 31%	-	-	5 23%	5 50%	1 33%	6 33%	5 31%	-	21 22%	-	-	16 24%	2 9%	3 43%	16 24%	5 18%		
Missed/ moved installation appointment	53 40% ^{bcd}	30 17%	4 11%	21 22%	-	4 11%	-	-	4 18%	-	-	2 11%	2 13%	-	21 22%	-	-	17 25%	3 14%	1 14%	17 25%	3 11%		
Switching issues (e.g. problems trying to switch or problems porting your number)	50 38% ^{cd}	32 18%	7 20%	28 29% ^{bd}	-	7 20%	-	-	2 9%	4 40%	1 33%	3 17%	4 25%	-	28 29%	-	-	19 28%	6 27%	3 43%	23 34%	4 14%		
Arranging an installation	48 36% ^{bde}	35 20%	8 23%	19 20%	-	8 23%	-	-	4 18%	4 40%	-	4 22%	4 25%	-	19 20%	-	-	18 27%	-	1 14%	16 24%	3 11%		
Damage to property during installation	45 34% ^{bde}	20 11%	9 26% ^{bd}	16 17%	-	9 26%	-	-	5 23%	3 30%	1 33%	3 17%	5 31%	-	16 17%	-	-	15 22%	1 5%	-	15 22%	1 4%		
Time taken to repair a fault	19 14%	38 21%	8 23%	26 27% ^{de}	-	8 23%	-	-	8 36%	-	-	5 28%	3 19%	-	26 27%	-	-	19 28%	6 27%	1 14%	19 28%	7 25%		
Complaining about an engineer	18 14% ^{cd}	14 8%	-	12 13% ^{cd}	-	-	-	-	-	-	-	-	-	-	12 13%	-	-	12 18%	-	-	11 16%	1 4%		
Damage to property during repair	16 12% ^{cd}	13 7%	-	17 18% ^{bd}	-	-	-	-	-	-	-	-	-	-	17 18%	-	-	16 24%	1 5%	-	14 21%	3 11%		
Arranging an appointment for an engineer visit	14 11%	26 15%	4 11%	21 22% ^{de}	-	4 11%	-	-	3 14%	1 10%	-	3 17%	1 6%	-	21 22%	-	-	18 27%	2 9%	1 14%	16 24%	5 18%		
Missed/moved repair appointment	13 10%	11 6%	6 17% ^{bd}	13 14% ^{bd}	-	6 17%	-	-	6 27%	-	-	4 22%	2 13%	-	13 14%	-	-	11 16%	2 9%	-	12 18%	1 4%		
A different issue	-	11 6% ^{cd}	1 3%	5 5% ^{cd}	-	1 3%	-	-	1 5%	-	-	1 6%	-	-	5 5%	-	-	4 6%	1 5%	-	4 6%	1 4%		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 97

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

Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Something else complaint

	Supplier				BT									SKY								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	11**	36*	8**	13**	-**	-**	-**	11**	6**	2**	3**	5**	5**	-**	-**	-**	36*	23**	9**	4**	21**	13**
Change to your package or service (upgrading or downgrading your service)	4	17	4	6	-	-	-	4	3	1	-	2	2	-	-	-	17	9	5	3	11	6
	36%	47%	50%	46%	-	-	-	36%	50%	50%	-	40%	40%	-	-	-	47%	39%	56%	75%	52%	46%
Complaining about the terms of your contract	3	3	1	4	-	-	-	3	-	-	3	-	2	-	-	-	3	2	1	-	1	2
	27%	8%	13%	31%	-	-	-	27%	-	-	100%	-	40%	-	-	-	8%	9%	11%	-	5%	15%
Service not performing as advertised or as told in store/over the phone	2	7	3	3	-	-	-	2	1	1	-	1	1	-	-	-	7	3	3	1	4	3
	18%	19%	38%	23%	-	-	-	18%	17%	50%	-	20%	20%	-	-	-	19%	13%	33%	25%	19%	23%
Switching issues (e.g. problems trying to switch or problems porting your number)	2	2	-	1	-	-	-	2	2	-	-	2	-	-	-	-	2	1	1	-	-	1
	18%	6%	-	8%	-	-	-	18%	33%	-	-	40%	-	-	-	-	6%	4%	11%	-	-	8%
Keeping your mobile phone number when changing suppliers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	1	9	1	2	-	-	-	1	1	-	-	1	-	-	-	-	9	9	-	-	5	3
	9%	25%	13%	15%	-	-	-	9%	17%	-	-	20%	-	-	-	-	25%	39%	-	-	24%	23%
DK/NA	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	1
	-	3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3%	-	-	25%	-	8%

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 98

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

Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Something else complaint

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installatio n (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfie d (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installatio n (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfie d (v)	Yes (w)	No (x)
Total	11**	36*	8**	13**	-**	-**	-**	8**	4**	3**	1**	5**	2**	-**	-**	-**	13**	6**	5**	2**	4**	7**
Change to your package or service (upgrading or downgrading your service)	4	17	4	6	-	-	-	4	2	1	1	3	1	-	-	-	6	3	2	1	3	3
	36%	47%	50%	46%	-	-	-	50%	50%	33%	100%	60%	50%	-	-	-	46%	50%	40%	50%	75%	43%
Complaining about the terms of your contract	3	3	1	4	-	-	-	1	1	-	-	1	-	-	-	-	4	1	1	2	1	3
	27%	8%	13%	31%	-	-	-	13%	25%	-	-	20%	-	-	-	-	31%	17%	20%	100%	25%	43%
Service not performing as advertised or as told in store/over the phone	2	7	3	3	-	-	-	3	1	1	1	1	1	-	-	-	3	1	2	-	1	2
	18%	19%	38%	23%	-	-	-	38%	25%	33%	100%	20%	50%	-	-	-	23%	17%	40%	-	25%	29%
Switching issues (e.g. problems trying to switch or problems porting your number)	2	2	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	1	-
	18%	6%	-	8%	-	-	-	-	-	-	-	-	-	-	-	-	8%	17%	-	-	25%	-
Keeping your mobile phone number when changing suppliers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	1	9	1	2	-	-	-	1	-	1	-	-	1	-	-	-	2	2	-	-	-	-
	9%	25%	13%	15%	-	-	-	13%	-	33%	-	-	50%	-	-	-	15%	33%	-	-	-	-
DK/NA	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

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

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

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	507	796	332	578	82*	133	281	11**	349	108	50*	399	105	354	178	228	36*	493	212	91*	462	327		
Only/mainly on the phone	214	521	131	413	33	45	131	5	113	62	39	154	59	234	106	164	17	310	145	66	292	225		
	42%	65% ^{ad}	39%	71% ^{abc}	40%	34%	47% ^{ad}	45%	32%	57% ^{ak}	78% ^{am}	39%	56% ^{an}	66% ^{ap}	60%	72% ^{aq}	47%	63%	68%	73%	63%	69%		
Only/mainly via email	58	68	42	34	14	14	28	2	44	10	4	45	13	28	21	15	4	49	12	7	40	27		
	11% ^{ad}	9%	13% ^{bd}	6%	17%	11%	10%	18%	13%	9%	8%	11%	12%	8%	12%	7%	11%	10%	6%	8%	9%	8%		
Only/mainly via webchat	56	97	30	36	10	10	33	3	39	14	3	42	13	53	11	27	6	59	28	10	61	36		
	11% ^{ad}	12% ^{ad}	9%	6%	12%	8%	12%	27%	11%	13%	6%	11%	12%	15% ^{ad}	6%	12%	17% ^{ad}	12%	13%	11%	13%	11%		
Only/mainly by social media	52	28	26	26	7	16	29	-	44	6	2	45	7	11	11	6	-	16	10	2	21	7		
	10% ^{bd}	4%	8% ^{bd}	4%	9%	12%	10%	-	13% ^{ad}	6%	4%	11%	7%	3%	6%	3%	-	3%	5%	2%	5%	2%		
Only/mainly via another contact method	49	20	34	19	8	22	19	-	43	5	1	44	5	6	8	5	1	14	4	2	10	10		
	10% ^{bd}	3%	10% ^{bd}	3%	10%	17% ^{ad}	7%	-	12% ^{ad}	5%	2%	11%	5%	2%	4%	2%	3%	3%	2%	2%	2%	3%		
Only/mainly in store	41	31	40	20	6	16	19	-	35	6	-	36	5	12	12	2	5	24	5	2	22	7		
	8% ^{bd}	4%	12% ^{bd}	3%	7%	12%	7%	-	10% ^{ad}	6%	-	9%	5%	3%	7% ^{ad}	1%	14% ^{ad}	5%	2%	2%	5%	2%		
Only/mainly by letter	35	23	27	23	4	9	22	-	30	5	-	33	2	9	9	5	-	16	6	1	11	12		
	7% ^{bd}	3%	8% ^{bd}	4%	5%	7%	8%	-	9% ^{ad}	5%	-	8% ^{ad}	2%	3%	5%	2%	-	3%	3%	1%	2%	4%		
Don't know	2	8	2	7	-	1	-	1	1	-	1	-	1	1	1	4	3	5	2	1	5	3		
	*	1%	1%	1%	-	1%	-	9%	*	-	2%	-	1%	*	-	2%	0% ^{ad}	1%	1%	1%	1%	1%		

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

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 100

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

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

	Supplier				TALK TALK								VIRGIN MEDIA									
					Issue				Satisfaction				Resolved		Issue				Satisfaction			
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	507	796	332	578	45*	35*	244	8**	240	68*	24**	269	60*	232	96*	237	13**	344	145	89*	337	234
Only/mainly on the phone	214	521	131	413	23	9	96	3	76	40	15	103	27	182	41	178	12	231	107	75	219	188
	42%	65% ^{ad}	39%	71% ^{abc}	51% ^{ah}	26%	39%	38%	32%	58% ^{al}	63%	38%	45%	78% ^{aq}	43%	75% ^{aq}	92%	67%	74%	84% ^{av}	65%	80% ^{ax}
Only/mainly via email	58	68	42	34	5	7	29	1	34	7	1	37	5	7	10	16	1	26	7	1	26	8
	11% ^{ad}	9%	13% ^{bd}	6%	11%	20%	12%	13%	14%	10%	4%	14%	8%	3%	10% ^{sp}	7%	8%	9%	5%	1%	8% ^{aw}	3%
Only/mainly via webchat	56	97	30	36	4	1	22	3	26	2	2	26	4	18	10	8	-	19	13	4	23	13
	11% ^{ad}	12% ^{ad}	9%	6%	9%	3%	9%	38%	11% ^{al}	3%	8%	10%	7%	8% ^{ar}	10% ^{aq}	3%	-	6%	9%	4%	7%	6%
Only/mainly by social media	52	28	26	26	3	4	19	-	21	4	1	19	7	6	8	12	-	20	4	2	18	8
	10% ^{bd}	4%	8% ^{bd}	4%	7%	11%	8%	-	9%	6%	4%	7%	12%	3%	8% ^{ap}	5%	-	6%	3%	2%	5%	3%
Only/mainly via another contact method	49	20	34	19	4	2	28	-	31	1	2	29	5	6	6	7	-	15	4	-	17	2
	10% ^{bd}	3%	10% ^{bd}	3%	9%	6%	11%	-	13% ^{al}	1%	8%	11%	8%	3%	6%	3%	-	4% ^{aw}	3%	-	5% ^{aw}	1%
Only/mainly in store	41	31	40	20	3	5	32	-	29	10	1	34	6	6	7	7	-	15	2	3	14	6
	8% ^{bd}	4%	12% ^{bd}	3%	7%	14%	13%	-	12%	15%	4%	13%	10%	3%	7% ^{ap}	3%	-	4%	1%	3%	4%	3%
Only/mainly by letter	35	23	27	23	3	6	18	-	22	3	2	21	6	6	13	4	-	13	6	4	16	7
	7% ^{bd}	3%	8% ^{bd}	4%	7%	17%	7%	-	9%	4%	8%	8%	10%	3%	14% ^{ap}	2%	-	4%	4%	4%	5%	3%
Don't know	2	8	2	7	-	1	-	1	1	1	-	-	-	1	1	5	-	5	2	-	4	2
	*	1%	1%	1%	-	3% ^{al}	-	13%	*	1%	-	-	-	*	1%	2%	-	1%	1%	-	1%	1%

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 101

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

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

	Supplier				BT										SKY									
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
					Billing and Customer service (g)	Repairs and Installatio n (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfie d (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installatio n (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfie d (v)	Yes (w)	No (x)		
Total	507	796	332	578	82*	133	281	11**	349	108	50*	399	105	354	178	228	36*	493	212	91*	462	327		
10 - Extremely satisfied (10)	13 3%	109 14%ac	19 6%a	100 17%ac	8 10%ah	-	4 1%	1 9%	13 4%a	-	-	12 3%	1 1%	47 13%	27 15%	28 12%	7 19%	109 22%am	-	-	100 22%am	8 2%		
9 -	128 25%bd	84 11%	69 21%bd	65 11%	15 18%	42 32%g	71 25%	-	128 37%am	-	-	126 32%a	2 2%	41 12%	19 11%	20 9%	4 11%	84 17%au	-	-	74 16%au	10 3%		
8 -	120 24%bd	163 20%	91 27%bd	96 17%	10 12%	34 26%g	71 25%	5 45%	120 34%am	-	-	112 29%a	7 7%	64 18%	41 23%	54 24%	4 11%	163 33%au	-	-	117 25%au	44 13%		
7 -	88 17%	137 17%	61 18%	83 14%	13 16%	19 14%	56 20%	-	88 25%am	-	-	75 19%	13 12%	63 18%	31 17%	35 15%	8 22%	137 28%au	-	-	83 18%	54 17%		
6 -	58 11%	93 12%	39 12%	61 11%	13 16%	12 9%	32 11%	1 9%	-	58 16%am	-	42 11%	16 15%	43 12%	16 9%	30 13%	4 11%	-	93 44%au	-	37 8%au	55 17%au		
5 -	33 7%	76 10%	23 7%	53 9%	5 6%	10 8%	18 6%	-	-	33 10%am	-	23 6%	10 10%	33 9%	16 9%	24 11%	3 8%	-	76 36%au	-	26 6%au	49 15%au		
4 -	17 3%	43 5%	6 2%	31 5%	3 4%	7 5%	6 2%	1 9%	-	17 16%am	-	5 1%	12 11%	21 6%	10 6%	10 4%	2 6%	-	43 20%au	-	14 3%au	29 9%au		
3 -	12 2%	26 3%	8 2%	23 4%	2 2%	4 3%	6 2%	-	-	-	12 2%am	1 *	11 10%	7 2%	7 4%	11 5%	1 3%	-	-	-	26 20%au	7 2%au	18 6%au	
2 -	19 4%	19 2%	6 2%	18 3%	6 7%	4 3%	8 3%	1 9%	-	19 38%am	-	2 1%	17 16%	10 3%	3 2%	5 2%	1 3%	-	-	19 21%au	2 *	17 5%au		
1 - Extremely dissatisfied (1)	19 4%	46 6%	10 3%	48 8%ac	7 9%ah	1 1%	9 3%	2 18%	-	19 38%am	-	1 *	16 15%	25 7%	8 4%	11 5%	2 6%	-	-	46 51%au	2 *	43 13%au		
NET: Dissatisfied (1-3)	50 10%	91 11%	24 7%	89 15%abc	15 18%ah	9 7%	23 8%	3 27%	-	50 100%am	-	4 1%	44 42%	42 12%	18 10%	27 12%	4 11%	-	-	91 100%au	11 2%	78 24%au		
NET: Neutral (4-6)	108 21%	212 27%ac	68 20%	145 25%	21 26%	29 22%	56 20%	2 18%	-	108 100%am	-	70 18%	38 36%	97 27%	42 24%	64 28%	9 25%	-	212 100%au	-	77 17%	133 41%au		
NET: Satisfied (7-10)	349 69%bd	493 62%	240 72%bd	344 60%	46 56%	95 71%g	202 72%g	6 55%	349 100%am	-	-	325 81%a	23 22%	215 61%	118 66%	137 60%	23 64%	493 100%au	-	-	374 81%au	116 35%		
Mean score	6.97d	6.76	7.18bd	6.65	6.41	7.17g	7.07g	5.82	8.19fm	5.38m	1.86	7.66b	4.30	6.68	6.95	6.71	6.89	8.33uv	5.24v	1.78	7.83x	5.27		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 102

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

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation n (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation n (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	507	796	332	578	45*	35*	244	8**	240	68*	24**	269	60*	232	96*	237	13**	344	145	89*	337	234
10 - Extremely satisfied (10)	13	109	19	100	7	4	5	3	19	-	-	16	2	34	30	35	1	100	-	-	94	6
	3%	14%ac	6%a	17%ac	16%a	11%a	2%	38%	6%a	-	-	6%	3%	15%	31%pr	15%	8%	29%an	-	-	26%an	3%
9 -	128	84	69	65	4	7	57	1	69	-	-	66	2	21	13	29	2	65	-	-	53	10
	25%bd	11%	21%bd	11%	9%	20%	23%qd	13%	29%ai	-	-	25%ac	3%	9%	14%	12%	15%	19%au	-	-	16%au	4%
8 -	120	163	91	96	8	4	79	-	91	-	-	85	6	43	8	44	1	96	-	-	77	19
	24%cd	20%	27%cd	17%	18%	11%	32%qd	-	36%aj	-	-	32%cd	10%	19%ai	8%	19%qd	8%	28%au	-	-	23%au	8%
7 -	88	137	61	83	4	7	50	-	61	-	-	53	8	31	16	34	2	83	-	-	51	29
	17%	17%	18%	14%	9%	20%	20%	-	25%aj	-	-	20%	13%	13%	17%	14%	15%	24%auv	-	-	15%	12%
6 -	58	93	39	61	4	5	29	1	-	39	-	28	11	25	8	27	1	-	61	-	32	29
	11%	12%	12%	11%	9%	14%	12%	13%	-	57%ak	-	10%	18%	11%	8%	11%	8%	-	42%av	-	9%	12%
5 -	33	76	23	53	3	4	14	2	-	23	-	14	8	22	10	18	3	-	53	-	15	38
	7%	10%	7%	9%	7%	11%	6%	25%	-	34%ak	-	5%	13%an	9%	10%	8%	23%	-	37%av	-	4%	16%an
4 -	17	43	6	31	3	1	2	-	-	6	-	3	3	13	4	13	1	-	31	-	5	26
	3%	5%ac	2%	5%ac	7%	3%	1%	-	-	9%ak	-	1%	5%an	6%	4%	5%	8%	-	21%av	-	1%	11%an
3 -	12	26	8	23	2	1	5	-	-	-	8	1	7	13	1	9	-	-	-	23	5	18
	2%	3%	2%	4%	4%	3%	2%	-	-	-	33%	*	12%an	6%	1%	4%	-	-	-	26%au	1%	6%an
2 -	19	19	6	18	4	1	1	-	-	-	6	3	3	8	3	7	-	-	18	-	18	18
	4%	2%	2%	3%	9%	3%	*	-	-	-	25%	1%	5%an	3%	3%	3%	-	-	20%au	-	-	6%an
1 - Extremely dissatisfied (1)	19	46	10	48	6	1	2	1	-	-	10	-	10	22	3	21	2	-	48	-	5	41
	4%	6%	3%	8%ac	13%aj	3%	1%	13%	-	-	42%	-	17%an	9%ai	3%	9%	15%	-	54%au	-	1%	18%an
NET: Dissatisfied (1-3)	50	91	24	89	12	3	8	1	-	-	24	4	20	43	7	37	2	-	89	-	10	77
	10%	11%ac	7%	15%abc	27%ah	9%	3%	13%	-	-	100%	1%	33%an	19%ai	7%	16%qd	15%	-	100%au	-	3%	53%an
NET: Neutral (4-6)	108	212	68	145	10	10	45	3	-	68	-	45	22	60	22	58	5	-	145	-	52	93
	21%	27%ac	20%	25%	22%	29%	18%	38%	-	100%ak	-	17%	37%an	26%	23%	24%	38%	-	100%av	-	15%	40%an
NET: Satisfied (7-10)	349	493	240	344	23	22	191	4	240	-	-	220	18	129	67	142	6	344	-	-	275	64
	69%bd	62%	72%cd	60%	51%	63%	78%qd	50%	100%al	-	-	82%cd	30%	56%	70%qd	60%	46%	100%auv	-	-	82%au	27%
Mean score	6.97d	6.76	7.18bd	6.65	5.98	6.97	7.44g	7.00	8.19l	5.49	1.92	7.67o	4.95	6.38	7.49pr	6.61	5.92	8.53uv	5.21v	1.72	8.00x	4.72

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 103

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

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

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	507	796	332	578	82*	133	281	11**	349	108	50*	399	105	354	178	228	36*	493	212	91**	462	327		
10 - Extremely satisfied (10)	64 13%	152 19% ^{acd}	43 13%	164 28% ^{abc}	19 23% ^{hij}	14 11%	30 11%	9	59 17% ^{kl}	1 1%	4 8% ^{lm}	55 14%	9 9%	67 19%	30 17%	45 20%	10 28% ^{nop}	128 26% ^{qrs}	15 7%	9 10%	113 24% ^{tuv}	36 11%		
9 -	124 24% ^{abd}	93 12%	97 29% ^{acd}	91 16% ^{bcd}	14 17%	40 30% ^{hij}	25%	-	117 34% ^{klm}	3 3%	4 8%	117 29% ^{lmn}	7 7%	50 14%	19 11%	21 9%	3 8%	79 16% ^{opq}	8 4%	6 7%	60 13%	33 10%		
8 -	78 15%	167 21% ^{acd}	57 17%	93 16%	6 7%	23 17% ^{hij}	47 17% ^{hij}	2 18%	69 20% ^{klm}	7 6%	2 4%	69 17% ^{lmn}	9 9%	63 18%	50 28% ^{opq}	50 22%	4 11%	139 28% ^{rst}	23 11%	5 5%	122 26% ^{tuv}	45 14%		
7 -	44 9%	102 13% ^{acd}	24 7%	57 10%	6 7%	7 5%	30 11%	1 9%	33 9%	10 9%	1 2%	34 9%	10 10%	47 13%	22 12%	29 13%	4 11%	69 14% ^{vw}	30 14% ^{vw}	3 3%	61 13%	41 13%		
6 -	54 11% ^{abd}	87 11% ^{abd}	32 10%	39 7%	9 11%	12 9%	32 11%	1 9%	28 8%	23 21% ^{klm}	3 6%	41 10%	12 11%	31 9%	21 12%	28 12%	7 10% ^{nop}	46 9%	34 16% ^{opq}	8 8%	40 9%	47 14% ^{rst}		
5 -	69 14% ^{abd}	77 10%	33 10%	55 10%	10 12%	17 13%	42 15%	-	28 8%	38 35% ^{klm}	3 6%	53 13%	16 15%	31 9%	19 11%	23 10%	4 11%	11 2%	55 26% ^{vw}	11 12% ^{vw}	32 7%	43 13% ^{tuv}		
4 -	34 7% ^{abd}	37 5%	18 5% ^{abd}	16 3%	8 10%	10 8%	16 6%	-	11 3%	17 16% ^{klm}	6 12% ^{klm}	23 6%	11 10%	22 6%	6 3%	9 4%	-	10 2%	22 10% ^{opq}	5 5%	15 3%	21 6% ^{rst}		
3 -	14 3%	24 3%	15 5%	23 4%	5 6%	2 2%	6 2%	1 9%	1 *	5 5% ^{klm}	8 16% ^{klm}	5 1%	9 9%	15 4%	2 1%	7 3%	-	3 1%	11 5% ^{vw}	10 11% ^{vw}	8 2%	16 5% ^{tuv}		
2 -	10 2%	20 3% ^{abd}	6 2%	6 1%	-	3 1%	4 1%	3 27%	2 1%	3 3%	5 10% ^{klm}	2 1%	8 8%	12 3%	3 2%	4 2%	1 3%	3 1%	8 4% ^{vw}	9 10% ^{vw}	4 1%	16 5% ^{tuv}		
1 - Extremely dissatisfied (1)	16 3%	33 4%	6 2%	31 5% ^{acd}	5 4%	4 1%	4 1%	2 18%	1 *	1 1%	14 28% ^{klm}	-	14 13% ^{klm}	16 5%	6 3%	10 4%	1 3%	2 *	5 2% ^{vw}	26 25% ^{vw}	6 1%	27 8% ^{tuv}		
Not applicable	-	4 1%	1 *	3 1%	-	-	-	-	-	-	-	-	-	-	-	2 1%	2 6% ^{pqr}	3 1%	1 *	-	1 *	2 1%		
NET: Dissatisfied (1-3)	40 8%	77 10%	27 8%	60 10% ^{abd}	10 12% ^{hij}	10 8%	14 5%	6 55%	4 1%	9 8% ^{klm}	27 54% ^{klm}	7 2%	31 30% ^{klm}	43 12% ^{klm}	11 6%	21 9%	2 6%	8 2%	24 11% ^{vw}	45 49% ^{vw}	18 4%	59 18% ^{tuv}		
NET: Neutral (4-6)	157 31% ^{abd}	201 25% ^{abd}	83 25% ^{acd}	110 19%	27 33%	39 29%	90 32%	1 9%	67 19%	78 72% ^{klm}	12 24%	117 29%	39 37%	84 24%	46 26%	60 26%	11 31%	67 14%	111 52% ^{vw}	23 25% ^{vw}	87 19%	111 34% ^{tuv}		
NET: Satisfied (7-10)	310 61%	514 65%	221 67%	405 70% ^{abd}	45 55%	84 63%	177 63%	4 36%	278 80% ^{klm}	21 19%	11 22%	275 69% ^{klm}	35 33%	227 64%	121 68%	145 64%	21 58%	415 84% ^{opq}	76 36%	23 25%	356 77% ^{rst}	155 47%		
Mean score	7.04	7.08	7.31	7.46 ^{abd}	6.85	7.12	7.16	4.55	7.88 ^{klm}	5.38 ^{klm}	4.08	7.56 ^{op}	5.22	6.97	7.24	7.08	7.41	8.11 ^{vw}	5.86 ^{vw}	4.35	7.75 ^{tuv}	6.13		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 104

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

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

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	507	796	332	578	45*	35*	244	8**	240	68*	24**	269	60*	232	96*	237	13**	344	145	89*	337	234		
10 - Extremely satisfied (10)	64 13%	152 19% ^{abc}	43 13%	164 28% ^{abc}	10 22%	3 9%	27 11%	3 38%	39 16%	3 4%	1 4%	39 14%	3 5%	61 26%	36 38% ^{cd}	65 27%	15%	137 40% ^{uvw}	11 8%	16 18%	122 36%	38 16%		
9 -	124 24% ^{abd}	93 12%	97 29% ^{abd}	91 16%	9 20%	8 23%	78 32%	2 25%	95 40%	2 3%	-	91 34%	6 10%	28 12%	15 16%	48 20% ^{cd}	-	78 23% ^{uvw}	9 6%	4 4%	63 19%	27 12%		
8 -	78 15%	167 21% ^{abd}	57 17%	93 16%	3 7%	5 14%	49 20% ^{cd}	-	50 21%	4 6%	3 13%	51 19%	6 10%	44 19%	14 15%	33 14%	2 15%	65 19% ^{uvw}	24 17%	4 4%	65 19%	28 12%		
7 -	44 9%	102 13% ^{abc}	24 7%	57 10%	3 7%	3 9%	18 7%	-	15 6%	9 13%	-	20 7%	4 7%	25 11%	9 9%	20 8%	3 23%	25 7%	22 15%	10 11%	24 7%	32 14% ^{vw}		
6 -	54 11% ^{cd}	87 11% ^{cd}	32 10%	39 7%	4 9%	2 6%	25 10%	1 13%	16 7%	14 21% ^{cd}	2 8%	23 9%	8 13%	17 7%	6 6%	16 7%	-	11 3%	25 17% ^{cd}	3 3%	17 5%	22 9% ^{vw}		
5 -	69 14% ^{abd}	77 10%	33 10%	55 10%	5 11%	4 11%	24 10%	-	11 5%	19 28% ^{cd}	3 13%	20 7%	13 22% ^{cd}	17 7%	7 7%	28 12%	3 23%	13 4%	32 22% ^{vw}	10 11%	20 6%	35 15% ^{vw}		
4 -	34 7% ^{cd}	37 5%	18 5% ^{cd}	16 3%	2 4%	4 11%	11 5%	1 13%	7 3%	8 12% ^{cd}	3 13%	14 5%	4 7%	6 3%	3 3%	6 3%	1 8%	2 1%	11 8%	3 3%	6 2%	10 4%		
3 -	14 3%	24 3%	15 5%	23 4%	3 7%	3 9%	9 4%	-	4 2%	8 12% ^{cd}	3 13%	8 3%	7 12% ^{cd}	13 6%	1 1%	8 3%	1 8%	3 1%	9 6%	11 12% ^{cd}	7 2%	16 7% ^{vw}		
2 -	10 2%	20 3% ^{cd}	6 2%	6 1%	3 7%	1 3%	2 1%	-	2 1%	1 1%	3 13%	2 1%	4 7%	3 1%	1 1%	2 1%	-	2 1%	2 1%	2 2%	4 1%	2 1%		
1 - Extremely dissatisfied (1)	16 3%	33 4%	6 2%	31 5% ^{cd}	3 7%	1 3%	1 *	1 13%	-	-	6 25%	1 *	5 9% ^{cd}	17 7%	3 3%	10 4%	1 8%	5 1%	-	26 23% ^{cd}	7 2%	23 10% ^{vw}		
Not applicable	-	4 1%	1 *	3 1%	-	1 3%	-	-	1 *	-	-	-	-	1 *	1 *	1 *	-	3 1%	-	-	2 1%	1 *		
NET: Dissatisfied (1-3)	40 8%	77 10%	27 8%	60 10%	9 20% ^{cd}	5 14% ^{cd}	12 5%	1 13%	6 3%	9 13% ^{cd}	12 50%	11 4%	16 27% ^{cd}	33 14% ^{cd}	5 5%	20 8%	2 15%	10 3%	11 8%	39 44% ^{cd}	18 5%	41 18% ^{vw}		
NET: Neutral (4-6)	157 31% ^{abd}	201 25% ^{abd}	83 25% ^{cd}	110 19%	11 24%	10 29%	60 25%	2 25%	34 14%	41 60% ^{cd}	8 33%	57 21%	25 42% ^{cd}	40 17%	16 17%	50 21%	4 31%	26 8%	68 47% ^{vw}	16 18%	43 13%	67 29% ^{vw}		
NET: Satisfied (7-10)	310 61%	514 65%	221 67%	405 70% ^{ab}	25 56%	19 54%	172 70% ^{cd}	5 63%	199 83% ^{cd}	18 26%	4 17%	201 75% ^{cd}	19 32%	158 68%	74 77%	166 70%	7 54%	305 89% ^{uvw}	66 46%	34 38%	274 81% ^{vw}	125 53%		
Mean score	7.04	7.08	7.31	7.46 ^{ab}	6.69	6.56	7.52 ^{gh}	7.38	8.14 ^l	5.59	3.92	7.73 ^{no}	5.38	7.19	8.01 ^p	7.56	6.15	8.57 ^{uv}	6.36 ^v	4.96	8.17 ^x	6.41		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 105

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

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

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	191	255	113	379	26**	38*	122	5**	103	53*	35*	138	53*	124	52*	74*	5**	157	64*	34*	142	112		
10 - Extremely satisfied (10)	17 9%	32 13%	20 18%	64 17%	2 8%	4 11%	10 8%	1 20%	16 16%	-	1 3%	17 12%	-	13 10%	4 8%	13 18%	2 40%	27 17%	3 5%	2 6%	24 17%	8 7%		
9 -	15 8%	35 14%	10 9%	39 10%	1 4%	6 16%	7 6%	1 20%	14 14%	1 2%	-	14 10%	1 2%	13 10%	16 31%	6 8%	-	34 22%	1 2%	-	32 23%	3 3%		
8 -	24 13%	41 16%	7 6%	57 15%	2 8%	4 11%	18 15%	-	20 19%	4 8%	-	21 15%	3 6%	21 17%	9 17%	11 15%	-	36 23%	4 6%	1 3%	29 20%	12 11%		
7 -	30 16%	42 16%	20 18%	44 12%	2 8%	3 8%	25 20%	-	22 21%	6 11%	2 6%	25 18%	5 9%	21 17%	5 10%	15 20%	1 20%	31 20%	9 14%	2 6%	26 18%	16 14%		
6 -	45 24%	25 10%	22 19%	39 10%	5 19%	9 24%	31 25%	-	22 21%	22 42%	1 3%	39 28%	6 11%	8 6%	7 13%	10 14%	-	12 8%	11 17%	2 6%	11 8%	14 13%		
5 -	19 10%	25 10%	15 13%	39 10%	3 12%	3 8%	13 11%	-	8 8%	11 21%	-	15 11%	4 8%	16 13%	3 6%	6 8%	-	8 5%	13 20%	4 12%	7 5%	18 16%		
4 -	7 4%	17 7%	9 8%	20 5%	3 12%	1 3%	3 2%	-	-	5 9%	2 5%	4 3%	3 6%	11 9%	3 6%	3 4%	-	3 2%	10 16%	4 12%	6 4%	11 10%		
3 -	8 4%	12 5%	3 3%	28 7%	2 8%	1 3%	5 4%	-	1 1%	1 2%	6 17%	1 1%	7 12%	6 5%	2 4%	3 4%	1 20%	2 1%	5 8%	5 15%	3 2%	9 8%		
2 -	9 5%	9 4%	3 3%	14 4%	1 4%	1 3%	4 3%	3 60%	-	2 4%	7 20%	1 1%	8 15%	4 3%	1 2%	4 5%	-	2 1%	6 9%	1 3%	2 1%	7 6%		
1 - Extremely dissatisfied (1)	17 9%	16 6%	4 4%	35 9%	5 19%	6 16%	6 5%	-	-	1 2%	16 46%	1 1%	16 12%	10 8%	2 4%	3 4%	1 20%	1 1%	2 3%	13 38%	2 1%	13 12%		
Not applicable	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	-	1		
NET: Dissatisfied (1-3)	34 18%	37 15%	10 9%	77 20%	8 31%	8 21%	15 12%	3 60%	1 1%	4 8%	29 83%	3 2%	31 23%	20 16%	5 10%	10 14%	2 40%	5 3%	13 20%	19 56%	7 5%	29 26%		
NET: Neutral (4-6)	71 37%	67 26%	46 41%	98 26%	11 42%	13 34%	47 39%	-	30 29%	38 72%	3 9%	58 42%	13 25%	35 28%	13 25%	19 26%	-	23 15%	34 53%	10 29%	24 17%	43 38%		
NET: Satisfied (7-10)	86 45%	150 59%	57 50%	204 54%	7 27%	17 45%	60 49%	2 40%	72 70%	11 21%	3 9%	77 56%	9 17%	68 55%	34 65%	45 61%	3 60%	128 82%	17 27%	5 15%	111 78%	39 35%		
Mean score	6.07	6.57%	6.62	6.36	4.96	6.08	6.34	5.00	7.52im	5.62m	2.46	7.03o	3.57	6.26	7.12p	6.74	6.20	7.79uw	5.22v	3.53	7.82x	5.29		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 106

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

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	191	255	113	379	14**	6**	90*	3**	72*	32*	9**	98*	14**	169	37*	162	11**	215	98*	66*	201	173
10 - Extremely satisfied (10)	17 9%	32 13%	20 18%	64 17%	5 36%	1 17%	12 13%	2 67%	20 28%	-	-	19 19%	-	27 16%	6 16%	29 18%	2 18%	58 27%	4 4%	2 3%	51 25%	11 6%
9 -	15 8%	35 14%	10 9%	39 10%	-	-	10 11%	-	10 14%	-	-	10 10%	-	18 11%	3 8%	17 10%	1 9%	36 17%	2 2%	1 2%	29 14%	10 6%
8 -	24 13%	41 16%	7 6%	57 15%	-	-	7 8%	-	3 4%	3 9%	1 11%	6 6%	1 7%	28 17%	6 16%	22 14%	1 9%	44 20%	11 11%	2 3%	33 16%	23 13%
7 -	30 16%	42 16%	20 18%	44 12%	3 21%	1 17%	16 18%	-	14 19%	5 16%	1 11%	19 19%	1 7%	23 14%	4 11%	16 10%	1 9%	25 12%	14 14%	5 8%	21 10%	23 13%
6 -	45 24%	25 10%	22 19%	39 10%	1 7%	1 17%	20 22%	-	12 17%	10 31%	-	21 21%	1 7%	14 8%	3 8%	20 12%	2 18%	26 12%	11 11%	2 3%	24 12%	14 8%
5 -	19 10%	25 10%	15 13%	39 10%	1 7%	-	14 16%	-	8 11%	6 19%	1 11%	14 14%	1 7%	15 9%	3 8%	19 12%	2 18%	12 6%	23 23%	4 6%	16 8%	23 13%
4 -	7 4%	17 7%	9 8%	20 5%	1 7%	-	8 9%	-	4 6%	4 13%	1 11%	7 7%	2 14%	9 5%	3 8%	8 5%	-	5 2%	10 10%	5 8%	8 4%	12 7%
3 -	8 4%	12 5%	3 3%	28 7%	1 7%	-	2 2%	-	-	3 9%	-	-	3 21%	13 8%	3 8%	12 7%	-	4 2%	13 13%	11 17%	8 4%	20 12%
2 -	9 5%	9 4%	3 3%	14 4%	-	2 33%	1 1%	-	1 1%	1 3%	1 11%	2 2%	1 7%	7 4%	4 11%	3 2%	-	1 *	4 4%	9 14%	3 1%	11 6%
1 - Extremely dissatisfied (1)	17 9%	16 6%	4 4%	35 9%	2 14%	1 17%	-	1 33%	-	-	4 44%	-	4 29%	15 9%	2 5%	16 10%	2 18%	4 2%	6 6%	25 30%	8 4%	26 15%
Not applicable	-	1 *	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Dissatisfied (1-3)	34 18%	37 15%	10 9%	77 20%	3 21%	3 50%	3 3%	1 33%	1 1%	4 13%	5 56%	2 2%	8 57%	35 21%	9 24%	31 19%	2 18%	9 4%	23 23%	45 69%	19 9%	57 33%
NET: Neutral (4-6)	71 37%	67 26%	46 41%	98 26%	3 21%	1 17%	42 47%	-	24 33%	20 63%	2 22%	42 43%	4 29%	38 22%	9 24%	47 29%	4 36%	43 20%	44 45%	11 17%	48 24%	49 28%
NET: Satisfied (7-10)	86 45%	150 59%	57 50%	204 54%	8 57%	2 33%	45 50%	2 67%	47 65%	8 25%	2 22%	54 55%	2 14%	96 57%	19 51%	84 52%	5 45%	163 76%	31 32%	10 15%	134 67%	67 39%
Mean score	6.07	6.57	6.62	6.36	6.50	4.67	6.76	7.00	7.53	5.50	3.33	7.03	3.50	6.39	6.14	6.40	6.18	7.84	5.20	3.15	7.34	5.20

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 107

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

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

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	507	796	332	578	82*	133	281	11**	349	108	50*	399	105	354	178	228	36*	493	212	91**	462	327		
10 - Extremely satisfied (10)	71 14%	101 13%	58 17% b	105 18% b	15 18%	22 17%	33 12%	1 9%	71 20% klm	-	-	69 17% no	2 2%	44 12%	20 11%	30 13%	7 19%	98 20% tuw	2 1%	1 1%	87 19% wx	12 4%		
9 -	132 26% bd	108 14%	90 27% bd	76 13%	16 20%	37 28%	78 28%	1 9%	129 37% djm	2 2%	1 2%	128 32% no	4 4%	49 14%	30 17%	27 12%	2 6%	104 21% uw	3 1%	1 1%	86 19% wx	21 6%		
8 -	78 15%	150 19% cd	48 14%	75 13%	8 10%	17 13%	52 19%	1 9%	62 18% km	14 13%	2 4%	67 17%	10 10%	67 19%	32 18%	45 20%	6 17%	134 27% kmn	13 6%	3 3%	112 24% wx	38 12%		
7 -	68 13%	118 15% cd	36 11%	64 11%	10 12%	11 8%	46 16% kl	1 9%	41 12% km	26 24% klm	1 2%	57 14%	11 10%	43 12%	35 20% op	36 16%	4 11%	87 18% w	27 13% w	4 4%	69 15%	48 15%		
6 -	58 11%	78 10%	30 9%	57 10%	8 10%	17 13%	33 12%	-	31 9% km	27 25% klm	-	51 13%	7 7%	38 11%	16 9%	22 10%	2 6%	35 7% w	42 20% uv	1 1%	38 8%	40 12%		
5 -	25 5%	75 9% a	31 9% a	56 10% a	6 7%	9 7%	9 3%	1 9%	9 3%	15 14% klm	1 2%	13 3%	12 11% no	30 8%	13 7%	23 10%	9 25% opqr	16 3%	52 25% uv	7 8% vw	27 6%	48 15% wx		
4 -	20 4%	55 7% ad	13 4%	25 4%	6 7%	5 4%	8 3%	1 9%	3 1%	13 12% a	4 8% a	6 2%	14 13% a	28 8%	10 6%	16 7%	1 3%	9 2%	39 18% uv	7 8% vw	16 3%	39 12% wx		
3 -	14 3%	34 4% c	6 2%	35 6% abc	4 5%	6 5%	4 1%	-	2 1%	6 6% a	6 12% a	4 1%	10 10% a	18 5%	8 4%	7 3%	1 3%	5 1%	18 8% a	11 12% a	14 3%	19 6%		
2 -	12 2%	26 3%	5 2%	19 3%	2 2%	4 3%	4 1%	2 18%	1 *	3 3% a	8 16% kl	2 1%	10 10% a	12 3%	5 3%	9 4%	-	3 1%	10 5% a	13 14% kl	4 1%	22 7% wx		
1 - Extremely dissatisfied (1)	29 6%	50 6%	13 4%	62 11% abcd	7 9%	5 4%	14 5%	3 27%	-	2 2% a	27 54% kl	2 1%	25 24% a	25 7%	9 5%	13 6%	3 8%	1 *	6 3% a	43 47% kl	8 2%	40 12% wx		
Not applicable	-	1 *	2 1%	4 1%	-	-	-	-	-	-	-	-	-	-	-	-	3% opqr	1 *	-	-	1 *	-		
NET: Dissatisfied (1-3)	55 11%	110 14% a	24 7%	116 20% abcd	13 16% a	15 11%	22 8%	5 45%	3 1%	11 10% a	41 82% kl	8 2%	45 43% a	55 16%	22 12%	29 13%	4 11%	9 2%	34 16% a	67 74% kl	26 6%	81 25% wx		
NET: Neutral (4-6)	103 20%	208 26% a	74 22%	138 24%	20 24%	31 23%	50 18%	2 18%	43 12%	55 51% klm	5 10%	70 18%	33 31% a	96 27%	39 22%	61 27%	12 33%	60 12%	133 63% uv	15 16%	81 18%	127 39% wx		
NET: Satisfied (7-10)	349 69% bd	477 60% a	232 70% bd	320 55% a	49 60%	87 65%	209 74% cd	4 36%	303 87% djm	42 39% djm	4 8%	321 80% no	27 26%	203 57%	117 66%	138 61%	19 53%	423 86% uw	45 21% w	9 10%	354 77% wx	119 36%		
Mean score	7.19 bd	6.64	7.44 bd	6.46	6.74	7.25	7.40 cd	4.55	8.32 djm	5.81 djm	2.28	7.98 no	4.25	6.53	6.83	6.66	6.60	8.02 uw	5.13 w	2.66	7.61 w	5.28		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 108

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

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

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	507	796	332	578	45*	35*	244	8**	240	68*	24**	269	60*	232	96*	237	13**	344	145	89*	337	234		
10 - Extremely satisfied (10)	71 14%	101 13%	58 17% ^b	105 18% ^b	8 18%	5 14%	43 18%	2 25%	58 24% ^a	-	-	55 20% ^a	2 3%	31 13%	30 31% ^{pr}	41 17%	3 23%	103 30% ^{uv}	1 1%	1 1%	91 27% ^{uv}	12 5%		
9 -	132 26% ^{bd}	108 14%	90 27% ^{bd}	76 13%	7 16%	4 11%	78 32% ^{gh}	1 13%	87 36% ^{kl}	2 3%	1 4%	85 32% ^{kl}	5 8%	28 12%	14 15%	34 14%	-	72 21% ^{uv}	4 3%	-	65 19% ^{uv}	10 4%		
8 -	78 15%	150 19% ^{cd}	48 14%	75 13%	5 11%	5 14%	37 15%	1 13%	41 17%	7 10%	-	43 16%	5 8%	36 16%	8 12%	29 12%	2 15%	59 17% ^{uv}	13 9%	3 3%	53 16% ^{uv}	21 9%		
7 -	68 13%	118 15% ^{cd}	36 11%	64 11%	6 13%	5 14%	24 10%	1 13%	21 9%	15 22% ^{kl}	-	31 12%	5 8%	31 13%	8 8%	25 11%	-	45 13% ^{uv}	17 12% ^{uv}	2 2%	43 13%	21 9%		
6 -	58 11%	78 10%	30 9%	57 10%	2 4%	3 9%	25 10%	-	11 5%	18 25% ^{kl}	1 4%	21 8%	9 15%	21 9%	9 9%	26 11%	1 8%	26 8%	27 19% ^{uv}	4 4%	31 9%	26 11%		
5 -	25 5%	75 9% ^a	31 9% ^a	56 10% ^a	5 11%	4 11%	22 9%	-	13 5%	15 22% ^{kl}	3 13%	20 7%	11 18% ^{kl}	25 11%	8 8%	20 8%	3 23%	18 5%	32 22% ^{uv}	6 7%	17 5%	39 17% ^{uv}		
4 -	20 4%	55 7% ^{ad}	13 4%	25 4%	2 4%	5 14% ^{kl}	5 2%	1 13%	5 2%	5 7% ^{kl}	3 13%	7 3%	6 10% ^{kl}	12 5%	5 5%	8 3%	-	9 3%	14 10% ^{uv}	2 2%	9 3%	16 7% ^{uv}		
3 -	14 3%	34 4%	6 2%	35 6% ^{abc}	3 7%	-	3 1%	-	2 1%	3 4% ^{kl}	1 4%	4 1%	2 3%	16 7%	3 3%	15 6%	1 8%	3 1%	18 12% ^{uv}	14 16% ^{uv}	8 2%	27 12% ^{uv}		
2 -	12 2%	26 3%	5 2%	19 3%	1 2%	-	4 2%	-	-	2 3% ^{kl}	3 13%	2 1%	3 5% ^{kl}	6 3%	1 1%	12 5%	-	3 1%	7 5% ^{kl}	9 10% ^{kl}	6 2%	13 6% ^{uv}		
1 - Extremely dissatisfied (1)	29 6%	50 6%	13 4%	62 11% ^{abc}	3 13% ^{kl}	3 9% ^{kl}	3 1%	1 13%	1 *	-	12 50%	1 *	12 20% ^{kl}	26 11%	10 10%	24 10%	2 15%	3 1%	12 8% ^{kl}	47 53% ^{kl}	13 4%	47 20% ^{kl}		
Not applicable	-	1 *	2 1%	4 1%	-	1 3% ^{kl}	-	1 13%	1 *	1 1%	-	-	-	-	-	3 1%	8 8%	3 1%	-	1 1%	1 *	2 1%		
NET: Dissatisfied (1-3)	55 11%	110 14% ^{cd}	24 7%	116 20% ^{abc}	10 22% ^{kl}	3 9%	10 4%	1 13%	3 1%	5 7% ^{kl}	16 67%	7 3%	17 28% ^{kl}	48 21%	14 15%	51 22%	3 23%	9 3%	37 26% ^{kl}	70 79% ^{kl}	27 8%	87 37% ^{kl}		
NET: Neutral (4-6)	103 20%	208 26% ^{cd}	74 22%	138 24%	9 20%	12 34%	52 21%	1 13%	29 12%	38 56% ^{kl}	7 29%	48 18%	26 43% ^{kl}	58 25%	22 23%	54 23%	4 31%	53 15%	73 50% ^{kl}	12 13%	57 17%	81 35% ^{kl}		
NET: Satisfied (7-10)	349 69% ^{bd}	477 60% ^{bd}	232 70% ^{bd}	320 55%	26 58%	19 54%	182 75% ^{gh}	5 63%	207 86% ^{kl}	24 35%	1 4%	214 80% ^{kl}	17 28%	126 54%	60 63%	129 54%	5 38%	279 81% ^{uv}	35 24% ^{uv}	6 7%	252 75% ^{uv}	64 27%		
Mean score	7.19 ^{bd}	6.64	7.44 ^{bd}	6.46	6.38	6.53	7.77 ^{gh}	7.00	8.33 ^{kl}	5.90	2.63	7.98 ^{kl}	4.95	6.26	7.09 ^{kl}	6.43	6.00	8.11 ^{uv}	5.01 ^{uv}	2.47	7.67 ^{uv}	4.72		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 109

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

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

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	507	796	332	578	82*	133	281	11**	349	108	50*	399	105	354	178	228	36*	493	212	91*	462	327		
10 - Extremely satisfied (10)	106 21% 16%	126 16%	65 20% 21% 18%	121 21% 18%	15 18%	26 20%	64 23%	1 9%	105 30% 14%	-	1 2%	104 26% 17%	2 2%	51 14%	29 16%	40 18%	6 17%	124 25% 1%	2 1%	-	118 26% 2%	8 2%		
9 -	111 22% 13%	106 13%	100 30% 13%	76 13%	12 15%	40 30% 14%	59 21%	-	107 31% 15%	4 4%	-	107 27% 14%	4 4%	48 14%	29 16%	26 11%	3 11%	100 20% 2%	5 2%	1 1%	85 18% 1%	21 6%		
8 -	98 19% 19%	151 19%	52 16%	91 16%	12 15%	18 14%	65 23% 27%	3 27%	78 22% 19% 11%	20 19% 28% 4%	-	90 23% 14%	7 7%	69 19%	37 21%	40 18%	5 14%	134 27% 8% 17%	17 8% 14% 4%	-	110 24% 15%	40 12%		
7 -	70 14% 14%	119 15% 11%	36 11%	60 10%	16 20% 10%	13 10%	40 14%	1 9%	38 11% 28% 4%	30 28% 13% 7%	2 4%	56 14% 13%	14 13%	56 16%	26 15%	33 14%	4 11%	85 17% 14% 4%	30 14% 14% 4%	4 4%	67 15% 15%	51 16%		
6 -	38 7% 3%	65 8% 9%	29 9% 6%	42 7%	8 10%	11 8%	18 6%	9 9%	11 3% 24% 2%	26 24% 15% 1%	1 2%	22 6% 15% 3%	5 5%	31 9%	14 8%	17 7%	3 8%	22 4% 41% 2%	4 19% 25% 4%	2 2%	30 6% 11% 6%	35 11%		
5 -	13 3% 2%	70 9% 5% 2%	19 6% 2%	49 8% 4%	-	10 9% 3%	3 1%	-	5 1% 6% 1%	7 6% 10% 1%	1 1%	8 2% 7% 1%	5 5%	24 7%	18 10%	22 10%	6 17% 3%	12 2% 54% 4%	54 25% 20% 4%	4 4%	28 6% 13% 2%	42 13%		
4 -	12 2% 3%	36 5% 3% 3%	6 2% 1%	23 4% 3%	5 6% 2%	4 3% 3%	3 3%	-	3 1% 9% 1%	6 6% 10% 1%	3 3% 10% 1%	5 1% 7% 1%	7 7%	16 5%	5 3%	12 5%	3 8%	8 2% 10% 7% 2%	22 10% 7% 2%	6 7% 10% 2%	10 2% 6% 2%	26 8%		
3 -	14 3% 3%	30 4% 2%	7 2% 1%	30 5% 3%	2 2% 1%	4 3% 2%	8 3%	-	2 1% 5% 1%	7 6% 10% 1%	5 10% 10% 1%	4 1% 10% 1%	10 10% 4%	13 4%	6 3%	10 4%	1 3%	1 * 20% 10%	20 9% 10% 2%	9 10% 10% 2%	8 2% 6% 2%	20 6%		
2 -	15 3% 4%	34 4% 1%	3 1% 3%	16 3% 4%	3 4%	3 2%	8 3%	1 9%	-	5 5% 20% 9%	10 20% 20% 9%	2 1% 11% 5%	12 11%	16 5%	6 3%	12 5%	-	-	16 8% 20% *	18 20% 9% *	2 *	31 9%		
1 - Extremely dissatisfied (1)	29 6% 1%	54 7% 4%	13 4% 11% 1%	66 11% 11% 1%	9 11% 3%	4 5%	13 5%	3 27%	-	2 2% 5% 3%	27 5% 3% 1%	1 *	27 23% 8% 3%	30 8% 3%	15 3%	3 7%	8% 8%	2 *	5 2% 47% 52% *	47 52% 10% *	2 *	51 10% 1%		
Not applicable	1 *	5 1%	2 1%	4 1%	-	-	-	1 9%	-	1 1%	-	-	1 1%	-	2 1%	1 *	2 6% 1%	5 1%	-	-	2 *	2 1%		
NET: Dissatisfied (1-3)	58 11% 15%	118 15% 7%	23 7% 19% 17%	112 19% 19% 17%	14 17%	11 8%	29 10%	4 36%	2 1% 13% 8% 1%	42 8% 14% 1%	7 2%	49 47% 17% 2%	59 17% 10%	18 10%	37 16%	4 11%	3 1%	41 19% 81% 3%	74 81% 31% 3%	12 3%	102 31%			
NET: Neutral (4-6)	63 12% 21% 16%	171 21% 16% 20% 16%	54 16% 20% 16%	114 20% 19% 16%	13 16%	25 19% 9%	24 9%	1 9%	19 5% 36% 10%	39 36% 10% 6%	5 10% 6% 6%	35 9% 27% 9%	28 27%	71 20%	37 21%	51 22%	12 33%	42 9% 55% 13%	117 55% 73% 5%	12 13%	68 15% 31% 3%	103 31%		
NET: Satisfied (7-10)	385 76% 63% 60%	502 63% 76% 60%	253 76% 60%	348 60%	55 67%	97 73% 81% 45%	228 81% 45%	5 45%	328 84% 50% 6%	54 50% 6% 6%	3 6%	357 89% 26% 6%	27 26%	224 63% 66% 61%	121 61%	139 61%	18 50%	443 90% 25% 5%	54 25% 5% 5%	5 5%	380 82% 37% 5%	120 37%		
Mean score	7.46bd	6.76	7.73bd	6.65	6.77	7.59g	7.68g	5.20	6.63im	6.11m	2.18	6.33o	4.23	6.66	7.15p	6.67	6.50	6.27uv	5.25v	2.23	6.01v	5.06		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 110

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

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

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	507	796	332	578	45*	35*	244	8**	240	68*	24**	269	60*	232	96*	237	13**	344	145	89*	337	234		
10 - Extremely satisfied (10)	106 21% ^{ab}	126 16%	65 20% ^{ab}	121 21% ^{ab}	8 18%	4 11%	51 21%	2 25%	65 27% ^{ab}	-	-	60 22% ^{ab}	4 7%	33 14%	31 32% ^{ab}	55 23% ^{ab}	2 15%	120 35% ^{ab}	1 1%	-	111 33% ^{ab}	9 4%		
9 -	111 22% ^{abd}	106 13%	100 30% ^{abd}	76 13%	9 20%	7 20%	82 34%	2 25%	93 39% ^{ab}	7 10%	-	98 36% ^{ab}	2 3%	33 14%	12 13%	31 13%	-	74 22% ^{ab}	2 1%	-	69 20% ^{ab}	7 3%		
8 -	98 19%	151 19%	52 16%	91 16%	4 9%	4 11%	44 18%	-	38 16%	13 19%	1 4%	43 16%	9 15%	52 22% ^{ab}	13 14%	25 11%	1 8%	73 21% ^{ab}	18 12% ^{ab}	-	67 20% ^{ab}	23 10%		
7 -	70 14%	119 15%	36 11%	60 10%	4 9%	6 17%	26 11%	-	20 8%	15 22% ^{ab}	1 4%	27 10%	9 15%	16 7%	17 18% ^{ab}	26 11%	1 8%	36 10% ^{ab}	22 15% ^{ab}	2 2%	40 12%	19 8%		
6 -	38 7%	65 8%	29 9%	42 7%	4 9%	4 11%	20 8%	1 13%	12 5%	15 22% ^{ab}	2 8%	22 8%	7 12%	17 7%	5 5%	20 8%	-	19 6%	17 12% ^{ab}	6 7%	20 6%	22 9%		
5 -	13 3%	70 9% ^{ab}	19 6% ^{ab}	49 8% ^{ab}	3 7%	3 9%	13 5%	-	6 3%	12 18% ^{ab}	1 4%	12 4%	7 12% ^{ab}	23 10%	4 4%	20 8%	2 15%	9 3%	35 24% ^{ab}	5 6%	13 4%	36 15% ^{ab}		
4 -	12 2%	36 5% ^{ab}	6 2%	23 4%	1 2%	1 3%	3 1%	1 13%	3 1%	1 1%	2 8%	3 1%	3 5% ^{ab}	10 4%	3 3%	8 3%	2 15%	4 1%	18 12% ^{ab}	1 1%	2 1%	21 9% ^{ab}		
3 -	14 3%	30 4%	7 2%	30 5% ^{ab}	2 4%	3 9%	2 1%	-	-	3 4% ^{ab}	4 17%	2 1%	5 8% ^{ab}	13 6%	1 1%	15 6% ^{ab}	1 8%	2 1%	21 14% ^{ab}	7 8% ^{ab}	7 2%	23 10% ^{ab}		
2 -	15 3% ^{ab}	34 4% ^{ab}	3 1%	16 3% ^{ab}	2 4% ^{ab}	1 3% ^{ab}	-	-	2 1%	-	-	1 4%	2 3% ^{ab}	6 3%	2 2%	8 3%	-	-	3 2% ^{ab}	13 15% ^{ab}	2 1%	14 6% ^{ab}		
1 - Extremely dissatisfied (1)	29 6%	54 7%	13 4%	66 11% ^{abc}	8 18% ^{ab}	1 3%	3 1%	1 13%	-	1 1%	12 50%	1 *	12 20% ^{ab}	29 13%	7 7%	28 12%	2 15%	3 1%	8 6% ^{ab}	55 62% ^{ab}	5 1%	59 23% ^{ab}		
Not applicable	1 *	5 1%	2 1%	4 1%	-	1 3% ^{ab}	-	1 13%	1 *	1 1%	-	-	-	-	1 1%	1 *	2 15%	4 1%	-	-	1 *	1 *		
NET: Dissatisfied (1-3)	58 11% ^{ab}	118 15% ^{ab}	23 7%	112 19% ^{abc}	12 27% ^{ab}	5 14% ^{ab}	5 2%	1 13%	2 1%	4 6% ^{ab}	17 71%	4 1%	19 32% ^{ab}	48 21% ^{ab}	10 10%	51 22% ^{ab}	3 23%	5 1%	32 22% ^{ab}	75 84% ^{ab}	14 4%	96 41% ^{ab}		
NET: Neutral (4-6)	63 12%	171 21% ^{ab}	54 16%	114 20% ^{ab}	8 18%	8 23%	36 15%	2 25%	21 9%	28 41% ^{ab}	5 21%	37 14%	17 28% ^{ab}	50 22%	12 13%	48 20%	4 31%	32 9%	70 48% ^{ab}	12 13%	35 10%	79 34% ^{ab}		
NET: Satisfied (7-10)	385 76% ^{abd}	502 63%	253 76% ^{abd}	348 60%	25 56%	21 60%	203 83% ^{gh}	4 50%	216 90% ^{ab}	35 51%	2 8%	228 85% ^{ab}	24 40%	134 58%	73 76% ^{ab}	137 58%	4 31%	303 88% ^{ab}	43 30% ^{ab}	2 2%	287 85% ^{ab}	58 25%		
Mean score	7.46 ^{abd}	6.76	7.73 ^{bd}	6.65	6.27	6.82	8.15 ^{gh}	7.00	8.57 ^l	6.51	2.75	8.28 ^o	5.22	6.43	7.55 ^{pr}	6.58	5.27	8.49 ^{uv}	5.19 ^v	2.03	8.24 ^v	4.39		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 111

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

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

	Supplier				BT															SKY									
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved								
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)							
Total	507	796	332	578	82*	133	281	11**	349	108	50*	399	105	354	178	228	36*	493	212	91*	462	327							
10 - Extremely satisfied (10)	60 12%	173 22% ^{abd}	45 14%	147 25% ^{acd}	15 18%	15 11%	30 11%	-	54 15% ^{ad}	3 3%	3 6%	53 13%	7 7%	78 22%	28 16%	55 24% ^{ad}	12 33% ^{ad}	155 31% ^{ad}	15 7%	3 3%	134 29% ^{ad}	35 11%							
9 -	124 24% ^{abd}	115 14%	109 33% ^{abd}	107 19% ^b	15 18%	43 32% ^{gl}	65 23%	1 9%	120 34% ^{dm}	1 1%	3 6%	117 29%	7 7%	50 14%	27 15%	33 14%	5 14%	97 20% ^{ad}	14 7%	4 4%	77 17% ^{ad}	38 12%							
8 -	94 19%	182 23% ^{acd}	52 16%	90 16%	8 10%	25 19%	59 21% ^{cd}	2 18%	68 19%	20 19%	6 12%	74 19%	20 19%	71 20%	51 29% ^{pe}	56 25%	4 11%	139 28% ^{ad}	33 16%	10 11%	117 25%	65 20%							
7 -	42 8%	113 14% ^{acd}	20 6%	51 9%	12 15% ^{hi}	7 5%	21 7%	2 18%	29 8%	10 9%	3 6%	31 8%	10 10%	48 14%	31 17%	31 14%	3 8%	62 13%	43 20% ^{ad}	8 9%	63 14%	50 15%							
6 -	48 9%	77 10%	28 8%	56 10%	7 9%	8 6%	33 12%	-	23 7%	21 19% ^{ad}	4 8%	34 9%	14 13%	37 10%	16 9%	17 7%	7 19% ^{ad}	22 4%	42 20% ^{ad}	13 14% ^{ad}	33 7%	44 13% ^{ad}							
5 -	65 13% ^{abd}	54 7%	31 9%	44 8%	9 11%	14 11%	40 14%	2 18%	32 9%	26 24% ^{ad}	7 14%	49 12%	16 15%	26 7%	10 6%	16 7%	2 6%	9 2%	37 17% ^{ad}	8 9%	21 5%	33 10% ^{ad}							
4 -	33 7% ^{abd}	25 3%	25 8% ^{abd}	22 4%	5 6%	14 11% ^{ad}	14 5%	-	14 4%	15 14% ^{ad}	4 8%	28 7%	5 5%	15 4%	2 1%	7 3%	1 3%	4 1%	16 8% ^{ad}	5 5%	7 2%	18 5% ^{ad}							
3 -	25 5% ^{ad}	16 2%	9 3%	17 3%	8 10% ^{ad}	4 3%	11 4%	2 18%	8 2%	10 9% ^{ad}	7 14% ^{ad}	12 3%	12 11% ^{ad}	9 3%	2 1%	5 2%	-	1 *	7 3% ^{ad}	8 9% ^{ad}	5 1%	11 3% ^{ad}							
2 -	7 1%	11 1%	6 2%	7 1%	-	1 1%	5 2%	1 9%	-	1 12% ^{ad}	6 12% ^{ad}	1 *	6 8% ^{ad}	5 1%	5 3%	1 *	-	1 *	4 2% ^{ad}	6 7% ^{ad}	1 *	9 3% ^{ad}							
1 - Extremely dissatisfied (1)	8 2%	26 3%	5 2%	30 5% ^{ad}	3 4%	2 2%	3 1%	-	1 *	1 12% ^{ad}	6 12% ^{ad}	-	8 9% ^{ad}	13 4%	6 3%	6 3%	1 3%	-	1 *	25 27% ^{ad}	2 *	23 7% ^{ad}							
Not applicable	1 *	4 1%	2 1%	7 1%	-	-	-	1 9%	-	-	1 2% ^{ad}	-	-	2 1%	-	1 *	1 3% ^{ad}	3 1%	-	1 1%	2 *	1 *							
NET: Dissatisfied (1-3)	40 8%	53 7%	20 6%	54 9%	11 13% ^{ad}	7 5%	19 7%	3 27%	9 3%	12 11% ^{ad}	19 38% ^{ad}	13 3%	26 25% ^{ad}	27 8%	13 7%	12 5%	1 3%	2 *	12 6% ^{ad}	39 43% ^{ad}	8 2%	43 13% ^{ad}							
NET: Neutral (4-6)	146 29% ^{abd}	156 20%	84 25% ^{ad}	122 21%	21 26%	36 27%	87 31%	2 18%	69 20%	62 57% ^{ad}	15 30%	111 28%	35 33%	78 22%	28 16%	40 18%	10 28%	35 7%	95 45% ^{ad}	26 29% ^{ad}	61 13%	95 29% ^{ad}							
NET: Satisfied (7-10)	320 63%	583 73% ^{ad}	226 68%	395 68%	50 61%	90 68%	175 62%	5 45%	271 78% ^{ad}	34 31%	15 30%	275 69% ^{ad}	44 42%	247 70%	137 77%	175 77%	24 67%	453 92% ^{ad}	105 50% ^{ad}	25 27%	391 85% ^{ad}	188 57%							
Mean score	7.12	7.53% ^{ad}	7.44	7.44 ^{ad}	6.91	7.34	7.13	5.70	7.87% ^{ad}	5.72% ^{ad}	4.90	7.50% ^{ad}	5.74	7.38	7.44	7.69	7.86	8.50% ^{ad}	6.47% ^{ad}	4.46	8.17% ^{ad}	6.56							

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 112

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

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

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	507	796	332	578	45*	35*	244	8**	240	68*	24**	269	60*	232	96*	237	13**	344	145	89*	337	234		
10 - Extremely satisfied (10)	60 12%	173 22% ^{acd}	45 14%	147 25% ^{acd}	9 20%	4 11%	30 12%	2 25%	41 17% ^{kl}	3 4%	1 4%	42 16% ^{kl}	2 3%	51 22%	41 43% ^{pr}	52 22%	3 23%	134 39% ^{tuw}	5 3%	8 9%	117 35% ^{tuw}	28 12%		
9 -	124 24% ^{abd}	115 14%	109 33% ^{abd}	107 19% ^b	6 13%	8 23%	94 39% ^{cd}	1 13%	107 45% ^{kl}	2 3%	-	104 39% ^{kl}	5 8%	36 16%	11 11%	59 25% ^{pr}	1 8%	90 26% ^{tuw}	10 7%	7 8%	71 21% ^{tuw}	33 14%		
8 -	94 19%	182 23% ^{acd}	52 16%	90 16%	6 13%	5 14%	39 16%	2 25%	41 17%	7 10%	4 17%	45 17%	7 12%	41 18%	11 11%	36 15%	2 15%	60 17%	22 15%	8 9%	57 17%	33 14%		
7 -	42 8%	113 14% ^{acd}	20 6%	51 9%	3 7%	-	17 7%	-	9 4%	9 13% ^{kl}	2 8%	12 4%	8 13% ^{kl}	27 12%	11 11%	13 5%	-	26 8%	21 14% ^{kl}	4 4%	29 9%	22 9%		
6 -	48 9%	77 10%	28 8%	56 10%	6 13%	2 6%	20 8%	-	16 7%	10 15% ^{kl}	2 8%	18 7%	10 17% ^{kl}	25 11%	7 7%	22 9%	2 15%	20 6%	28 19% ^{kl}	8 9%	24 7%	32 14% ^{kl}		
5 -	65 13% ^{abd}	54 7%	31 9%	44 8%	4 9%	8 23% ^{kl}	19 8%	-	11 5%	18 26% ^{kl}	2 8%	22 8%	9 15%	16 7%	5 5%	22 9%	1 8%	5 1%	32 22% ^{kl}	7 8%	16 5%	28 12% ^{kl}		
4 -	33 7% ^{abd}	25 3%	25 8% ^{abd}	22 4%	3 7%	4 11%	16 7%	2 25%	9 4%	13 19% ^{kl}	3 13%	17 6%	7 12%	10 4%	2 2%	9 4%	1 8%	3 1%	14 10% ^{kl}	5 6%	10 3%	12 5%		
3 -	25 5% ^{abd}	16 2%	9 3%	17 3%	-	1 3%	7 3%	1 13%	3 1%	5 7% ^{kl}	1 4%	7 3%	2 3%	6 3%	2 2%	8 3%	1 8%	1 *	7 5% ^{kl}	9 10% ^{kl}	4 1%	13 6% ^{kl}		
2 -	7 1%	11 1%	6 2%	7 1%	4 9% ^{kl}	1 3%	1 *	1 -	1 *	1 1%	4 17%	1 *	5 9% ^{kl}	3 1%	2 2%	1 *	1 8%	-	3 2% ^{kl}	4 4% ^{kl}	1 *	6 3% ^{kl}		
1 - Extremely dissatisfied (1)	8 2%	26 3%	5 2%	30 5% ^{acd}	4 9% ^{kl}	1 3% ^{kl}	-	-	-	-	5 21%	1 *	4 7% ^{kl}	15 6%	3 3%	11 5%	1 8%	2 1%	1 1%	27 30% ^{kl}	5 1%	23 10% ^{kl}		
Not applicable	1 *	4 1%	2 1%	7 1%	-	1 3%	1 *	-	2 1%	-	-	-	1 2% ^{kl}	2 1%	1 1%	4 2%	-	3 1%	2 1%	2 2%	3 1%	4 2%		
NET: Dissatisfied (1-3)	40 8%	53 7%	20 6%	54 9%	8 18% ^{kl}	3 9%	8 3%	1 13%	4 2%	6 9% ^{kl}	10 42%	9 3%	11 16% ^{kl}	24 10%	7 7%	20 8%	3 23%	3 1%	11 8% ^{kl}	40 45% ^{kl}	10 3%	42 18% ^{kl}		
NET: Neutral (4-6)	146 29% ^{abd}	156 20%	84 25% ^{abd}	122 21%	13 29%	14 40% ^{kl}	55 23%	2 25%	36 15%	41 60% ^{kl}	7 29%	57 21%	26 43% ^{kl}	51 22%	14 15%	53 22%	4 31%	28 8%	74 51% ^{kl}	20 22% ^{kl}	50 15%	72 31% ^{kl}		
NET: Satisfied (7-10)	320 63%	583 73% ^{acd}	226 68%	395 68%	24 53%	17 49%	180 74% ^{gh}	5 63%	198 83% ^{kl}	21 31%	7 29%	203 75% ^{kl}	22 37%	155 67%	74 77%	160 68%	6 46%	310 90% ^{kl}	58 40%	27 30%	274 81% ^{kl}	116 50%		
Mean score	7.12	7.51% ^{kl}	7.44	7.44% ^{kl}	6.51	6.65	7.73% ^{gh}	7.00	6.24	5.68	4.42	7.84% ^{kl}	5.59	7.22	8.02% ^{kl}	7.49	6.31	6.72% ^{kl}	6.12% ^{kl}	4.60	5.24% ^{kl}	6.30		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 113

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

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

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	507	796	332	578	82*	133	281	11**	349	108	50*	399	105	354	178	228	36*	493	212	91*	462	327		
10 - Extremely satisfied (10)	92 18%	151 19%	81 24%ab	139 24%ab	15 18%	32 24%	45 16%	-	89 26%lm	1 1%	2 4%	88 22%	4 4%	70 20%	21 12%	49 21%	11 31%	140 28%uv	9 4%	2 2%	121 26%	26 8%		
9 - (9)	103 20%	135 17%	62 19%	94 16%	12 15%	31 23%	57 20%	3 27%	98 28%lm	3 3%	2 4%	94 24%	9 9%	59 17%	41 23%	30 13%	5 14%	125 25%uv	8 4%	2 2%	104 23%	31 9%		
8 - (8)	71 14%	153 19%	53 16%	90 16%	11 13%	15 11%	44 16%	1 9%	58 17%	10 9%	3 6%	56 14%	14 13%	59 17%	42 24%	48 21%	4 11%	116 24%uv	31 15%	6 7%	99 21%	54 17%		
7 - (7)	62 12%	117 15%	30 9%	60 10%	8 10%	9 7%	43 15%	2 18%	34 10%	26 24%lm	2 4%	46 12%	16 15%	47 13%	30 17%	37 16%	3 8%	67 14%	42 20%	8 9%	62 13%	55 17%		
6 - (6)	68 13%ab	66 8%	36 11%	42 7%	8 10%	11 8%	48 17%	1 9%	37 11%	28 26%lm	3 6%	59 15%	9 9%	26 7%	13 7%	22 10%	5 14%	25 5%	35 17%	6 7%	31 7%	35 11%		
5 - (5)	47 9%	75 9%	29 9%	48 8%	10 12%	16 12%	21 7%	-	19 5%	24 22%lm	4 8%	34 9%	13 12%	39 11%	13 7%	20 9%	3 8%	10 2%	52 25%uv	13 14%	25 5%	49 15%		
4 - (4)	28 6%	26 3%	15 5%	22 4%	7 9%	10 8%	11 4%	-	12 3%	11 10%	5 10%	21 5%	6 6%	14 4%	6 3%	5 2%	1 3%	4 1%	17 8%	5 5%	11 2%	15 5%		
3 - (3)	7 1%	19 2%	9 3%	14 2%	3 4%	2 2%	1 *	1 9%	1 *	1 10%	5 10%	- 7%	7 7%	12 3%	2 1%	4 2%	1 3%	1 *	10 5%	8 9%	3 1%	15 5%		
2 - (2)	15 3%	11 1%	7 2%	11 2%	1 1%	5 4%	7 2%	2 18%	1 *	3 3%	11 22%kl	1 *	14 13%	7 2%	2 1%	2 1%	-	- 1%	3 1%	8 9%	1 *	10 3%		
1 - Extremely dissatisfied (1)	12 2%	37 5%	9 3%	46 8%abc	6 7%ah	2 2%	4 1%	-	-	-	12 23%kl	-	12 11%	18 5%	8 4%	10 4%	1 3%	1 *	5 2%	31 15%	3 1%	33 10%		
Not applicable	2 *	6 1%	1 *	12 2%abc	1 1%	-	-	1 9%	-	1 1%	1 2%	-	1 1%	3 1%	-	1 *	6 6%ppr	4 1%	-	2 2%	2 *	4 1%		
NET: Dissatisfied (1-3)	34 7%	67 8%	25 8%	71 12%abc	10 12%	9 7%	12 4%	3 27%	2 1%	4 4%	28 56%kl	1 *	33 31%	37 10%	12 7%	16 7%	2 6%	2 *	18 9%	47 25%	7 2%	58 18%		
NET: Neutral (4-6)	143 28%ab	167 21%	80 24%	112 19%	25 30%	37 28%	80 28%	1 9%	68 19%	63 58%lm	12 24%	114 29%	28 27%	79 22%	32 18%	47 21%	9 25%	39 8%	104 49%uv	24 26%	67 15%	99 30%		
NET: Satisfied (7-10)	328 65%	556 70%	226 68%	383 66%	46 56%	87 65%	189 67%	6 55%	279 80%lm	40 37%lm	9 18%	284 71%	43 41%	235 66%	134 75%pp	164 72%	23 64%	448 91%uv	90 42%	18 20%	386 84%	166 51%		
Mean score	7.26	7.29	7.47	7.18	6.73	7.41	7.30	6.20	6.13lm	5.80lm	3.73	7.78o	5.28	7.14	7.36	7.41	7.68	6.47uv	6.05v	3.75	6.13	6.10		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 114

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

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

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	507	796	332	578	45*	35*	244	8**	240	68*	24**	269	60*	232	96*	237	13**	344	145	89*	337	234		
10 - Extremely satisfied (10)	92 18%	151 19%	81 24%ab	139 24%ab	7 16%	4 11%	68 28%ah	2 25%	80 33%ai	1 1%	-	77 29%aj	3 5%	46 20%	32 33%ap	58 24%	23 23%	134 39%at	2 1%	3 3%	123 36%aw	14 6%		
9 -	103 20%	135 17%	62 19%	94 16%	7 16%	5 14%	49 20%	1 13%	60 25%ai	2 3%	-	58 22%aj	4 7%	43 19%	14 15%	37 16%	-	82 24%at	9 6%	3 3%	70 21%aw	24 10%		
8 -	71 14%	153 19%ab	53 16%	90 16%	7 16%	7 20%	38 16%	1 13%	45 19%	8 12%	-	46 17%	7 12%	33 14%	15 16%	40 17%	2 15%	66 19%at	21 14%au	3 3%	54 16%	36 15%		
7 -	62 12%	117 15%ad	30 9%	60 10%	5 11%	3 9%	22 9%	-	18 8%	10 15%	2 8%	22 8%	8 13%	29 13%	12 13%	18 8%	1 8%	31 9%	26 18%au	3 3%	36 11%	23 10%		
6 -	68 13%ad	66 8%	36 11%	42 7%	3 7%	6 17%	26 11%	1 13%	16 7%	20 29%ai	-	26 10%	9 15%	11 5%	3 3%	26 11%ap	2 15%	13 4%	25 17%au	4 4%	20 6%	22 9%		
5 -	47 9%	75 9%	29 9%	48 8%	3 7%	3 9%	23 9%	-	13 5%	12 18%ai	4 17%	22 8%	7 12%	19 8%	9 9%	20 8%	-	10 3%	28 19%au	10 11%av	16 5%	32 14%aw		
4 -	28 6%a	26 3%	15 5%	22 4%	1 2%	1 3%	11 5%	2 25%	4 2%	9 13%ai	2 8%	11 4%	4 7%	10 4%	2 2%	9 4%	1 8%	1 *	14 10%au	7 8%av	6 2%	16 7%aw		
3 -	7 1%	19 2%	9 3%	14 2%	1 2%	1 3%	7 3%	-	1 *	6 9%ai	2 8%	5 2%	4 7%a	7 3%	1 1%	6 3%	-	2 1%	7 5%au	5 6%av	2 1%	12 5%aw		
2 -	15 3%a	11 1%	7 2%	11 2%	4 9%a	3 9%a	-	-	2 1%	-	-	2 1%	5 8%a	6 3%	2 2%	2 1%	1 8%	1 *	3 2%au	7 8%av	4 1%	7 3%aw		
1 - Extremely dissatisfied (1)	12 2%	37 5%a	9 3%	46 8%abc	7 16%a	1 3%	-	1 13%	-	-	-	9 3%	-	22 9%	6 6%	16 7%	15 15%	1 *	5 3%au	40 45%av	4 1%	40 17%aw		
Not applicable	2 *	6 1%	1 *	12 2%abc	-	1 3%a	-	-	1 *	-	-	-	-	6 3%	-	5 2%	8 8%	3 1%	5 3%au	4 4%av	2 1%	8 3%aw		
NET: Dissatisfied (1-3)	34 7%	67 8%	25 8%	71 12%abc	12 27%a	5 14%a	7 3%	1 13%	3 1%	6 9%ai	16 67%	7 3%	18 30%a	35 15%	9 9%	24 10%	3 23%	4 1%	15 10%au	52 59%av	10 3%	59 25%aw		
NET: Neutral (4-6)	143 28%ad	167 21%	80 24%	112 19%	7 16%	10 29%	60 25%	3 38%	33 14%	41 60%ai	6 25%	59 22%	20 33%	40 17%	14 15%	55 23%	3 23%	24 7%	67 46%au	21 24%av	42 12%	70 30%aw		
NET: Satisfied (7-10)	328 65%	556 70%	226 68%	383 66%	26 58%	19 54%	177 73%ah	4 50%	203 85%ai	21 31%	2 8%	203 75%aj	22 37%	151 65%	73 76%ap	153 65%	6 46%	313 91%at	58 40%au	12 13%	283 84%aw	97 41%		
Mean score	7.26	7.29	7.47	7.18	6.20	6.68	7.85gh	6.50	8.41i	5.82	2.79	7.97o	5.23	6.95	7.65p	7.28	6.08	8.69uv	5.92v	3.21	8.32w	5.54		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 115

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

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

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	507	796	332	578	82*	133	281	11**	349	108	50*	399	105	354	178	228	36*	493	212	91*	462	327		
10 - Extremely satisfied (10)	81 16%	138 17%	47 14%	110 19%	17 21%	21 16%	42 15%	9	78 22%lm	1 1%	2 4%	77 19%o	4 4%	59 17%	24 13%	43 19%	12 33%ppr	130 26%uv	8 4%	-	112 24%w	23 7%		
9 - (9)	121 24%bd	110 14%	105 32%abd	84 15%	10 12%	41 31%g	70 25%h	-	115 33%dm	5 5%	1 2%	116 29%e	5 5%	50 14%	28 16%	29 13%	3 8%	102 21%uw	7 3%	1 1%	84 18%w	26 8%		
8 - (8)	66 13%	150 19%acd	42 13%	80 14%	6 7%	15 11%	44 16%	1	52 15%km	12 11%	2 4%	54 14%	12 11%	65 18%	41 23%	38 17%	6 17%	121 25%km	24 11%	5 5%	100 22%w	50 15%		
7 - (7)	83 16%cd	105 13%	33 10%	69 12%	13 16%	11 8%	57 20%h	2	54 15%km	28 26%km	1 2%	68 17%	14 13%	46 13%	32 18%w	24 11%	3 8%	72 15%w	28 13%w	5 5%	68 15%	37 11%		
6 - (6)	54 11%	69 9%	44 13%bd	43 7%	10 12%	19 14%	24 9%	1	26 7%	26 24%km	2 4%	43 11%	11 10%	27 8%	12 7%	27 12%	3 8%	30 6%	33 15%w	6 7%	30 6%	39 12%w		
5 - (5)	37 7%	78 10%	27 8%	47 8%	9 11%	9 7%	18 6%	1	14 4%	21 19%km	2 4%	26 7%	11 10%	38 11%	13 7%	25 11%	2 6%	15 3%	55 26%w	8 9%w	34 7%	44 13%w		
4 - (4)	20 4%	31 4%	8 2%	31 5%	5 6%	5 4%	10 4%	-	6 2%	10 9%w	4 8%w	11 3%	9 9%w	16 5%	10 6%w	4 2%	1 3%	4 1%	20 9%w	7 8%w	10 2%	19 8%w		
3 - (3)	11 2%	31 4%	10 3%	21 4%	-	3 2%	6 2%	2	2 1%	2 2%	7 14%w	-	11 10%w	14 4%	4 2%	13 6%	-	4 1%	16 8%w	11 12%w	8 2%	23 7%w		
2 - (2)	11 2%	17 2%	3 1%	12 2%	3 4%	3 2%	3 1%	2	1 *	2 2%	8 16%w	3 1%	7 7%w	8 2%	5 3%	4 2%	-	2 *	8 4%w	7 8%w	3 1%	14 4%w		
1 - Extremely dissatisfied (1)	21 4%	46 6%	9 3%	52 9%abc	9 11%h	5 4%	7 2%	-	-	1 1%	20 40%w	-	21 20%w	23 6%	7 4%	13 6%	3 8%	-	9 4%w	37 41%w	4 1%	42 12%w		
Not applicable	2 *	21 3%w	4 1%	29 5%bcd	-	1 1%	-	1	1 *	-	1 2%	1 *	-	8 2%	2 1%	8 4%	3 8%ppr	13 3%	4 2%	4 4%	9 2%	10 3%		
NET: Dissatisfied (1-3)	43 8%	94 12%w	22 7%	85 15%ac	12 15%h	11 8%	16 6%	4	3 1%	5 5%w	35 70%w	3 1%	39 37%w	45 13%	16 9%	30 13%	3 8%	6 1%	33 16%w	55 60%w	15 3%	79 24%w		
NET: Neutral (4-6)	111 22%	178 22%	79 24%	121 21%	24 29%h	33 25%	52 19%	2	46 13%	57 52%km	8 16%	80 20%	31 30%w	81 23%	35 20%	56 25%	6 17%	49 10%	108 51%w	21 23%w	74 16%	102 31%w		
NET: Satisfied (7-10)	351 69%bd	503 63%	227 68%w	343 59%	46 56%	88 66%	213 76%gh	4	299 86%km	46 43%w	6 12%	315 79%e	35 33%	220 62%	125 70%w	134 59%	24 67%	425 86%uv	67 32%w	11 12%	364 79%w	136 42%		
Mean score	7.27bd	6.98	7.49bd	6.80	6.57	7.39g	7.49g	5.30	8.24lm	6.10m	3.00	7.94o	4.80	6.88	7.10	6.94	7.61	8.29uv	5.56v	3.13	7.89w	5.65		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 116

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

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

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	507	796	332	578	45*	35*	244	8**	240	68*	24**	269	60*	232	96*	237	13**	344	145	89*	337	234		
10 - Extremely satisfied (10)	81 16%	138 17%	47 14%	110 19%	6 13%	4 11%	35 14%	2 25%	47 20%	-	-	45 17%	2 3%	40 17%	32 33%pr	37 16%	1 8%	107 31%uw	1 1%	2 2%	98 29%w	11 5%		
9 -	121 24%bd	110 14%	105 32%abd	84 15%	10 22%	5 14%	88 36%bd	2 25%	104 43%	1 1%	-	101 38%	4 7%	26 11%	12 13%	43 18%g	3 23%	69 20%uw	9 6%	6 7%	61 18%w	20 9%		
8 -	66 13%	150 19%acd	42 13%	80 14%	4 9%	5 14%	32 13%	1 13%	31 13%	10 15%	1 4%	35 13%	6 10%	34 15%	15 16%	29 12%	2 15%	69 20%uw	9 6%	2 2%	59 18%w	20 9%		
7 -	83 16%bd	105 13%	33 10%	69 12%	4 9%	4 11%	25 10%	-	20 8%	12 18%	1 4%	27 10%	6 10%	22 9%	10 10%	36 15%	1 8%	35 10%	30 21%w	4 4%	39 12%	30 13%		
6 -	54 11%	69 9%	44 13%bd	43 7%	3 7%	7 20%	34 14%	-	23 10%	17 25%w	4 17%	30 11%	13 22%	23 10%	4 4%	15 6%	1 8%	18 5%	21 14%w	4 4%	17 5%	26 11%w		
5 -	37 7%	78 10%	27 8%	47 8%	4 9%	4 11%	19 8%	-	9 4%	17 25%w	1 4%	20 7%	7 12%	21 9%	7 7%	19 8%	-	12 3%	30 21%w	5 6%	18 5%	29 12%w		
4 -	20 4%	31 4%	8 2%	31 5%	1 2%	1 3%	5 2%	1 13%	1 *	4 6%w	3 13%	4 1%	4 7%	12 5%	4 4%	13 5%	2 15%	4 1%	20 14%w	7 8%w	10 3%	21 9%w		
3 -	11 2%	31 4%	10 3%	21 4%	5 11%w	2 6%w	2 1%	1 13%	2 1%	4 6%w	4 17%	4 1%	6 10%w	10 4%	2 2%	9 4%	-	6 2%	7 5%	8 9%w	4 1%	17 7%w		
2 -	11 2%	17 2%	3 1%	12 2%	3 7%w	-	-	-	-	-	-	1 *	2 3%w	4 2%	1 1%	6 3%	1 8%	3 1%	5 3%w	4 4%w	4 1%	8 3%		
1 - Extremely dissatisfied (1)	21 4%	46 6%w	9 3%	52 9%abc	5 11%w	2 6%w	2 1%	-	2 1%	1 1%	6 25%	1 *	8 13%w	26 11%	7 7%	17 7%	2 15%	4 1%	5 3%	43 40%w	9 3%	41 10%w		
Not applicable	2 *	21 3%w	4 1%	29 5%abd	-	1 3%	2 1%	1 13%	1 *	2 3%	1 4%	2 *	2 3%w	14 6%	2 2%	13 5%	-	17 5%	8 6%	4 4%	18 5%	11 5%		
NET: Dissatisfied (1-3)	43 8%	94 12%w	22 7%	85 15%ac	13 29%w	4 11%w	4 2%	1 13%	4 2%	5 7%w	13 54%	6 2%	16 27%w	40 17%	10 10%	32 14%	3 23%	13 4%	17 12%w	55 62%w	17 5%	66 28%w		
NET: Neutral (4-6)	111 22%	178 22%	79 24%	121 21%	8 18%	12 34%	58 24%	1 13%	33 14%	38 50%w	8 33%	54 20%	24 40%w	56 24%	15 16%	47 20%	3 23%	34 10%	71 49%w	16 16%w	45 13%	76 32%w		
NET: Satisfied (7-10)	351 69%bd	503 63%w	227 68%w	343 59%	24 53%	18 51%	180 74%gh	5 63%	202 84%w	23 34%	2 8%	208 77%w	18 30%	122 53%	69 72%pr	145 61%	7 54%	280 81%uw	49 34%w	14 16%	257 76%w	81 35%		
Mean score	7.27bd	6.98	7.49bd	6.80	6.18	6.68	7.85gh	7.57	6.33	5.89	3.48	7.98o	5.26	6.49	7.53pr	6.85	6.00	6.26uw	5.58w	3.18	7.85w	5.17		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 117

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

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

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	507	796	332	578	82*	133	281	11**	349	108	50*	399	105	354	178	228	36*	493	212	91*	462	327		
10 - Extremely satisfied (10)	79 16%	95 12%	78 23% <i>abd</i>	94 16%	13 16%	25 19%	41 15%	-	77 22% <i>lm</i>	2 2%	-	77 19%	2 2%	43 12%	22 12%	23 10%	7 10%	91 18% <i>uv</i>	4 2%	-	82 18% <i>uv</i>	12 4%		
9 -	115 23% <i>abd</i>	107 13% <i>d</i>	69 21% <i>abd</i>	54 9%	14 17%	36 27%	64 23%	1 9%	109 31% <i>lm</i>	6 6%	-	112 28%	3 3%	51 14%	31 17% <i>uv</i>	24 11%	1 3%	100 20% <i>uv</i>	7 3%	-	91 20% <i>uv</i>	16 5%		
8 -	92 18% <i>abd</i>	108 14% <i>d</i>	58 17% <i>d</i>	56 10%	7 9%	24 18%	60 21% <i>cd</i>	1 9%	72 21% <i>lm</i>	20 19% <i>lm</i>	-	83 21% <i>cd</i>	9 9%	39 11%	43 24% <i>pr</i>	20 9%	6 17%	89 18% <i>uv</i>	17 8%	2 2%	70 15%	38 12%		
7 -	59 12% <i>d</i>	94 12% <i>d</i>	27 8%	35 6%	13 16%	11 8%	34 12%	1 9%	39 11%	18 17% <i>lm</i>	2 4%	48 12%	10 10%	43 12%	24 13%	26 11%	1 3%	73 15% <i>uv</i>	19 9% <i>uv</i>	2 2%	64 14% <i>uv</i>	30 9%		
6 -	38 7%	50 6%	35 11% <i>abd</i>	28 5%	3 4%	7 5%	28 10%	-	18 5%	20 19% <i>lm</i>	-	31 8%	7 7%	19 5%	11 6%	17 7%	3 8%	26 5%	22 10% <i>uv</i>	2 2%	29 6%	21 6%		
5 -	28 6%	75 9% <i>cd</i>	21 6%	41 7%	4 5%	11 8%	12 4%	1 9%	11 3%	14 13% <i>lm</i>	3 6%	18 5%	10 10% <i>lm</i>	43 12% <i>lm</i>	11 6%	19 8%	2 6%	27 5%	46 22% <i>uv</i>	2 2%	41 9%	34 10%		
4 -	17 3%	37 5% <i>cd</i>	7 2%	35 6% <i>acd</i>	7 9% <i>d</i>	6 5%	4 1%	-	8 2%	9 8% <i>lm</i>	-	11 3%	6 6%	14 4%	9 5%	13 6%	1 3%	13 3%	19 9% <i>d</i>	5 5%	17 4%	19 6%		
3 -	15 3%	27 3% <i>cd</i>	4 1%	22 4% <i>acd</i>	5 6% <i>cd</i>	5 4%	4 1%	1 9%	3 1%	7 6% <i>lm</i>	5 10% <i>lm</i>	5 1%	10 10% <i>lm</i>	13 4%	5 3%	9 4%	-	7 1%	17 8% <i>d</i>	3 3%	6 1%	21 6% <i>lm</i>		
2 -	9 2%	41 5% <i>acd</i>	6 2% <i>acd</i>	41 7% <i>acd</i>	-	3 2%	3 1%	3 27%	2 1%	6 12% <i>lm</i>	6 12% <i>lm</i>	1 *	8 9% <i>lm</i>	15 4%	8 4%	16 7%	2 6%	11 2%	18 8% <i>d</i>	12 13% <i>lm</i>	12 3%	29 9% <i>lm</i>		
1 - Extremely dissatisfied (1)	42 8%	104 13% <i>acd</i>	19 6%	106 18% <i>abcd</i>	13 16% <i>h</i>	4 3%	24 9% <i>d</i>	1 9%	2 1%	30 27% <i>lm</i>	30 60% <i>lm</i>	4 1%	37 35% <i>lm</i>	48 14% <i>cd</i>	11 6%	41 18% <i>cd</i>	4 11%	18 4%	27 13% <i>lm</i>	59 28% <i>lm</i>	13 3%	90 20% <i>lm</i>		
Not applicable	13 3%	58 7% <i>acd</i>	8 2%	66 11% <i>abcd</i>	3 4%	1 1%	7 2%	2 18%	8 2%	4 8% <i>lm</i>	4 8% <i>lm</i>	9 2%	3 3%	26 7% <i>cd</i>	3 2%	20 9% <i>cd</i>	9 25% <i>pqpr</i>	38 8%	16 8%	4 4%	37 8%	17 5%		
NET: Dissatisfied (1-3)	66 13%	172 22% <i>acd</i>	29 9%	169 29% <i>abcd</i>	18 22% <i>hi</i>	12 9%	31 11%	5 45%	7 2%	41 37% <i>lm</i>	41 82% <i>lm</i>	10 3%	55 52% <i>lm</i>	76 21% <i>lm</i>	24 13%	66 29% <i>pr</i>	6 17%	36 7%	62 29% <i>lm</i>	74 34% <i>lm</i>	31 7%	140 33% <i>lm</i>		
NET: Neutral (4-6)	83 16%	162 20%	63 19%	104 18%	14 17%	24 18%	44 16%	1 9%	37 11%	43 40% <i>lm</i>	3 6%	60 15%	23 22%	76 21%	31 17%	49 21%	6 17%	66 13%	87 41% <i>uv</i>	9 10%	87 19%	74 23%		
NET: Satisfied (7-10)	345 68% <i>abd</i>	404 51% <i>d</i>	232 70% <i>abd</i>	239 41%	47 57%	96 72% <i>gd</i>	199 71% <i>gd</i>	3 27%	297 85% <i>lm</i>	46 43% <i>lm</i>	2 4%	320 80% <i>cd</i>	24 23%	176 50% <i>uv</i>	120 67% <i>pr</i>	93 41%	15 42%	353 72% <i>uv</i>	47 22% <i>uv</i>	4 4%	307 66% <i>uv</i>	96 29%		
Mean score	7.12 <i>bd</i>	6.13 <i>d</i>	7.53 <i>abd</i>	5.64	6.29	7.49 <i>g</i>	7.26 <i>g</i>	4.33	8.24 <i>lm</i>	5.79 <i>m</i>	1.87	8.00 <i>n</i>	3.80	6.11 <i>r</i>	6.91 <i>pr</i>	5.47	6.44	7.55 <i>uv</i>	4.71 <i>v</i>	1.89	7.41 <i>v</i>	4.39		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 118

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

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

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	507	796	332	578	45*	35*	244	8**	240	68*	24**	269	60*	232	96*	237	13**	344	145	89*	337	234		
10 - Extremely satisfied (10)	79 16%	95 12%	78 23% ^{abd}	94 16%	7 16%	4 11%	65 27%	2 25%	76 32% ^{kl}	2 3%	-	74 28% ^{no}	3 5%	29 13%	33 34% ^{pr}	31 13%	1 8%	94 27% ^{tu}	-	-	90 27% ^{wx}	3 1%		
9 - (9)	115 23% ^{abd}	107 13% ^{bd}	69 21% ^{bd}	54 9%	7 16%	7 20%	55 23%	-	64 27% ^{kl}	5 7%	-	64 24% ^{no}	5 8%	25 11%	10 10%	19 8%	-	50 15% ^{tu}	3 2%	1 1%	47 14% ^{wx}	7 3%		
8 - (8)	92 18% ^{abd}	108 14% ^{bd}	58 17% ^{bd}	56 10%	7 16%	4 11%	47 19%	-	48 20%	8 12%	2 8%	52 19%	6 10%	21 9%	12 13%	23 10%	-	42 12% ^{uv}	14 10% ^{uv}	-	45 13% ^{wx}	10 4%		
7 - (7)	59 12% ^{bd}	94 12% ^{bd}	27 8%	35 6%	4 9%	1 3%	21 9%	1 13%	14 6%	12 18% ^{kl}	1 4%	22 8%	5 8%	17 7%	5 5%	12 5%	1 8%	20 6%	14 10% ^{uv}	1 1%	24 7% ^{wx}	11 5%		
6 - (6)	38 7%	50 6%	35 11% ^{bd}	28 5%	3 7%	8 23% ^{gh}	24 10%	-	15 6%	19 28% ^{kl}	1 4%	25 9%	10 17%	9 4%	5 5%	14 6%	-	11 3%	16 11% ^{uv}	1 1%	11 3% ^{wx}	17 7% ^{xy}		
5 - (5)	28 6%	75 9% ^{ac}	21 6%	41 7%	3 7%	4 11%	13 5%	1 13%	10 4%	11 16% ^{kl}	-	17 6%	4 7%	19 8%	4 4%	16 7%	2 15%	15 4%	23 16% ^{uv}	3 3%	15 4% ^{wx}	26 11% ^{xy}		
4 - (4)	17 3%	37 5% ^{ac}	7 2%	35 6% ^{ac}	-	1 3%	5 2%	1 13%	4 2%	2 3%	1 4%	1 *	5 9% ^{ac}	17 7%	3 3%	15 6%	-	18 5%	13 9%	4 4%	15 4% ^{wx}	19 8%		
3 - (3)	15 3%	27 3% ^{ac}	4 1%	22 4% ^{ac}	3 7% ^{ac}	1 3% ^{ac}	-	-	-	1 1%	3 13%	3 1%	1 2%	7 3%	4 4%	10 4%	1 8%	9 3%	7 5%	6 7%	13 4% ^{wx}	9 4%		
2 - (2)	9 2%	41 5% ^{ac}	6 2%	41 7% ^{ac}	3 7% ^{ac}	1 3%	2 1%	-	1 *	3 4% ^{kl}	2 8%	3 1%	3 5% ^{ac}	15 6%	6 6%	17 7%	3 23%	14 4%	19 13% ^{kl}	8 9%	7 2% ^{wx}	34 15% ^{xy}		
1 - Extremely dissatisfied (1)	42 8%	104 13% ^{ac}	19 6%	106 18% ^{abc}	8 18% ^{ac}	3 9%	7 3%	1 13%	4 2%	3 4%	12 50%	4 1%	15 25% ^{kl}	47 20% ^{kl}	10 10%	47 20% ^{kl}	2 15%	21 6%	26 18% ^{kl}	59 60% ^{kl}	23 7% ^{wx}	81 35% ^{xy}		
Not applicable	13 3%	58 7% ^{ac}	8 2%	66 11% ^{abd}	-	1 3%	5 2%	2 25%	4 2%	2 3%	2 8%	4 1%	3 5%	26 11% ^{kl}	4 4%	33 14% ^{kl}	3 23%	50 15% ^{kl}	10 7%	6 7%	47 14% ^{kl}	17 7%		
NET: Dissatisfied (1-3)	66 13%	172 22% ^{ac}	29 9%	169 29% ^{abc}	14 31% ^{kl}	5 14% ^{kl}	9 4%	1 13%	5 2%	7 10% ^{kl}	17 71%	10 4%	19 32% ^{kl}	69 30%	20 21%	74 31%	6 46%	44 13%	52 36% ^{kl}	73 82% ^{kl}	43 13%	124 53% ^{xy}		
NET: Neutral (4-6)	83 16%	162 20%	63 19%	104 18%	6 13%	13 37% ^{gh}	42 17%	2 25%	29 12%	32 47% ^{kl}	2 8%	43 16%	19 32% ^{kl}	45 19%	12 13%	45 19%	2 15%	44 13%	52 36% ^{kl}	8 9%	41 12% ^{kl}	62 26% ^{kl}		
NET: Satisfied (7-10)	345 68% ^{abd}	404 51% ^{bd}	232 70% ^{abd}	239 41%	25 56%	16 46%	188 77% ^{gh}	3 38%	202 84% ^{kl}	27 40%	3 13%	212 79% ^{kl}	19 32%	92 40%	60 63% ^{pr}	85 36%	2 15%	206 60% ^{uv}	31 21% ^{uv}	2 2%	206 61% ^{wx}	31 13%		
Mean score	7.12 ^{bd}	6.13 ^d	7.53 ^{abd}	5.64	6.07	6.53	7.98 ^{gh}	6.17	6.33 ^{kl}	6.09	2.64	6.08 ^{no}	4.95	5.42	7.03 ^{pr}	5.31	3.80	7.33 ^{uv}	4.33 ^{uv}	1.76	7.34 ^{wx}	3.38		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 119

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

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

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	507	796	332	578	82*	133	281	11**	349	108	50*	399	105	354	178	228	36*	493	212	91*	462	327		
10 - Extremely satisfied (10)	75 15%	145 18%	42 13%	131 23% ^{abc}	15 18%	22 17%	37 13%	9	72 21% ^{lm}	1 1%	2 4%	71 18%	4 4%	67 19%	26 15%	44 19%	8 22%	139 28% ^{uv}	6 3%	-	129 28% ^{uv}	15 5%		
9 -	131 26% ^{abd}	119 15%	119 36% ^{abd}	87 15%	13 16%	41 31% ^g	77 27% ^g	-	118 34% ^{lm}	12 11%	1 2%	127 32%	4 4%	54 15%	26 15%	32 14%	7 19%	113 23% ^{uv}	6 3%	-	93 20% ^{uv}	25 8%		
8 -	108 21% ^g	138 17%	55 17%	85 15%	9 11%	33 25% ^g	63 22% ^g	3 27%	89 26% ^{lm}	17 16% ^{lm}	2 4%	97 24% ^g	11 10%	51 14%	43 24% ^g	38 17%	6 17%	113 23% ^{uv}	21 10%	4 4%	92 20% ^{uv}	44 13%		
7 -	73 14%	117 15%	35 11%	63 11%	16 20% ^h	5 4%	51 18% ^h	1 9%	39 11%	32 30% ^{lm}	2 4%	55 14%	17 16%	51 14%	35 20% ^g	29 13%	2 6%	77 16% ^{uv}	36 17% ^{uv}	4 4%	71 15%	46 14%		
6 -	36 7%	77 10%	21 6%	41 7%	8 10%	7 5%	20 7%	1 9%	13 4%	18 17% ^h	5 10% ^h	20 5%	16 15% ^h	37 10%	13 7%	23 10%	4 11%	34 7%	38 18% ^{uv}	5 5%	37 8%	40 12% ^{uv}		
5 -	24 5%	65 8% ^h	23 7%	40 7%	3 4%	12 9% ^h	8 3%	1 9%	9 3%	7 6%	8 16% ^h	10 3%	14 13% ^h	28 8%	9 5%	27 12% ^h	1 3%	10 2%	47 22% ^{uv}	8 9% ^{uv}	20 4%	45 14% ^{uv}		
4 -	17 3%	34 4%	13 4%	29 5%	4 5%	7 5%	6 2%	-	6 2%	10 9% ^h	1 2%	14 4%	3 3%	13 4%	11 6%	8 4%	2 6%	4 1%	22 10% ^{uv}	8 9% ^{uv}	9 2%	24 7% ^{uv}		
3 -	15 3%	28 4%	9 3%	19 3%	4 5%	2 2%	8 3%	1 9%	3 1%	6 6% ^h	6 12% ^h	4 1%	10 10% ^h	16 5%	4 2%	7 3%	1 3%	1 *	15 7% ^{uv}	12 13% ^{uv}	4 1%	24 7% ^{uv}		
2 -	9 2%	18 2%	4 1%	21 4% ^h	1 1%	2 2%	4 1%	2 18%	-	3 3% ^h	6 12% ^h	-	9 9% ^h	8 2%	4 2%	6 3%	-	-	9 4% ^{uv}	9 10% ^{uv}	3 1%	15 5% ^{uv}		
1 - Extremely dissatisfied (1)	18 4%	49 6% ^h	8 2%	55 10% ^{abc}	9 11% ^h	2 2%	7 2%	-	-	2 2% ^h	16 32% ^h	1 *	17 16% ^h	29 8% ^h	6 3%	11 5%	3 8%	-	10 5% ^{uv}	39 42% ^{uv}	2 *	45 14% ^{uv}		
Not applicable	1 *	6 1%	3 1%	7 1%	-	-	-	1 9%	-	-	1 2% ^h	-	-	-	1 1%	3 1% ^g	2 6% ^g	2 *	2 1%	2 2%	2 *	4 1%		
NET: Dissatisfied (1-3)	42 8%	95 12% ^{ac}	21 6%	95 16% ^{abc}	14 17% ^h	6 5%	19 7%	2 27%	3 1%	11 10% ^h	28 56% ^h	5 1%	36 34% ^h	53 15% ^h	14 8%	24 11%	4 11%	1 *	34 16% ^{uv}	60 66% ^{uv}	9 2%	84 26% ^{uv}		
NET: Neutral (4-6)	77 15%	176 22% ^h	57 17%	110 19%	15 18%	26 20% ^h	34 12%	2 18%	28 8%	35 32% ^h	14 28% ^h	44 11%	33 31% ^h	78 22%	33 19%	58 25%	7 19%	48 10%	107 50% ^{uv}	21 23% ^{uv}	66 14%	109 32% ^{uv}		
NET: Satisfied (7-10)	387 76% ^{bd}	519 65% ^h	251 76% ^{bd}	366 63%	53 65%	101 76% ^h	228 81% ^h	5 45%	318 91% ^{lm}	62 57% ^{lm}	7 14%	350 88% ^h	36 34%	223 63%	130 73% ^g	143 63%	23 64%	442 90% ^{uv}	69 33% ^{uv}	8 9%	385 83% ^{uv}	130 40%		
Mean score	7.49 ^{bd}	7.01	7.64 ^{bd}	6.88	6.74	7.74 ^g	7.64 ^g	5.90	6.38 ^{lm}	6.38 ^{lm}	3.65	6.15 ^o	5.01	6.86	7.21	7.04	7.29	6.40 ^{uv}	5.51 ^v	2.87	6.13 ^v	5.44		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 120

Q101: And how satisfied were you with the following aspects of [Provider]'s customer service?
Willingness to help resolve your issue.

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	507	796	332	578	45*	35*	244	8**	240	68*	24**	269	60*	232	96*	237	13**	344	145	89*	337	234
10 - Extremely satisfied (10)	75 15%	145 18%	42 13%	131 23% ^{abcd}	9 20%	5 14%	26 11%	2 25%	39 16%	3 4%	-	39 14%	2 3%	46 20%	33 34% ^{apr}	50 21%	2 15%	129 38% ^{uv}	1 1%	1 1%	119 35% ^{uv}	11 5%
9 -	131 26% ^{abd}	119 15%	119 36% ^{abd}	87 15%	5 11%	5 14%	108 44% ^{gh}	1 13%	115 48%	4 6%	-	117 43%	2 3%	28 12%	17 18%	42 18%	-	75 22% ^{uv}	9 6%	3 3%	70 21% ^{uv}	16 7%
8 -	108 21% ^{cd}	138 17%	55 17%	85 15%	9 20%	5 14%	41 17%	-	44 18%	10 15%	1 4%	46 17%	9 15%	37 16%	14 15%	33 14%	1 8%	68 20% ^{uv}	15 10% ^{uv}	2 2%	62 18% ^{uv}	22 9%
7 -	73 14%	117 15%	35 11%	63 11%	5 11%	1 3%	28 11%	1 13%	15 6%	16 24% ^{kl}	4 17%	26 10%	9 15%	27 12%	10 10%	25 11%	1 8%	34 10% ^{uv}	27 19% ^{uv}	2 2%	39 12%	24 10%
6 -	36 7%	77 10%	21 6%	41 7%	4 9%	4 11%	13 5%	-	7 3%	13 19% ^{kl}	1 4%	13 5%	8 13%	20 9%	3 3%	16 7%	2 15%	10 3%	28 19% ^{uv}	3 3%	14 4%	27 12% ^{uv}
5 -	24 5%	65 8% ^{ab}	23 7%	40 7%	3 7%	5 14%	15 6%	-	9 4%	11 16% ^{kl}	3 13%	14 5%	9 15%	15 6%	7 7%	17 7%	1 8%	12 3%	22 15% ^{uv}	6 7%	14 4%	26 11% ^{uv}
4 -	17 3%	34 4%	13 4%	29 5%	1 2%	3 9%	8 3%	1 13%	4 2%	8 12% ^{kl}	1 4%	8 3%	5 8%	13 6%	2 2%	13 5%	1 8%	3 1%	18 12% ^{uv}	8 9% ^{uv}	7 2%	22 8% ^{uv}
3 -	15 3%	28 4%	9 3%	19 3%	3 7%	1 3%	3 1%	2 25%	4 2%	2 3%	3 13%	5 2%	3 5%	9 4%	2 2%	8 3%	-	2 1%	9 6% ^{uv}	8 9% ^{uv}	3 1%	16 7% ^{uv}
2 -	9 2%	18 2%	4 1%	21 4% ^{ac}	1 2% ^{kl}	3 9% ^{kl}	-	-	1 *	1 1%	1 8%	3 *	3 5% ^{kl}	8 3%	9 2%	2 4%	2 15%	2 1%	12 8% ^{uv}	7 8% ^{uv}	1 *	20 9% ^{uv}
1 - Extremely dissatisfied (1)	18 4%	49 6% ^{ab}	8 2%	55 10% ^{abcd}	5 11%	1 3%	1 1%	-	-	-	8 33%	-	8 13% ^{kl}	27 12%	5 5%	22 9%	1 8%	4 1%	3 2%	48 34% ^{uv}	6 2%	47 20% ^{uv}
Not applicable	1 *	6 1%	3 1%	7 1%	-	2 6% ^{kl}	-	1 13%	2 1%	-	1 4%	-	2 3% ^{kl}	2 1%	1 1%	2 1%	2 15%	5 1%	1 1%	1 1%	2 1%	3 1%
NET: Dissatisfied (1-3)	42 8%	95 12% ^{ac}	21 6%	95 16% ^{abcd}	9 20% ^{kl}	5 14% ^{kl}	5 2%	2 25%	5 2%	3 4%	13 54%	6 2%	14 23% ^{uv}	44 19% ^{uv}	9 9%	39 16%	3 23%	8 2%	24 17% ^{uv}	63 71% ^{uv}	10 3%	83 35% ^{uv}
NET: Neutral (4-6)	77 15%	176 22% ^{ab}	57 17%	110 19%	8 18%	12 34% ^{kl}	36 15%	1 13%	20 8%	32 47% ^{kl}	5 21%	35 13%	22 37% ^{kl}	48 21%	12 13%	46 19%	4 31%	25 7%	68 47% ^{uv}	17 19% ^{uv}	35 10%	75 32% ^{uv}
NET: Satisfied (7-10)	387 76% ^{abd}	519 65% ^{ab}	251 76% ^{abd}	366 63%	28 62%	16 46%	203 83% ^{gh}	4 50%	213 89% ^{kl}	33 49%	5 21%	228 85% ^{kl}	22 37%	138 59%	74 77% ^{apr}	150 63%	4 31%	306 89% ^{uv}	52 36% ^{uv}	8 9%	290 86% ^{uv}	73 31%
Mean score	7.49 ^{bd}	7.01	7.64 ^{bd}	6.88	6.69	6.45	8.00 ^{gh}	6.57	8.40	6.34	3.57	8.14 ^o	5.33	6.58	7.80 ^{pr}	6.87	5.55	8.53 ^{uv}	5.58 ^{uv}	2.65	8.32 ^{uv}	4.82

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
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Table 121

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

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

	Supplier				BT									SKY								
	Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved				
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	507	796	332	578	82*	133	281	11**	349	108	50*	399	105	354	178	228	36*	493	212	91*	462	327
Ease of finding provider contact details	310 61%	514 65%	221 67%	405 70%ab	45 55%	84 63%	177 63%	4 36%	278 80%lm	21 19%	11 22%	275 69%nd	35 33%	227 64%	121 68%	145 64%	21 58%	415 84%uv	76 36%	23 25%	356 77%wx	155 47%
The time taken to handle your issue	349 69%bd	477 60%	232 70%bd	320 55%	49 60%	87 65%	209 74%qj	4 36%	303 87%lm	42 39%	4 8%	321 80%nd	27 26%	203 57%	117 66%	138 61%	19 53%	423 85%uv	45 21%	9 10%	354 77%wx	119 36%
Getting the issue resolved to your satisfaction	385 76%bd	502 63%	253 76%bd	348 60%	55 67%	97 73%	228 81%qj	5 45%	328 94%lm	54 50%	3 6%	357 89%nd	27 26%	224 63%	121 68%na	139 61%	18 50%	443 90%uv	54 25%	5 5%	380 82%wx	120 37%
Courtesy and politeness of advisors	320 63%	583 73%ad	226 68%	395 68%	50 61%	90 68%	175 62%	5 45%	271 78%lm	34 31%	15 30%	275 69%nd	44 42%	247 70%	137 77%	175 77%	24 67%	453 82%uv	105 50%	25 27%	391 85%wx	188 57%
Advisor doing what they said they would do	328 65%	556 70%	226 68%	383 66%	46 56%	87 65%	189 67%	6 55%	279 80%lm	40 37%	9 18%	284 71%nd	43 41%	235 66%	134 75%na	164 72%	23 64%	448 91%uv	90 42%	18 20%	386 84%wx	166 51%
Logging of query details to avoid having to repeat yourself	351 69%bd	503 63%	227 68%bd	343 59%	46 56%	88 66%	213 76%qj	4 36%	299 86%lm	46 43%	6 12%	315 79%nd	35 33%	220 62%	125 70%na	134 59%	24 67%	425 86%uv	67 32%	11 12%	364 79%wx	136 42%
Offering compensation or a goodwill payment	345 68%bd	404 51%nd	232 70%bd	239 41%	47 57%	96 72%qj	199 71%qj	3 27%	297 85%lm	46 43%	2 4%	320 80%nd	24 23%	176 50%na	120 67%qpr	93 41%	15 42%	353 72%uv	47 22%	4 4%	307 66%wx	96 29%
Willingness to help resolve your issue	387 76%bd	519 65%	251 76%bd	366 63%	53 65%	101 76%	228 81%qj	5 45%	318 91%lm	62 57%	7 14%	350 88%nd	36 34%	223 63%	130 73%qpr	143 63%	23 64%	442 80%uv	69 33%	8 9%	385 82%wx	130 40%

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 122

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

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

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	507	796	332	578	45*	35*	244	8**	240	68*	24**	269	60*	232	96*	237	13**	344	145	89*	337	234		
Ease of finding provider contact details	310	514	221	405	25	19	172	5	199	18	4	201	19	158	74	166	7	305	66	34	274	125		
	61%	65%	67%	70%ab	56%	54%	70%aj	63%	83%ai	26%	17%	75%ae	32%	68%	77%	70%	54%	89%au	46%	38%	81%aw	53%		
The time taken to handle your issue	349	477	232	320	26	19	182	5	207	24	1	214	17	126	60	129	5	279	35	6	252	64		
	69%bd	60%	70%bd	55%	58%	54%	75%aj	63%	86%ai	35%	4%	80%ae	28%	54%	63%	54%	38%	81%au	24%av	7%	75%aw	27%		
Getting the issue resolved to your satisfaction	385	502	253	348	25	21	203	4	216	35	2	228	24	134	73	137	4	303	43	2	287	58		
	76%bd	63%	76%bd	60%	56%	60%	63%aj	50%	90%ai	51%	8%	69%ae	40%	58%	76%ap	58%	31%	86%au	30%av	2%	65%aw	25%		
Courtesy and politeness of advisors	320	583	226	395	24	17	180	5	198	21	7	203	22	155	74	160	6	310	58	27	274	116		
	63%	73%ad	68%	68%	53%	49%	74%aj	63%	83%ai	31%	29%	75%ae	37%	67%	77%	68%	46%	90%au	40%	30%	81%aw	50%		
Advisor doing what they said they would do	328	556	226	383	26	19	177	4	203	21	2	203	22	151	73	153	6	313	58	12	283	97		
	65%	70%	68%	66%	58%	54%	72%aj	50%	85%ai	31%	8%	76%ae	37%	65%	76%ap	65%	46%	81%au	40%av	13%	84%aw	41%		
Logging of query details to avoid having to repeat yourself	351	503	227	343	24	18	180	5	202	23	2	208	18	122	69	145	7	280	49	14	257	81		
	69%bd	63%	68%bd	59%	53%	51%	74%aj	63%	84%ai	34%	8%	77%ae	30%	53%	72%ap	61%	54%	81%au	34%av	16%	76%aw	35%		
Offering compensation or a goodwill payment	345	404	232	239	25	16	188	3	202	27	3	212	19	92	60	85	2	206	31	2	206	31		
	68%bd	51%bd	70%bd	41%	56%	46%	77%aj	38%	84%ai	40%	13%	79%ae	32%	40%	63%ap	36%	15%	60%au	21%av	2%	61%aw	13%		
Willingness to help resolve your issue	387	519	251	366	28	16	203	4	213	33	5	228	22	138	74	150	4	306	52	8	290	73		
	76%bd	65%	76%bd	63%	62%	46%	82%aj	50%	89%ai	49%	21%	85%ae	37%	59%	77%ap	63%	31%	88%au	30%av	9%	80%aw	31%		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 123

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

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

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	507	796	332	578	82*	133	281	11**	349	108	50*	399	105	354	178	228	36*	493	212	91*	462	327		
Completely resolved	399	462	269	337	50	107	237	5	325	70	4	399	-	202	111	128	21	374	77	11	462	-		
	79% ^{abd}	58%	61% ^{abd}	58%	61%	80% ^{ag}	64% ^{ag}	45%	93% ^{dm}	65% ^{dm}	8%	100% ^{od}	-	57%	62%	56%	58%	76% ^{tuw}	36% ^{tuw}	12%	100% ^{wx}	-		
Partly resolved	65	229	44	165	19	20	23	3	21	29	15	-	65	104	52	66	7	101	101	27	-	229		
	13%	29% ^{acd}	13%	29% ^{acd}	23% ^{hj}	15% ^{hj}	8%	27%	6%	27% ^{ak}	30% ^{ak}	-	62% ^{nh}	29%	29%	29%	19%	20%	48% ^{hu}	30%	-	70% ^{wx}		
Not resolved at all	40	98	16	69	12	6	20	2	2	9	29	-	40	47	13	32	6	15	32	51	-	98		
	8%	12% ^{acd}	5%	12% ^{acd}	15% ^{hj}	5%	7%	18%	1%	8% ^{ak}	38% ^{ak}	-	38% ^{nh}	13% ^{qd}	7%	14% ^{qd}	17%	3%	15% ^{tu}	53% ^{tu}	-	30% ^{wx}		
Don't know	3	7	3	7	1	-	1	1	1	-	2	-	-	1	2	2	2	3	2	2	-	-		
	1%	1%	1%	1%	1%	-	*	9%	*	-	4% ^{kl}	-	-	*	1%	1%	6% ^{pr}	1%	1%	2%	-	-		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 124

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

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

	Supplier				TALK TALK								VIRGIN MEDIA									
					Issue				Satisfaction				Resolved		Issue				Satisfaction			
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	507	796	332	578	45*	35*	244	8**	240	68*	24**	269	60*	232	96*	237	13**	344	145	89*	337	234
Completely resolved	399	462	269	337	25	18	221	5	220	45	4	269	-	126	67	140	4	275	52	10	337	-
	79% ^{abd}	58%	61% ^{abd}	58%	56%	51%	91% ^{gh}	63%	92%	66%	17%	100% ^{no}	-	54%	70% ^{op}	59%	31%	80% ^{uv}	36% ^{uv}	11%	100% ^{no}	-
Partly resolved	65	229	44	165	12	16	16	-	18	20	6	-	44	68	26	66	5	61	76	28	-	165
	13%	29% ^{acd}	13%	29% ^{acd}	27% ^{hj}	46% ^{kl}	7%	-	8%	29% ^{kl}	25%	-	73% ^{no}	29%	27%	28%	38%	18%	52% ^{uv}	31% ^{uv}	-	71% ^{uv}
Not resolved at all	40	98	16	69	8	-	6	2	-	2	14	-	16	35	2	30	2	3	17	49	-	69
	8%	12% ^{acd}	5%	12% ^{acd}	18% ^{hj}	-	2%	25%	-	3% ^{kl}	58%	-	27% ^{no}	15% ^{op}	2%	13% ^{qd}	15%	1%	12% ^{uv}	55% ^{uv}	-	29% ^{uv}
Don't know	3	7	3	7	-	1	1	1	2	1	-	-	-	3	1	1	2	5	-	2	-	-
	1%	1%	1%	1%	-	3%	*	13%	1%	1%	-	-	-	1%	1%	*	15%	1%	-	2%	-	-

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 125

Q12: How many times have you been in contact with [Provider] in relation to this particular complaint so far?

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

	Supplier				BT							SKY										
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	507	796	332	578	82*	133	281	11**	349	108	50*	399	105	354	178	228	36*	493	212	91*	462	327
Once (1)	334	330	230	252	42	85	201	6	276	53	5	320	14	156	64	93	17	251	60	19	246	83
Twice (2)	73	237	40	149	17	23	32	1	40	28	5	45	27	111	52	64	10	148	69	20	131	103
Three times (3)	50	117	40	80	8	13	27	2	21	18	11	21	29	47	31	37	2	56	45	16	49	67
Four times (4)	15	46	8	38	4	4	7	-	7	3	5	6	9	16	12	16	2	17	18	11	14	32
Five times or more (5)	29	51	10	46	10	8	11	-	3	6	20	5	24	20	12	16	3	12	17	22	15	35
Don't know	6	15	4	13	1	-	3	2	2	-	4	2	2	4	7	2	2	9	3	3	7	7
Mean score	1.67	2.04 ^{ac}	1.56	2.07 ^{ac}	2.05 ^h	1.70	1.54	1.56	1.33	1.90 ^k	3.65 ^l	1.31	3.02 ⁿ	1.95	2.16	2.11	1.94	1.74	2.34 ^t	2.97 ^u	1.73	2.48 ^w

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 126

Q12: How many times have you been in contact with [Provider] in relation to this particular complaint so far?

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

	Supplier				TALK TALK							VIRGIN MEDIA										
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	507	796	332	578	45*	35*	244	8**	240	68*	24**	269	60*	232	96*	237	13**	344	145	89*	337	234
Once (1)	334	330	230	252	11	8	208	3	190	37	3	224	6	104	28	111	9	187	49	16	196	51
Twice (2)	73	237	40	149	13	12	12	3	23	14	3	26	13	58	35	53	3	95	45	9	83	66
Three times (3)	50	117	40	80	13	9	17	1	20	12	8	13	26	31	17	31	1	31	27	22	28	52
Four times (4)	15	46	8	38	3	2	3	-	3	2	3	3	5	18	4	16	-	18	9	11	13	24
Five times or more (5)	29	51	10	46	4	2	3	1	3	2	5	3	7	18	7	21	-	5	12	29	9	37
Don't know	6	15	4	13	1	2	1	-	1	1	2	-	3	3	5	5	-	8	3	2	8	4
Mean score	1.67	2.04	1.56	2.07	2.45	2.33	1.28	2.13	1.35	1.78	3.18	1.27	2.89	2.07	2.20	2.06	1.38	1.69	2.23	3.32	1.65	2.70

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 127

Q13 How long did it take to resolve the issue with [Provider]/to reach this point in terms of your issue with [Provider]?

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

	Supplier				BT								SKY											
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Issue				Satisfaction				Resolved		Issue				Satisfaction				Resolved	
					Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	507	796	332	578	82*	133	281	11**	349	108	50*	399	105	354	178	228	36*	493	212	91*	462	327		
Less than 1 hour	247	240	204	202	35	75	133	4	208	34	5	235	12	130	28	61	21	178	48	14	173	64		
	49% ^{abd}	30%	61% ^{abcd}	35%	43%	56%	47%	36%	60% ^{klm}	31% ^{lm}	10%	59% ^{no}	11%	37% ^{opq}	16%	27% ^{qr}	58% ^{pqr}	36% ^{stuv}	23%	15%	37% ^{vw}	20%		
Several hours	64	144	36	79	6	12	43	3	41	14	9	50	14	69	34	39	2	88	41	15	86	58		
	13%	18% ^{abcd}	11%	14%	7%	9%	15%	27%	12%	13%	18%	13%	13%	19% st	19% st	17%	6%	18%	19%	16%	19%	18%		
1 day	61	86	16	49	7	12	42	-	48	13	-	53	8	31	28	26	1	57	23	6	59	27		
	12% ^{bc}	11% ^{bc}	5%	8% ^{bc}	9%	9%	15%	-	14% ^{lm}	12% ^{lm}	-	13%	8%	9%	16% ^{pqr}	11%	3%	12%	11%	7%	15% ^{vw}	8%		
2-4 days	47	130	26	82	11	10	23	3	24	20	3	30	16	51	32	43	4	81	38	11	72	58		
	9%	16% ^{abc}	8%	14% ^{abcd}	13%	8%	8%	27%	7%	19% ^{klm}	6%	8%	15% ^{no}	14%	18%	19%	11%	16%	18%	12%	16%	18%		
5-7 days	34	69	15	47	6	8	20	-	16	14	4	18	16	24	21	21	3	42	16	11	33	34		
	7%	9% ^{bc}	5%	8% ^{bc}	7%	6%	7%	-	5%	13% ^{lm}	8%	5%	15% ^{no}	7%	12%	9%	8%	9%	8%	12%	7%	10%		
8-14 days	13	36	11	25	1	8	4	-	3	5	5	7	6	15	13	8	-	17	17	2	14	22		
	3%	5%	3%	4%	1%	6% ^{bc}	1%	-	1%	5% ^{kl}	10% ^{lm}	2%	6% ^{no}	4%	7%	4%	-	3%	6% st	2%	3%	7% ^{vw}		
15-30 days	10	23	6	23	5	2	3	-	5	2	3	1	9	12	5	5	1	9	8	6	9	14		
	2%	3%	2%	4%	6% ^{bc}	2%	1%	-	1%	2%	6% ^{kl}	*	9% ^{no}	3%	3%	2%	3%	2%	4%	7% st	2%	4%		
Over 30 days	21	42	11	44	5	6	10	-	3	4	14	4	16	13	12	16	1	10	13	19	9	32		
	4%	5%	3%	8% ^{abc}	6%	5%	4%	-	1%	4% ^{kl}	28% ^{lm}	1%	15% ^{no}	4%	7%	7%	3%	2%	6% st	21% ^{tu}	2%	10% ^{vw}		
Not sure	10	26	7	27	6	-	3	1	1	2	7	1	8	9	5	9	3	11	8	7	7	18		
	2%	3%	2%	5% ^{abc}	7% ^{hi}	-	1%	9%	*	2%	14% ^{kl}	*	8% ^{no}	3%	3%	4%	8%	2%	4%	8% st	2%	6% ^{vw}		
NET: Less than 1 hour	247	240	204	202	35	75	133	4	208	34	5	235	12	130	28	61	21	178	48	14	173	64		
	49% ^{abd}	30%	61% ^{abcd}	35%	43%	56%	47%	36%	60% ^{klm}	31% ^{lm}	10%	59% ^{no}	11%	37% ^{opq}	16%	27% ^{qr}	58% ^{pqr}	36% ^{stuv}	23%	15%	37% ^{vw}	20%		
NET: Several hours but within a day	125	230	52	128	13	24	85	3	89	27	9	103	22	100	62	65	3	145	64	21	145	85		
	25% ^{bc}	29% ^{abcd}	16%	22% ^{bc}	16%	18%	30% ^{ghij}	27%	26%	25%	18%	26%	21%	28% ^{klm}	33% ^{lm}	29% ^{lm}	8%	29%	30%	23%	31%	26%		
NET: 2-4 days	47	130	26	82	11	10	23	3	24	20	3	30	16	51	32	43	4	81	38	11	72	58		
	9%	16% ^{abc}	8%	14% ^{abcd}	13%	8%	8%	27%	7%	19% ^{klm}	6%	8%	15% ^{no}	14%	18%	19%	11%	16%	18%	12%	16%	18%		
NET: 5 days or more	78	170	43	139	17	24	37	-	27	25	26	30	47	64	51	50	5	78	54	38	65	102		
	15% ^{bc}	21% ^{abc}	13%	24% ^{abcd}	21%	18%	13%	-	8%	23% ^{klm}	28% ^{lm}	8%	45% ^{no}	18%	29% ^{pqr}	22%	14%	16%	25% st	42% ^{tu}	14%	31% ^{vw}		
Mean score	2.89	4.06 ^{ac}	2.43	4.98 ^{abc}	4.69 ⁱ	3.10	2.38	0.94	1.33	3.62 ^k	13.73 ^{kl}	1.22	0.47 ⁿ	3.41	5.09 ^p	4.49	2.59	2.62	4.94 ^t	10.15 ^{tu}	2.46	6.35 ^w		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 128

Q13 How long did it take to resolve the issue with [Provider]/to reach this point in terms of your issue with [Provider]?

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	507	796	332	578	45*	35*	244	8**	240	68*	24**	269	60*	232	96*	237	13**	344	145	89*	337	234
Less than 1 hour	247	240	204	202	14	6	181	3	176	27	1	198	6	103	23	71	5	149	38	15	149	50
Several hours	64	144	36	79	4	4	28	-	20	14	2	30	6	21	12	43	3	43	25	11	44	35
1 day	61	86	16	49	7	5	3	1	9	5	2	9	7	20	10	19	-	37	9	3	32	17
2-4 days	47	130	26	82	9	5	12	-	15	9	2	17	8	26	21	33	2	53	26	3	55	27
5-7 days	34	69	15	47	2	8	5	-	9	5	1	6	9	12	13	20	2	23	14	10	25	22
8-14 days	13	36	11	25	1	1	8	1	4	5	2	6	4	9	3	13	-	9	5	11	7	18
15-30 days	10	23	6	23	3	2	-	1	3	-	3	1	5	11	6	5	1	10	4	9	10	13
Over 30 days	21	42	11	44	4	2	5	-	3	1	7	2	9	22	5	17	-	11	14	19	9	34
Not sure	10	26	7	27	1	2	2	2	1	2	4	-	6	8	3	16	-	9	10	8	6	18
NET: Less than 1 hour	247	240	204	202	14	6	181	3	176	27	1	198	6	103	23	71	5	149	38	15	149	50
NET: Several hours but within a day	125	230	52	128	11	9	31	1	29	19	4	39	13	41	22	62	3	80	34	14	76	52
NET: 2-4 days	47	130	26	82	9	5	12	-	15	9	2	17	8	26	21	33	2	53	26	3	55	27
NET: 5 days or more	78	170	43	139	10	13	18	2	19	11	13	15	27	54	27	55	3	53	37	49	51	87
Mean score	2.89	4.06ac	2.43	4.98abc	5.67i	5.65i	1.32	5.76	1.34	2.27	16.04	0.95	0.65n	5.37	5.12	4.64	3.15	3.01	5.98t	12.17tu	2.83	6.24w

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 129

Q13 How long did it take to resolve the issue with [Provider]?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose issue was completely resolved

	Supplier				Issue				BT Satisfaction			Resolved		SKY Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
	Total	399	462	269	337	50*	107	237	5**	325	70*	4**	399	-**	202	111	128	21**	374	77*	11**	462
Less than 1 hour	235	173	198	149	31	73	127	4	204	31	-	235	-	93	21	45	14	152	18	3	173	-
	59% ^{abd}	37% ^{ac}	74% ^{abbd}	44%	62%	68%	54%	80%	63% ^{kl}	44%	-	59%	-	46% ^{kl}	19%	35% ^{kl}	67%	41% ^{kl}	23%	27%	37%	-
Several hours	50	86	30	44	5	10	35	-	39	11	-	50	-	39	26	20	1	74	12	-	86	-
	13%	19% ^{acd}	11%	13%	10%	9%	15%	-	12%	16%	-	13%	-	19%	23%	16%	5%	20%	16%	-	19%	-
1 day	53	59	9	32	2	10	41	-	42	11	-	53	-	19	17	22	1	44	13	2	59	-
	13% ^{bc}	13% ^{bc}	3%	9% ^{bc}	4%	9%	17% ^{cd}	-	13%	16%	-	13%	-	9%	15%	17% ^{cd}	5%	12%	17%	18%	13%	-
2-4 days	30	72	17	55	7	7	15	1	21	9	-	30	-	30	20	19	3	52	19	1	72	-
	8%	16% ^{ac}	6%	16% ^{ac}	14%	7%	6%	20%	6%	13%	-	8%	-	15%	18%	15%	14%	14%	25% ^{kl}	9%	16%	-
5-7 days	18	33	6	25	2	4	12	-	11	6	1	18	-	9	10	13	1	27	4	2	33	-
	5%	7% ^{bc}	2%	7% ^{bc}	4%	4%	5%	-	3%	9%	25%	5%	-	4%	9%	10% ^{kl}	5%	7%	5%	18%	7%	-
8-14 days	7	14	6	7	1	2	4	-	3	2	2	7	-	5	6	3	-	10	4	-	14	-
	2%	3%	2%	2%	2%	2%	2%	-	1%	3%	50%	2%	-	2%	5%	2%	-	3%	5%	-	3%	-
15-30 days	1	9	1	10	-	-	1	-	1	-	-	1	-	3	4	2	-	4	4	1	9	-
	*	2% ^{bc}	*	3% ^{ac}	-	-	*	-	*	-	-	*	-	1%	4%	2%	-	1%	5% ^{kl}	9%	2%	-
Over 30 days	4	9	2	9	2	1	1	-	3	-	1	4	-	3	4	2	-	4	3	2	9	-
	1%	2%	1%	3%	4% ^{kl}	1%	*	-	1%	-	25%	1%	-	1%	4%	2%	-	1%	4%	18%	2%	-
Not sure	1	7	-	6	-	-	1	-	1	-	-	1	-	1	3	2	1	7	-	-	7	-
	*	2% ^{bc}	-	2% ^{ac}	-	-	*	-	*	-	-	*	-	*	3%	2%	5%	2%	-	-	2%	-
NET: Less than 1 hour	235	173	198	149	31	73	127	4	204	31	-	235	-	93	21	45	14	152	18	3	173	-
	59% ^{abd}	37% ^{ac}	74% ^{abbd}	44%	62%	68%	54%	80%	63% ^{kl}	44%	-	59%	-	46% ^{kl}	19%	35% ^{kl}	67%	41% ^{kl}	23%	27%	37%	-
NET: Several hours but within a day	103	145	39	76	7	20	76	-	81	22	-	103	-	58	43	42	2	118	25	2	145	-
	26% ^{bc}	31% ^{abd}	14%	23% ^{bc}	14%	19%	32% ^{cd}	-	25%	31%	-	26%	-	29%	39%	33%	10%	32%	32%	18%	31%	-
NET: 2-4 days	30	72	17	55	7	7	15	1	21	9	-	30	-	30	20	19	3	52	19	1	72	-
	8%	16% ^{ac}	6%	16% ^{ac}	14%	7%	6%	20%	6%	13%	-	8%	-	15%	18%	15%	14%	14%	25% ^{kl}	9%	16%	-
NET: 5 days or more	30	65	15	51	5	7	18	-	18	8	4	30	-	20	24	20	1	45	15	5	65	-
	8%	14% ^{ac}	6%	15% ^{ac}	10%	7%	8%	-	6%	11%	100%	8%	-	10%	22% ^{kl}	16%	5%	12%	19%	45%	14%	-
Mean score	1.22	2.46 ^{ac}	0.95	2.83 ^{ac}	2.19	1.04	1.11	0.62	1.02	1.40	14.75	1.22	-	1.91	3.89 ^{kl}	2.38	0.83	1.90	4.19 ^{kl}	9.24	2.46	-

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 130

Q13 How long did it take to resolve the issue with [Provider]?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose issue was completely resolved

	Supplier				TALK TALK							Resolved		VIRGIN MEDIA							Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Issue				Satisfaction			Yes (n)	No (o)	Issue				Satisfaction			Yes (w)	No (x)
					Billing and Customer service (g)	Repairs and Installatio n (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfie d (m)			Billing and Customer service (p)	Repairs and Installatio n (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfie d (v)		
Total	399	462	269	337	25**	18**	221	5**	220	45*	4**	269	-**	126	67*	140	4**	275	52*	10**	337	-**
Less than 1 hour	235	173	198	149	10	6	179	3	175	23	-	198	-	73	20	53	3	133	15	1	149	-
	59% ^{abd}	37% ^{ac}	74% ^{abbd}	44%	40%	33%	81%	60%	80% ^{ud}	51%	-	74%	-	58% ^{ep}	30%	38%	75%	48% ^{ud}	29%	10%	44%	-
Several hours	50	86	30	44	3	1	26	-	19	11	-	30	-	10	6	27	1	32	12	-	44	-
	13% ^{ac}	19% ^{acd}	11%	13%	12%	6%	12%	-	9%	24% ^{ud}	-	11%	-	8%	9%	19% ^{ep}	25%	12%	23% ^{ud}	-	13%	-
1 day	53	59	9	32	4	3	1	1	6	2	1	9	-	10	8	14	-	30	1	1	32	-
	13% ^{ac}	13% ^{ac}	3%	9% ^{ac}	16%	17%	*	20%	3%	4%	25%	3%	-	8%	12%	10%	-	11% ^{ud}	2%	10%	9%	-
2-4 days	30	72	17	55	5	4	8	-	11	5	1	17	-	15	17	23	-	41	13	1	55	-
	8% ^{ac}	16% ^{acd}	6%	16% ^{acd}	20%	22%	4%	-	5%	11%	25%	6%	-	12%	25% ^{ep}	16%	-	15%	25%	10%	16%	-
5-7 days	18	33	6	25	2	3	1	-	4	1	1	6	-	9	8	8	-	19	5	1	25	-
	5% ^{ac}	7% ^{ac}	2%	7% ^{ac}	8%	17%	*	-	2%	2%	25%	2%	-	7%	12%	6%	-	7%	10%	10%	7%	-
8-14 days	7	14	6	7	-	1	5	-	3	2	1	6	-	1	1	5	-	4	1	2	7	-
	2%	3%	2%	2%	-	6%	2%	-	1%	4%	25%	2%	-	1%	1%	4%	-	1%	2%	20%	2%	-
15-30 days	1	9	1	10	-	-	-	1	1	-	-	1	-	4	3	3	-	7	1	2	10	-
	*	2% ^{ac}	*	3% ^{acd}	-	-	-	20%	*	-	-	*	-	3%	4%	2%	-	3%	2%	20%	3%	-
Over 30 days	4	9	2	9	1	-	1	-	1	1	-	2	-	3	3	3	-	5	2	2	9	-
	1%	2%	1%	3%	4%	-	*	-	*	2%	-	1%	-	2%	4%	2%	-	2%	4%	20%	3%	-
Not sure	1	7	-	6	-	-	-	-	-	-	-	-	-	1	1	4	-	4	2	-	6	-
	*	2% ^{ac}	-	2% ^{acd}	-	-	-	-	-	-	-	-	-	1%	1%	3%	-	1%	4%	-	2%	-
NET: Less than 1 hour	235	173	198	149	10	6	179	3	175	23	-	198	-	73	20	53	3	133	15	1	149	-
	59% ^{abd}	37% ^{ac}	74% ^{abbd}	44%	40%	33%	81%	60%	80% ^{ud}	51%	-	74%	-	58% ^{ep}	30%	38%	75%	48% ^{ud}	29%	10%	44%	-
NET: Several hours but within a day	103	145	39	76	7	4	27	1	25	13	1	39	-	20	14	41	1	62	13	1	76	-
	26% ^{ac}	31% ^{acd}	14%	23% ^{acd}	28%	22%	12%	20%	11%	23% ^{ud}	25%	14%	-	16%	21%	23% ^{ep}	25%	23%	25%	10%	23%	-
NET: 2-4 days	30	72	17	55	5	4	8	-	11	5	1	17	-	15	17	23	-	41	13	1	55	-
	8% ^{ac}	16% ^{acd}	6%	16% ^{acd}	20%	22%	4%	-	5%	11%	25%	6%	-	12%	25% ^{ep}	16%	-	15%	25%	10%	16%	-
NET: 5 days or more	30	65	15	51	3	4	7	1	9	4	2	15	-	17	15	19	-	35	9	7	51	-
	8% ^{ac}	14% ^{acd}	6%	15% ^{acd}	12%	22%	3%	20%	4%	9%	50%	6%	-	13%	22%	14%	-	13%	17%	70%	15%	-
Mean score	1.22	2.46 ^{ac}	0.95	2.83 ^{ac}	2.50	2.46	0.56	4.72	0.71	1.73	5.25	0.95	-	2.45	4.24	2.58	0.05	2.33	3.34	13.90	2.83	-

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 131

Q13 How long did it take to reach this point in terms of your issue with [Provider]?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose issue was not completely resolved

	Supplier				BT								SKY											
					Issue				Satisfaction				Resolved		Issue				Satisfaction				Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	105	327	60*	234	31*	26**	43*	5**	23**	38*	44*	-**	105	151	65*	98*	13**	116	133	78*	-**	327		
Less than 1 hour	12	64	6	50	4	2	6	-	4	3	5	-	12	37	7	14	6	24	29	11	-	64		
	11%	20%	10%	21% ^{abc}	13%	8%	14%	-	17%	8%	11%	-	11%	25% ^{abc}	11%	14%	46%	21%	22%	14%	-	20%		
Several hours	14	58	6	35	1	2	8	3	2	3	9	-	14	30	8	19	1	14	29	15	-	58		
	13%	18%	10%	15%	3%	8%	19%	60%	9%	8%	20%	-	13%	20%	12%	19%	8%	12%	22% ^{abc}	19%	-	18%		
1 day	8	27	7	17	5	2	1	-	6	2	-	-	8	12	11	4	-	13	10	4	-	27		
	8%	8%	12%	7%	16% ^{abc}	8%	2%	-	26%	5%	-	-	8%	8%	17% ^{abc}	4%	-	11%	8%	5%	-	8%		
2-4 days	16	58	8	27	3	3	8	2	2	11	3	-	16	21	12	24	1	29	19	10	-	58		
	15%	18% ^{abc}	13%	12%	10%	12%	19%	40%	9%	29% ^{abc}	7%	-	15%	14%	18%	24% ^{abc}	8%	25% ^{abc}	14%	13%	-	18%		
5-7 days	16	34	9	22	4	4	8	-	5	8	3	-	16	15	9	8	2	15	11	8	-	34		
	15%	10%	15%	9%	13%	15%	19%	-	22%	21%	7%	-	15%	10%	14%	8%	15%	13%	8%	10%	-	10%		
8-14 days	6	22	4	18	-	6	-	-	-	3	3	-	6	10	7	5	-	7	13	2	-	22		
	6%	7%	7%	8%	-	23%	-	-	-	8%	7%	-	6%	7%	11%	5%	-	6%	10%	3%	-	7%		
15-30 days	9	14	5	13	5	2	2	-	4	2	3	-	9	9	1	3	1	5	4	5	-	14		
	9%	4%	8%	6%	16%	8%	5%	-	17%	5%	7%	-	9%	6%	2%	3%	8%	4%	3%	6%	-	4%		
Over 30 days	16	32	9	34	3	5	8	-	-	4	12	-	16	9	8	14	1	6	10	16	-	32		
	15%	10%	15%	15%	10%	19%	19%	-	-	11%	27%	-	15%	6%	12%	14% ^{abc}	8%	5%	8%	21% ^{abc}	-	10%		
Not sure	8	18	6	18	6	-	2	-	-	2	6	-	8	8	2	7	1	3	8	7	-	18		
	8%	6%	10%	8%	19% ^{abc}	-	5%	-	-	5%	14%	-	8%	5%	3%	7%	8%	3%	6%	9%	-	6%		
NET: Less than 1 hour	12	64	6	50	4	2	6	-	4	3	5	-	12	37	7	14	6	24	29	11	-	64		
	11%	20%	10%	21% ^{abc}	13%	8%	14%	-	17%	8%	11%	-	11%	25% ^{abc}	11%	14%	46%	21%	22%	14%	-	20%		
NET: Several hours but within a day	22	85	13	52	6	4	9	3	8	5	9	-	22	42	19	23	1	27	39	19	-	85		
	21%	26%	22%	22%	19%	15%	21%	60%	35%	13%	20%	-	21%	28%	29%	23%	8%	23%	29%	24%	-	26%		
NET: 2-4 days	16	58	8	27	3	3	8	2	2	11	3	-	16	21	12	24	1	29	19	10	-	58		
	15%	18% ^{abc}	13%	12%	10%	12%	19%	40%	9%	29% ^{abc}	7%	-	15%	14%	18%	24% ^{abc}	8%	25% ^{abc}	14%	13%	-	18%		
NET: 5 days or more	47	102	27	87	12	17	18	-	9	17	21	-	47	43	25	30	4	33	38	31	-	102		
	45% ^{abc}	31%	45% ^{abc}	37%	39%	65%	42%	-	39%	45%	48%	-	45%	28%	38%	31%	31%	28%	29%	40%	-	31%		
Mean score	3.47 ^b	6.35	3.65 ^b	8.24 ^b	9.75	11.59	8.95	1.25	5.75	7.93	13.17	-	9.47	5.32	7.13	7.50	5.73	5.02	5.44	10.06 ^{tu}	-	6.35		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 132

Q13 How long did it take to reach this point in terms of your issue with [Provider]?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose issue was not completely resolved

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	105	327	60*	234	20**	16**	22**	2**	18**	22**	20**	-**	60*	103	28**	96*	7**	64*	93*	77*	-**	234
Less than 1 hour	12	64	6	50	4	-	2	-	1	4	1	-	6	29	3	18	-	13	23	14	-	50
	11%	20%	10%	21% ^{abc}	20%	-	9%	-	6%	18%	5%	-	10%	28%	11%	19%	-	20%	25%	18%	-	21%
Several hours	14	58	6	35	1	3	2	-	1	3	2	-	6	11	6	16	2	11	13	11	-	35
	13%	18%	10%	15%	5%	19%	9%	-	6%	14%	10%	-	10%	11%	21%	17%	29%	17%	14%	14%	-	15%
1 day	8	27	7	17	3	2	2	-	3	3	1	-	7	10	2	5	-	7	8	2	-	17
	8%	8%	12%	7%	15%	13%	9%	-	17%	14%	5%	-	12%	10%	7%	5%	-	11% ^{sw}	9%	3%	-	7%
2-4 days	16	58	8	27	4	1	3	-	3	4	1	-	8	11	4	10	2	12	13	2	-	27
	15%	18% ^{sd}	13%	12%	20%	6%	14%	-	17%	18%	5%	-	13%	11%	14%	10%	29%	19% ^{sw}	14% ^{sw}	3%	-	12%
5-7 days	16	34	9	22	-	5	4	-	5	4	-	-	9	3	5	12	2	4	9	9	-	22
	15%	10%	15%	9%	-	31%	18%	-	28%	18%	-	-	15%	3%	18%	13% ^{sp}	29%	6%	10%	12%	-	9%
8-14 days	6	22	4	18	1	-	3	-	1	2	1	-	4	8	2	8	-	5	4	9	-	18
	6%	7%	7%	8%	5%	-	14%	-	6%	9%	5%	-	7%	8%	7%	8%	-	8%	4%	12%	-	8%
15-30 days	9	14	5	13	3	2	-	-	2	-	3	-	5	7	3	2	1	3	3	7	-	13
	9%	4%	8%	6%	15%	13%	-	-	11%	-	15%	-	8%	7%	11%	2%	14%	5%	3%	9%	-	6%
Over 30 days	16	32	9	34	3	2	4	-	2	-	7	-	9	18	2	14	-	6	12	16	-	34
	15%	10%	15%	15%	15%	13%	18%	-	11%	-	35%	-	15%	17%	7%	15%	-	9%	13%	21%	-	15%
Not sure	8	18	6	18	1	1	2	2	-	2	4	-	6	6	1	11	-	3	8	7	-	18
	8%	6%	10%	8%	5%	6%	9%	100%	-	9%	20%	-	10%	6%	4%	11%	-	5%	9%	9%	-	8%
NET: Less than 1 hour	12	64	6	50	4	-	2	-	1	4	1	-	6	29	3	18	-	13	23	14	-	50
	11%	20%	10%	21% ^{abc}	20%	-	9%	-	6%	18%	5%	-	10%	28%	11%	19%	-	20%	25%	18%	-	21%
NET: Several hours but within a day	22	85	13	52	4	5	4	-	4	6	3	-	13	21	8	21	2	18	21	13	-	52
	21%	26%	22%	22%	20%	31%	18%	-	22%	27%	15%	-	22%	20%	29%	22%	29%	28%	23%	17%	-	22%
NET: 2-4 days	16	58	8	27	4	1	3	-	3	4	1	-	8	11	4	10	2	12	13	2	-	27
	15%	18% ^{sd}	13%	12%	20%	6%	14%	-	17%	18%	5%	-	13%	11%	14%	10%	29%	19% ^{sw}	14% ^{sw}	3%	-	12%
NET: 5 days or more	47	102	27	87	7	9	11	-	10	6	11	-	27	36	12	36	3	18	28	41	-	87
	45% ^{sd}	31%	45% ^{sd}	37%	35%	56%	50%	-	56%	27%	55%	-	45%	35%	43%	38%	43%	28%	30%	52% ^{sd}	-	37%
Mean score	3.47 ^b	6.35	3.65 ^b	8.24 ^b	9.83	9.48	9.61	-	8.90	3.07	18.73	-	9.65	8.93	7.26	7.95	5.81	6.18	6.90	11.66 ^{tu}	-	8.24

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 133

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

Base: All complained about mobile phone service in past 6 months

	Supplier						EE/Orange/T-Mobile						O2						TESCO MOBILE														
	Supplier						Issue			Satisfaction			Resolved		O2						Issue			Satisfaction			Resolved						
	EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	666	729	327	500	258	509	309	125	198	34*	377	193	96*	370	286	286	145	262	36*	440	201	88*	457	268	74*	51*	186	16**	242	66*	19**	264	58*
A billing, pricing or payment issue	252	221	54	164	89	260	252	-	-	-	157	59	36	148	100	221	-	-	-	124	53	44	124	96	54	-	-	-	38	10	6	41	13
The service not performing as it should	198	262	186	179	56	103	-	198	-	108	63	27	104	93	-	262	-	-	-	166	80	16	192	70	-	186	-	143	37	6	162	24	
A problem with a repair to the service	64	61	23	47	35	35	-	64	-	33	20	11	40	23	-	61	-	-	-	38	21	2	32	28	-	23	-	15	5	3	15	7	
A problem relating to the installation or set up of your service	61	84	28	37	41	37	-	61	-	34	22	5	36	24	-	84	-	-	-	59	20	5	55	29	-	28	-	19	6	3	22	6	
Dissatisfaction with customer service from a previous occasion or contact	57	65	20	40	28	51	57	-	-	24	22	11	25	31	65	-	-	-	-	26	22	17	26	37	20	-	-	16	3	1	15	3	
Or something else	34	36	16	33	9	23	-	-	34	21	7	6	17	15	-	-	-	36	27	5	4	28	8	-	-	16	11	5	-	9	5		
SUMMARY:																																	
Billing and Customer service	309	286	74	204	117	311	309	-	-	181	81	47	173	131	286	-	-	-	-	150	75	61	150	133	74	-	-	54	13	7	56	16	
Repairs and Installation	125	145	51	84	76	72	-	125	-	67	42	16	76	47	-	145	-	-	-	97	41	7	87	57	-	51	-	34	11	6	37	13	
Service Issues	198	262	186	179	56	103	-	198	-	108	63	27	104	93	-	262	-	-	-	166	80	16	192	70	-	186	-	143	37	6	162	24	
Something else	34	36	16	33	9	23	-	-	34	21	7	6	17	15	-	-	-	36	27	5	4	28	8	-	-	16	11	5	-	9	5		

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 134

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

Base: All complained about mobile phone service in past 6 months

	Supplier						THREE						VIRGIN MEDIA						VODAFONE															
	EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Issue			Satisfaction			Resolved		Issue			Satisfaction			Resolved		Issue			Satisfaction			Resolved					
							Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfi ed (k)	Neutral (l)	Dissati sified (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfi ed (t)	Neutral (u)	Dissati sified (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfi ed (E)	Neutral (F)	Dissati sified (G)	Yes (H)	No (I)	
Total	666	729	327	500	258	509	204	84*	179	33*	298	132	70*	266	223	117	76*	56*	9**	155	59*	44*	153	104	311	72*	103	23**	232	132	145	248	258	
A billing, pricing or payment issue	252	221	54	164	89	260	164	-	-	-	94	48	22	87	73	89	-	-	-	44	22	23	44	44	260	-	-	-	112	65	83	129	129	
	38%bc	30%c	17%	32%e	34%e	51%abcd	80%hj	-	-	-	32%	36%	31%	33%	33%	76%qr	-	-	-	28%	37%	52%	29%	42%w	84%BC	-	-	-	48%	49%	57%	52%	50%	
The service not performing as it should	198	262	186	179	56	103	-	-	179	-	116	42	21	95	82	-	-	56	-	36	13	7	37	19	-	-	103	-	50	30	23	47	56	
	30%ef	36%ef	57%abde	36%ef	22%	20%	-	-	100%gh	-	39%	32%	30%	36%	37%	-	-	100%pq	-	23%	22%	16%	24%	18%	-	-	100%AB	-	22%	23%	16%	19%	22%	
A problem with a repair to the service	64	61	23	47	35	35	-	47	-	-	31	9	7	30	17	-	35	-	-	24	8	3	21	14	-	35	-	-	22	5	8	24	11	
	10%	8%	7%	9%	14%cd	7%	-	50%gj	-	-	10%	7%	10%	11%	8%	-	46%pr	-	-	15%	14%	7%	14%	13%	-	40%AC	-	-	4%	4%	6%	10%	4%	
A problem relating to the installation or set up of your service	61	84	28	37	41	37	-	37	-	-	21	11	5	21	16	-	41	-	-	34	5	2	33	8	-	37	-	-	21	8	8	16	21	
	9%	12%cd	9%	7%	16%acd	7%	-	44%gj	-	-	7%	8%	7%	8%	7%	-	54%qr	-	-	22%uw	8%	5%	22%w	8%	-	51%AC	-	-	9%	6%	6%	6%	8%	
Dissatisfaction with customer service from a previous occasion or contact	57	65	20	40	28	51	40	-	-	-	15	16	9	15	24	28	-	-	-	11	10	7	11	17	51	-	-	-	16	16	19	19	31	
	9%	9%	6%	8%	11%e	10%e	20%hj	-	-	-	5%	12%k	13%k	6%	11%o	24%r	-	-	-	7%	17%q	16%	7%	10%w	16%BC	-	-	-	7%	12%	13%	8%	12%	
Or something else	34	36	16	33	9	23	-	-	-	33	21	6	6	18	11	-	-	-	9	6	1	2	7	2	-	-	-	23	11	8	4	13	10	
	5%	5%	5%	7%	3%	5%	-	-	-	100%gh	7%	5%	9%	7%	5%	-	-	-	100%	4%	2%	5%	5%	2%	-	-	-	100%	5%	6%	3%	5%	4%	
SUMMARY:																																		
Billing and Customer service	309	286	74	204	117	311	204	-	-	-	109	64	31	102	97	117	-	-	-	55	32	30	55	61	311	-	-	-	128	81	102	148	160	
	46%bc	39%c	23%	41%e	45%e	61%abc	100%hj	-	-	-	37%	48%k	44%	38%	43%	100%qr	-	-	-	35%	54%q	68%q	36%	59%w	100%BC	-	-	-	55%	61%	70%E	60%	62%	
Repairs and Installation	125	145	51	84	76	72	-	84	-	-	52	20	12	51	33	-	76	-	-	58	13	5	54	22	-	72	-	-	43	13	16	40	32	
	18%d	20%l	16%	17%	29%abcd	14%	-	100%gj	-	-	17%	15%	17%	19%	15%	-	100%pr	-	-	37%uw	22%	11%	35%w	21%	-	100%AC	-	-	19%F	10%	11%	16%	12%	
Service Issues	198	262	186	179	56	103	-	-	179	-	116	42	21	95	82	-	-	56	-	36	13	7	37	19	-	-	103	-	50	30	23	47	56	
	30%ef	36%ef	57%abde	36%ef	22%	20%	-	-	100%gh	-	39%	32%	30%	36%	37%	-	-	100%pq	-	23%	22%	16%	24%	18%	-	-	100%AB	-	22%	23%	16%	19%	22%	
Something else	34	36	16	33	9	23	-	-	-	33	21	6	6	18	11	-	-	-	9	6	1	2	7	2	-	-	-	23	11	8	4	13	10	
	5%	5%	5%	7%	3%	5%	-	-	-	100%gh	7%	5%	9%	7%	5%	-	-	-	100%	4%	2%	5%	5%	2%	-	-	-	100%	5%	6%	3%	5%	4%	

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

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 135

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

Billing and Customer service

Base: All complained about mobile phone service in past 6 months - Billing and Customer service complaint

	Supplier						EE/Orange/T-Mobile							O2							TESCO MOBILE												
	EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
							Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	309	286	74*	204	117	311	309	**	**	**	181	81*	47*	173	131	286	**	**	**	150	75*	61*	150	133	74*	**	**	**	54*	13**	7**	56*	16**
Bill was a lot higher than expected	81	66	18	53	27	85	81	-	-	-	49	21	11	50	31	66	-	-	-	33	15	18	36	30	18	-	-	-	11	6	1	11	7
Bill was inaccurate	67	49	18	35	17	97	67	-	-	-	43	17	7	43	23	49	-	-	-	27	15	7	25	24	18	-	-	-	13	3	2	16	2
Bill contained items I shouldn't have been charged for	66	68	11	45	26	96	66	-	-	-	41	16	9	38	26	68	-	-	-	37	16	15	36	32	11	-	-	-	9	1	1	9	2
Payment issues (including setting up/making a payment, non-direct debit charges)	33	27	10	21	19	39	33	-	-	-	19	10	4	18	15	27	-	-	-	20	5	2	19	8	10	-	-	-	9	1	-	8	2
Getting a refund, credit note or cashback	30	32	11	16	14	42	30	-	-	-	21	4	5	20	10	32	-	-	-	14	7	11	14	18	11	-	-	-	9	1	1	9	2
Costs of international and roaming calls	21	32	8	13	13	20	21	-	-	-	16	3	2	16	5	32	-	-	-	19	6	7	15	17	8	-	-	-	6	1	1	7	1
The format of the bill	17	18	10	11	11	15	17	-	-	-	13	3	1	12	4	18	-	-	-	10	6	2	11	7	10	-	-	-	9	1	-	9	1
Rude/dismissive	17	17	7	12	5	15	17	-	-	-	6	7	4	8	9	17	-	-	-	4	8	5	5	11	7	-	-	-	7	-	-	7	-
Pre-pay credit lost or not credited to card	16	17	3	11	8	14	16	-	-	-	10	4	2	10	6	17	-	-	-	8	7	2	11	6	3	-	-	-	3	-	-	3	-
Didn't do what they said they would do	16	28	6	8	6	16	16	-	-	-	5	7	4	6	10	28	-	-	-	11	9	8	11	17	6	-	-	-	4	1	1	4	1
Unable to get through to anyone	11	17	6	7	6	7	11	-	-	-	7	3	1	5	6	17	-	-	-	6	8	3	7	10	6	-	-	-	6	-	-	5	-
Took too long to resolve issue	11	26	3	13	11	14	11	-	-	-	7	2	2	7	4	26	-	-	-	9	8	9	10	16	3	-	-	-	3	-	-	3	-
Gave incorrect information	10	20	8	9	11	18	10	-	-	-	4	5	1	3	7	20	-	-	-	8	5	7	10	9	8	-	-	-	6	2	-	6	2
Unable to get through to relevant person	5	17	3	4	9	6	5	-	-	-	2	2	1	2	2	17	-	-	-	7	3	7	8	9	3	-	-	-	2	1	-	2	1
A different issue	12	11	3	11	10	9	12	-	-	-	5	1	6	5	7	11	-	-	-	3	2	6	2	8	3	-	-	-	1	-	2	1	2

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 136

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

Billing and Customer service

Base: All complained about mobile phone service in past 6 months - Billing and Customer service complaint

	Supplier						THREE						VIRGIN MEDIA						VODAFONE														
							Issue			Satisfaction			Resolved		Issue			Satisfaction			Resolved		Issue			Satisfaction			Resolved				
	EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	309	286	74*	204	117	311	204	-**	-**	-**	109	64*	31*	102	97*	117	-**	-**	-**	55*	32*	30*	55*	61*	311	-**	-**	-**	128	81*	102	148	160
Bill was a lot higher than expected	81	66	18	53	27	85	53	-	-	-	28	19	6	25	26	27	-	-	-	18	3	6	15	12	85	-	-	-	27	26	32	27	56
Bill was inaccurate	67	49	18	35	17	97	35	-	-	-	16	14	5	19	16	17	-	-	-	5	5	7	5	11	97	-	-	-	35	29	33	46	49
Bill contained items I shouldn't have been charged for	66	68	11	45	26	96	45	-	-	-	19	15	11	20	25	26	-	-	-	11	6	9	11	14	96	-	-	-	40	22	34	46	49
Payment issues (including setting up/making a payment, non-direct debit charges)	33	27	10	21	19	39	21	-	-	-	11	7	3	10	11	19	-	-	-	12	5	2	14	5	39	-	-	-	10	13	16	21	17
Getting a refund, credit note or cashback	30	32	11	16	14	42	16	-	-	-	11	3	2	10	6	14	-	-	-	7	3	4	7	7	42	-	-	-	17	9	16	21	20
Costs of international and roaming calls	21	32	8	13	13	20	13	-	-	-	7	5	1	6	7	13	-	-	-	10	3	-	11	2	20	-	-	-	12	3	5	10	10
The format of the bill	17	18	10	11	11	15	11	-	-	-	6	3	2	4	6	11	-	-	-	10	-	1	8	3	15	-	-	-	10	2	3	10	5
Rude/dismissive	17	17	7	12	5	15	12	-	-	-	6	4	2	5	7	5	-	-	-	3	2	-	3	2	15	-	-	-	4	3	8	5	10
Pre-pay credit lost or not credited to card	16	17	3	11	8	14	11	-	-	-	10	1	-	9	2	8	-	-	-	7	1	-	7	1	14	-	-	-	7	3	4	8	6
Didn't do what they said they would do	16	28	6	8	6	16	8	-	-	-	2	3	3	1	6	6	-	-	-	1	1	4	1	5	16	-	-	-	3	4	9	4	11
Unable to get through to anyone	11	17	6	7	6	7	7	-	-	-	2	4	1	1	5	6	-	-	-	1	2	3	1	5	7	-	-	-	1	3	3	1	6
Took too long to resolve issue	11	26	3	13	11	14	13	-	-	-	5	3	5	7	6	11	-	-	-	4	3	4	4	7	14	-	-	-	4	3	7	7	7
Gave incorrect information	10	20	8	9	11	18	9	-	-	-	3	4	2	4	5	11	-	-	-	6	4	1	7	4	18	-	-	-	8	1	9	9	9
Unable to get through to relevant person	5	17	3	4	9	6	4	-	-	-	1	1	2	1	3	9	-	-	-	1	4	4	2	7	6	-	-	-	-	3	3	3	3
A different issue	12	11	3	11	10	9	11	-	-	-	6	4	1	4	6	10	-	-	-	3	3	4	4	6	9	-	-	-	4	1	4	3	6

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 137

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

Base: All complained about mobile phone service in past 6 months - Service issue complaint

	Supplier						EE/Orange/T-Mobile							O2							TESCO MOBILE													
	EE/ Orange/ T- Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		
							Billing and Customer service (g)	Repairs and Install ation (h)	Service issues (i)	Somethi ng else (j)	Satisfi ed (k)	Neutra l (l)	Dissati sfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Install ation (q)	Service issues (r)	Somethi ng else (s)	Satisfi ed (t)	Neutra l (u)	Dissati sfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Install ation (B)	Service issues (C)	Somethi ng else (D)	Satisfi ed (E)	Neutra l (F)	Dissati sfied (G)	Yes (H)	No (I)	
Total	198	262	186	179	56*	103	-**	-**	198	-**	108	63*	27**	104	93*	-**	-**	262	-**	166	80*	16**	192	70*	-**	-**	186	-**	143	37*	6**	162	24**	
Complete loss of service	54	119	79	71	16	37	-	-	54	-	34	9	11	28	26	-	-	119	-	75	36	8	94	25	-	-	79	-	66	12	1	76	3	
	27%	45% ^a	42% ^a	40% ^a	29%	36%	-	-	27%	-	31% ^a	14%	41%	27%	28%	-	-	45%	-	45%	45%	50%	49%	36%	-	-	42%	-	46%	32%	17%	47%	13%	
Unable to access 4G service	54	113	99	43	19	27	-	-	54	-	29	15	10	29	25	-	-	113	-	68	40	5	92	21	-	-	99	-	80	17	2	96	3	
	27%	43% ^a	53% ^a	24%	34%	26%	-	-	27%	-	27%	24%	37%	28%	27%	-	-	43%	-	41%	50%	31%	48% ^a	30%	-	-	53%	-	56%	46%	33%	59%	13%	
Poor indoor reception/ coverage	50	112	78	75	13	26	-	-	50	-	26	13	11	25	25	-	-	112	-	78	25	9	74	38	-	-	78	-	65	10	3	71	7	
	25%	42% ^a	42% ^a	42% ^a	23%	25%	-	-	25%	-	24%	21%	41%	24%	27%	-	-	43%	-	47% ^a	31%	56%	39%	54% ^a	-	-	42%	-	48%	27%	50%	44%	29%	
Service is not consistently available	50	110	89	68	15	33	-	-	50	-	25	13	12	24	26	-	-	110	-	73	28	9	82	28	-	-	89	-	70	16	3	80	9	
	25%	42% ^a	48% ^a	38% ^a	27%	32%	-	-	25%	-	23%	21%	44%	23%	28%	-	-	42%	-	44%	35%	56%	43%	40%	-	-	48%	-	49%	43%	50%	49%	38%	
Poor outside reception/ coverage	44	95	54	59	11	24	-	-	44	-	26	12	6	24	19	-	-	95	-	64	26	5	75	20	-	-	54	-	46	7	1	50	4	
	22%	35% ^a	29%	53% ^a	20%	23%	-	-	22%	-	24%	19%	22%	23%	20%	-	-	36%	-	39%	33%	31%	39%	29%	-	-	29%	-	32%	19%	17%	31%	17%	
Problems with calls being disconnected during a call or not connected at all	28	48	38	30	16	18	-	-	28	-	11	9	8	8	19	-	-	48	-	26	17	5	31	17	-	-	38	-	30	6	2	34	4	
	14%	18%	20%	17%	29% ^a	17%	-	-	14%	-	10%	14%	30%	8%	20% ^a	-	-	18%	-	16%	21%	31%	16%	24%	-	-	20%	-	21%	16%	33%	21%	17%	
Text or voice mails delivered late	22	54	49	27	14	14	-	-	22	-	13	6	3	14	7	-	-	54	-	32	18	4	41	13	-	-	49	-	39	9	1	46	3	
	11%	21% ^a	26% ^a	15%	25% ^a	14%	-	-	11%	-	12%	10%	11%	13%	8%	-	-	21%	-	19%	23%	25%	21%	19%	-	-	26%	-	27%	24%	17%	28%	13%	
Connection speed slower than advertised or led to expect	5	-	-	-	7	-	-	-	5	-	2	2	1	1	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	3% ^a	-	-	-	13% ^a	-	-	-	3%	-	2%	3%	4%	1%	4%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Poor line quality	3	-	-	-	5	-	-	-	3	-	1	1	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	2% ^a	-	-	-	9% ^a	-	-	-	2%	-	1%	2%	4%	1%	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Poor picture quality	-	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	5% ^a	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Unable to get certain channels/content	-	-	-	-	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	9% ^a	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Problems with voice over internet (VOIP) telephone calls	-	-	-	-	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	9% ^a	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	17	3	6	6	6	4	-	-	17	-	5	6	6	8	9	-	-	3	-	2	1	-	3	-	-	-	6	-	1	5	-	2	4	
	9% ^a	1%	3%	3%	11% ^a	4%	-	-	9%	-	5%	10%	22%	8%	10%	-	-	1%	-	1%	1%	-	2%	-	-	-	3%	-	1%	14% ^a	-	1%	17%	

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 138

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

Base: All complained about mobile phone service in past 6 months - Service issue complaint

	Supplier						THREE						VIRGIN MEDIA						VODAFONE														
							Issue				Satisfaction		Resolved		Issue				Satisfaction		Resolved		Issue				Satisfaction		Resolved				
	EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Install ation (h)	Service issues (i)	Some thing else (j)	Satisfi ed (k)	Neu tral (l)	Dissati sfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Install ation (q)	Service issues (r)	Some thing else (s)	Satisfi ed (t)	Neu tral (u)	Dissati sfi ed (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Install ation (B)	Service issues (C)	Some thing else (D)	Satisfi ed (E)	Neu tral (F)	Dissati sfi ed (G)	Yes (H)	No (I)
Total	198	262	186	179	56*	103	-**	-**	179	-**	116	42*	21**	95*	82*	-**	-**	56*	-**	36*	13**	7**	37*	19**	-**	-**	103	-**	50*	30*	23**	47*	56*
Complete loss of service	54	119	79	71	16	37	-	-	71	-	48	13	10	41	30	-	-	16	-	11	4	1	12	4	-	-	37	-	14	11	12	18	19
	27%	45%ae	42%ae	40%ae	23%	36%			40%		41%	31%	48%	43%	37%			29%		31%	31%	14%	32%	21%			36%		28%	37%	52%	38%	34%
Unable to access 4G service	54	113	99	43	19	27	-	-	43	-	29	11	3	29	13	-	-	19	-	14	2	3	13	6	-	-	27	-	15	5	7	11	16
	27%	43%adff	53%abdf	24%	34%	26%			24%		25%	26%	14%	31%	16%			34%		39%	15%	43%	35%	32%			26%		30%	17%	30%	23%	29%
Poor indoor reception/ coverage	50	112	78	75	13	26	-	-	75	-	48	18	9	36	38	-	-	13	-	7	5	1	8	5	-	-	26	-	10	7	9	13	13
	25%	42%ae	42%ae	42%ae	23%	25%			42%		41%	43%	43%	38%	46%			23%		19%	38%	14%	22%	26%			25%		20%	23%	39%	28%	23%
Service is not consistently available	50	110	89	68	15	33	-	-	68	-	43	15	10	37	31	-	-	15	-	10	3	2	10	5	-	-	33	-	14	9	10	15	18
	25%	42%ae	48%ae	38%	27%	32%			38%		37%	36%	48%	39%	38%			27%		28%	23%	29%	27%	26%			32%		28%	30%	43%	32%	32%
Poor outside reception/ coverage	44	95	54	59	11	24	-	-	59	-	42	9	8	35	23	-	-	11	-	8	3	-	8	3	-	-	24	-	9	8	7	9	15
	22%	30%ae	29%	33%	20%	23%			33%		36%	21%	38%	37%	28%			20%		22%	23%	-	22%	16%			23%		18%	27%	30%	19%	27%
Problems with calls being disconnected during a call or not connected at all	28	48	38	30	16	18	-	-	30	-	20	5	5	18	11	-	-	16	-	12	2	2	12	4	-	-	18	-	13	4	1	9	9
	14%	18%	20%	17%	29%ae	17%			17%		17%	12%	24%	19%	13%			29%		33%	15%	29%	32%	21%			17%		26%	13%	4%	19%	16%
Text or voice mails delivered late	22	54	49	27	14	14	-	-	27	-	17	5	5	18	9	-	-	14	-	12	2	-	13	1	-	-	14	-	9	3	2	6	8
	11%	21%ae	26%ae	15%	25%ae	14%			15%		15%	12%	24%	19%	11%			25%		33%	15%	-	35%	5%			14%		18%	10%	9%	13%	14%
Connection speed slower than advertised or led to expect	5	-	-	-	7	-	-	-	-	-	-	-	-	-	-	-	-	7	-	6	1	-	7	-	-	-	-	-	-	-	-	-	-
	3%abcd	-	-	-	13%abcd	-			-		-	-	-	-	-			13%		17%	8%	-	19%	-			-		-	-	-	-	-
Poor line quality	3	-	-	-	5	-	-	-	-	-	-	-	-	-	-	-	-	5	-	3	2	-	5	-	-	-	-	-	-	-	-	-	-
	2%ab	-	-	-	9%abcd	-			-		-	-	-	-	-			9%		8%	15%	-	14%	-			-		-	-	-	-	-
Poor picture quality	-	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	3	-	3	-	-	3	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	5%abcd	-			-		-	-	-	-	-			5%		8%	-	-	8%	-			-		-	-	-	-	-
Unable to get certain channels/content	-	-	-	-	5	-	-	-	-	-	-	-	-	-	-	-	-	5	-	3	2	-	5	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	9%abcd	-			-		-	-	-	-	-			9%		8%	15%	-	14%	-			-		-	-	-	-	-
Problems with voice over internet (VOIP) telephone calls	-	-	-	-	5	-	-	-	-	-	-	-	-	-	-	-	-	5	-	5	-	-	4	1	-	-	-	-	-	-	-	-	-
	-	-	-	-	9%abcd	-			-		-	-	-	-	-			9%		14%	-	-	11%	5%			-		-	-	-	-	-
A different issue (please describe it briefly in your own words)	17	3	6	6	6	4	-	-	6	-	5	1	-	2	3	-	-	6	-	3	1	2	2	4	-	-	4	-	2	-	2	2	2
	9%abcd	1%	3%	3%	11%abcd	4%			3%		4%	2%	-	2%	4%			11%		8%	8%	29%	5%	21%			4%		4%	-	9%	4%	4%

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

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 139

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

Repairs and Installation

Base: All complained about mobile phone service in past 6 months - Repair and Installation complaint

	Supplier						EE/Orange/T-Mobile						O2						TESCO MOBILE															
							Issue			Satisfaction			Resolved		Issue			Satisfaction			Resolved		Issue			Satisfaction			Resolved					
	EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	125	145	51*	84*	76*	72*	---	125	---	---	67*	42*	16**	76*	47*	---	145	---	---	97*	41*	7**	87*	57*	---	51*	---	---	---	34*	11**	6**	37*	13**
Switching issues (e.g. problems trying to switch or problems porting your number)	52	78	26	31	31	28	-	52	-	-	32	16	4	33	19	-	78	-	-	55	19	4	52	26	-	26	-	-	17	6	3	20	6	
	42%	54% ^{ad}	51%	37%	41%	39%	-	42%	-	-	48%	38%	25%	43%	40%	-	54%	-	-	57%	46%	57%	60%	46%	-	51%	-	-	50%	55%	50%	54%	46%	
Damage to property during repair	3	-	-	-	11	-	-	3	-	-	-	3	-	2	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	2%	-	-	-	14% ^{abcd}	-	-	2%	-	-	-	7%	-	3%	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Time taken to repair a fault	3	-	-	-	10	-	-	3	-	-	1	2	-	2	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	2%	-	-	-	12% ^{abcd}	-	-	2%	-	-	1%	5%	-	3%	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Missed/moved repair appointment	3	-	-	-	10	-	-	3	-	-	2	1	-	2	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	2%	-	-	-	13% ^{abcd}	-	-	2%	-	-	3%	2%	-	3%	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Arranging an appointment for an engineer visit	2	-	-	-	11	-	-	2	-	-	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	2%	-	-	-	14% ^{abcd}	-	-	2%	-	-	3%	-	-	3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Time taken to install the service	1	-	-	-	18	-	-	1	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	1%	-	-	-	24% ^{abcd}	-	-	1%	-	-	1%	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Missed/ moved installation appointment	1	-	-	-	16	-	-	1	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	1%	-	-	-	21% ^{abcd}	-	-	1%	-	-	1%	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Damage to property during installation	1	-	-	-	14	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	1%	-	-	-	18% ^{abcd}	-	-	1%	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Arranging an installation	1	-	-	-	17	-	-	1	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	1%	-	-	-	22% ^{abcd}	-	-	1%	-	-	1%	-	-	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Complaining about an engineer	1	-	-	-	10	-	-	1	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	1%	-	-	-	13% ^{abcd}	-	-	1%	-	-	-	2%	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
A different issue	64	67	25	53	25	44	-	64	-	-	30	22	12	39	24	-	67	-	-	42	22	3	35	31	-	25	-	-	17	5	3	17	7	
	51% ^{ad}	46%	49%	63% ^{abde}	33%	61% ^{abde}	-	51%	-	-	45%	52%	75%	51%	51%	-	46%	-	-	43%	54%	43%	40%	54%	-	49%	-	-	50%	45%	50%	46%	54%	

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 140

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

Repairs and Installation

Base: All complained about mobile phone service in past 6 months - Repair and Installation complaint

	Supplier						THREE						VIRGIN MEDIA						VODAFONE														
							Issue			Satisfaction			Resolved		Issue			Satisfaction			Resolved		Issue			Satisfaction			Resolved				
	EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	125	145	51*	84*	76*	72*	-**	84*	-**	-**	52*	20**	12**	51*	33*	-**	76*	-**	-**	58*	13**	5**	54*	22**	-**	72*	-**	-**	43*	13**	16**	40*	32*
Switching issues (e.g. problems trying to switch or problems porting your number)	52	78	26	31	31	28	-	31	-	-	16	10	5	16	15	-	31	-	-	27	3	1	27	4	-	28	-	-	18	6	4	13	15
	42%	54% ^{abcd}	51%	37%	41%	39%	-	37%	-	-	31%	50%	42%	31%	45%	-	41%	-	-	47%	23%	20%	50%	18%	-	39%	-	-	42%	46%	25%	33%	47%
Damage to property during repair	3	-	-	-	11	-	-	-	-	-	-	-	-	-	-	-	11	-	-	11	-	-	10	1	-	-	-	-	-	-	-	-	-
	2%	-	-	-	14% ^{abcd}	-	-	-	-	-	-	-	-	-	-	-	14%	-	-	19%	-	-	19%	5%	-	-	-	-	-	-	-	-	-
Time taken to repair a fault	3	-	-	-	10	-	-	-	-	-	-	-	-	-	-	-	10	-	-	10	-	-	10	-	-	-	-	-	-	-	-	-	-
	2%	-	-	-	12% ^{abcd}	-	-	-	-	-	-	-	-	-	-	-	13%	-	-	17%	-	-	19%	-	-	-	-	-	-	-	-	-	-
Missed/moved repair appointment	3	-	-	-	10	-	-	-	-	-	-	-	-	-	-	-	10	-	-	10	-	-	8	2	-	-	-	-	-	-	-	-	-
	2%	-	-	-	13% ^{abcd}	-	-	-	-	-	-	-	-	-	-	-	13%	-	-	17%	-	-	15%	9%	-	-	-	-	-	-	-	-	-
Arranging an appointment for an engineer visit	2	-	-	-	11	-	-	-	-	-	-	-	-	-	-	-	11	-	-	11	-	-	10	1	-	-	-	-	-	-	-	-	-
	2%	-	-	-	14% ^{abcd}	-	-	-	-	-	-	-	-	-	-	-	14%	-	-	19%	-	-	19%	5%	-	-	-	-	-	-	-	-	-
Time taken to install the service	1	-	-	-	18	-	-	-	-	-	-	-	-	-	-	-	18	-	-	18	-	-	16	2	-	-	-	-	-	-	-	-	-
	1%	-	-	-	24% ^{abcd}	-	-	-	-	-	-	-	-	-	-	-	24%	-	-	31%	-	-	30%	9%	-	-	-	-	-	-	-	-	-
Missed/ moved installation appointment	1	-	-	-	16	-	-	-	-	-	-	-	-	-	-	-	16	-	-	15	1	-	16	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	21% ^{abcd}	-	-	-	-	-	-	-	-	-	-	-	21%	-	-	26%	8%	-	30%	-	-	-	-	-	-	-	-	-	-
Damage to property during installation	1	-	-	-	14	-	-	-	-	-	-	-	-	-	-	-	14	-	-	14	-	-	14	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	19% ^{abcd}	-	-	-	-	-	-	-	-	-	-	-	18%	-	-	24%	-	-	26%	-	-	-	-	-	-	-	-	-	-
Arranging an installation	1	-	-	-	17	-	-	-	-	-	-	-	-	-	-	-	17	-	-	17	-	-	16	1	-	-	-	-	-	-	-	-	-
	1%	-	-	-	22% ^{abcd}	-	-	-	-	-	-	-	-	-	-	-	22%	-	-	29%	-	-	30%	5%	-	-	-	-	-	-	-	-	-
Complaining about an engineer	1	-	-	-	10	-	-	-	-	-	-	-	-	-	-	-	10	-	-	10	-	-	8	2	-	-	-	-	-	-	-	-	-
	1%	-	-	-	13% ^{abcd}	-	-	-	-	-	-	-	-	-	-	-	13%	-	-	17%	-	-	15%	9%	-	-	-	-	-	-	-	-	-
A different issue	64	67	25	53	25	44	-	53	-	-	36	10	7	35	18	-	25	-	-	12	9	4	12	13	-	44	-	-	25	7	12	27	17
	51% ^{abc}	46%	49%	63% ^{abcde}	33%	61% ^{abcde}	-	63%	-	-	69%	50%	58%	69%	55%	-	33%	-	-	21%	69%	80%	22%	59%	-	61%	-	-	58%	54%	75%	68%	53%

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 141

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

Base: All complained about mobile phone service in past 6 months - Something else complaint

	Supplier						EE/Orange/T-Mobile							O2							TESCO MOBILE												
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	34*	36*	16**	33*	9**	23**	-**	-**	-**	34*	21**	7**	6**	17**	15**	-**	-**	-**	36*	27**	5**	4**	28**	8**	-**	-**	-**	16**	11**	5**	-**	9**	5**
Change to your package or service (upgrading or downgrading your service)	11	9	4	10	4	6	-	-	-	11	8	3	-	7	4	-	-	-	9	8	-	1	6	3	-	-	-	4	1	3	-	3	1
	32%	25%	25%	30%	44%	26%	-	-	-	32%	38%	43%	-	41%	27%	-	-	-	25%	30%	-	25%	21%	38%	-	-	-	25%	9%	60%	-	33%	20%
Service not performing as advertised or as told in store/over the phone	6	5	1	6	2	5	-	-	-	6	2	2	2	2	3	-	-	-	5	5	-	-	5	-	-	-	-	1	1	-	-	-	-
	18%	14%	6%	18%	22%	22%	-	-	-	18%	10%	29%	33%	12%	20%	-	-	-	14%	19%	-	-	18%	-	-	-	-	6%	9%	-	-	-	-
Keeping your mobile phone number when changing suppliers	4	4	3	2	-	-	-	-	-	4	3	1	-	2	2	-	-	-	4	4	-	-	4	-	-	-	-	3	3	-	-	2	1
	12%	11%	19%	6%	-	-	-	-	-	12%	14%	14%	-	12%	13%	-	-	-	11%	15%	-	-	14%	-	-	-	-	19%	27%	-	-	22%	20%
Complaining about the terms of your contract	4	4	1	5	1	2	-	-	-	4	1	1	2	1	2	-	-	-	4	3	1	-	3	1	-	-	-	1	1	-	-	1	-
	12%	11%	6%	15%	11%	9%	-	-	-	12%	5%	14%	33%	6%	13%	-	-	-	11%	11%	20%	-	11%	13%	-	-	-	6%	9%	-	-	11%	-
Switching issues (e.g. problems trying to switch or problems porting your number)	3	6	-	-	-	3	-	-	-	3	2	1	-	1	2	-	-	-	6	5	1	-	6	-	-	-	-	-	-	-	-	-	-
	9%	17%	-	-	-	13%	-	-	-	9%	10%	14%	-	6%	13%	-	-	-	17%	19%	20%	-	21%	-	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	8	13	7	10	2	8	-	-	-	8	6	-	2	5	3	-	-	-	13	7	3	3	9	4	-	-	-	7	5	2	-	3	3
	24%	36%	44%	30%	22%	35%	-	-	-	24%	29%	-	33%	29%	20%	-	-	-	36%	26%	60%	75%	32%	50%	-	-	-	44%	45%	40%	-	33%	60%

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 142

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

Base: All complained about mobile phone service in past 6 months - Something else complaint

	Supplier						THREE					VIRGIN MEDIA					VODAFONE																
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Install ation (h)	Service issues (i)	Some thing else (j)	Satisfi ed (k)	Neutral (l)	Dissati sfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Install ation (q)	Service issues (r)	Some thing else (s)	Satisfi ed (t)	Neutral (u)	Dissati sfi ed (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Install ation (B)	Service issues (C)	Some thing else (D)	Satisfi ed (E)	Neutral (F)	Dissati sfi ed (G)	Yes (H)	No (I)
Total	34*	36*	16**	33*	9**	23**	-**	-**	-**	33*	21**	6**	6**	18**	11**	-**	-**	-**	9**	6**	1**	2**	7**	2**	-**	-**	-**	23**	11**	8**	4**	13**	10**
Change to your package or service (upgrading or downgrading your service)	11	9	4	10	4	6	-	-	-	10	7	2	1	7	2	-	-	-	4	4	-	-	4	-	-	-	6	4	2	-	5	1	
	32%	25%	25%	30%	44%	26%	-	-	-	30%	33%	33%	17%	39%	18%	-	-	-	44%	67%	33%	-	57%	-	-	-	26%	36%	25%	-	38%	10%	
Service not performing as advertised or as told in store/over the phone	6	5	1	6	2	5	-	-	-	6	4	-	2	3	2	-	-	-	2	2	-	-	2	-	-	-	5	3	2	-	3	2	
	18%	14%	6%	18%	22%	22%	-	-	-	18%	19%	-	33%	17%	18%	-	-	-	22%	33%	-	-	29%	-	-	-	22%	27%	25%	-	23%	20%	
Keeping your mobile phone number when changing suppliers	4	4	3	2	-	-	-	-	-	2	2	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	12%	11%	19%	6%	-	-	-	-	-	6%	10%	-	-	6%	9%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Complaining about the terms of your contract	4	4	1	5	1	2	-	-	-	5	4	1	-	2	2	-	-	-	1	-	-	1	-	1	-	-	2	-	2	-	1	1	
	12%	11%	6%	15%	11%	9%	-	-	-	15%	19%	17%	-	11%	18%	-	-	-	11%	-	-	50%	-	50%	-	-	9%	-	25%	-	8%	10%	
Switching issues (e.g. problems trying to switch or problems porting your number)	3	6	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	-	2	1	1	2	
	9%	17%	-	-	-	13%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	13%	-	25%	25%	8%	20%	
A different issue (please describe it briefly in your own words)	8	13	7	10	2	8	-	-	-	10	4	3	3	5	4	-	-	-	2	-	1	1	1	1	-	-	8	4	1	3	3	5	
	24%	36%	44%	30%	22%	35%	-	-	-	30%	19%	50%	50%	28%	36%	-	-	-	22%	-	100%	50%	14%	50%	-	-	35%	36%	13%	75%	23%	50%	

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 143

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

Base: All complained about mobile phone service in past 6 months

	Supplier						EE/Orange/T-Mobile							O2							TESCO MOBILE												
	EE/ Orange/ T- Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafon e (f)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
							Billing and Custome r service (g)	Repairs and Install ation (h)	Service issues (i)	Somethi ng else (j)	Satisfi ed (k)	Neutra l (l)	Dissati sfied (m)	Yes (n)	No (o)	Billing and Custome r service (p)	Repairs and Install ation (q)	Service issues (r)	Somethi ng else (s)	Satisfi ed (t)	Neutra l (u)	Dissati sfied (v)	Yes (w)	No (x)	Billing and Custome r service (A)	Repairs and Install ation (B)	Service issues (C)	Somethi ng else (D)	Satisfi ed (E)	Neutra l (F)	Dissati sfied (G)	Yes (H)	No (I)
Total	666	729	327	500	258	509	309	125	198	34*	377	193	96*	370	286	286	145	262	36*	440	201	88*	457	268	74*	51*	186	16**	242	66*	19**	264	58*
Only/mainly on the phone	373	295	128	270	139	285	195	48	112	18	199	108	66	200	170	131	47	104	13	174	79	42	186	107	22	12	92	2	85	37	6	106	22
Only/mainly in store	73	102	33	62	21	47	29	18	20	6	41	23	9	41	28	28	26	35	13	67	26	9	69	33	11	5	11	6	27	3	3	23	9
Only/mainly via email	71	71	40	39	26	29	28	24	16	3	43	21	7	44	27	19	22	28	2	48	22	1	49	22	11	5	20	4	30	9	1	34	6
Only/mainly via webchat	64	144	38	64	22	107	30	10	23	1	38	21	5	37	27	79	17	43	5	74	44	26	75	69	12	9	14	3	30	5	3	29	8
Only/mainly by social media	39	52	37	19	22	15	13	12	13	1	26	8	5	22	17	11	17	23	1	35	14	3	35	17	6	8	23	-	27	7	3	30	6
Only/mainly via another contact method	21	33	33	22	15	8	7	6	7	1	13	7	1	14	7	9	4	20	-	24	6	3	22	10	7	6	20	-	30	2	1	28	5
Only/mainly by letter	14	28	14	17	13	14	4	5	4	1	9	5	-	7	6	8	12	8	-	15	9	4	18	9	3	6	5	-	11	3	-	12	2
Don't know	11	4	4	7	-	4	3	2	3	3	8	-	3	5	4	1	-	1	2	3	1	-	3	1	2	-	1	2	-	2	2	-	-

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 144

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

Base: All complained about mobile phone service in past 6 months

Supplier	THREE												VIRGIN MEDIA												VODAFONE											
	Issue				Satisfaction				Resolved				Issue				Satisfaction				Resolved				Issue				Satisfaction				Resolved			
	EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)			
Total	666	729	327	500	258	509	204	84*	179	33*	298	132	70*	266	223	117	76*	56*	9**	155	59*	44*	153	104	311	72*	103	23**	232	132	145	248	258			
Only/mainly on the phone	373	295	128	270	139	285	129	34	92	15	154	75	41	146	121	75	21	34	9	69	34	36	72	66	179	39	56	11	123	64	98	131	152			
	56%abc	40%	39%	54%abc	54%bc	56%abc	63%de	40%	51%	45%	52%	57%	59%	55%	54%	64%de	28%	61%de	100%	45%	58%	62%de	47%	63%de	58%	54%	54%	48%	53%	48%	66%ef	53%	59%			
Only/mainly in store	73	102	33	62	21	47	24	16	17	5	32	20	10	27	34	9	9	3	-	11	5	5	12	9	23	9	10	5	21	12	14	23	24			
	11%	14%ef	10%	12%	8%	9%	12%	19%g	9%	15%	11%	15%	14%	10%	15%	8%	12%	5%	-	7%	8%	11%	8%	9%	7%	13%	10%	22%	9%	9%	10%	9%	9%			
Only/mainly via email	71	71	40	39	26	29	12	7	17	3	25	10	4	26	12	10	13	3	-	19	6	1	18	8	17	4	8	-	14	9	6	14	15			
	11%j	10%j	12%kl	8%	10%k	6%	6%	8%	9%	9%	8%	8%	6%	10%	5%	9%	17%l	5%	-	12%	10%	2%	12%	8%	5%	6%	8%	-	6%	7%	4%	6%	6%			
Only/mainly via webchat	64	144	38	64	22	107	20	16	23	5	41	14	9	31	32	7	11	4	-	14	7	1	14	8	78	8	18	3	46	37	24	58	48			
	10%	20%acde	12%	13%	9%	21%acde	10%	19%g	13%	15%	14%	11%	13%	12%	14%	6%	14%g	7%	-	9%	12%	2%	9%	8%	25%B	11%	17%	13%	20%	28%G	17%	23%	19%			
Only/mainly by social media	39	52	37	19	22	15	5	3	11	-	12	3	4	11	8	6	9	7	-	20	2	-	18	4	3	5	6	1	11	3	1	9	6			
	6%f	7%df	11%abdf	4%	9%df	3%	2%	4%	6%	-	4%	2%	6%	4%	4%	5%	12%	13%	-	13%uv	3%	-	12%w	4%	1%	7%A	8%A	4%	5%G	2%	1%	4%	2%			
Only/mainly via another contact method	21	33	33	22	15	8	7	4	9	2	15	6	1	12	8	7	5	3	-	13	2	-	12	3	2	5	1	-	5	3	-	3	5			
	3%	5%f	10%abdf	4%f	6%g	2%	3%	5%	5%	6%	5%	5%	1%	5%	4%	6%	7%	5%	-	8%w	3%	-	8%	3%	1%	7%AC	1%	1	2%	2%	-	1%	2%			
Only/mainly by letter	14	28	14	17	13	14	4	4	9	-	12	4	1	10	7	3	8	2	-	9	3	1	7	6	7	2	4	1	11	2	1	8	6			
	2%	4%	4%	3%	5%af	3%	2%	5%	5%	-	4%	3%	1%	4%	3%	3%	11%g	4%	-	6%	5%	2%	5%	6%	2%	3%	4%	4%	5%G	2%	1%	3%	2%			
Don't know	11	4	4	7	-	4	3	-	1	3	7	-	-	3	1	-	-	-	-	-	-	-	-	-	2	-	-	2	1	2	1	2	2			
	2%he	1%	1%	1%	-	1%	1%	-	1%	3%gh	2%	-	-	1%	*	-	-	-	-	-	-	-	-	-	1%	-	-	9%	*	2%	1%	1%	1%			

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
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Table 145

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

Base: All complained about mobile phone service in past 6 months

	EE/Orange/T-Mobile														O2														TESCO MOBILE													
	Supplier					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved											
	EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)									
Total	666	729	327	500	258	509	309	125	198	34*	377	193	96*	370	286	286	145	262	36*	440	201	88*	457	268	74*	51*	186	16**	242	66*	19**	264	58*									
10 - Extremely satisfied (10)	92	64	24	70	65	44	48	16	22	6	92	-	-	91	1	29	9	17	9	64	-	-	61	2	9	2	8	5	24	-	-	20	1									
9 -	67	102	76	62	22	39	28	18	15	6	67	-	-	56	10	28	26	45	3	102	-	-	89	12	15	17	43	1	76	-	-	69	7									
8 -	117	164	81	97	36	79	52	18	43	4	117	-	-	85	32	56	41	60	7	164	-	-	134	30	20	12	48	1	81	-	-	78	3									
7 -	101	110	61	69	32	70	53	15	28	5	101	-	-	63	34	37	21	44	8	110	-	-	75	34	10	3	44	4	61	-	-	50	11									
6 -	87	92	40	52	27	46	41	17	28	1	-	87	-	36	49	30	17	44	1	-	92	-	-	43	48	6	3	28	3	-	40	-	34	6								
5 -	63	60	21	55	16	43	22	20	17	4	-	63	-	23	39	23	13	21	3	-	60	-	-	32	28	7	7	5	2	-	21	-	8	13								
4 -	43	49	5	25	16	43	18	5	18	2	-	43	-	5	38	22	11	15	1	-	49	-	-	14	35	-	1	4	-	5	-	2	3									
3 -	27	31	5	25	17	40	17	4	5	1	-	27	-	2	24	19	3	7	2	-	-	-	31	3	28	-	2	3	-	-	5	1	3									
2 -	17	17	3	17	9	28	8	4	4	1	-	17	-	1	16	13	-	3	1	-	-	-	17	1	16	1	1	1	-	-	3	1	2									
1 - Extremely dissatisfied (1)	52	40	11	28	18	77	22	8	18	4	-	52	-	8	43	29	4	6	1	-	-	-	40	5	35	6	3	2	-	-	11	1	9									
NET: Dissatisfied (1-3)	96	88	19	70	44	145	47	16	27	6	-	96	-	11	83	61	7	16	4	-	-	-	88	9	79	7	6	6	-	-	19	3	14									
NET: Neutral (4-6)	193	201	66	132	59	132	81	42	63	7	-	193	-	64	126	75	41	80	5	-	201	-	-	89	111	13	11	37	5	-	66	-	44	22								
NET: Satisfied (7-10)	377	440	242	298	155	232	181	67	108	21	377	-	-	295	77	150	97	166	27	440	-	-	359	78	54	34	143	11	242	-	-	217	22									
Mean score	6.52f	6.66f	7.33abd	6.68f	6.79f	5.56	6.59	6.57	6.37	6.59	8.40m	5.23m	1.74	7.84d	4.83	6.10	7.06p	6.97p	7.31p	8.27w	5.21v	1.90	7.65x	4.94	7.22	7.02	7.42	7.69	8.26F	5.53	1.68	7.78l	5.33									

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

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 146

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

Base: All complained about mobile phone service in past 6 months

	Supplier						THREE						VIRGIN MEDIA						VODAFONE														
							Issue			Satisfaction			Resolved								Issue			Satisfaction			Resolved						
	EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	666	729	327	500	258	509	204	84*	179	33*	298	132	70*	266	223	117	76*	56*	9**	155	59*	44*	153	104	311	72*	103	23**	232	132	145	248	258
10 - Extremely satisfied	92	64	24	70	65	44	35	15	16	4	70	-	-	64	4	17	31	15	2	65	-	-	63	2	23	8	8	5	44	-	-	43	1
	14%bcf	9%	7%	14%bcd	25%abcd	9%	17%cd	18%	9%	12%	23%lm	-	-	24%no	2%	15%	41%q	27%	22%	42%rs	-	-	41%tu	2%	7%	11%	8%	22%	19%fg	-	-	17%h	*
9 -	67	102	76	62	22	39	22	13	23	4	62	-	-	52	9	7	6	6	3	22	-	-	19	3	24	8	7	-	39	-	-	28	11
	10%	14%def	23%abde	12%cd	9%	8%	11%	15%	13%	12%	21%klm	-	-	20%no	4%	6%	8%	11%	33%	14%uv	-	-	12%wx	3%	8%	11%	7%	-	17%fg	-	-	11%h	4%
8 -	117	164	81	97	36	79	35	12	40	10	97	-	-	62	34	18	11	7	-	36	-	-	25	11	43	13	19	4	79	-	-	65	14
	18%	22%def	25%acdf	19%	14%	16%	17%	14%	22%	30%ab	33%lm	-	23%no	15%	15%	14%	13%	-	23%uv	-	-	16%wx	11%	14%	18%	18%	17%	34%fg	-	-	33%h	5%	
7 -	101	110	61	69	32	70	17	12	37	3	69	-	-	37	31	13	10	8	1	32	-	-	18	14	38	14	16	2	70	-	-	36	34
	15%	15%	19%bc	14%	12%	14%	8%	14%	21%cd	9%	23%lm	-	-	14%no	14%	11%	13%	14%	11%	21%uv	-	-	12%wx	13%	12%	19%	16%	9%	30%fg	-	-	15%h	13%
6 -	87	92	40	52	27	46	27	7	15	3	52	-	-	25	26	11	8	7	1	27	-	-	14	13	23	6	15	2	46	-	-	23	23
	13%cd	13%cd	12%	10%	10%	9%	13%	8%	8%	9%	39%klm	-	-	9%no	12%	9%	11%	13%	11%	46%uv	-	-	9%wx	13%	7%	8%	15%A	9%	35%EG	-	-	9%	9%
5 -	63	60	21	55	16	43	27	9	17	2	55	-	-	11	43	11	2	3	-	16	-	-	4	11	28	4	7	4	43	-	-	18	25
	9%	8%	6%	11%bc	6%	8%	13%	11%	9%	6%	42%klm	-	-	4%no	19%o	9%	3%	5%	-	27%uv	-	-	3%wx	11%w	9%	6%	7%	17%	33%EG	-	-	7%	10%
4 -	43	49	5	25	16	43	10	4	10	1	25	-	-	2	22	10	3	3	-	16	-	-	7	9	30	3	8	2	43	-	-	12	31
	6%cd	7%cd	2%	9%bc	6%cd	8%cd	5%	5%	6%	3%	19%klm	-	-	1%no	10%o	9%	4%	5%	-	27%uv	-	-	5%wx	9%	10%	4%	8%	9%	33%EG	-	-	5%	12%h
3 -	27	31	5	25	17	40	14	5	4	2	25	-	-	5	19	10	3	2	2	17	-	-	2	15	22	9	8	1	40	-	-	14	26
	4%cd	4%cd	2%	5%bc	7%cd	8%abc	7%cd	6%	2%	6%	36%klm	-	-	2%no	9%o	9%	4%	4%	22%	33%uv	-	-	1%wx	14%w	7%	13%	8%	4%	28%EF	-	-	6%	10%
2 -	17	17	3	17	9	28	4	5	6	2	17	-	-	4	12	5	-	4	-	9	-	-	1	8	22	1	5	-	28	-	-	4	22
	3%	2%	1%	3%bc	3%bc	6%abc	2%	6%	3%	6%	24%klm	-	-	2%no	5%o	4%	-	7%q	-	20%uv	-	-	1%wx	8%w	7%	1%	5%	-	19%EF	-	-	2%	9%h
1 - Extremely dissatisfied	52	40	11	28	18	77	13	2	11	2	28	-	-	4	23	15	2	1	-	18	-	-	18	58	6	10	3	-	77	-	-	5	71
	8%cd	5%	3%	6%cd	7%cd	15%abcd	6%	2%	6%	6%	40%klm	-	-	2%no	10%o	13%qr	3%	2%	-	41%uv	-	-	17%wx	19%BC	8%	10%	13%	-	53%EF	-	-	2%	20%h
NET: Dissatisfied	96	88	19	70	44	145	31	12	21	6	70	-	-	13	54	30	5	7	2	44	-	-	3	41	102	16	23	4	145	-	-	23	119
	14%cd	12%cd	6%	14%cd	17%bcd	28%abcd	15%	14%	12%	18%	100%klm	-	-	5%no	24%o	26%qr	7%	13%	22%	100%uv	-	-	2%wx	39%w	33%BC	22%	22%	17%	100%EF	-	-	9%	48%h
NET: Neutral	193	201	66	132	59	132	64	20	42	6	132	-	-	38	91	32	13	13	1	59	-	-	25	33	81	13	30	8	132	-	-	53	79
	29%cd	28%cd	20%	26%cd	23%	26%	31%	24%	23%	18%	100%klm	-	-	14%no	41%o	27%	17%	23%	11%	100%uv	-	-	16%wx	32%w	26%	18%	29%	35%	100%EG	-	-	21%	31%h
NET: Satisfied	377	440	242	298	155	232	109	52	116	21	298	-	-	215	78	55	58	36	6	155	-	-	125	30	128	43	50	11	232	-	-	172	60
	57%cd	60%cd	74%abcd	60%cd	50%cd	46%	53%	62%	65%cd	64%	100%klm	-	-	61%no	35%	47%	73%q	64%qr	67%	100%uv	-	-	62%wx	29%	41%	60%A	49%	48%	100%FG	-	-	69%h	23%
Mean score	6.52i	6.66i	7.33abd	6.68i	6.79i	5.56	6.60	6.87	6.68	6.70	6.45lm	5.20m	1.96	7.91o	5.26	5.85	7.93p	7.14p	7.33	8.77uv	5.19w	1.98	8.28x	4.63	5.22	6.35A	5.90A	6.17	8.25FG	5.02G	1.74	7.20i	4.03

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 147

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

Base: All complained about mobile phone service in past 6 months

	Supplier	EE/Orange/T-Mobile												O2						TESCO MOBILE															
		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved								
		EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total		666	729	327	500	258	509	309	125	198	34*	377	193	96*	370	286	286	145	262	36*	440	201	88*	457	268	74*	51*	186	16**	242	66*	19**	264	58*	
10 - Extremely satisfied	(10)	121	118	60	97	80	76	62	17	34	8	107	10	4	99	22	54	15	38	11	100	6	12	90	27	17	13	27	3	55	2	3	52	6	
		18%	16%	18%	19%	31% ^{abed}	15%	20%	14%	17%	24%	28% ^{dm}	5%	4%	27% ^{no}	8%	19% ^o	10%	15%	31% ^{qr}	23% ^u	3%	14% ^u	20% ^v	10%	23%	25%	15%	19%	23% ^f	3%	16%	20%	10%	
9 -	(9)	87	125	71	92	35	61	38	20	25	4	70	10	7	65	21	39	28	52	6	108	11	6	95	30	19	16	34	2	67	2	2	62	9	
		13%	17% ^{al}	22% ^{af}	18% ^{af}	14%	12%	12%	16%	13%	12%	19% ^{dm}	5%	7%	18% ^{no}	7%	14%	19%	20%	17%	25% ^{uw}	5%	7%	21% ^v	11%	26%	31% ^g	18%	13%	28% ^f	3%	11%	23%	16%	
8 -	(8)	122	139	45	87	43	98	55	25	35	7	86	27	9	73	48	53	36	42	8	105	24	10	98	41	9	5	28	3	37	7	1	36	9	
		18%	19% ^{ac}	14%	17%	17%	19% ^{cd}	18%	20%	18%	21%	23% ^{dm}	14%	9%	20%	17%	19%	25% ^{qr}	16%	22%	24% ^{uw}	12%	11%	21% ^v	15%	12%	10%	15%	19%	15%	11%	5%	14%	16%	
7 -	(7)	81	106	48	72	29	69	36	19	22	4	48	27	6	44	34	43	20	40	3	72	30	4	70	35	7	6	32	3	30	15	3	36	12	
		12%	15%	15%	14%	11%	14%	12%	15%	11%	12%	13%	14%	6%	12%	12%	15%	14%	15%	8%	16% ^w	15% ^w	5%	15%	13%	9%	12%	17%	19%	12%	23% ^{de}	16%	14%	21%	
6 -	(6)	82	80	33	39	20	49	38	11	30	3	33	43	6	33	47	31	16	31	2	28	45	7	45	35	5	2	24	2	19	13	1	26	7	
		12% ^{cd}	11%	10%	8%	8%	10%	12%	9%	15%	9%	9%	22% ^{dm}	6%	9%	16% ^{no}	11%	11%	12%	6%	6%	22% ^{uw}	8%	10%	13%	7%	4%	13%	13%	8%	20% ^{de}	5%	10%	12%	
5 -	(5)	56	58	32	54	23	45	25	11	18	2	8	38	10	22	34	20	12	23	3	11	42	5	28	30	8	4	20	-	18	14	-	27	5	
		8%	8%	10%	11%	9%	9%	8%	9%	9%	6%	2%	20% ^{km}	10% ^{kl}	6%	12% ^{no}	7%	8%	9%	8%	3%	21% ^{uw}	6%	6%	11% ^{uw}	11%	8%	11%	-	7%	21% ^{de}	-	10%	9%	
4 -	(4)	34	35	15	16	8	32	20	3	11	-	9	17	8	9	23	10	9	16	-	8	20	7	15	20	2	1	12	-	8	5	2	14	1	
		5%	5%	5%	3%	3%	6% ^{cd}	6%	2%	6%	-	2%	9% ^{kl}	8% ^{kl}	2%	8% ^{no}	3%	6%	6%	-	2%	10% ^{uw}	8% ^u	3%	7% ^{uw}	3%	2%	6%	-	3%	8% ^{de}	11%	5%	2%	
3 -	(3)	25	28	8	13	12	27	11	6	7	1	3	14	8	5	20	12	5	10	1	2	15	11	7	21	2	2	3	1	3	4	1	4	3	
		4%	4%	2%	3%	5%	5% ^{cd}	4%	5%	4%	3%	1%	7% ^{kl}	9% ^{kl}	1%	7% ^{no}	4%	3%	4%	3%	2	7% ^{uw}	13% ^u	2%	8% ^{uw}	3%	4%	2%	6%	1%	4% ^{de}	5%	2%	5%	
2 -	(2)	14	9	5	8	2	18	8	3	3	-	2	4	8	2	12	4	1	4	-	1	1	7	3	6	1	1	3	-	2	1	2	2	3	
		2%	1%	2%	2%	1%	4% ^{ab}	3%	2%	2%	-	1%	2%	8% ^{kl}	1%	4% ^{no}	1%	1%	2%	-	*	*	8% ^{uw}	1%	2%	1%	2%	1%	2%	-	1%	2% ^{de}	11%	1%	3% ^{de}
1 - Extremely dissatisfied	(1)	31	23	7	12	4	31	11	8	9	3	2	-	29	7	23	17	1	4	1	1	4	18	3	19	4	1	2	-	1	2	4	3	3	
		5% ^{cd}	3%	2%	2%	2%	6% ^{ab}	4%	6%	5%	9%	1%	-	30% ^{kl}	2%	8% ^{no}	6% ^{qr}	1%	2%	3%	*	2% ^{uw}	20% ^{uw}	1%	7% ^{uw}	5% ^{cd}	2%	1%	-	*	3% ^{de}	21%	1%	3% ^{de}	
Not applicable		13	8	3	10	2	3	5	2	4	2	9	3	1	11	2	3	2	1	4	3	1	3	4	-	-	1	2	2	1	-	2	-	-	
		2% ^{cd}	1%	1%	2% ^{cd}	1%	1%	2%	2%	2%	6%	2%	2%	1%	3% ^{no}	1%	1%	1%	3%	1%	1%	1%	1%	1%	1%	-	-	1%	13%	1%	2%	-	1%	-	
NET: Dissatisfied	(1-3)	70	60	20	33	18	76	30	17	19	4	7	18	45	14	55	33	7	18	2	4	20	36	13	46	7	4	8	1	6	7	7	9	9	
		11% ^{cd}	8%	6%	7%	7%	15% ^{ab}	10%	14%	10%	12%	2%	9% ^{kl}	47% ^{kl}	4%	19% ^{no}	12% ^{qr}	5%	7%	6%	1%	10% ^{uw}	41% ^{uw}	3%	17% ^{uw}	9%	8%	4%	6%	2%	11% ^{de}	37%	3%	16% ^{de}	
NET: Neutral	(4-6)	172	173	80	109	51	126	83	25	59	5	50	98	24	64	104	61	37	70	5	47	107	19	88	85	15	7	56	2	45	32	3	67	13	
		26%	24%	24%	22%	20%	25%	27%	20%	30%	15%	13%	31% ^{dm}	51% ^{dm}	25% ^{kl}	17%	36% ^{no}	21%	26%	27%	14%	11%	53% ^{uw}	22% ^u	19%	32% ^{uw}	20%	14%	30% ^{de}	13%	19%	48% ^{de}	16%	25%	22%
NET: Satisfied	(7-10)	411	488	224	348	187	304	191	81	116	23	311	74	26	281	125	189	99	172	28	385	71	32	353	133	52	40	121	11	189	26	9	186	36	
		62% ^{cd}	67% ^{af}	69% ^{af}	70% ^{af}	72% ^{af}	60%	62%	65%	59%	68%	82% ^{dm}	38%	27%	76% ^{no}	44%	66%	68%	66%	78%	88% ^{uw}	35%	36%	77% ^{uw}	50%	70%	78%	65%	69%	78% ^f	39%	47%	70%	62%	
Mean score		7.011	7.201	7.391	7.411	7.711	6.66	7.06	6.89	6.95	7.31	6.191	6.111	4.25	7.301	5.92	7.08	7.27	7.20	6.801	6.211	5.921	5.08	7.771	6.24	7.46	7.86	7.21	7.71	7.951	5.89	5.37	7.571	6.66	

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 148

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

Base: All complained about mobile phone service in past 6 months

	Supplier						THREE							VIRGIN MEDIA							VODAFONE												
	EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
							Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	666	729	327	500	258	509	204	84*	179	33*	298	132	70*	266	223	117	76*	56*	9**	155	59*	44*	153	104	311	72*	103	23**	232	132	145	248	258
10 - Extremely satisfied (10)	121	118	60	97	80	76	51	14	30	2	77	13	7	71	24	23	35	19	3	71	2	7	66	14	48	8	17	3	53	8	15	49	26
	18%	16%	18%	19%	31%abcd	15%	25%kl	17%	17%	6%	26%klm	10%	10%	27%kl	11%	20%	46%pq	34%qr	33%	46%stuv	3%	16%w	43%xy	13%	15%	11%	17%	13%	23%FG	6%	10%	23%HI	10%
9 - (9)	87	125	71	92	35	61	32	14	36	10	77	10	5	63	28	17	6	10	2	29	1	5	25	10	33	13	12	3	42	12	7	34	27
	13%	17%al	22%af	18%al	14%	12%	16%	17%	20%	30%g	26%lm	8%	7%	24%no	13%	15%	8%	18%	22%	19%st	2%	11%u	16%vw	10%	11%	18%	12%	13%	18%FG	9%	5%	14%HI	10%
8 - (8)	122	139	45	87	43	98	28	15	37	7	63	17	7	51	36	17	14	11	1	26	11	6	24	19	58	16	20	4	67	16	15	58	39
	18%	19%ac	14%	17%	17%	19%cd	14%	18%	21%	21%	21%lmn	13%	10%	19%	16%	15%	18%	20%	11%	17%	19%	14%	16%	18%	19%	22%	19%	17%	29%FG	12%	10%	23%HI	15%
7 - (7)	81	106	48	72	29	69	33	13	21	5	40	23	9	31	37	15	11	2	1	14	12	3	14	15	40	11	15	3	36	20	13	32	37
	12%	15%	15%	14%	11%	14%	16%	15%	12%	15%	13%	17%	13%	12%	17%	13%	14%rs	4%	11%	9%	20%tu	7%	9%	14%	13%	15%	15%	13%	16%	15%	9%	13%	14%
6 - (6)	82	80	33	39	20	49	15	6	15	3	17	20	2	17	22	13	4	3	-	7	12	1	8	11	25	8	11	5	16	22	11	21	28
	12%cd	11%	10%	8%	8%	10%	7%	7%	8%	9%	6%	13%klm	3%	6%	10%	11%	5%	5%	-	5%	20%nop	2%	5%	11%	8%	11%	11%	22%	7%	17%qrs	8%	8%	11%
5 - (5)	56	58	32	54	23	45	20	8	21	5	12	27	15	13	40	13	3	7	-	5	10	8	10	13	26	6	11	2	7	22	16	22	22
	8%	8%	10%	11%	9%	9%	10%	10%	12%	15%	3%	20%klm	21%	5%	18%no	11%	4%	13%	-	3%	17%pqr	16%	7%	13%	8%	8%	11%	9%	3%	17%stuv	11%	9%	9%
4 - (4)	34	35	15	16	8	32	7	4	5	-	3	9	4	3	13	4	1	3	-	1	5	2	2	6	22	3	6	1	6	16	10	11	21
	5%	5%	5%	3%	3%	8%ij	3%	5%	3%	-	1%	7%kl	6%lm	1%	6%no	3%	1%	5%	-	1%	8%op	5%	1%	8%qr	7%	4%	6%	4%	3%	12%rst	7%uv	4%	8%
3 - (3)	25	28	8	13	12	27	7	3	3	-	2	4	7	6	6	9	1	-	2	2	4	6	2	10	21	2	3	1	2	9	16	9	18
	4%	4%	2%	3%	5%	9%bcd	3%	4%	2%	-	1%	3%	10%kl	2%	3%	9%lm	1%	-	22%	1%	7%nop	14%	1%	10%qr	7%	3%	3%	4%	1%	7%stuv	11%wxyz	4%	7%
2 - (2)	14	9	5	8	2	18	2	4	1	1	-	2	6	3	4	-	1	1	-	-	-	2	1	1	13	1	4	-	-	6	12	4	14
	2%	1%	2%	2%	1%	4%abc	1%	5%def	1%	3%	-	2%kl	9%lmn	1%	2%	-	1%	2%	-	-	-	5%op	1%	1%	4%	1%	4%	-	-	5%qrst	8%uvwx	2%	5%yz
1 - Extremely dissatisfied (1)	31	23	7	12	4	31	4	2	6	-	-	4	8	3	9	4	-	-	-	-	1	3	1	3	23	4	4	-	-	1	30	5	26
	5%cd	3%	2%	2%	2%	6%abcd	2%	2%	3%	-	-	3%kl	11%lmn	1%	4%no	3%	-	-	-	-	2%op	7%pqr	1%	3%rst	7%	6%	4%	-	-	1%	21%stuv	2%	10%wxyz
Not applicable	13	8	3	10	2	3	5	1	4	-	7	3	-	5	4	2	-	-	-	-	1	1	-	2	2	-	-	1	3	-	-	3	-
	2%kl	1%	1%	2%kl	1%	1%	2%	1%	2%	-	2%	2%	-	2%	2%	2%	-	-	-	-	2%	2%	-	2%	1%	-	-	4%	1%	-	-	1%	-
NET: Dissatisfied (1-3)	70	60	20	33	18	76	13	9	10	1	2	10	21	12	19	13	2	1	2	2	5	11	4	14	57	7	11	1	2	16	58	18	58
	11%cd	8%	6%	7%	7%	15%abcde	6%	11%	6%	3%	1%	8%kl	30%lmn	5%	9%	11%op	3%	2%	22%	1%	8%qr	25%rst	3%	13%stuv	18%	10%	11%	4%	1%	12%vwxyz	40%ABCD	7%	22%EFGH
NET: Neutral (4-6)	172	173	80	109	51	126	42	18	41	8	32	56	21	33	75	30	8	13	-	13	27	11	20	30	73	17	28	8	29	60	37	54	71
	26%	24%	24%	22%	20%	25%	21%	21%	23%	24%	11%	42%klm	30%nop	12%	34%qr	26%st	11%	23%	-	8%	46%tu	25%vw	13%	27%xy	23%	24%	27%	35%	13%	45%z	26%AB	22%	28%CD
NET: Satisfied (7-10)	411	488	224	348	187	304	144	56	124	24	257	63	28	216	125	72	66	42	7	140	26	21	129	58	179	48	64	13	198	56	50	173	129
	62%	67%al	69%af	70%ah	72%aj	60%	71%	67%	69%	73%	86%klm	48%	40%	81%no	56%	62%	87%pq	75%	78%	90%rstuv	44%	48%	84%wxyz	56%	58%	67%	62%	57%	85%FG	42%	34%	70%HI	50%
Mean score	7.01	7.20	7.33af	7.41af	7.71abf	6.66	7.54	7.08	7.42	7.45	8.34lm	6.42m	5.40	8.08o	6.66	7.08	8.43p	8.02p	7.67	8.74uv	6.14	6.12	8.43w	6.64	6.48	7.00	6.88	7.14	8.11FG	6.08G	4.91	7.35I	5.98

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 149

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

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

	Supplier						EE/Orange/T-Mobile								O2								TESCO MOBILE										
	EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
							Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	373	295	128	270	139	285	195	48*	112	18**	199	108	66*	200	170	131	47*	104	13**	174	79*	42*	186	107	22**	12**	92*	2**	85*	37*	6**	106	22**
10 - Extremely satisfied (10)	47	42	20	44	27	24	27	8	9	3	42	3	2	43	4	20	8	11	3	39	1	2	36	6	5	4	11	-	17	2	1	18	2
9 - (9)	13%	14% ^d	16% ^d	16% ^d	19% ^d	8%	14%	17%	8%	17%	21% ^{km}	3%	3%	22%	2%	15%	17%	11%	23%	22% ^{km}	1%	5%	19% ^{km}	6%	23%	33%	12%	-	20% ^f	5%	17%	17%	9%
8 - (8)	42	37	17	32	14	20	21	7	12	2	39	3	-	32	9	20	6	10	1	32	5	-	31	6	3	1	12	1	15	2	-	15	2
7 - (7)	11%	13% ^d	13% ^d	12%	10%	7%	11%	15%	11%	11%	20% ^{km}	3%	-	18%	5%	15%	13%	10%	8%	18% ^{km}	6%	-	17% ^{km}	6%	14%	8%	13%	50%	18%	5%	-	14%	9%
6 - (6)	58	50	19	55	16	43	34	8	13	3	41	14	3	39	18	12	12	22	4	44	5	1	45	5	3	3	13	-	13	5	1	14	5
5 - (5)	16%	17%	15%	20% ^{de}	12%	15%	17%	17%	12%	17%	21% ^{km}	13%	5%	20%	11%	9%	26% ^{qp}	21% ^{qp}	31%	25% ^{km}	6%	2%	24% ^{km}	5%	14%	25%	14%	-	15%	14%	17%	13%	23%
4 - (4)	57	38	29	36	12	36	29	3	23	2	36	16	5	35	21	16	4	18	-	21	13	4	25	13	2	1	25	1	20	7	2	25	4
3 - (3)	15%	13%	23% ^{bdde}	13%	9%	13%	15%	6%	21% ^{ah}	11%	18% ^{km}	15%	8%	18%	12%	12%	9%	17%	2	12%	16%	10%	13%	12%	9%	8%	27%	50%	24%	19%	33%	24%	18%
2 - (2)	39	40	18	29	13	31	17	7	15	-	15	22	2	20	19	17	5	16	2	22	15	3	24	16	4	1	13	-	12	6	-	17	1
1 - Extremely dissatisfied (1)	10%	14%	14%	11%	9%	11%	9%	15%	13%	-	8%	20% ^{km}	3%	10%	11%	13%	11%	15%	15%	13%	19%	7%	13%	15%	18%	8%	14%	-	14%	16%	-	16%	5%
Not applicable	48	29	14	26	13	18	22	4	16	6	15	21	12	12	36	10	5	13	1	11	16	2	12	17	2	-	12	-	4	10	-	11	3
NET: Dissatisfied (1-3)	19% ^d	10%	11%	10%	9%	6%	11%	8%	14%	33%	8%	19% ^{km}	18% ^{km}	6%	21% ^{km}	8%	11%	13%	8%	6%	20% ^{kv}	5%	6%	16% ^{km}	9%	-	13%	-	5%	27% ^{de}	-	10%	14%
NET: Neutral (4-6)	24	14	5	14	10	22	14	2	6	2	5	12	7	7	17	8	2	3	1	1	7	6	4	10	1	1	3	-	2	3	-	2	3
NET: Satisfied (7-10)	22	12	2	9	13	25	14	3	5	-	3	11	8	6	16	6	1	4	1	1	8	3	2	10	-	1	1	-	1	-	1	1	1
Mean score	5	15	1	7	5	17	4	-	1	-	1	1	3	-	5	9	3	3	-	1	4	10	4	11	-	-	1	-	-	1	-	-	-
NET: Dissatisfied	28	16	3	15	15	49	12	4	12	-	-	5	23	4	24	11	1	4	-	1	5	10	3	12	2	-	1	-	1	1	1	2	1
NET: Neutral	3	2	-	3	1	-	1	2	-	-	2	-	1	2	1	2	-	-	-	1	-	1	-	1	-	-	-	-	-	-	-	-	-
NET: Satisfied	1%	1%	-	1%	1%	-	1%	4% ^{qd}	-	-	1%	-	2%	1%	1%	2%	-	-	-	1%	-	2%	-	1%	-	-	-	-	-	-	-	-	-
NET: Dissatisfied	55	43	6	31	33	91	30	7	18	-	4	17	34	10	45	26	5	11	1	3	17	23	9	33	2	1	3	-	2	2	2	4	2
NET: Neutral	15% ^{ac}	15% ^{ac}	5%	11% ^{abc}	24% ^{abcd}	32% ^{abcd}	15%	15%	16%	-	2%	18% ^{km}	32% ^{km}	5%	20% ^{km}	20%	11%	11%	8%	2%	22% ^{km}	55% ^{km}	5%	31% ^{km}	9%	8%	3%	-	2	5%	33%	4%	9%
NET: Satisfied	111	83	37	69	36	71	53	13	37	8	35	55	21	39	72	35	12	32	4	34	38	11	40	43	7	2	28	-	18	19	-	30	7
NET: Satisfied	30%	28%	29%	26%	26%	25%	27%	27%	33%	44%	18%	51% ^{km}	32% ^{km}	20%	42% ^{km}	27%	26%	31%	31%	20%	46% ^{kv}	26%	22%	40% ^{km}	32%	17%	30%	-	21%	51% ^{de}	-	28%	32%
NET: Satisfied	204	167	85	167	69	123	111	26	57	10	158	36	10	149	52	68	30	61	8	136	24	7	137	30	13	9	61	2	65	16	4	72	13
NET: Satisfied	55% ^d	57% ^d	68% ^{deef}	62% ^{de}	50%	43%	57%	54%	51%	56%	79% ^{km}	33% ^{km}	15%	75% ^{km}	31%	52%	64%	59%	62%	78% ^{km}	30%	17%	74% ^{km}	28%	59%	75%	66%	100%	76% ^f	43%	67%	68%	59%
Mean score	6.45 ^f	6.63 ^f	6.88 ^{deef}	6.20 ^f	5.40	6.52	6.76	6.13	6.89	7.85 ^{km}	5.61 ^{km}	3.57	7.60 ^{km}	5.07	6.35	7.04	6.70	7.31	7.94 ^{km}	5.33 ^{kv}	3.59	7.50 ^{km}	5.00	7.05	7.75	7.10	8.00	7.68 ^f	6.16	6.00	7.30	6.50	

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

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 150

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

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

	Supplier						THREE							VIRGIN MEDIA							VODAFONE												
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	373	295	128	270	139	285	129	34*	92*	15**	154	75*	41*	146	121	75*	21**	34*	9**	69*	34*	36*	72*	66*	179	39*	56*	11**	123	64*	98*	131	152
10 - Extremely satisfied (10)	47	42	20	44	27	24	22	6	13	3	37	4	3	34	9	8	6	10	3	23	2	2	21	6	14	4	6	-	22	1	1	20	4
9 -	13%	14% ^d	16% ^d	16% ^d	19% ^d	8%	17%	18%	14%	20%	24% ^{km}	5%	7%	23%	7%	11%	29%	29%	33%	33% ^{km}	6%	6%	29% ^{km}	9%	8%	10%	11%	-	18% ^{FG}	2%	1%	15% ^d	3%
8 -	42	37	17	32	14	20	17	5	8	2	25	6	1	24	7	9	-	2	3	11	-	3	9	5	11	5	4	-	20	-	-	13	7
7 -	11%	13% ^d	13% ^d	12%	10%	7%	13%	15%	9%	13%	16% ^{km}	8%	2%	16%	6%	12%	-	6%	33%	16% ^{km}	-	8%	13%	8%	6%	13%	7%	-	16% ^{FG}	-	-	10%	5%
6 -	58	50	19	55	16	43	20	9	21	5	46	9	-	37	18	9	4	3	-	11	3	2	12	4	23	8	9	3	33	6	4	27	16
5 -	16%	17%	15%	20% ^{de}	12%	15%	16%	26%	23%	33%	30% ^{km}	12% ^{km}	-	26%	15%	12%	19%	9%	-	16%	9%	6%	17%	6%	13%	21%	16%	27%	27% ^{FG}	9%	4%	21% ^d	11%
4 -	57	38	29	36	12	36	21	-	13	2	22	11	3	16	20	2	2	7	1	8	2	2	8	4	22	5	8	1	24	7	5	19	17
3 -	15%	13%	23% ^{abdef}	13%	9%	13%	16% ^h	-	14% ^h	13%	14%	15%	7%	11%	17%	3%	10%	21% ^h	11%	12%	6%	6%	11%	6%	12%	13%	14%	9%	20% ^G	11%	5%	15%	11%
2 -	39	40	18	29	13	31	10	3	16	-	13	14	2	14	15	7	3	3	-	8	4	1	10	3	20	3	5	3	10	14	7	17	13
1 - Extremely dissatisfied (1)	10%	14%	14%	11%	9%	11%	8%	9%	17% ^h	-	8%	18% ^{km}	5%	10%	12%	9%	14%	9%	-	12%	12%	3%	14%	5%	11%	8%	9%	27%	8%	22% ^{EG}	7%	13%	9%
Not applicable	48	29	14	26	13	18	11	3	10	2	5	14	7	9	16	9	2	2	-	4	7	2	2	10	14	3	1	-	6	7	5	10	8
NET: Dissatisfied (1-3)	13% ^d	10%	11%	10%	9%	6%	9%	9%	11%	13%	3%	19% ^{km}	17% ^{km}	6%	13%	12%	10%	6%	-	6%	21% ^d	6%	3%	15% ^{km}	8%	8%	2%	-	5%	11%	5%	8%	5%
NET: Neutral (4-6)	24	14	5	14	10	22	7	2	4	1	1	8	5	1	13	6	3	1	-	2	4	4	4	6	16	2	4	-	3	12	7	9	13
NET: Satisfied (7-10)	22	12	2	9	13	25	7	1	1	-	3	2	4	6	3	8	1	3	1	1	5	7	3	10	14	2	7	2	3	6	16	4	21
Mean score	5	15	1	7	5	17	4	2	1	-	1	2	4	-	7	2	-	2	1	1	-	4	-	5	10	4	3	-	-	7	10	3	14
	1%	5% ^{ac}	1%	3%	4%	6% ^{ac}	3%	6%	1%	-	1%	3%	10% ^h	-	6% ^h	3%	-	6%	11%	1%	-	11%	6%	10%	5%	-	-	11% ^E	10% ^E	2%	9% ^d		
	28	16	3	15	15	49	7	3	5	-	-	4	12	4	11	14	-	1	-	-	6	9	3	12	35	3	9	2	2	4	43	9	39
	9% ^{ic}	5%	2%	6%	11% ^{bc}	17% ^{abcd}	5%	9%	5%	-	-	4% ^{km}	23% ^{km}	3%	3% ^{km}	19% ^{km}	-	3%	-	-	18% ^d	23% ^{km}	4%	15% ^{km}	20%	8%	16%	18%	2%	6%	44% ^{EF}	7%	33% ^{km}
	3	2	-	3	1	-	3	-	-	-	1	2	-	1	2	1	-	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-
	1%	1%	-	1%	1%	-	2%	-	-	-	1%	3%	-	1%	2%	1%	-	-	-	-	3%	-	-	2%	-	-	-	-	-	-	-	-	-
	55	43	6	31	33	91	18	6	7	-	4	7	20	10	21	24	1	6	2	2	11	20	6	27	59	9	19	4	5	17	69	16	74
	15% ^{ac}	15% ^{ac}	5%	11% ^{bc}	24% ^{abcd}	32% ^{abcd}	14%	18%	8%	-	3%	9% ^{km}	49% ^{km}	7%	17% ^{km}	32%	5%	18%	22%	3%	32% ^{km}	56% ^{km}	8%	41% ^{km}	33%	23%	34%	36%	4%	27% ^{km}	70% ^{EF}	12%	49% ^{km}
	111	83	37	69	36	71	28	8	30	3	19	36	14	24	44	22	8	6	-	14	15	7	16	19	50	8	10	3	19	33	19	36	34
	30%	28%	29%	26%	26%	25%	22%	24%	33%	20%	12%	46% ^{km}	34% ^{km}	16%	36% ^{km}	29%	38%	18%	-	20%	44% ^{km}	19%	22%	29%	28%	21%	18%	27%	15%	52% ^{EG}	19%	27%	22%
	204	167	85	167	69	123	80	20	55	12	130	30	7	111	54	28	12	22	7	53	7	9	50	19	70	22	27	4	99	14	10	79	44
	55% ^d	57% ^d	66% ^{acdf}	62% ^{def}	50%	43%	62%	59%	60%	80%	84% ^{km}	40% ^{km}	17%	78% ^{km}	45%	37%	57%	65% ^{km}	78%	77% ^{km}	21%	25%	69% ^{km}	29%	39%	56% ^{km}	48%	36%	80% ^{FG}	22% ^{km}	10%	60% ^{km}	29%
	6.45 ^f	6.63 ^f	7.16 ^{abc}	6.88 ^{def}	6.20 ^f	5.40	6.82	6.71	6.88	7.73	8.07 ^{km}	6.85 ^{km}	3.88	7.72 ^{km}	5.82	5.41	7.10	6.97 ^{km}	7.67	8.03 ^{km}	4.67	4.08	7.51 ^{km}	4.75	5.18	6.21	5.55	5.18	7.68 ^{FG}	4.84 ^{km}	2.89	6.73 ^{km}	4.28

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 151

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

Base: All complained about mobile phone service in past 6 months

	Supplier						EE/Orange/T-Mobile							O2							TESCO MOBILE												
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	666	729	327	500	258	509	309	125	198	34*	377	193	96*	370	286	286	145	262	36*	440	201	88*	457	268	74*	51*	186	16**	242	66*	19**	264	58*
10 - Extremely satisfied (10)	100	94	67	72	55	42	51	18	23	8	92	7	1	92	8	34	22	29	9	89	1	4	77	16	12	16	36	3	62	3	2	61	4
9 - (9)	79	143	75	66	51	40	31	17	27	4	71	7	1	61	16	40	34	63	6	132	11	-	120	23	20	7	46	2	67	6	2	66	9
8 - (8)	111	132	62	94	32	82	53	21	31	6	91	18	2	77	33	50	23	51	8	104	25	3	102	30	9	5	44	4	49	11	2	55	7
7 - (7)	97	99	51	59	21	61	51	16	27	3	62	29	6	56	38	33	21	43	2	64	31	4	54	44	11	10	27	3	39	11	1	42	9
6 - (6)	66	66	32	49	20	43	27	12	24	3	26	37	3	30	35	17	16	27	6	24	38	4	43	23	5	6	19	2	10	21	1	21	11
5 - (5)	61	59	15	57	16	32	24	12	20	5	11	41	9	17	43	26	10	21	2	13	40	6	30	29	5	2	7	1	6	7	2	10	5
4 - (4)	35	39	9	30	9	32	19	6	9	1	10	19	6	12	22	8	9	1	4	27	8	10	29	9	4	1	4	-	3	5	1	4	5
3 - (3)	42	26	5	29	16	32	16	9	17	-	7	19	16	12	30	14	3	8	1	1	14	11	7	19	3	2	-	-	3	-	2	2	2
2 - (2)	26	20	2	10	16	40	10	8	7	1	4	8	14	4	22	12	3	5	-	-	10	10	6	13	-	-	2	-	-	1	1	1	1
1 - Extremely dissatisfied (1)	45	45	7	27	21	102	26	3	13	3	1	6	38	6	38	35	4	6	-	5	3	37	5	40	5	1	1	-	1	1	5	2	4
Not applicable	4	6	2	7	1	3	1	3	-	-	2	2	-	3	1	4	1	-	1	4	1	1	3	2	-	1	-	1	-	-	-	1	
NET: Dissatisfied (1-3)	113	91	14	66	53	174	52	20	37	4	12	33	68	22	90	61	10	19	1	6	27	58	18	72	8	3	3	-	4	2	8	5	7
NET: Neutral (4-6)	162	164	56	136	45	107	70	30	53	9	47	97	18	59	100	64	34	57	9	41	105	18	83	81	14	9	30	3	19	33	4	35	21
NET: Satisfied (7-10)	387	468	255	291	159	225	186	72	108	21	316	61	10	286	95	157	100	186	25	389	68	11	353	113	52	38	153	12	217	31	7	224	29
Mean score	6.50f	6.90af	7.78abd	6.72i	6.81ii	5.31	6.56	6.68	6.40	6.97	6.81im	5.56m	2.90	7.74o	5.05	6.20	7.32p	7.28p	7.66p	8.24uv	5.64v	3.08	7.78x	5.40	7.22	7.80	7.98A	7.87	8.33F	6.56	4.95	8.11i	6.37

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 152

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

Base: All complained about mobile phone service in past 6 months

	Supplier						THREE						VIRGIN MEDIA						VODAFONE															
	Issue						Satisfaction			Resolved			Issue						Satisfaction			Resolved												
	EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	666	729	327	500	258	509	204	84*	179	33*	298	132	70*	266	223	117	76*	56*	9**	155	59*	44*	153	104	311	72*	103	23**	232	132	145	248	258	
10 - Extremely satisfied (10)	100	94	67	72	55	42	34	12	23	3	67	3	2	62	10	14	28	11	2	53	1	1	52	3	22	10	8	2	41	-	1	40	2	
	15% ^{af}	13% ^{af}	20% ^{abcd}	14% ^{af}	21% ^{abcd}	8%	17%	14%	13%	9%	22% ^{lm}	3%	3%	23% ^{lm}	4%	12%	37% ^{gh}	20%	22%	34% ^{uv}	2%	2%	34% ^{uv}	3%	7%	14%	8%	9%	18% ^{FG}	-	1%	16% ^{HI}	1%	
9 -	79	143	75	66	51	40	16	15	32	3	60	6	-	50	14	18	14	16	3	45	6	-	41	10	23	8	9	-	39	1	-	24	16	
	12% ^{ad}	20% ^{abcd}	23% ^{abcd}	13% ^{af}	20% ^{abcd}	8%	8%	18% ^{gd}	18% ^{gd}	9%	20% ^{lm}	5%	-	19% ^{lm}	6%	15%	18% ^{gh}	28% ^{gh}	33%	29% ^{uv}	10% ^{uv}	-	27% ^{uv}	10%	7%	11%	9%	-	17% ^{FG}	1%	-	10%	6%	
8 -	111	132	62	94	32	82	31	13	38	12	81	11	2	62	31	12	11	9	-	21	8	3	21	11	45	18	17	2	65	14	3	57	25	
	17% ^{bc}	18% ^{bc}	19% ^{bc}	19% ^{bc}	12%	16%	15%	15%	21%	4%	36% ^{gh}	27% ^{lm}	8%	23% ^{lm}	14%	10%	14%	16%	-	14%	14%	7%	14%	11%	14%	25% ^{AB}	17%	9%	28% ^{FG}	11% ^{GH}	2%	23%	10%	
7 -	97	99	51	59	21	61	25	9	21	4	38	19	2	31	27	10	7	3	1	17	3	1	13	8	30	9	18	4	42	18	1	33	28	
	15% ^{bc}	14% ^{bc}	16% ^{bc}	12%	8%	12%	12%	11%	12%	12%	13% ^{lm}	14% ^{lm}	3%	12%	12%	9%	9%	5%	11%	11%	5%	2%	8%	8%	10%	13%	17% ^{AB}	17%	18% ^{GH}	14% ^{GH}	1%	13%	11%	
6 -	66	66	32	49	20	43	23	6	18	2	25	18	6	23	26	8	6	5	1	10	8	2	9	11	29	3	6	5	22	18	3	28	15	
	10%	9%	10%	10%	8%	8%	11%	7%	10%	6%	8%	14%	9%	9%	12%	7%	8%	9%	11%	6%	14%	5%	6%	11%	9%	4%	6%	22%	9% ^{GH}	14% ^{GH}	2%	11% ^{HI}	6%	
5 -	61	59	15	57	16	32	20	10	22	5	11	37	9	16	39	11	3	2	-	6	7	3	5	11	18	2	8	4	5	21	6	14	18	
	9% ^{bc}	8% ^{bc}	5%	11% ^{cd}	6%	6%	10%	12%	12%	15%	4%	28% ^{km}	13% ^{kl}	6%	17% ^{lm}	9%	4%	4%	-	4%	12% ^{kl}	7%	3%	11% ^{lm}	6%	3%	8%	17%	2%	16% ^{EG}	4%	6%	7%	
4 -	35	39	9	30	9	32	16	7	7	-	5	20	5	5	24	6	1	2	-	1	5	3	2	7	22	5	5	-	6	18	8	12	19	
	5%	5%	3%	8% ^{bc}	3%	6% ^{bc}	8%	8%	4%	-	2%	15% ^{kl}	7% ^{kl}	2%	11% ^{lm}	5%	1%	4%	-	1%	8% ^{kl}	7% ^{kl}	1%	7% ^{lm}	7%	7%	5%	-	3%	14% ^{EG}	6%	5%	7%	
3 -	42	26	5	29	16	32	14	5	7	3	6	9	14	11	16	2	2	-	-	1	9	6	3	12	22	4	5	1	4	17	11	10	22	
	6% ^{bc}	4%	2%	6% ^{bc}	6% ^{bc}	6% ^{bc}	7%	6%	4%	9%	2%	7% ^{kl}	20% ^{kl}	4%	7%	10%	3%	4%	-	1%	15% ^{kl}	14% ^{kl}	2%	12% ^{lm}	7%	6%	5%	4%	2%	13% ^{EG}	8% ^{bc}	4%	9% ^{bc}	
2 -	26	20	2	10	16	40	7	2	-	1	-	2	8	1	8	8	1	5	2	1	5	10	4	12	26	3	10	1	3	14	23	10	29	
	4% ^{bc}	3% ^{bc}	1%	2% ^{bc}	6% ^{abcd}	8% ^{abcd}	3% ^{bc}	2% ^{bc}	-	3% ^{bc}	-	2% ^{kl}	11% ^{kl}	* ^{bc}	4% ^{bc}	7%	1%	9% ^{bc}	22%	1%	6% ^{kl}	23% ^{kl}	3%	12% ^{lm}	8%	4%	10%	4%	1%	11% ^{EG}	16% ^{EG}	4%	11% ^{HI}	
1 - Extremely dissatisfied (1)	45	45	7	27	21	102	12	4	11	-	1	4	22	2	25	17	3	1	-	-	6	15	3	18	73	10	16	3	4	10	88	19	82	
	7% ^{bc}	6% ^{bc}	2%	5% ^{bc}	8% ^{bc}	20% ^{abcd}	6%	5%	6%	-	* ^{bc}	3% ^{kl}	31% ^{kl}	1%	11% ^{lm}	15% ^{lm}	4%	2%	-	-	-	10% ^{kl}	34% ^{kl}	2%	17% ^{lm}	23%	14%	16%	13%	2%	6% ^{bc}	61% ^{FG}	8%	52% ^{FG}
Not applicable	4	6	2	7	1	3	6	1	-	-	4	3	-	3	3	1	-	-	-	-	1	-	-	1	1	-	1	1	1	1	1	1	2	
	1%	1%	1%	1%	*	1%	3% ^{bc}	1%	-	-	1%	2%	-	1%	1%	1%	-	-	-	-	2%	-	-	1%	*	-	1%	4%	*	1%	1%	*	1%	
NET: Dissatisfied (1-3)	113	91	14	66	53	174	33	11	18	4	7	15	44	14	49	37	6	8	2	2	20	31	10	42	121	17	31	5	11	41	122	39	133	
	17% ^{bc}	12% ^{bc}	4%	13% ^{bc}	21% ^{abcd}	34% ^{abcd}	16%	13%	10%	12%	2%	11% ^{kl}	63% ^{kl}	5%	22% ^{lm}	32% ^{lm}	8%	14%	22%	1%	34% ^{kl}	70% ^{kl}	7%	40% ^{lm}	39% ^{lm}	24%	30%	22%	5%	31% ^{EG}	84% ^{FG}	16%	52% ^{FG}	
NET: Neutral (4-6)	162	164	56	136	45	107	59	23	47	7	41	75	20	44	89	25	10	9	1	17	20	8	16	29	69	10	19	9	33	57	17	54	52	
	24% ^{cd}	22% ^{cd}	17%	27% ^{cd}	17%	21%	29%	27%	26%	21%	14%	57% ^{km}	29% ^{kl}	17%	40% ^{lm}	21%	13%	16%	11%	11%	34% ^{kl}	18%	10%	28% ^{lm}	22%	14%	18%	39%	14%	43% ^{EG}	12%	22%	20%	
NET: Satisfied (7-10)	387	468	255	291	159	225	106	49	114	22	246	39	6	205	82	54	60	39	6	136	18	5	127	32	120	45	52	8	187	33	5	154	71	
	58% ^{cd}	64% ^{cd}	78% ^{abde}	58% ^{cd}	62% ^{cd}	44%	52%	58%	64% ^{gh}	67%	83% ^{lm}	30% ^{lm}	9%	77% ^{lm}	37%	46%	79% ^{op}	70% ^{op}	67%	88% ^{uv}	31% ^{uv}	11%	83% ^{uv}	31%	39%	63% ^{AB}	50% ^{AB}	35%	81% ^{FG}	25% ^{GH}	3%	62% ^{HI}	28%	
Mean score	6.56 ^f	6.90 ^{af}	7.78 ^{abcd}	6.72 ⁱ	6.81 ⁱⁱ	5.31	6.45	6.73	6.97	6.94	8.05 ^{lm}	5.53 ^m	3.30	7.03 ^o	5.45	5.72	8.01 ^p	7.36 ^p	7.11	8.52 ^{uv}	5.09 ^v	3.02	8.20 ^x	4.77	4.97	6.33 ^A	5.59	5.55	7.70 ^{FG}	4.74 ^G	2.00	6.71 ⁱ	3.99	

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 153

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

Base: All complained about mobile phone service in past 6 months

	Supplier						EE/Orange/T-Mobile							O2							TESCO MOBILE												
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	666	729	327	500	258	509	309	125	198	34*	377	193	96*	370	286	286	145	262	36*	440	201	88*	457	268	74*	51*	186	16**	242	66*	19**	264	58*
10 - Extremely satisfied (10)	107	118	65	83	64	48	55	21	23	8	100	5	2	103	4	43	17	48	10	112	4	2	107	10	21	9	31	4	64	1	-	61	2
9 -	88	147	95	76	40	54	38	19	29	2	83	5	-	70	16	44	39	57	7	135	10	2	121	26	11	17	65	2	86	6	3	88	7
8 -	108	131	59	85	27	66	50	17	37	4	85	22	1	77	29	48	30	48	5	99	31	1	98	33	9	6	42	2	46	13	-	54	5
7 -	89	83	43	50	22	60	44	16	27	2	61	24	4	50	37	27	18	37	1	50	32	1	51	31	9	5	26	3	28	14	1	32	11
6 -	64	56	23	44	19	41	29	13	15	7	21	41	2	25	37	19	12	20	5	21	32	3	37	19	7	6	8	2	13	9	1	15	8
5 -	62	54	13	50	17	50	22	16	19	5	18	40	4	25	36	24	9	18	3	11	36	7	23	31	5	2	5	1	2	9	2	8	5
4 -	37	35	9	21	11	30	9	8	10	-	3	28	6	8	29	13	8	13	1	3	28	4	4	31	2	2	4	1	1	8	-	3	6
3 -	21	25	5	28	17	33	11	4	6	-	2	13	6	3	18	17	3	5	-	2	14	9	5	19	2	1	2	-	-	4	1	1	3
2 -	20	26	3	16	10	30	11	1	8	-	-	6	14	1	19	12	5	7	2	2	8	16	4	22	1	1	1	-	-	1	2	-	3
1 - Extremely dissatisfied (1)	62	49	10	40	30	94	29	7	21	5	-	7	55	4	57	36	2	9	2	1	6	42	4	45	7	1	2	-	-	1	8	2	7
Not applicable	8	5	2	7	1	3	1	3	3	1	4	2	2	4	4	3	2	-	-	4	-	1	3	1	-	1	-	1	1	-	1	-	1
NET: Dissatisfied (1-3)	103	100	18	84	57	157	51	12	35	5	2	26	75	8	94	65	10	21	4	5	28	67	13	86	10	3	5	-	-	6	11	3	13
NET: Neutral (4-6)	163	145	45	115	47	121	70	37	44	12	42	109	12	58	102	56	29	51	9	35	96	14	64	81	14	10	17	4	16	26	3	26	19
NET: Satisfied (7-10)	392	479	262	294	153	228	187	73	116	16	329	56	7	300	86	162	104	190	23	396	77	6	377	100	50	37	164	11	224	34	4	235	25
Mean score	6.62f	6.98af	7.04abd	6.68f	6.67f	5.50	6.64	6.89	6.44	6.55	6.28lm	5.52m	2.27	6.05o	4.76	6.35	7.39p	7.39p	7.36	6.44uv	5.72v	2.56	6.11x	5.07	7.22	7.72	6.13a	7.73	6.59F	6.24	3.61	6.35f	5.60

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 154

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

Base: All complained about mobile phone service in past 6 months

	Supplier						THREE						VIRGIN MEDIA						VODAFONE														
	Issue						Satisfaction			Resolved			Issue						Satisfaction			Resolved											
	EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	666	729	327	500	258	509	204	84*	179	33*	298	132	70*	266	223	117	76*	56*	9**	155	59*	44*	153	104	311	72*	103	23**	232	132	145	248	258
10 - Extremely satisfied (10)	107	118	65	83	64	48	33	15	31	4	80	-	3	78	5	15	29	18	2	63	1	-	61	3	28	6	11	3	47	1	-	46	2
9 -	88	147	95	76	40	54	28	16	25	7	70	6	-	60	15	20	12	6	2	36	3	1	34	6	25	16	10	3	50	3	1	42	12
8 -	108	131	59	85	27	66	28	14	35	8	68	15	2	53	31	11	9	6	1	21	6	-	19	7	42	13	10	1	57	7	2	46	20
7 -	89	83	43	50	22	60	17	8	23	2	37	11	2	26	23	9	10	3	-	17	4	1	12	10	29	10	17	4	41	16	3	38	22
6 -	64	56	23	44	19	41	18	8	16	2	21	20	3	20	24	9	4	6	-	8	11	-	12	7	22	5	13	1	15	21	5	22	19
5 -	62	54	13	50	17	50	25	5	18	2	11	33	6	13	35	8	4	4	1	6	11	-	7	10	29	6	11	4	10	37	3	25	25
4 -	37	35	9	21	11	30	12	6	10	6	4	25	9	5	18	7	5	7	11	4	19	-	5	10	9	8	11	17	4	28	2	10	10
3 -	21	25	5	28	17	33	13	7	7	1	3	17	8	5	21	11	2	3	1	2	9	6	4	13	22	2	8	1	1	15	17	5	27
2 -	20	26	3	16	10	30	8	2	5	1	-	3	13	1	14	7	1	1	1	-	3	7	2	8	18	4	6	2	-	11	19	3	27
1 - Extremely dissatisfied (1)	62	49	10	40	30	94	20	4	12	4	2	8	30	2	37	20	3	6	1	1	4	25	1	29	70	7	14	3	-	7	87	10	83
Not applicable	8	5	2	7	1	3	3	1	1	2	5	2	-	5	-	-	1	-	-	-	1	-	-	1	2	-	-	1	2	-	1	2	1
NET: Dissatisfied (1-3)	103	100	18	84	57	157	41	13	24	6	5	28	51	8	72	38	6	10	3	3	16	38	7	50	110	13	28	6	1	33	123	18	137
NET: Neutral (4-6)	163	145	45	115	47	121	54	17	40	4	33	70	12	36	77	24	9	13	1	15	28	4	20	27	75	14	27	5	34	72	15	56	64
NET: Satisfied (7-10)	392	479	262	294	153	228	106	53	114	21	255	32	7	217	74	55	60	33	5	137	14	2	126	26	124	45	48	11	195	27	6	172	56
Mean score	6.62f	6.98af	7.04abd	6.69f	6.67f	5.50	6.35	6.99	6.90	6.84	6.29lm	5.15m	2.86	6.21o	4.99	5.73	7.99pr	6.93p	6.33	6.58uv	5.09v	2.02	6.37x	4.14	5.14	6.54A	5.77	5.86	6.01FG	4.89G	2.05	7.30l	3.81

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 155

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

Base: All complained about mobile phone service in past 6 months

	Supplier						EE/Orange/T-Mobile								O2								TESCO MOBILE																			
	Supplier						Issue				Satisfaction				Resolved				Issue				Satisfaction				Resolved				Issue				Satisfaction				Resolved			
	EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)									
Total	666	729	327	500	258	509	309	125	198	34*	377	193	96*	370	286	286	145	262	36*	440	201	88*	457	268	74*	51*	186	16**	242	66*	19**	264	58*									
10 - Extremely satisfied (10)	141	117	55	100	85	72	72	21	38	10	121	14	6	113	28	54	18	34	11	108	5	4	97	19	13	15	21	6	51	3	1	47	7									
	21%ab	16%	17%	20%ad	33%abed	14%	23%	17%	19%	29%	32%im	7%	6%	31%ap	10%	19%	12%	13%	31%ar	25%au	2%	5%	21%at	7%	18%	29%ac	11%	38%	21%af	5%	5%	18%	12%									
9 -	99	153	81	87	43	67	43	17	34	5	82	13	4	81	18	45	32	65	11	134	12	7	123	30	17	17	46	1	78	2	1	71	10									
	15%a	21%ab	25%add	17%	17%	13%	14%	14%	17%	15%	22%im	7%	4%	22%ap	6%	16%	22%	25%ap	31%ar	30%au	6%	8%	27%at	11%	23%	33%	25%	6%	32%af	3%	5%	27%	17%									
8 -	114	139	47	85	34	113	50	23	35	6	76	24	14	69	42	54	31	48	6	112	20	7	96	43	16	4	24	3	35	10	2	39	7									
	17%a	19%ab	14%	17%	13%	22%accd	16%	18%	18%	18%	20%im	12%	15%	19%	15%	19%	21%	18%	17%	25%au	10%	8%	21%	16%	22%ab	8%	13%	19%	14%	15%	11%	15%	12%									
7 -	104	96	31	53	21	59	47	19	32	6	56	37	11	49	51	38	27	31	-	40	44	12	47	48	11	2	16	2	20	8	3	22	9									
	16%cd	13%ae	9%	11%	8%	12%	15%	15%	16%	18%	15%	19%	11%	13%	18%	13%ae	19%ae	12%ae	-	9%	22%at	14%	10%	18%au	15%	4%	9%	13%	8%	12%	16%	8%	16%									
6 -	70	57	40	48	19	53	35	18	16	1	18	42	10	25	44	19	11	25	2	20	34	3	28	29	8	3	27	2	23	16	1	34	6									
	11%	8%	12%ab	10%	7%	10%	11%	14%	8%	3%	5%	22%im	10%im	7%	18%im	7%	8%	10%	6%	5%	17%au	3%	6%	11%au	11%	6%	15%	13%	10%	24%ae	5%	13%	10%									
5 -	48	72	36	39	24	43	20	8	18	2	11	34	3	13	34	24	15	29	4	14	48	10	41	31	3	4	28	1	21	14	1	29	7									
	7%	10%	11%ab	8%	9%	8%	6%	6%	9%	6%	3%	18%im	3%	4%	12%im	8%	10%	11%	11%	3%	24%au	11%au	9%	12%au	4%	8%	15%a	6%	9%	21%ae	5%	11%	12%									
4 -	25	25	17	32	14	39	14	4	7	-	4	17	4	7	18	10	3	11	1	4	15	6	9	16	2	2	13	-	9	5	3	15	2									
	4%	3%	5%	6%ab	5%	8%ab	5%	3%	4%	-	1%	9%a	4%a	2%	8%im	3%	2%	4%	3%	1%	7%at	7%at	2%	9%au	3%	4%	7%	-	4%	8%	16%	6%	3%									
3 -	17	23	10	26	8	20	7	5	5	-	1	6	10	2	15	15	3	5	-	4	11	8	7	16	-	2	8	-	2	6	2	5	4									
	3%	3%	3%	9%a	3%	4%	2%	4%	3%	-	1	3%a	10%im	1%	5%im	5%im	2%	2%	2%	-	1%	9%at	9%at	2%	6%au	-	4%	4%	-	1%	9%ae	11%	2%	7%ab								
2 -	9	17	1	9	4	16	6	1	1	1	1	-	8	2	7	9	2	6	-	1	6	10	5	12	-	-	1	-	-	-	1	-	1									
	1%	2%a	*	2%	2%	3%ac	2%	1%	1%	3%	*	-	8%im	1%	2%im	3%	1%	2%	-	*	3%at	11%au	1%	4%au	-	-	1%	-	-	-	5%	-	2%ab									
1 - Extremely dissatisfied (1)	30	24	6	12	4	25	13	6	10	1	2	3	25	4	25	13	2	8	1	-	5	19	2	22	3	1	2	-	-	2	4	2	3									
	5%cd	3%	2%	2%	2%	5%cd	4%	5%	5%	3%	1%	2%	28%im	1%	9%im	5%	1%	3%	3%	-	2%at	22%au	*	8%au	4%	2%	1%	-	-	3%ae	21%	1%	5%ab									
Not applicable	9	6	3	9	2	2	2	3	2	2	5	3	1	5	4	5	1	-	-	3	1	2	2	2	1	1	-	1	3	-	-	-	2									
	1%	1%	1%	2%a	*	*	1%	2%	1%	1%	1%	2%	1%	1%	1%	2%	1%	-	-	1%	*	2%	*	1%	1%	2%	-	6%	1%	-	-	-	3%ab									
NET: Dissatisfied (1-3)	56	64	17	47	16	61	26	12	16	2	4	9	43	8	47	37	7	19	1	5	22	37	14	50	3	3	11	-	2	8	7	7	8									
	8%	9%cd	5%	9%cd	6%	12%accd	8%	10%	8%	6%	1%	5%a	45%im	2%	18%im	13%au	5%	7%	3%	1%	11%at	42%au	3%	19%au	4%	6%	6%	-	1%	12%ae	37%	3%	14%ab									
NET: Neutral (4-6)	143	154	93	119	57	135	69	30	41	3	33	93	17	45	96	53	29	65	7	38	97	19	78	76	13	9	68	3	53	35	5	78	15									
	21%	21%	28%ab	24%	22%	27%ab	22%	24%	21%	9%	9%	48%im	18%im	12%	34%im	19%	20%	25%	19%	9%	48%au	22%au	17%	28%au	18%	18%	37%AB	19%	22%	53%ae	26%	30%	26%									
NET: Satisfied (7-10)	458	505	214	325	183	311	212	80	139	27	335	88	35	312	139	191	108	178	28	394	81	30	363	140	57	38	107	12	184	23	7	179	33									
	69%ad	69%ad	65%	65%	71%ad	61%	69%	64%	70%	79%	69%im	46%	36%	64%im	49%	67%	74%	68%	78%	69%au	40%	34%	79%au	52%	77%ac	79%ac	58%	75%	76%af	35%	37%	68%	57%									
Mean score	7.31	7.28	7.40	7.24	7.74	6.80	7.32	7.11	7.30	7.94	6.42	6.43	4.71	6.25	6.12	7.09	7.45	7.25	6.17	6.43	6.90	4.63	7.55	6.12	7.70	6.84	7.04	8.27	6.02	5.91	4.79	7.58	6.70									

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 156

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

Base: All complained about mobile phone service in past 6 months

	Supplier						THREE							VIRGIN MEDIA							VODAFONE												
	EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
							Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	666	729	327	500	258	509	204	84*	179	33*	298	132	70*	266	223	117	76*	56*	9**	155	59*	44*	153	104	311	72*	103	23**	232	132	145	248	258
10 - Extremely satisfied	141	117	55	100	85	72	37	18	40	5	86	9	5	72	27	27	36	18	4	76	4	5	73	12	40	10	17	5	55	6	11	47	24
	21%ab	16%	17%	20%a	33%abcd	14%	18%	21%	22%	15%	29%klm	7%	7%	27%kl	12%	23%	47%p	32%	44%	49%lmn	7%	11%	48%lm	12%	13%	14%	17%	22%	24%FG	5%	8%	19%kl	9%
9 -	99	153	81	87	43	67	33	11	40	3	75	10	2	66	20	15	12	13	3	35	4	4	27	16	43	10	12	2	54	9	4	47	20
	15%	21%ab	25%abcd	17%	17%	13%	16%	13%	22%	9%	25%klm	8%	3%	29%kl	9%	13%	16%	23%	33%	33%lmn	7%	9%	18%	15%	14%	14%	12%	9%	23%FG	7%	3%	19%kl	8%
8 -	114	139	47	85	34	113	29	13	30	13	69	10	6	55	29	20	5	9	-	20	9	5	17	16	61	25	20	7	69	26	18	64	49
	17%	19%ab	14%	17%	13%	22%abcd	14%	15%	17%	39%ghi	23%lm	8%	9%	21%kl	13%	17%kl	7%	16%	-	13%	15%	11%	11%	15%	20%	35%AC	19%	30%	30%FG	20%	12%	26%	19%
7 -	104	96	31	53	21	59	29	10	10	4	26	20	7	19	31	9	8	4	-	11	8	2	8	13	38	8	11	2	31	23	5	26	33
	16%def	13%ab	9%	11%	8%	12%ace	14%kl	12%	6%	12%	9%	15%kl	10%	7%	14%kl	8%	11%	7%	-	7%	14%	5%	5%	13%kl	12%	11%	11%	9%	13%kl	17%kl	3%	10%	13%
6 -	70	57	40	48	19	53	18	6	20	4	19	23	6	18	29	8	4	6	1	7	8	4	9	10	38	3	10	2	9	27	17	22	31
	11%	8%	12%ab	10%	7%	10%	9%	7%	11%	12%	6%	17%kl	9%	7%	13%kl	7%	5%	11%	11%	5%	14%kl	9%	6%	10%	12%kl	4%	10%	9%	4%	20%EG	12%kl	9%	12%
5 -	48	72	36	39	24	43	16	9	13	1	10	22	7	13	26	16	5	3	-	3	13	8	11	13	26	3	11	3	4	24	15	18	24
	7%	10%	11%ab	8%	9%	8%	11%	7%	7%	3%	3%	17%kl	10%kl	5%	12%kl	14%	7%	5%	-	2%	22%kl	16%kl	7%	13%	8%	4%	11%	13%	2%	18%kl	10%kl	7%	9%
4 -	25	25	17	32	14	39	10	9	13	-	5	17	10	10	22	8	3	3	-	3	7	4	5	9	21	5	13	-	7	11	21	15	24
	4%	3%	5%	8%ab	5%	8%ab	5%	11%	7%	-	2%	13%kl	14%kl	4%	10%kl	7%	4%	5%	-	2%	12%kl	9%kl	3%	9%	7%	7%	13%	-	3%	8%kl	14%kl	6%	9%
3 -	17	23	10	26	8	20	17	3	6	-	2	14	10	4	22	5	2	-	1	-	3	5	2	6	14	3	3	-	1	4	15	5	14
	3%	3%	3%	9%ab	3%	4%	3%	4%	3%	-	1%	11%kl	14%kl	2%	10%kl	4%	3%	-	11%	-	5%kl	11%kl	1%	6%kl	5%	4%	3%	-	+	3%kl	10%kl	2%	9%kl
2 -	9	17	1	9	4	16	4	3	1	1	1	2	6	3	5	4	-	-	-	-	1	3	1	3	10	3	3	-	1	2	13	2	14
	1%	2%ac	*	2%	2%	3%abc	2%	4%	1%	3%	*	2%	9%kl	2%	2%	3%	-	-	-	-	2%	7%kl	1%	3%	3%	4%	3%	-	+	2%kl	9%kl	1%	9%kl
1 - Extremely dissatisfied	30	24	6	12	4	25	6	2	4	-	-	3	9	2	9	4	-	-	-	-	-	4	-	4	19	2	3	1	-	-	25	1	24
	5%cd	3%	2%	2%	2%	5%cd	3%	2%	2%	-	-	2%kl	13%kl	1%	4%kl	3%	-	-	-	-	-	3%kl	-	4%kl	6%	3%	3%	4%	-	-	17%EF	*	9%kl
Not applicable	9	6	3	9	2	2	5	-	2	2	5	2	2	4	3	1	1	-	-	-	2	-	-	2	1	-	-	1	1	-	1	1	1
	1%	1%	1%	2%kl	*	*	2%	-	1%	6%kl	2%	2%	3%	2%	1%	1%	1%	-	-	-	3%kl	-	-	2%	*	-	-	4%	+	*	-	*	*
NET: Dissatisfied	56	64	17	47	16	61	8	11	1	3	19	25	9	36	13	2	-	1	-	4	12	3	13	43	8	9	1	2	6	53	8	52	
	8%	9%bc	5%	9%bc	6%	12%ace	13%kl	10%	6%	3%	1%	14%kl	36%kl	3%	16%kl	11%kl	3%	-	11%	-	7%kl	27%kl	2%	13%kl	14%	11%	9%	4%	1%	9%kl	37%EF	3%	20%kl
NET: Neutral	143	154	93	119	57	135	44	24	46	5	34	62	23	41	77	32	12	12	1	13	28	16	25	32	85	11	34	5	20	62	53	55	79
	21%	21%	28%ab	24%	22%	27%ab	22%	29%	26%	15%	11%	47%kl	33%kl	15%	35%kl	27%	16%	21%	11%	8%	47%kl	30%kl	16%	31%kl	27%kl	15%	33%kl	22%	9%	47%kl	37%kl	22%	31%kl
NET: Satisfied	458	505	214	325	183	311	128	52	120	25	256	49	20	212	107	71	61	44	7	142	25	16	125	57	182	53	60	16	209	64	38	184	126
	69%kl	69%kl	65%	65%	71%kl	61%	63%	62%	67%	76%	86%klm	37%	29%	80%kl	48%	61%	80%kl	79%kl	78%	92%klm	42%	36%	82%kl	55%	59%	74%AC	58%	70%	90%FG	48%kl	26%	74%kl	49%
Mean score	7.31	7.28	7.40	7.24	7.74abcd	6.80	7.01	6.99	7.52g	7.74	8.40im	5.88m	4.81	8.08kl	6.25	7.03	5.41p	5.21p	8.44	8.91ul	6.25	5.57	8.51x	6.59	6.66	7.17	6.80	7.55	8.28FG	6.45G	4.74	7.65i	5.99

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 157

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

Base: All complained about mobile phone service in past 6 months

	Supplier						EE/Orange/T-Mobile										O2										TESCO MOBILE									
							Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)			
Total	666	729	327	500	258	509	309	125	198	34*	377	193	96*	370	286	286	145	262	36*	440	201	88*	457	268	74*	51*	186	16**	242	66*	19**	264	58*			
10 - Extremely satisfied (10)	118	132	85	113	70	65	63	23	24	8	108	7	3	102	16	55	17	51	9	123	7	2	116	15	20	14	47	4	83	2	-	80	4			
	18% ^{ab}	18% ^{ab}	26% ^{abcd}	23% ^{ab}	27% ^{abcd}	13%	20% ^{ab}	18%	12%	24%	29% ^{lm}	4%	3%	28% ^{lm}	6%	19% ^{lm}	12%	19% ^{lm}	25% ^{lm}	28% ^{lm}	3%	2%	25% ^{lm}	6%	27%	27%	25%	25%	34% ^{lm}	3%	-	30% ^{lm}	7%			
9 -	99	136	51	68	44	47	48	14	32	5	85	12	2	81	17	44	32	54	6	128	8	-	114	22	13	15	20	3	49	1	1	42	9			
	15% ^{ab}	19% ^{ab}	16% ^{ab}	14% ^{ab}	17% ^{ab}	9%	16%	11%	16%	15%	23% ^{lm}	6%	2%	22% ^{lm}	6%	15%	22%	21%	17%	29% ^{lm}	4%	-	25% ^{lm}	8%	18%	23% ^{cd}	11%	19%	20% ^{lm}	2%	5%	16%	16%			
8 -	127	107	38	88	29	78	49	23	50	5	93	27	7	83	43	32	32	34	9	83	20	4	73	33	14	5	17	2	30	6	2	31	6			
	19% ^{abcd}	15% ^{ab}	12% ^{ab}	18% ^{abcd}	11%	15%	16%	18%	25% ^{lm}	15%	25% ^{lm}	14%	7%	22% ^{lm}	15%	11%	22% ^{lm}	13%	25% ^{lm}	19% ^{lm}	10%	5%	16%	12%	19% ^{cd}	10%	9%	13%	12%	9%	11%	12%	10%			
7 -	77	102	46	47	23	67	34	18	23	2	48	28	1	34	39	35	23	40	4	55	40	7	62	40	4	4	36	2	29	17	-	42	4			
	12% ^{ab}	14% ^{ab}	14% ^{ab}	9%	9%	13%	11%	14%	12%	6%	13% ^{lm}	15% ^{lm}	1%	9%	14%	12%	16%	15%	11%	13%	20% ^{lm}	8%	14%	15%	5%	8%	19% ^{ab}	13%	12%	26% ^{lm}	-	16%	7%			
6 -	61	74	44	48	21	39	27	10	21	3	18	32	11	25	33	20	16	34	4	32	38	4	40	34	9	4	29	2	27	15	2	31	13			
	9%	10%	13% ^{abcd}	10%	8%	8%	9%	8%	11%	9%	5%	17% ^{lm}	11% ^{lm}	7%	12% ^{lm}	7%	11%	13% ^{lm}	11%	7%	18% ^{lm}	5%	9%	13%	12%	8%	16%	13%	11%	23% ^{lm}	11%	12%	22% ^{lm}			
5 -	54	66	32	45	21	43	23	16	12	3	10	37	7	18	36	31	10	22	3	11	44	11	29	37	7	2	22	1	18	13	1	26	6			
	8%	9%	10%	9%	8%	8%	7%	13% ^{ab}	6%	9%	3%	19% ^{lm}	7% ^{lm}	5%	13% ^{lm}	11%	7%	8%	8%	3%	22% ^{lm}	13% ^{lm}	6%	14% ^{lm}	9%	4%	12%	6%	7%	20% ^{lm}	5%	10%	10%			
4 -	23	31	10	28	9	39	14	4	5	-	4	17	2	6	17	12	6	13	-	3	19	9	10	21	1	4	5	-	2	5	3	7	3			
	3%	4%	3%	6%	3%	8% ^{abcd}	5%	3%	3%	-	1%	9% ^{lm}	2%	2%	9% ^{lm}	4%	4%	5%	-	1%	9% ^{lm}	10% ^{lm}	2%	9% ^{lm}	1%	4%	3%	-	1%	8% ^{lm}	16%	3%	5%			
3 -	30	21	4	16	14	24	18	5	6	1	3	15	12	8	22	15	2	4	-	2	14	5	4	16	-	2	2	-	-	2	2	1	2			
	5% ^{ab}	3%	1%	3%	5% ^{ab}	5% ^{ab}	6%	4%	3%	3%	7%	8% ^{lm}	13% ^{lm}	2%	9% ^{lm}	5%	1%	2%	-	*	7% ^{lm}	9% ^{lm}	1%	9% ^{lm}	-	4%	1%	-	-	3% ^{lm}	11%	*	3% ^{lm}			
2 -	15	22	2	11	11	24	7	5	3	-	1	1	13	2	13	14	4	4	-	-	8	14	4	18	-	-	2	-	-	1	1	1	2			
	2%	3% ^{ab}	1%	2%	4% ^{ab}	5% ^{abcd}	2%	4%	2%	-	*	1%	14% ^{lm}	1%	5% ^{lm}	5% ^{lm}	3%	2%	-	-	4% ^{lm}	16% ^{lm}	1%	7% ^{lm}	-	-	1%	-	-	2%	5%	-	3% ^{lm}			
1 - Extremely dissatisfied (1)	48	33	9	23	12	75	25	5	14	4	2	11	35	8	39	25	2	6	-	1	3	29	4	29	4	1	3	1	2	3	4	4	4			
	7% ^{ab}	5%	3%	5%	5%	15% ^{abcd}	8%	4%	7%	12%	1%	6% ^{lm}	35% ^{lm}	2%	14% ^{lm}	9% ^{lm}	1%	2%	-	*	1%	33% ^{lm}	1%	11% ^{lm}	5%	2%	2%	6%	1%	5% ^{lm}	21%	2%	7% ^{lm}			
Not applicable	14	5	6	13	4	8	1	2	8	3	5	6	3	3	11	3	1	-	1	2	-	3	1	3	2	-	3	1	2	1	3	-	5			
	2% ^{ab}	1%	2%	3% ^{ab}	2%	2%	*	2%	4% ^{lm}	9% ^{lm}	1%	3%	3%	1%	4% ^{lm}	1%	1%	-	3% ^{lm}	*	-	3% ^{lm}	*	1%	3%	-	3%	1	2	1	3	-	5% ^{lm}			
NET: Dissatisfied (1-3)	93	76	15	50	37	123	50	15	23	5	6	27	60	18	74	54	8	14	-	3	25	48	12	63	4	3	7	1	2	6	7	5	8			
	14% ^{abcd}	10% ^{ab}	5%	10% ^{ab}	14% ^{ab}	24% ^{abcd}	16%	12%	12%	15%	2%	14% ^{lm}	63% ^{lm}	5%	20% ^{lm}	19% ^{lm}	6%	5%	-	1%	12% ^{lm}	55% ^{lm}	3%	24% ^{lm}	5%	6%	4%	6%	1%	9% ^{lm}	37%	2%	14% ^{lm}			
NET: Neutral (4-6)	138	171	86	121	51	121	64	30	38	6	32	86	20	49	86	63	32	69	7	46	101	24	79	92	17	10	56	3	47	33	6	64	22			
	21%	23%	26% ^{ab}	24%	20%	24%	21%	24%	19%	18%	8%	45% ^{lm}	21% ^{lm}	13%	30% ^{lm}	22%	22%	26%	19%	10%	50% ^{lm}	27% ^{lm}	17%	34% ^{lm}	23%	20%	30%	19%	19%	50% ^{lm}	32%	24%	38% ^{lm}			
NET: Satisfied (7-10)	421	477	220	316	166	257	194	78	129	20	334	74	13	300	115	166	104	179	28	389	75	13	365	110	51	38	120	11	191	26	3	195	23			
	63% ^{lm}	65% ^{lm}	67% ^{lm}	63% ^{lm}	64% ^{lm}	50%	63%	62%	65%	59%	69% ^{lm}	38% ^{lm}	14%	81% ^{lm}	40%	58%	72% ^{lm}	68% ^{lm}	78% ^{lm}	68% ^{lm}	37% ^{lm}	15%	60% ^{lm}	41%	69%	75%	65%	69%	79% ^{lm}	39%	16%	74% ^{lm}	40%			
Mean score	6.94 ^l	7.12 ^l	7.55 ^{abcd}	7.17 ^l	7.21 ^l	5.92	6.88	6.93	7.02	7.06	6.37 ^{lm}	5.84 ^{lm}	3.41	6.04 ^o	5.48	6.60	7.37 ^p	7.40 ^p	6.89 ^p	6.44 ^{uv}	5.81 ^v	3.39	6.01 ^x	5.58	7.69	7.84	7.40	7.67	6.23 ^F	5.88	4.13	7.84 ^l	6.25			

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 158

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

Base: All complained about mobile phone service in past 6 months

	Supplier						THREE						VIRGIN MEDIA						VODAFONE														
							Issue			Satisfaction			Resolved		Issue			Satisfaction			Resolved		Issue			Satisfaction			Resolved				
	EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	666	729	327	500	258	509	204	84*	179	33*	298	132	70*	266	223	117	76*	56*	9**	155	59*	44*	153	104	311	72*	103	23**	232	132	145	248	258
10 - Extremely satisfied (10)	118	132	85	113	70	65	43	16	51	3	106	5	2	98	15	19	30	19	2	66	2	2	61	9	33	12	16	4	59	4	2	55	10
9 -	99	136	51	68	44	47	26	12	23	7	62	5	1	47	19	22	11	8	3	40	4	-	37	7	32	6	9	-	42	4	1	34	13
8 -	127	107	38	88	29	78	34	14	29	11	67	16	5	56	31	10	9	10	-	20	8	1	18	11	39	17	18	4	56	16	6	49	29
7 -	77	102	46	47	23	67	21	8	16	2	26	17	4	14	31	8	10	4	1	15	6	2	11	12	40	10	14	3	42	19	6	46	21
6 -	61	74	44	48	21	39	13	13	22	-	18	28	2	22	25	8	4	8	1	5	14	2	11	10	19	6	11	3	11	23	5	18	21
5 -	54	66	32	45	21	43	17	4	20	4	9	25	11	13	32	13	4	4	-	7	10	4	8	13	29	1	9	4	6	27	10	13	29
4 -	23	31	10	28	9	39	15	9	3	1	3	16	9	3	25	5	2	1	1	1	3	5	1	8	25	5	8	1	8	18	13	9	30
3 -	30	21	4	16	14	24	11	2	3	-	7	9	3	12	11	11	2	1	-	1	6	7	3	11	18	2	4	-	2	7	15	10	14
2 -	15	22	2	11	11	24	5	3	2	1	1	4	6	3	7	8	2	-	1	-	2	9	2	9	17	-	7	-	-	7	17	5	19
1 - Extremely dissatisfied (1)	48	33	9	23	12	75	13	2	7	1	4	19	3	19	10	1	1	1	-	2	10	1	1	10	55	12	6	2	3	7	65	8	65
Not applicable	14	5	6	13	4	8	6	1	3	3	6	5	2	4	7	3	1	-	-	2	2	-	4	4	1	1	1	2	3	-	5	1	
NET: Dissatisfied (1-3)	93	76	15	50	37	123	29	7	12	2	1	15	34	9	38	29	5	2	1	1	10	26	6	30	90	14	17	2	5	21	97	23	98
NET: Neutral (4-6)	138	171	86	121	51	121	45	26	45	5	30	69	22	38	82	26	10	13	2	13	27	11	20	31	73	12	28	8	25	68	28	40	80
NET: Satisfied (7-10)	421	477	220	316	166	257	124	50	119	23	261	43	12	215	96	59	60	41	6	141	20	5	127	39	144	45	57	11	199	43	15	184	73
Mean score	6.94f	7.12f	7.55abd	7.17f	7.21f	5.92	6.88	7.04	7.53g	7.40	6.57lm	5.76m	3.79	6.31o	5.86	6.28	6.05p	7.96p	7.33	6.75uv	5.82v	3.40	6.42x	5.43	5.58	6.46A	6.45A	6.52	6.07FG	5.48G	2.82	7.40i	4.51

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 159

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

Base: All complained about mobile phone service in past 6 months

	Supplier						EE/Orange/T-Mobile						O2						TESCO MOBILE														
	Issue						Satisfaction			Resolved			Issue						Satisfaction			Resolved											
	EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	666	729	327	500	258	509	309	125	198	34*	377	193	96*	370	286	286	145	262	36*	440	201	88*	457	268	74*	51*	186	16**	242	66*	19**	264	58*
10 - Extremely satisfied (10)	103	111	53	75	69	51	56	12	27	8	96	7	-	90	13	49	19	35	8	107	3	1	92	18	11	15	22	5	50	3	-	48	4
	15% 15%	15% 15%	16% 15%	15% 15%	27% 27%	10% 10%	18% 10%	10% 14%	14% 14%	24% 24%	25% 10%	4% 7%	-	24% 5%	5%	17% 13%	13% 13%	13% 13%	22% 22%	24% 24%	1% 1%	1%	20% 7%	7%	15% 29% 12%	29% 12%	31% 31%	21% 5%	3%	-	18% 4%	7%	
9 -	84	134	77	81	38	42	30	25	27	2	75	9	-	72	11	38	25	64	7	123	9	2	116	18	20	14	43	-	74	2	1	75	2
	13% 18%	18% 18%	24% 24%	16% 16%	15% 15%	8% 8%	10% 20%	20% 14%	14% 14%	6% 6%	20% 5%	5% 1%	-	19% 4%	4%	13% 17%	17% 24%	19% 24%	19% 19%	28% 28%	4% 4%	2% 2%	25% 7%	7%	27% 27%	27% 23%	23% 23%	-	31% 3%	3%	5%	28% 3%	3%
8 -	107	121	58	85	29	85	45	17	40	5	83	20	4	71	34	42	28	47	4	95	22	4	90	30	11	7	38	2	43	13	2	48	9
	16% 17%	17% 18%	18% 17%	17% 17%	11% 11%	17% 17%	15% 14%	20% 14%	20% 14%	15% 6%	22% 10%	10% 4%	4% 4%	19% 12%	12%	15% 19%	19% 18%	18% 18%	11% 11%	22% 11%	5% 5%	20% 11%	20% 11%	11%	15% 14%	14% 20%	13% 20%	13% 20%	18% 20%	20% 11%	18% 18%	16% 16%	
7 -	73	100	46	49	26	50	36	10	24	3	47	24	2	44	27	27	29	39	5	61	33	6	64	36	7	3	35	1	33	13	-	40	6
	11% 14%	14% 14%	14% 10%	10% 10%	10% 10%	10% 10%	12% 8%	12% 8%	12% 9%	9% 9%	12% 12%	12% 2%	2% 2%	12% 9%	9%	9% 20%	20% 15%	14% 14%	14% 15%	14% 16%	7% 7%	14% 13%	14% 13%	13%	9% 6%	6% 12%	19% 19%	6% 14%	20% 20%	-	15% 10%	10%	
6 -	64	68	36	45	13	38	26	18	18	2	20	32	12	21	40	23	15	27	3	27	36	5	41	27	9	3	22	2	20	14	2	29	7
	10% 9%	9% 11%	11% 9%	9% 5%	5% 7%	7% 8%	8% 14%	9% 14%	9% 9%	6% 6%	5% 11%	13% 13%	6% 6%	6% 14%	14%	8% 10%	10% 10%	10% 10%	8% 8%	6% 18%	6% 6%	9% 10%	9% 10%	10%	12% 6%	6% 12%	13% 13%	8% 21%	11% 11%	11% 12%	11% 12%	12% 12%	
5 -	64	65	21	43	26	50	27	18	16	3	19	43	2	21	43	26	14	20	5	13	44	8	29	36	6	3	11	1	10	9	2	11	10
	10% 9%	9% 6%	6% 9%	10% 10%	10% 10%	10% 10%	9% 14%	8% 7%	8% 8%	9% 9%	5% 22%	4% 2%	2% 2%	6% 15%	15%	9% 10%	10% 8%	8% 8%	14% 14%	3% 22%	9% 9%	6% 6%	6% 13%	13%	8% 6%	6% 6%	6% 6%	4% 14%	14%	11% 11%	4% 17%	17%	
4 -	33	27	9	25	8	23	18	8	7	-	5	20	8	11	22	11	3	12	1	2	19	6	7	20	1	3	5	-	6	3	3	3	6
	5% 4%	4% 3%	3% 5%	5% 3%	3% 5%	5% 5%	6% 6%	6% 4%	4% -	- 1%	10% 10%	8% 8%	3% 3%	8% 3%	3%	4% 2%	2% 5%	5% 3%	3% 3%	* 9%	9% 7%	7% 2%	7% 17%	17%	1% 6%	6% 3%	3% -	- -	9% 16%	16%	1% 1%	10% 10%	10%
3 -	28	27	2	19	9	34	20	5	3	-	5	14	9	8	19	6	4	-	-	3	15	9	4	23	-	1	1	-	1	1	1	-	1
	4% 4%	4% 3%	1% 4%	4% 3%	3% 3%	7% 7%	6% 4%	2% 2%	2% -	- 1%	7% 7%	9% 9%	8% 8%	7% 6%	6%	4% 2%	4% 2%	2% -	- -	1% 7%	7% 10%	10% 10%	1% 9%	9%	- 2%	2% 1%	1% 1%	- -	2% 5%	5%	-	2% 2%	2%
2 -	21	24	5	18	12	29	9	3	7	2	4	4	13	4	17	2	5	-	-	2	10	12	5	19	1	-	3	1	1	3	1	3	2
	3% 3%	3% 2%	2% 4%	4% 5%	5% 6%	6% 6%	4% 3%	2% 4%	4% 6%	6% 6%	1% 2%	14% 14%	1% 1%	1% 9%	6% 6%	1% 2%	1% 2%	- -	- -	* 5%	5% 14%	14% 14%	1% 7%	7%	1% -	- 2%	2% 6%	1% 3%	3% 5%	5% 5%	3% 3%	3% 3%	
1 - Extremely dissatisfied (1)	48	36	7	32	20	92	24	4	17	3	1	9	38	4	43	3	6	-	-	2	6	28	4	32	5	1	1	-	1	6	1	5	5
	7% 3%	3% 2%	2% 4%	6% 6%	8% 8%	18% 18%	8% 3%	3% 9%	9% 9%	9% 9%	5% 5%	40% 40%	1% 1%	13% 13%	9% 9%	2% 2%	2% -	- -	- -	2% 3%	3% 32%	32% 1%	1% 12%	12%	5% 7%	7%	2% 1%	- -	2% 2%	2% 1%	-	2% 3%	3%
Not applicable	41	16	13	28	8	15	18	5	12	6	22	11	8	24	17	9	1	3	3	5	4	7	5	9	3	1	5	4	11	1	1	6	6
	6% 2%	2% 4%	4% 6%	6% 3%	3% 3%	3% 3%	6% 4%	6% 6%	6% 6%	18% 18%	11% 6%	8% 8%	8% 8%	8% 6%	6%	3% 1%	1% 3%	3% 1%	3% 3%	1% 2%	2% 6%	6% 6%	1% 3%	3%	4% 2%	2% 3%	25% 25%	5% 5%	2% 2%	5% 5%	2% 2%	2% 10%	
NET: Dissatisfied (1-3)	97	87	14	69	41	155	53	12	27	5	10	27	60	16	79	61	11	15	-	7	31	49	13	74	6	2	5	1	1	5	8	4	8
	15% 12%	12% 12%	4% 14%	14% 16%	16% 30%	30% 17%	10% 14%	14% 15%	15% 15%	15% 15%	3% 14%	6% 6%	6% 6%	4% 20%	20%	21% 21%	8% 8%	6% 6%	- -	2% 15%	15% 56%	56% 3%	3% 28%	28%	8% 4%	4% 3%	6% 6%	* 8%	8% 42%	42% 2%	2% 14%	14%	
NET: Neutral (4-6)	161	160	66	113	47	111	71	44	41	5	44	95	22	53	105	60	32	59	9	42	99	19	77	83	16	9	38	3	30	29	7	43	23
	24% 22%	22% 20%	20% 23%	18% 18%	18% 22%	22% 22%	23% 39%	21% 21%	15% 15%	15% 15%	12% 49%	23% 23%	14% 37%	14% 37%	37%	21% 22%	22% 23%	23% 25%	25% 25%	10% 49%	49% 22%	22% 17%	17% 31%	31%	16% 22%	9% 20%	38% 19%	3% 19%	12% 44%	44% 37%	16% 16%	16% 40%	
NET: Satisfied (7-10)	367	466	234	290	162	228	167	64	118	18	301	60	6	277	85	156	101	185	24	386	67	13	362	102	49	39	138	8	200	31	3	211	21
	55% 51%	64% 64%	72% 72%	58% 58%	63% 63%	45% 45%	54% 51%	60% 60%	53% 53%	53% 53%	80% 31%	6% 6%	6% 6%	75% 30%	30%	55% 70%	70% 71%	71% 71%	67% 67%	88% 33%	33% 15%	15% 15%	79% 38%	38%	66% 76%	74% 74%	50% 50%	83% 47%	47% 16%	16% 16%	80% 36%	36%	
Mean score	6.66f	7.00af	7.61abd	6.81f	7.03f	5.55	6.55	6.72	6.76	6.89	6.13lm	5.63m	2.85	7.99o	5.08	6.43	7.22p	7.39p	7.79p	8.31uv	5.59v	3.40	7.91x	5.39	7.35	8.04	7.59	7.67	8.28F	6.25	3.89	8.01l	5.77

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
 Fieldwork: 8th December 2016 - 6th January 2017

Table 160

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

Base: All complained about mobile phone service in past 6 months

	Supplier						THREE						VIRGIN MEDIA						VODAFONE														
							Issue			Satisfaction			Resolved		Issue			Satisfaction			Resolved		Issue			Satisfaction			Resolved				
	EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	666	729	327	500	258	509	204	84*	179	33*	298	132	70*	266	223	117	76*	56*	9**	155	59*	44*	153	104	311	72*	103	23**	232	132	145	248	258
10 - Extremely satisfied (10)	103	111	53	75	69	51	32	13	29	1	70	2	3	63	12	17	32	18	2	64	3	2	61	8	24	12	13	2	48	1	2	44	7
	15%w	15%w	16%w	15%w	27%abde	10%w	16%w	15%w	16%w	3%w	23%lm	2%w	4%w	24%w	5%w	15%w	42%p	32%p	22%w	41%uv	5%w	5%w	40%w	8%w	8%w	17%w	13%w	9%w	21%FG	1%w	1%w	18%w	3%w
9 -	84	134	77	81	38	42	26	11	39	5	76	5	-	61	19	17	9	10	2	34	3	1	30	8	24	8	9	1	38	3	1	28	14
	13%w	18%w	24%adef	16%w	15%w	8%w	13%w	13%w	22%q	15%w	28%lm	4%w	-	23%w	9%w	15%w	12%w	18%w	22%w	22%uv	5%w	2%w	20%w	8%w	8%w	11%w	9%w	4%w	18%FG	2%w	1%w	11%w	5%w
8 -	107	121	58	85	29	85	36	16	23	10	66	15	4	49	34	12	11	5	1	22	6	1	19	10	51	17	13	4	64	17	4	60	25
	16%w	17%w	18%w	17%w	11%w	17%w	18%w	19%w	13%w	30%w	22%lm	11%w	6%w	18%w	15%w	10%w	14%w	9%w	11%w	14%w	10%w	2%w	12%w	10%w	16%w	24%w	13%w	17%w	28%FG	13%w	3%w	24%w	10%w
7 -	73	100	46	49	26	50	17	8	21	3	31	17	1	28	20	11	9	6	-	14	11	1	14	12	28	7	13	2	33	12	5	24	26
	11%w	14%w	14%w	10%w	10%w	10%w	8%w	10%w	12%w	9%w	10%lm	13%w	1%w	11%w	9%w	9%w	12%w	11%w	-	9%w	19%w	2%w	9%w	12%w	9%w	10%w	13%w	9%w	14%w	9%w	3%w	10%w	10%w
6 -	64	68	36	45	13	38	16	11	16	2	13	30	2	15	28	5	3	3	2	6	7	-	8	5	18	4	13	3	12	24	2	23	15
	10%w	9%w	11%w	9%w	5%w	7%w	8%w	13%w	9%w	6%w	4%w	23%km	3%w	6%w	13%w	4%w	4%w	5%w	22%w	4%w	12%w	-	5%w	5%w	6%w	6%w	13%w	13%w	5%w	18%w	1%w	9%w	6%w
5 -	64	65	21	43	26	50	14	8	18	3	9	22	12	10	33	16	4	6	-	9	10	7	8	18	31	5	11	3	10	27	13	23	27
	10%w	9%w	6%w	9%w	10%w	10%w	7%w	10%w	10%w	9%w	3%w	17%w	17%w	4%w	15%w	14%w	5%w	11%w	-	6%w	17%w	16%w	5%w	17%w	10%w	7%w	11%w	13%w	4%w	20%w	9%w	9%w	10%w
4 -	33	27	9	25	8	23	10	9	6	-	4	13	8	7	18	3	4	1	-	2	5	1	3	5	16	1	5	1	4	13	6	5	17
	5%w	4%w	3%w	5%w	3%w	5%w	5%w	11%w	3%w	-	1%w	10%w	11%w	3%w	9%w	3%w	5%w	2%w	-	1%w	8%w	2%w	2%w	5%w	5%w	1%w	5%w	4%w	2%w	10%w	4%w	2%w	7%w
3 -	28	27	2	19	9	34	11	1	5	2	3	8	8	6	13	7	1	1	-	-	5	4	1	7	24	1	8	1	6	15	13	13	21
	4%w	4%w	1%w	4%w	3%w	7%abde	5%w	1%w	3%w	6%w	1%w	6%w	11%w	2%w	9%w	6%w	1%w	2%w	-	-	8%w	9%w	1%w	7%w	8%w	1%w	8%w	4%w	3%w	11%w	9%w	5%w	8%w
2 -	21	24	5	18	12	29	10	1	6	1	4	6	8	3	13	7	2	2	1	-	3	9	3	9	20	1	6	2	4	7	18	6	22
	3%w	3%w	2%w	4%w	5%w	6%abde	5%w	1%w	3%w	3%w	1%w	5%w	11%w	1%w	9%w	6%w	3%w	4%w	11%w	-	5%w	20%w	2%w	9%w	6%w	1%w	6%w	9%w	2%w	5%w	12%w	2%w	9%w
1 - Extremely dissatisfied (1)	48	36	7	32	20	32	19	6	7	-	-	10	22	5	26	17	-	3	-	1	4	15	3	17	65	15	10	2	2	11	79	15	76
	7%w	5%w	2%w	6%w	8%w	18%abde	9%w	7%w	4%w	-	-	6%w	31%w	2%w	12%w	15%w	-	5%w	-	1%w	7%w	34%w	2%w	13%w	21%w	21%w	10%w	9%w	1%w	6%w	54%w	6%w	23%w
Not applicable	41	16	13	28	8	15	13	-	9	6	22	4	2	19	7	5	1	1	1	3	2	3	3	5	10	1	2	2	11	2	2	7	8
	6%w	2%w	4%w	6%w	3%w	3%w	6%w	-	5%w	18%ghj	7%w	3%w	3%w	7%w	3%w	4%w	1%w	2%w	11%w	2%w	3%w	7%w	2%w	5%w	3%w	1%w	2%w	9%w	5%w	2%w	1%w	3%w	3%w
NET: Dissatisfied (1-3)	97	87	14	69	41	155	40	8	18	3	7	24	38	14	52	31	3	6	1	1	12	28	7	33	109	17	24	5	12	33	110	34	119
	15%w	12%w	4%w	14%w	16%w	30%abde	20%w	10%w	10%w	9%w	2%w	16%w	54%w	5%w	23%w	28%w	4%w	11%w	11%w	1%w	20%w	64%w	5%w	32%w	35%w	24%w	23%w	22%w	5%w	25%w	76%w	14%w	40%w
NET: Neutral (4-6)	161	160	66	113	47	111	40	28	40	5	26	65	22	32	79	24	11	10	2	17	22	8	19	28	65	10	29	7	26	64	21	51	59
	24%w	22%w	20%w	23%w	18%w	22%w	20%w	33%w	22%w	15%w	9%w	49%km	31%w	12%w	30%w	21%w	14%w	18%w	22%w	11%w	37%w	18%w	12%w	27%w	21%w	14%w	28%w	30%w	11%w	48%w	14%w	21%w	23%w
NET: Satisfied (7-10)	367	466	234	290	162	228	111	48	112	19	243	39	8	201	85	57	61	39	5	134	23	5	124	38	127	44	48	9	183	33	12	156	72
	55%w	64%w	72%abde	58%w	63%w	45%w	54%w	57%w	63%w	58%w	82%lm	30%w	11%w	78%w	38%w	49%w	80%p	70%p	56%w	86%uv	39%w	11%w	81%w	37%w	41%w	61%w	47%w	39%w	79%FG	25%w	8%w	63%w	28%w
Mean score	6.66f	7.00w	7.61abd	6.81f	7.03f	5.55	6.49	6.74	7.15p	7.07	8.28lm	5.41m	3.46	7.95o	5.55	5.98	8.17p	7.53p	7.50	8.62uv	5.80v	3.12	8.28x	5.17	5.20	6.34A	5.99A	5.76	7.83FG	5.86G	2.45	6.97f	4.22

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 161

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

Base: All complained about mobile phone service in past 6 months

	Supplier						EE/Orange/T-Mobile						O2						TESCO MOBILE														
	Issue						Satisfaction			Resolved			Issue						Satisfaction			Resolved											
	EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	666	729	327	500	258	509	309	125	198	34*	377	193	96*	370	286	286	145	262	36*	440	201	88*	457	268	74*	51*	186	16**	242	66*	19**	264	58*
10 - Extremely satisfied (10)	95	112	74	87	65	54	47	21	21	6	91	3	1	90	5	39	17	51	5	109	2	1	99	12	17	11	43	3	68	6	-	70	3
9 -	14%	15%	23%abf	17%	25%abdf	11%	15%	17%	11%	18%	24%lm	2%	1%	24%	2%	14%	12%	19%	14%	25%uv	1%	1%	22%	4%	23%	22%	23%	19%	28%F	9%	-	27%	5%
8 -	59	118	70	46	42	37	30	13	15	1	54	5	-	46	11	36	33	44	5	108	7	3	95	23	13	17	40	-	63	5	2	65	5
7 -	9%	18%adf	21%abd	9%	16%ad	7%	10%	10%	8%	3%	14%lm	3%	-	12%	4%	13%	23%	17%	14%	25%uv	3%	3%	21%	9%	18%	33%A	22%	-	28%F	8%	11%	25%	9%
6 -	79	116	66	75	31	64	37	14	27	1	66	12	1	62	16	32	33	45	6	89	23	4	97	19	14	7	44	1	50	14	2	56	9
5 -	12%	16%ae	20%ae	15%	12%	13%	12%	11%	14%	3%	18%lm	6%lm	1%	17%	6%	11%	23%q	17%q	17%	20%uv	11%	5%	21%	7%	19%	14%	24%	6%	21%	21%	11%	21%	16%
4 -	72	72	33	38	21	58	28	17	20	7	44	27	1	37	31	23	17	29	3	39	30	3	45	26	6	1	24	2	28	5	-	29	4
3 -	11%	10%	10%	8%	8%	11%	9%	14%	10%	21%g	12%lm	14%lm	1%	10%	11%	8%	12%	11%	8%	9%	15%uv	3%	10%	10%	8%	2%	13%B	13%	12%	8%	-	11%	7%
2 -	62	50	16	40	12	33	31	10	20	1	33	26	3	34	28	19	12	17	2	16	32	2	27	23	4	4	8	-	8	8	-	13	3
1 - Extremely dissatisfied (1)	9%	7%	5%	8%	5%	6%	10%	8%	10%	3%	9%	13%k	3%	9%	10%	7%	8%	6%	6%	4%	10%uv	2%	6%	9%	5%	8%	4%	-	3%	12%k	-	5%	5%
Not applicable	53	46	18	44	9	33	23	14	12	4	15	36	2	20	33	15	12	15	4	10	33	3	25	21	5	4	8	1	4	12	2	9	9
NET: Dissatisfied (1-3)	8%	6%	6%	9%	3%	6%	7%	11%	6%	12%	4%	19%km	2%	5%	12%k	5%	8%	6%	11%	2%	16%km	3%	5%	8%	7%	8%	4%	6%	2%	18%k	11%	3%	16%k
NET: Neutral (4-6)	35	38	8	28	9	21	15	8	12	-	10	22	3	16	19	20	5	11	2	10	23	5	13	25	2	2	4	-	3	4	1	4	4
NET: Satisfied (7-10)	29	33	4	22	7	29	18	6	5	-	6	17	6	9	20	15	6	11	1	10	16	7	12	21	1	1	2	-	-	3	1	1	2
Mean score	4%	5%	1%	4%	3%	6%	6%	5%	3%	-	2%	9%k	6%k	2%	7%k	5%	4%	4%	3%	2%	8%k	6%k	3%	8%k	1%	2%	1%	-	-	5%k	2%	*	3%k
	27	25	4	20	14	41	15	7	4	1	8	8	11	9	17	3	5	-	-	8	11	6	5	20	-	1	2	1	-	2	1	1	3
	4%	3%	1%	4%	5%	8%abcd	5%	6%	2%	3%	2%	4%	11%kl	2%	6%kl	2%	2%	-	-	2%	5%kl	7%kl	1%	7%kl	-	2%	1%	6%	4%	3%	11%	*	5%kl
	96	81	15	60	36	111	40	11	37	8	12	24	60	13	82	3	20	4	10	19	52	15	65	8	1	2	4	3	5	7	7	7	
	12%k	11%k	5%	12%k	14%k	22%abcd	13%	9%	19%h	24%h	3%	12%kl	63%kl	4%	23%kl	19%qr	2%	8%kl	11%kl	2%	9%kl	53%kl	3%	24%uv	11%k	2%	1%k	25%	1%	6%k	37%	3%	12%kl
	59	38	19	40	12	28	25	4	25	5	38	13	8	34	24	16	4	14	4	31	5	2	24	13	4	2	9	4	15	2	2	9	9
	9%abef	5%	6%	8%kl	5%	6%	3%	3%	13%h	15%h	10%	7%	8%	9%	8%	6%	3%	5%	11%kl	7%kl	2%	2%	5%	5%	5%	4%	5%	25%	6%	3%	11%	3%	16%kl
	152	139	23	102	57	181	73	24	46	9	26	49	77	31	119	86	12	36	5	28	46	65	32	106	9	3	6	5	3	10	10	9	12
	23%k	19%k	7%	20%k	22%k	36%abcd	24%	19%	23%	26%	7%	25%kl	80%kl	8%	42%kl	30%qrs	8%	14%	14%	6%	23%kl	74%kl	7%	40%uv	12%k	6%	3%	31%	1%	15%k	53%	3%	21%kl
	150	134	42	112	30	87	69	32	44	5	58	84	8	70	80	54	29	43	8	36	88	10	65	69	11	10	20	1	15	24	3	26	16
	23%cef	18%ef	13%	22%cef	12%	17%ef	22%	26%	22%	15%	15%	44%km	8%	19%	28%lm	19%	20%	16%	22%	8%	44%uv	11%	14%	28%lm	15%	20%	11%	6%	6%	36%k	16%	10%	28%kl
	305	418	243	246	159	213	142	65	83	15	255	47	3	235	63	130	100	169	19	345	62	11	336	80	50	36	151	6	209	30	4	220	21
	46%	57%adef	74%abde	49%kl	62%adef	42%	46%	52%	42%	44%	68%lm	24%lm	3%	64%kl	22%	45%	69%q	65%q	53%	78%uv	31%uv	13%	74%kl	30%	68%	71%	81%A	38%	86%F	45%	21%	83%kl	36%
	5.98f	6.55af	7.73abcd	6.28f	6.75af	5.23	6.05	6.31	5.72	5.59	7.64lm	4.86m	1.88	7.43o	4.12	5.68	7.39p	7.97p	6.59	8.04uv	5.18v	2.58	7.70x	4.60	7.27	7.84	8.06A	5.25	8.48F	6.16	3.65	8.18f	5.57

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 162

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

Base: All complained about mobile phone service in past 6 months

	Supplier						THREE							VIRGIN MEDIA							VODAFONE												
	EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
							Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfi ed (k)	Neutral (l)	Dissati sfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfi ed (t)	Neutral (u)	Dissati sfi ed (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfi ed (E)	Neutral (F)	Dissati sfi ed (G)	Yes (H)	No (I)
Total	666	729	327	500	258	509	204	84*	179	33*	298	132	70*	266	223	117	76*	56*	9**	155	59*	44*	153	104	311	72*	103	23**	232	132	145	248	258
10 - Extremely satisfied (10)	95	112	74	87	65	54	40	10	35	2	83	1	3	78	9	18	29	15	3	63	1	1	61	4	35	9	10	-	49	4	1	48	6
9 -	59	118	70	46	42	37	15	8	18	5	41	5	-	35	11	19	14	9	-	38	2	2	34	8	18	13	6	-	33	3	1	26	11
8 -	79	116	66	75	31	64	30	11	27	7	65	8	2	49	24	9	10	11	1	21	9	1	19	12	33	15	15	1	51	10	3	42	22
7 -	72	72	33	38	21	58	11	7	19	1	24	14	-	20	17	9	7	5	-	12	7	2	12	9	32	8	16	2	35	15	8	33	25
6 -	62	50	16	40	12	33	16	10	14	-	16	21	3	20	20	6	3	3	-	3	8	1	5	7	15	5	8	5	13	14	6	21	12
5 -	53	46	18	44	9	33	17	9	15	3	16	22	6	15	29	7	1	1	-	1	7	1	1	8	22	4	5	2	6	17	10	18	15
4 -	35	38	8	28	9	21	10	10	7	1	7	15	6	7	21	5	3	1	-	4	3	2	3	6	15	1	5	-	5	11	5	3	18
3 -	29	33	4	22	7	29	9	6	6	1	4	11	7	6	15	4	3	-	-	4	2	1	6	1	18	2	9	-	6	13	10	10	19
2 -	27	25	4	20	14	41	8	4	7	1	4	8	8	6	13	12	-	2	-	2	6	6	4	9	31	2	7	1	5	19	17	11	30
1 - Extremely dissatisfied (1)	96	81	15	60	36	111	38	4	15	3	8	19	33	10	47	24	3	6	3	3	11	22	4	32	80	12	16	3	12	19	80	20	88
Not applicable	59	38	19	40	12	28	10	5	16	9	30	8	2	20	17	4	3	3	2	4	3	5	4	8	12	1	6	9	17	7	4	16	12
NET: Dissatisfied (1-3)	152	139	23	102	57	181	55	14	28	5	16	38	48	22	75	40	6	8	3	9	19	29	14	42	129	16	32	4	23	51	107	41	137
NET: Neutral (4-6)	150	134	42	112	30	87	43	29	36	4	39	58	15	42	70	18	7	5	-	8	18	4	9	21	52	10	18	7	24	42	21	42	45
NET: Satisfied (7-10)	305	418	243	246	159	213	96	36	99	15	213	28	5	182	61	55	60	40	4	134	19	6	126	33	118	45	47	3	168	32	13	149	64
Mean score	5.98f	6.55af	7.73abd	6.28f	6.75af	5.23	5.95	6.13	6.72p	6.46	7.81lm	4.68m	2.76	7.08o	4.69	5.64	6.11p	7.38p	5.86	6.49uv	4.88v	2.72	6.25x	4.48	4.87	6.46A	5.53	4.79	7.48FG	4.49G	2.48	6.81l	3.80

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 163

Q101: And how satisfied were you with the following aspects of [Provider]'s customer service?
Willingness to help resolve your issue.

Base: All complained about mobile phone service in past 6 months

	Supplier						EE/Orange/T-Mobile							O2							TESCO MOBILE												
	Supplier						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	666	729	327	500	258	509	309	125	198	34*	377	193	96*	370	286	286	145	262	36*	440	201	88*	457	268	74*	51*	186	16**	242	66*	19**	264	58*
10 - Extremely satisfied (10)	123	129	65	96	69	63	67	17	32	7	116	5	2	115	8	53	28	39	9	121	3	5	107	21	12	15	31	7	59	4	2	57	7
9 -	98	153	93	89	45	74	34	24	36	4	80	17	1	82	14	42	30	73	8	144	7	2	131	22	17	14	62	-	83	10	-	88	5
8 -	111	129	73	86	30	69	54	19	32	6	84	24	3	71	40	44	33	47	5	93	33	3	94	35	19	6	45	3	64	7	2	63	9
7 -	81	77	34	52	24	59	39	19	20	3	50	26	5	44	33	30	13	33	1	40	32	5	49	27	7	3	22	2	21	12	1	29	5
6 -	56	70	26	38	18	48	27	9	19	1	18	33	5	21	33	19	13	29	9	23	44	3	34	36	7	7	12	-	10	14	2	17	9
5 -	71	55	14	52	23	42	31	17	18	5	17	46	8	23	48	25	13	16	1	10	40	5	23	32	3	3	6	2	3	9	2	6	8
4 -	25	29	5	18	9	26	10	4	9	2	3	12	10	3	22	13	6	9	1	2	17	10	4	25	1	1	3	-	-	5	-	1	4
3 -	28	23	4	16	12	31	12	7	9	-	2	14	12	2	26	13	3	6	1	3	12	8	3	20	1	1	2	-	-	2	2	2	1
2 -	20	18	4	13	9	35	10	4	5	1	3	7	10	3	17	14	2	2	-	-	6	12	3	15	1	-	2	1	-	2	2	-	4
1 - Extremely dissatisfied (1)	44	43	8	33	18	60	23	3	15	3	-	6	38	3	40	31	3	8	1	1	7	35	7	35	6	1	1	-	1	1	6	1	6
Not applicable	9	3	1	7	1	2	2	3	2	2	4	3	2	3	5	2	1	-	-	3	-	-	2	-	-	-	-	1	1	-	-	-	-
NET: Dissatisfied (1-3)	92	84	16	62	39	126	45	14	29	4	5	27	60	8	83	58	8	16	2	4	25	55	13	70	8	2	5	1	1	5	10	3	11
NET: Neutral (4-6)	152	154	45	108	50	116	68	30	46	8	38	91	23	47	103	57	32	54	11	35	101	18	61	93	11	11	21	2	13	28	4	24	21
NET: Satisfied (7-10)	413	488	265	323	168	265	194	79	120	20	330	72	11	312	95	169	104	192	23	398	75	15	381	105	55	38	160	12	227	33	5	237	26
Mean score	6.89f	7.16f	7.92abd	7.06f	7.14f	6.09	6.90	6.98	6.83	6.84	8.36lm	5.87m	3.11	8.26o	5.11	6.55	7.56p	7.53p	7.67p	8.55uv	5.81v	3.33	8.13x	5.51	7.38	8.04	8.10A	8.00	8.60F	6.52	4.26	8.38l	6.02

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 164

Q101: And how satisfied were you with the following aspects of [Provider]'s customer service?
Willingness to help resolve your issue.

Base: All complained about mobile phone service in past 6 months

Supplier		THREE												VIRGIN MEDIA												VODAFONE											
		Issue						Satisfaction			Resolved			Issue						Satisfaction			Resolved			Issue						Satisfaction			Resolved		
		EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Install ation (h)	Service issues (i)	Some thing else (j)	Satis fied (k)	Neu tral (l)	Dissat isfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Install ation (q)	Service issues (r)	Some thing else (s)	Satis fied (t)	Neu tral (u)	Dissat isfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Install ation (B)	Service issues (C)	Some thing else (D)	Satis fied (E)	Neu tral (F)	Dissat isfied (G)	Yes (H)	No (I)			
Total	666	729	327	500	258	509	204	84*	179	33*	298	132	70*	266	223	117	76*	56*	9**	155	59*	44*	153	104	311	72*	103	23**	232	132	145	248	258				
10 - Extremely satisfied	(10)	123 18% 12% 15%	129 18% 15%	65 20% 21%	96 19% 18%	69 27% 28%	63 31% 33%	42 21% 13%	18 18% 17%	33 9% 22%	3 27% 27%	5 4% 7%	5 7%	79 30% 28%	17 8% 6%	16 14% 19%	35 46% 13%	16 29% 16%	2 22% 44%	67 43% 28%	1 2% 5%	1 2%	63 41% 23%	6 6%	38 12% 12%	10 14% 17%	10 10% 18%	5 22% -	59 25% 27%	3 2% 5%	1 1%	57 23% 21%	5 2%				
9 -	(9)	98 15%	153 21%	93 28%	89 18%	45 17%	74 15%	26 13%	14 17%	40 22%	9 27%	9 7%	80 30%	9 4%	74 28%	14 6%	22 19%	10 13%	9 16%	4 44%	40 28% 28%	3 5% 5%	2 5%	35 23% 10%	10 10%	38 12% 12%	17 24% 18%	19 -	-	63 27% 27%	6 5% 5%	5 3%	52 21% 21%	22 9%			
8 -	(8)	111 17%	129 18%	73 22%	86 17%	30 12%	69 14%	34 17%	12 14%	32 18%	8 24%	8 10%	1 1%	54 20%	30 13%	14 12%	9 9%	7 13%	-	24 15%	5 8%	1 2%	21 14%	9 9%	36 12% 15%	11 15% 18%	19 18%	3 13%	50 22% 11%	15 11% 11%	4 3%	45 18% 18%	24 9%				
7 -	(7)	81 12%	77 11%	34 10%	52 10%	24 9%	59 12%	18 9%	10 12%	21 9%	3 9%	3 4%	20 8%	32 14%	8 7%	6 8%	10 18%	-	-	11 7% 19%	11 19% 19%	2 5%	12 8% 11%	11 8% 11%	31 10% 17%	12 17% 12%	12 17%	4 17%	31 13% 17%	22 17% 17%	6 4%	31 13% 13%	28 11%				
6 -	(6)	56 8%	70 10%	26 8%	38 8%	18 7%	48 9%	13 6%	6 7%	18 10%	1 3%	14 5%	20 7%	16 6%	20 9%	10 9%	5 7%	2 4%	1 11%	5 3%	12 20% 16%	1 4%	10 19%	8 4%	29 9%	7 10%	8 8%	4 17%	14 6% 18%	24 18% 18%	10 7%	24 10% 10%	24 9%				
5 -	(5)	71 11%	55 8%	14 4%	52 10%	23 9%	42 8%	20 10%	12 14%	15 8%	5 15%	9 3%	32 24%	11 16%	10 4%	42 19%	12 10%	4 5%	7 13%	-	5 3%	10 17% 16%	8 4%	6 16%	17 4%	27 9%	3 4%	9 9%	3 13%	4 2%	24 18% 10%	14 10%	16 6%	25 10%			
4 -	(4)	25 4%	29 4%	5 2%	18 4%	9 3%	26 5%	10 5%	4 5%	4 2%	-	1 8%	11 9%	6 9%	1 9%	17 4%	5 4%	2 3%	2 4%	-	2 1% 10%	6 10% 2%	1 9%	-	9 6%	18 3%	2 3%	6 6%	-	6 3% 10%	13 10% 5%	7 5%	2 1%	24 9%			
3 -	(3)	28 4%	23 3%	4 1%	16 3%	12 5%	31 6% abcd	8 4%	3 4%	5 3%	-	1 8%	8 10%	7 9%	3 3%	12 5%	8 7%	2 3%	1 2%	1 11%	7 12% 12%	4 9%	5 3%	7 7%	23 7%	2 3%	5 5%	1 4%	2 1% 8%	11 8% 12%	18 12%	8 3%	22 9%				
2 -	(2)	20 3%	18 2%	4 1%	13 3%	9 3%	35 7% abcd	8 4%	2 2%	1 8%	2 6%	1 3%	4 11% 11%	8 11%	3 4%	9 6%	7 6%	-	1 2%	1 11%	-	2 3% 16%	7 16%	1 4%	8 9%	25 8%	5 7%	5 5%	-	-	8 6% E	27 19% EF	6 2%	29 11%			
1 - Extremely dissatisfied	(1)	44 7%	43 6%	8 2%	33 7%	18 7%	60 12% abcd	21 10%	3 4%	9 5%	-	2 5%	7 5% 34% kl	24 31%	2 1%	29 13% mn	15 13%	2 3%	1 2%	-	-	1 2% 39% kl	17 11% op	45 14% qr	3 4%	10 10%	2 9%	1 4%	6 5% E	53 37% EF	5 2%	55 21%					
Not applicable		9 1%	3 *	1 *	7 1%	1 *	2 *	4 2%	-	1 1%	2 6% hi	4 1%	2 2%	1 1%	4 2%	1 *	-	1 1%	-	-	1 2%	-	1 1%	1 *	-	-	1 4%	2 1%	-	-	2 1%	-					
NET: Dissatisfied	(1-3)	92 14%	84 12%	16 5%	62 12% 15%	39 15%	126 25% abcd	37 18%	8 10%	15 8%	2 6%	4 1% 14% kl	19 14% 56% kl	39 29%	8 3%	50 22% 26% qr	30 5%	4 5%	3 5%	2 22%	1 1%	10 17% 14%	28 64% kl	6 4%	33 32% vw	93 30% BC	10 14%	20 19%	3 13%	3 1%	25 19% E	98 69% EF	19 8%	106 41%			
NET: Neutral	(4-6)	152 23%	154 21%	45 14%	108 22% 19%	50 19%	116 23%	43 21%	22 26%	37 21%	6 18%	24 8% 48% km	63 48% 30% kl	21 10%	27 10%	79 35%	27 23%	11 14%	11 20%	1 11%	12 8% 47% uv	28 23% 23%	10 10% 39% vw	16 10% 34% vw	74 24%	12 17%	23 22%	7 30%	24 10% 46% EG	61 46% 21% kl	31 17%	42 17% 28% kl	73 28%				
NET: Satisfied	(7-10)	413 62% 67% f	488 67% 65% f	265 81% 65% f	323 65% 65% f	168 65% 52% f	265 52%	120 59%	54 64%	126 70% 70%	23 70%	266 89% 36% lm	48 36% 13% kl	9 8% 42% lm	227 85% 42% lm	93 42%	60 51%	60 79% 75% lm	42 75%	6 67%	142 92% uv	20 34% 14% vw	6 4%	131 86% 35% vw	36 35%	143 46% 69% A	60 98% 88% A	12 52%	203 88% FG	46 35% 11% EF	16 11%	185 75% 31% EF	79 31%				
Mean score		6.89f	7.16f	7.92abcd	7.66f	7.14f	6.09	6.66	7.14	7.40g	7.45	6.88lm	5.73m	3.52	6.38o	5.59	6.15	6.27p	7.84p	7.44	6.81uv	5.62v	3.25	6.52x	5.08	5.72	7.07A	6.40A	6.64	6.30FG	5.52G	3.09	7.67i	4.57			

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 165

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

Base: All complained about mobile phone service in past 6 months

	Supplier						EE/Orange/T-Mobile							O2							TESCO MOBILE												
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	666	729	327	500	258	509	309	125	198	34*	377	193	96*	370	286	286	145	262	36*	440	201	88*	457	268	74*	51*	186	16**	242	66*	19**	264	58*
Ease of finding provider contact details	411	488	224	348	187	304	191	81	116	23	311	74	26	281	125	189	99	172	28	385	71	32	353	133	52	40	121	11	189	26	9	186	36
The time taken to handle your issue	387	468	255	291	159	225	186	72	108	21	316	61	10	286	95	157	100	186	25	389	68	11	353	113	52	38	153	12	217	31	7	224	29
Getting the issue resolved to your satisfaction	392	479	262	294	153	228	187	73	116	16	329	56	7	300	86	162	104	190	23	396	77	6	377	100	50	37	164	11	224	34	4	235	25
Courtesy and politeness of advisors	458	505	214	325	183	311	212	80	139	27	335	88	35	312	139	191	108	178	28	394	81	30	363	140	57	38	107	12	184	23	7	179	33
Advisor doing what they said they would do	421	477	220	316	166	257	194	78	129	20	334	74	13	300	115	166	104	179	28	389	75	13	365	110	51	38	120	11	191	26	3	195	23
Logging of query details to avoid having to repeat yourself	367	466	234	290	162	228	167	64	118	18	301	60	6	277	85	156	101	185	24	386	67	13	362	102	49	39	138	8	200	31	3	211	21
Offering compensation or a goodwill payment	305	418	243	246	159	213	142	65	83	15	255	47	3	235	63	130	100	169	19	345	62	11	336	80	50	36	151	6	209	30	4	220	21
Willingness to help resolve your issue	413	488	265	323	168	265	194	79	120	20	330	72	11	312	95	169	104	192	23	398	75	15	381	105	55	38	160	12	227	33	5	237	26

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 166

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

SUMMARY : Satisfied

Base: All complained about mobile phone service in past 6 months

	Supplier						THREE							VIRGIN MEDIA							VODAFONE												
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	666	729	327	500	258	509	204	84*	179	33*	298	132	70*	266	223	117	76*	56*	9**	155	59*	44*	153	104	311	72*	103	23**	232	132	145	248	258
Ease of finding provider contact details	411	488	224	348	187	304	144	56	124	24	257	63	28	216	125	72	66	42	7	140	26	21	129	58	179	48	64	13	198	56	50	173	129
The time taken to handle your issue	387	468	255	291	159	225	106	49	114	22	246	39	6	205	82	54	60	39	6	136	18	5	127	32	120	45	52	8	187	33	5	154	71
Getting the issue resolved to your satisfaction	392	479	262	294	153	228	106	53	114	21	255	32	7	217	74	55	60	33	5	137	14	2	126	26	124	45	48	11	195	27	6	172	56
Courtesy and politeness of advisors	458	505	214	325	183	311	128	52	120	25	256	49	20	212	107	71	61	44	7	142	25	16	125	57	182	53	60	16	209	64	38	184	126
Advisor doing what they said they would do	421	477	220	316	166	257	124	50	119	23	261	43	12	215	96	59	60	41	6	141	20	5	127	39	144	45	57	11	199	43	15	184	73
Logging of query details to avoid having to repeat yourself	367	466	234	290	162	228	111	48	112	19	243	39	8	201	85	57	61	39	5	134	23	5	124	38	127	44	48	9	183	33	12	156	72
Offering compensation or a goodwill payment	305	418	243	246	159	213	96	36	99	15	213	28	5	182	61	55	60	40	4	134	19	6	126	33	118	45	47	3	168	32	13	149	64
Willingness to help resolve your issue	413	488	265	323	168	265	120	54	126	23	266	48	9	227	93	60	60	42	6	142	20	6	131	36	143	50	60	12	203	46	16	185	79

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 167

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

Base: All complained about mobile phone service in past 6 months

	Supplier						EE/Orange/T-Mobile							O2							TESCO MOBILE												
							Issue			Satisfaction				Resolved									Issue			Satisfaction				Resolved			
	EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	666	729	327	500	258	509	309	125	198	34*	377	193	96*	370	286	286	145	262	36*	440	201	88*	457	268	74*	51*	186	16**	242	66*	19**	264	58*
Completely resolved	370	457	264	266	153	248	173	76	104	17	295	64	11	370	-	150	87	192	28	359	89	9	457	-	56	37	162	9	217	44	3	264	-
	56% ^{ad}	63% ^{ad}	81% ^{abde}	53%	59% ^g	49%	56%	61%	53%	50%	78% ^{dm}	33% ^{lm}	11%	100% ^{no}	-	52%	60%	73% ^{pq}	78% ^{pq}	82% ^{uv}	44% ^v	10%	100% ^{wx}	-	76%	73%	87% ^{AB}	56%	90% ^F	67%	16%	100% ^{HI}	-
Partly resolved	186	186	37	157	67	158	82	37	59	8	68	96	22	-	186	88	47	45	6	69	87	30	-	186	9	9	14	5	19	17	1	-	37
	28% ^{bc}	26% ^{bc}	11%	31% ^{bc}	26% ^{bc}	31% ^{bc}	27%	30%	30%	24%	18%	50% ^{km}	23%	-	65% ^{lm}	31% ^{uv}	32% ^{uv}	17%	17%	16%	43% ^{tu}	34% ^{uv}	-	69% ^{uv}	12%	18% ^C	8%	31%	8%	26% ^E	5%	-	64% ^{HI}
Not resolved at all	100	82	21	66	37	100	49	10	34	7	9	30	61	-	100	45	10	25	2	9	24	49	-	82	7	4	10	-	3	5	13	-	21
	15% ^{bc}	11% ^c	6%	13% ^c	14% ^c	20% ^{abcd}	16% ^d	8%	17% ^{dh}	21% ^h	2%	18% ^k	54% ^{lm}	-	35% ^{lm}	18% ^{uv}	7%	10%	6%	2%	12% ^u	56% ^{uv}	-	31% ^{uv}	9%	8%	5%	-	1%	9% ^E	68%	-	35% ^{HI}
Don't know	10	4	5	11	1	3	5	2	1	2	5	3	2	-	-	3	1	-	-	3	1	-	-	-	2	1	-	2	3	-	2	-	-
	2%	1%	2%	2% ^{df}	*	1%	2%	2%	1%	6%	1%	2%	2%	-	-	1%	1%	-	-	1%	*	-	-	-	3% ^C	2%	-	13%	1%	-	11%	-	-

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 168

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

Base: All complained about mobile phone service in past 6 months

Supplier						THREE							VIRGIN MEDIA							VODAFONE												
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	666	729	327	500	258	204	84*	179	33*	298	132	70*	266	223	117	76*	56*	9**	155	59*	44*	153	104	311	72*	103	23**	232	132	145	248	258
Completely resolved	370	457	264	266	153	102	51	95	18	215	38	13	266	-	55	54	37	7	125	25	3	153	-	148	40	47	13	172	53	23	248	-
	56% ^{ad}	63% ^{ad}	81% ^{abde}	53%	59% ^l	50%	61%	53%	55%	72% ^{dm}	29%	19%	100% ^o	-	47%	71% ^{ep}	66% ^{ep}	78%	81% ^{uv}	42% ^{uv}	7%	100% ^{ax}	-	48%	56%	46%	57%	74% ^{FG}	40% ^{FG}	16%	100% ^{il}	-
Partly resolved	186	186	37	157	67	66	22	61	8	72	63	22	-	157	37	16	14	-	28	24	15	-	67	95	23	35	5	52	62	44	-	158
	28% ^{bc}	26% ^{bc}	11%	31% ^{bc}	26% ^{bc}	32%	26%	34%	24%	24%	48% ^{km}	31%	-	70% ^{oa}	32%	21%	25%	-	18%	41% ^{tu}	34% ^{tu}	-	64% ^{uw}	31%	32%	34%	22%	22%	47% ^{EG}	30%	-	61% ^{il}
Not resolved at all	100	82	21	66	37	31	11	21	3	6	28	32	-	66	24	6	5	2	2	9	26	-	37	65	9	21	5	8	17	75	-	100
	15% ^{bc}	11% ^{bc}	6%	13% ^{bc}	14% ^{bc}	15%	13%	12%	9%	2%	21% ^{ka}	46% ^{km}	-	50% ^{oa}	21% ^{oa}	8%	9%	22%	1%	15% ^{tu}	50% ^{tu}	-	53% ^{uw}	21%	13%	20%	22%	3%	13% ^{de}	52% ^{de}	-	53% ^{il}
Don't know	10	4	5	11	1	5	-	2	4	5	3	3	-	-	1	-	-	-	-	1	-	-	-	3	-	-	-	-	-	3	-	-
	2%	1%	2%	2% ^{kl}	*	2%	-	1%	12% ^{gh}	2%	2%	4%	-	-	1%	-	-	-	-	2%	-	-	-	1%	-	-	-	-	-	2% ^{de}	-	-

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 169

Q12: How many times have you been in contact with [Provider] in relation to this particular complaint so far?

Base: All complained about mobile phone service in past 6 months

	EE/Orange/T-Mobile															O2															TESCO MOBILE														
	Supplier					Issue					Satisfaction					Resolved					Issue					Satisfaction					Resolved														
	EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)												
Total	666	729	327	500	258	509	309	125	198	34*	377	193	96*	370	286	286	145	262	36*	440	201	88*	457	268	74*	51*	186	16**	242	66*	19**	264	58*												
Once	268	352	222	201	85	138	135	43	74	16	186	64	18	198	67	118	58	156	20	268	67	17	290	61	40	32	144	6	182	34	6	206	15												
	40%af	48%adef	68%abde	40%a	33%	27%	44%	34%	37%	47%	49%dm	33%lm	19%	54%nd	23%	41%	40%	60%pd	56%	61%uv	33%w	19%	63%w	23%	54%	63%	77%AB	38%	75%af	52%	32%	78%af	26%												
Twice	179	182	54	127	81	120	78	33	62	6	113	51	15	104	74	78	44	54	6	113	56	13	105	76	16	8	26	4	39	12	3	38	16												
	27%ac	25%ac	17%	25%ac	31%bcf	24%ac	25%	26%	31%	18%	30%lm	26%lm	16%	28%	26%	27%	30%r	21%	17%	26%w	28%w	15%	23%	28%	22%	16%	14%	25%	16%	18%	16%	14%	28%af												
Three times	106	113	32	84	44	101	45	32	25	4	41	42	23	35	70	41	31	34	7	43	49	21	45	68	10	10	11	1	14	15	3	14	17												
	16%ac	16%ac	10%	17%ac	17%ac	20%ac	15%	28%af	13%	12%	11%	22%kl	24%kl	9%	24%kn	14%	21%r	13%	19%	10%	24%u	24%u	10%	25%w	14%C	20%C	6%	6%	6%	23%E	16%	5%	23%af												
Four times	40	29	3	30	19	39	19	8	12	1	12	18	10	13	27	16	6	6	1	6	15	8	8	21	3	-	-	-	2	-	1	1	2												
	6%ac	4%ac	1%	6%ac	7%bc	8%abc	6%	6%	6%	3%	3%	9%kl	10%kl	4%	9%kn	6%w	4%	2%	3%	1%	7%u	9%u	2%	8%w	4%C	-	-	1%	-	5%	*	3%af													
Five times or more	53	43	11	42	22	93	23	5	22	3	14	12	27	12	41	30	3	10	-	4	12	27	5	37	3	1	4	3	3	5	3	5	6												
	8%ac	6%ac	3%	8%ac	9%ac	18%abde	7%	4%	11%af	9%	4%	6%	28%kl	3%	14%kn	10%rs	2%	4%	-	1%	8%u	31%u	1%	14%w	4%	2%	2%	19%	1%	8%E	16%	2%	10%af												
Don't know	20	10	5	16	7	18	9	4	3	4	11	6	3	8	7	3	3	2	2	6	2	2	4	5	2	-	1	2	2	-	3	-	2												
	3%ac	1%	2%	3%ac	3%	4%af	3%	3%	2%	12%ghl	3%	3%	3%	2%	2%	1%	1%	2%	1%	6%af	1%	1%	2%	1%	2%	3%	-	1%	13%	1%	-	16%	-	3%af											
Mean score	2.12bc	1.93c	1.53	2.14bc	2.25bc	2.65abc	2.06	2.17	2.21	1.97	1.78	2.27k	3.14kl	1.72	2.65n	2.16rs	1.96r	1.69	1.68	1.54	2.24u	3.17uu	1.53	2.61w	1.79C	1.63C	1.35	2.29	1.35	1.94E	2.50	1.34	2.43H												

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 170

Q12: How many times have you been in contact with [Provider] in relation to this particular complaint so far?

Base: All complained about mobile phone service in past 6 months

	Supplier						THREE							VIRGIN MEDIA							VODAFONE												
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	666	729	327	500	258	509	204	84*	179	33*	298	132	70*	266	223	117	76*	56*	9**	155	59*	44*	153	104	311	72*	103	23**	232	132	145	248	258
Once	(1) 268	352	222	201	85	138	71	24	89	17	155	36	10	157	42	36	18	27	4	61	11	13	64	21	92	12	25	9	97	28	13	102	36
	40%af	48%adef	68%abdb	40%a	33%	27%	35%	29%	50%gh	52%h	52%km	27%lm	14%	59%nc	19%	31%	24%	48%pq	44%	39%tu	19%	30%	42%v	20%	30%b	17%	24%	39%	42%fg	21%cd	9%	41%h	14%
Twice	(2) 179	182	54	127	81	120	56	25	39	7	71	41	15	58	67	32	35	11	3	58	15	8	53	27	59	20	34	7	63	40	17	62	58
	27%ic	25%ic	17%	25%ic	31%bcf	24%ic	27%	30%	22%	21%	24%	31%	21%	22%	30%kn	27%	46%pl	20%	33%	37%w	25%	18%	35%	26%	19%	28%	33%a	30%	27%g	30%g	12%	25%	22%
Three times	(3) 106	113	32	84	44	101	37	22	23	2	37	32	15	29	55	21	12	10	1	19	17	8	15	29	58	22	20	1	43	28	30	40	61
	16%ic	16%ic	10%	17%ic	17%ic	20%bc	18%	28%j	13%	6%	12%	34%kl	21%	11%	25%kn	18%	16%	18%	11%	12%	23%kl	18%	10%	28%mn	19%	31%a	19%	4%	19%	21%	21%	16%	24%kl
Four times	(4) 40	29	3	30	19	39	13	5	11	1	8	10	12	6	24	11	5	3	-	8	8	3	9	10	26	6	7	-	13	10	16	14	25
	6%ic	4%ic	1%	6%ic	7%bc	8%bc	6%	6%	6%	3%	3%	8%kl	17%kl	2%	11%kn	9%	7%	5%	-	5%	14%kl	7%	6%	10%	8%	8%	7%	-	6%	8%	11%	6%	10%
Five times or more	(5) 53	43	11	42	22	93	21	7	13	1	15	11	16	11	29	14	4	3	1	4	7	11	7	15	68	10	12	3	11	22	60	24	66
	8%ic	6%	3%	8%ic	9%ic	18%abcd	10%	8%	7%	3%	5%	8%	23%kl	4%	13%kn	12%	5%	5%	11%	3%	12%kl	25%	5%	14%mn	22%cd	14%	12%	13%	5%	17%de	41%ef	10%	20%kl
Don't know	20	10	5	16	7	18	6	1	4	5	12	2	2	5	6	3	2	2	-	5	1	1	5	2	8	2	5	3	5	4	9	6	12
	3%bc	1%	2%	3%bc	3%	4%bc	3%	1%	2%	15%ghl	4%	2%	3%	2%	3%	3%	3%	4%	-	3%	2%	2%	3%	2%	3%	3%	5%	13%	2%	3%	6%de	2%	5%
Mean score	2.12bc	1.93c	1.53	2.14bc	2.25bc	2.65abc	2.28l	2.35l	1.97	1.64	1.80	2.38k	3.13kl	1.68	2.68n	2.43r	2.22	1.96	2.00	1.91	2.74t	2.79t	1.93	2.72w	2.73	2.74	2.46	2.05	2.02	2.67E	3.68EF	2.16	3.11H

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
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Table 171

Q13 How long did it take to resolve the issue with [Provider]/to reach this point in terms of your issue with [Provider]?

Base: All complained about mobile phone service in past 6 months

	Supplier						EE/Orange/T-Mobile						O2						TESCO MOBILE														
							Issue			Satisfaction			Resolved			Issue			Satisfaction			Resolved			Issue			Satisfaction			Resolved		
	EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	666	729	327	500	258	509	309	125	198	34*	377	193	96*	370	286	286	145	262	36*	440	201	88*	457	268	74*	51*	186	16**	242	66*	19**	264	58*
Less than 1 hour	229	261	163	171	67	118	116	22	74	17	162	54	13	171	56	94	26	125	16	201	44	16	206	55	33	26	96	8	143	19	1	154	9
Several hours	82	109	35	59	24	68	32	21	28	1	46	23	13	48	33	39	23	41	6	60	39	10	75	33	7	4	23	1	25	8	2	30	5
1 day	66	81	58	44	42	42	29	14	19	4	44	19	3	44	22	25	28	23	5	49	29	3	53	28	11	7	39	1	38	17	3	49	8
2-4 days	104	102	28	94	43	74	48	33	20	3	51	40	13	50	52	39	30	30	3	61	33	8	59	43	5	7	15	1	16	9	3	15	12
5-7 days	60	70	16	47	33	42	29	14	15	2	31	21	8	20	40	30	20	17	3	37	26	7	38	32	4	5	6	1	7	8	1	7	9
8-14 days	30	38	8	18	17	31	13	7	9	1	10	12	8	11	19	15	8	14	1	17	12	9	15	23	5	1	2	-	5	2	1	6	2
15-30 days	22	21	1	12	9	30	7	7	7	1	13	4	5	11	11	12	6	3	-	5	11	5	4	17	-	-	1	-	-	-	-	-	-
Over 30 days	43	32	7	32	14	69	21	3	17	2	10	12	21	11	32	23	7	-	-	6	2	24	5	27	2	1	3	1	1	2	4	1	6
Not sure	30	15	11	23	9	35	14	4	9	3	10	8	12	4	21	9	2	2	2	4	5	6	2	10	7	-	1	3	6	1	4	1	7
NET: Less than 1 hour	229	261	163	171	67	118	116	22	74	17	162	54	13	171	56	94	26	125	16	201	44	16	206	55	33	26	96	8	143	19	1	154	9
NET: Several hours but within a day	148	190	93	103	66	110	61	35	47	5	90	42	16	92	55	64	51	64	11	109	68	13	128	61	18	11	62	2	63	25	5	79	13
NET: 2-4 days	104	102	28	94	43	74	48	33	20	3	51	40	13	50	52	39	30	30	3	61	33	8	59	43	5	7	15	1	16	9	3	15	12
NET: 5 days or more	155	161	32	109	73	172	70	31	48	6	64	49	42	53	102	80	36	41	4	65	51	45	62	99	11	7	12	2	14	12	6	15	17
Mean score	4.58c	3.79c	1.82	4.36c	4.81c	7.77abc	4.42	4.36	5.06	3.91	3.01	4.66k	11.23kl	2.82	7.06n	5.33rs	3.68s	2.54	1.29	2.18	3.73t	12.51tu	1.94	7.08w	2.52	1.98	1.42	3.18	1.03	2.73E	10.21	1.00	6.01H

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

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 172

Q13 How long did it take to resolve the issue with [Provider]/to reach this point in terms of your issue with [Provider]?

Base: All complained about mobile phone service in past 6 months

	Supplier						THREE						VIRGIN MEDIA						VODAFONE														
	EE/Orange/T-Mobile		2	3	4	5	Issue			Satisfaction			Resolved		Issue			Satisfaction			Resolved		Issue			Satisfaction			Resolved				
	(a)	(b)	(c)	(d)	(e)	(f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	666	729	327	500	258	509	204	84*	179	33*	298	132	70*	266	223	117	76*	56*	9**	155	59*	44*	153	104	311	72*	103	23**	232	132	145	248	258
Less than 1 hour	229	261	163	171	67	118	68	19	70	14	140	19	12	129	39	28	15	17	7	52	6	9	52	15	83	10	18	7	74	24	20	78	40
Several hours	82	109	35	59	24	68	27	6	23	3	38	13	8	35	24	12	5	7	-	13	8	3	16	7	42	6	15	5	34	17	17	39	28
1 day	66	81	58	44	42	42	13	14	13	4	26	13	5	27	17	18	13	11	-	28	10	4	28	14	18	11	13	-	26	11	5	25	17
2-4 days	104	102	28	94	43	74	38	26	26	4	43	36	15	33	59	14	22	6	1	32	8	3	28	15	39	15	18	2	38	24	12	35	39
5-7 days	60	70	16	47	33	42	23	7	14	3	16	20	11	19	27	17	11	5	-	18	9	6	16	17	20	9	12	1	18	17	7	20	22
8-14 days	30	38	8	18	17	31	6	4	8	-	11	6	1	9	9	8	5	4	-	7	5	5	5	12	21	5	5	-	14	5	12	12	18
15-30 days	22	21	1	12	9	30	8	2	1	1	7	1	4	4	8	7	1	1	-	1	4	4	2	7	20	5	4	1	14	6	10	11	18
Over 30 days	43	32	7	32	14	69	12	5	15	-	7	15	10	6	24	9	3	1	1	3	4	7	5	9	49	8	10	2	10	14	45	24	45
Not sure	30	15	11	23	9	35	9	1	9	4	10	9	4	4	16	4	1	4	-	1	5	3	1	8	19	3	8	5	4	14	17	4	31
NET: Less than 1 hour	229	261	163	171	67	118	68	19	70	14	140	19	12	129	39	28	15	17	7	52	6	9	52	15	83	10	18	7	74	24	20	78	40
NET: Several hours but within a day	148	190	93	103	66	110	40	20	36	7	64	26	13	62	41	30	18	18	-	41	18	7	44	21	60	17	28	5	60	28	22	64	45
NET: 2-4 days	104	102	28	94	43	74	38	26	26	4	43	36	15	33	59	14	22	6	1	32	8	3	28	15	39	15	18	2	38	24	12	35	39
NET: 5 days or more	155	161	32	109	73	172	49	18	38	4	41	42	26	38	68	41	20	11	1	29	22	22	28	45	110	27	31	4	56	42	74	67	103
Mean score	4.56c	3.79c	1.82	4.36c	4.61c	7.77abc	4.55	4.57	4.44	1.97	2.62	6.47k	6.00k	2.37	6.68h	6.09r	4.22	3.03	3.80	2.77	6.63i	10.04i	3.07	7.61w	8.43	7.63	6.27	5.40	4.53	6.88E	14.35EF	5.65	9.99H

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

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 173

Q13 How long did it take to resolve the issue with [Provider]?

Base: All complained about mobile phone service in past 6 months whose issue was completely resolved

	Supplier							EE/Orange/T-Mobile						O2						TESCO MOBILE														
								Issue			Satisfaction			Resolved			Issue			Satisfaction			Resolved			Issue			Satisfaction			Resolved		
	EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	370	457	264	266	153	248	173	76*	104	17**	295	64*	11**	370	-**	150	87*	192	28**	359	89*	9**	457	-**	56*	37*	162	9**	217	44*	3**	264	-**	
Less than 1 hour	171	206	154	129	52	78	91	19	51	10	144	23	4	171	-	66	22	106	12	177	27	2	206	-	32	26	90	6	140	14	-	154	-	
	46% ^{et}	45% ^{et}	58% ^{abde}	48% ^{et}	34%	31%	53% ^{td}	25%	49% ^{td}	59%	49%	36%	36%	46%	-	44% ^{td}	25%	55% ^{pd}	43%	49% ^{td}	30%	22%	45%	-	57%	70%	56%	67%	65% ^{td}	32%	-	58%	-	
Several hours	48	75	30	35	16	39	17	16	15	-	37	11	-	48	-	24	14	32	5	53	21	1	75	-	6	3	20	1	24	6	-	30	-	
	13%	16%	11%	13%	10%	16%	10%	21% ^{td}	14%	-	13%	17%	-	13%	-	16%	16%	17%	18%	15%	24% ^{td}	11%	16%	-	11%	8%	12%	11%	11%	14%	-	11%	-	
1 day	44	53	49	27	28	25	20	10	13	1	35	9	-	44	-	13	17	18	5	42	10	1	53	-	9	3	37	-	33	14	2	49	-	
	12%	12%	19% ^{abtd}	10%	18% ^{td}	10%	12%	13%	13%	6%	12%	14%	-	12%	-	9%	20% ^{pd}	9%	18%	12%	11%	11%	12%	-	16%	8%	23% ^{td}	-	15%	32% ^{td}	67%	19%	-	
2-4 days	50	59	15	33	28	35	24	15	9	2	35	12	3	50	-	22	17	17	3	44	14	1	59	-	3	2	9	1	9	6	-	15	-	
	14% ^{td}	13% ^{td}	6%	12% ^{td}	18% ^{td}	14% ^{td}	14%	20% ^{td}	9%	12%	12%	19%	27%	14%	-	15%	20% ^{td}	9%	11%	12%	16%	11%	13%	-	5%	5%	6%	11%	4%	14% ^{td}	-	6%	-	
5-7 days	20	38	7	19	16	20	7	6	5	2	13	5	2	20	-	16	11	10	1	25	11	2	38	-	1	2	3	1	4	2	1	7	-	
	5%	8% ^{td}	3%	7% ^{td}	10% ^{td}	8% ^{td}	4%	8%	5%	12%	4%	8%	18%	5%	-	11%	13% ^{td}	5%	4%	7%	12%	22%	8%	-	2%	5%	2%	11%	2%	5%	33%	3%	-	
8-14 days	11	15	6	9	5	12	4	5	2	-	7	3	1	11	-	3	4	7	1	12	3	-	15	-	3	1	2	-	4	2	-	6	-	
	3%	3%	2%	3%	3%	5%	2%	7%	2%	-	2%	5%	9%	3%	-	2%	5%	4%	4%	3%	3%	-	3%	-	5%	1	3%	1%	-	2%	5%	-	2%	-
15-30 days	11	4	1	4	2	11	1	5	4	1	10	1	-	11	-	2	2	-	-	2	2	-	4	-	-	-	1	-	1	-	-	1	-	
	3% ^{td}	1%	*	2%	1%	4% ^{td}	1%	7% ^{td}	4% ^{td}	6%	3%	2%	-	3%	-	1%	2% ^{td}	-	-	1%	2%	-	1%	-	-	-	1%	-	-	*	-	-	*	-
Over 30 days	11	5	1	6	5	24	7	-	4	-	10	-	1	11	-	3	-	2	-	4	-	1	5	-	1	-	-	-	1	-	-	1	-	
	3% ^{td}	1%	*	2%	3% ^{td}	10% ^{abtd}	4%	-	4%	-	3%	-	9%	3%	-	2%	-	1%	-	1%	-	11%	1%	-	2%	-	-	-	-	*	-	-	*	-
Not sure	4	2	1	4	1	4	2	-	1	1	4	-	-	4	-	1	-	-	1	-	1	2	-	1	-	1	-	-	1	-	-	1	-	
	1%	*	*	2%	1%	2%	1%	-	1%	6%	1%	-	-	1%	-	1%	-	-	4%	-	1% ^{td}	*	-	2%	-	2%	-	-	-	*	-	-	*	-
NET: Less than 1 hour	171	206	154	129	52	78	91	19	51	10	144	23	4	171	-	66	22	106	12	177	27	2	206	-	32	26	90	6	140	14	-	154	-	
	46% ^{et}	45% ^{et}	58% ^{abde}	48% ^{et}	34%	31%	53% ^{td}	25%	49% ^{td}	59%	49%	36%	36%	46%	-	44% ^{td}	25%	55% ^{pd}	43%	49% ^{td}	30%	22%	45%	-	57%	70%	56%	67%	65% ^{td}	32%	-	58%	-	
NET: Several hours but within a day	92	128	79	62	44	64	37	26	28	1	72	20	-	92	-	37	31	50	10	95	31	2	128	-	15	6	57	1	57	20	2	79	-	
	25%	28%	30%	23%	29%	26%	21%	34% ^{td}	27%	6%	24%	31%	-	25%	-	25%	36%	26%	36%	26%	35%	22%	28%	-	27%	16%	35% ^{td}	11%	26%	45% ^{td}	67%	30%	-	
NET: 2-4 days	50	59	15	33	28	35	24	15	9	2	35	12	3	50	-	22	17	17	3	44	14	1	59	-	3	2	9	1	9	6	-	15	-	
	14% ^{td}	13% ^{td}	6%	12% ^{td}	18% ^{td}	14% ^{td}	14%	20% ^{td}	9%	12%	12%	19%	27%	14%	-	15%	20% ^{td}	9%	11%	12%	16%	11%	13%	-	5%	5%	6%	11%	4%	14% ^{td}	-	6%	-	
NET: 5 days or more	53	62	15	38	28	67	19	16	15	3	40	9	4	53	-	24	17	19	2	43	16	3	62	-	5	3	6	1	10	4	1	15	-	
	14% ^{td}	14% ^{td}	6%	14% ^{td}	18% ^{td}	27% ^{abtd}	11%	21% ^{td}	14%	18%	14%	14%	36%	14%	-	16%	20% ^{td}	10%	7%	12%	18%	33%	14%	-	9%	8%	4%	11%	5%	9%	33%	6%	-	
Mean score	2.82 ^{bc}	1.94 ^c	1.00	2.37 ^c	3.07 ^{bc}	5.65 ^{abc}	2.47	3.43	3.00	2.61	2.88	2.07	5.74	2.82	-	2.35	2.59 ^t	1.43	1.18	1.77	2.26	5.89	1.94	-	1.63	0.89	0.81	1.03	0.87	1.52	2.67	1.00	-	

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

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 174

Q13 How long did it take to resolve the issue with [Provider]?

Base: All complained about mobile phone service in past 6 months whose issue was completely resolved

	Supplier							THREE						VIRGIN MEDIA						VODAFONE													
	Issue							Satisfaction			Resolved			Issue						Satisfaction			Resolved										
	EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	370	457	264	266	153	248	102	51*	95*	18**	215	38*	13**	266	-**	55*	54*	37*	7**	125	25**	3**	153	-**	148	40*	47*	13**	172	53*	23**	248	-**
Less than 1 hour	171	206	154	129	52	78	50	16	52	11	117	9	3	129	-	19	15	13	5	49	3	-	52	-	58	6	10	4	64	10	4	78	-
Several hours	48	75	30	35	16	39	13	6	14	2	29	6	-	35	-	6	3	7	-	12	4	-	16	-	21	4	11	3	27	10	2	39	-
1 day	44	53	49	27	28	25	9	9	7	2	19	6	2	27	-	9	10	9	-	23	4	1	28	-	11	8	6	-	19	5	1	25	-
2-4 days	50	59	15	33	28	35	16	9	8	-	22	9	2	33	-	8	16	3	1	22	6	-	28	-	16	8	9	2	20	12	3	35	-
5-7 days	20	38	7	19	16	20	9	3	7	-	10	5	4	19	-	8	5	3	-	11	4	1	16	-	9	6	5	-	14	5	1	20	-
8-14 days	11	15	6	9	5	12	2	3	4	-	7	1	1	9	-	1	3	1	-	5	-	-	5	-	9	2	1	-	9	1	2	12	-
15-30 days	11	4	1	4	2	11	1	2	-	1	4	-	-	4	-	2	-	-	-	1	1	1	2	-	6	4	1	-	9	1	1	11	-
Over 30 days	11	5	1	6	5	24	1	3	2	-	4	1	1	6	-	2	1	1	1	2	3	-	5	-	17	2	4	1	8	7	9	24	-
Not sure	4	2	1	4	1	4	1	-	1	2	3	1	-	4	-	-	1	-	-	1	-	-	1	-	1	-	-	3	2	2	-	4	-
NET: Less than 1 hour	171	206	154	129	52	78	50	16	52	11	117	9	3	129	-	19	15	13	5	49	3	-	52	-	58	6	10	4	64	10	4	78	-
NET: Several hours but within a day	92	128	79	62	44	64	22	15	21	4	48	12	2	62	-	15	13	16	-	35	8	1	44	-	32	12	17	3	46	15	3	64	-
NET: 2-4 days	50	59	15	33	28	35	16	9	8	-	22	9	2	33	-	8	16	3	1	22	6	-	28	-	16	8	9	2	20	12	3	35	-
NET: 5 days or more	53	62	15	38	28	67	13	11	13	1	25	7	6	38	-	13	9	5	1	18	8	2	28	-	41	14	11	1	40	14	13	67	-
Mean score	2.82bc	1.94c	1.00	2.37c	3.07bc	5.65abc	1.87	4.43gl	1.93	1.56	2.09	2.86	5.70	2.37	-	3.64	2.88	2.14	4.88	2.21	6.48	9.83	3.07	-	5.97	6.06	4.72	3.74	4.22	6.33	14.77	5.65	-

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

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 175

Q13 How long did it take to reach this point in terms of your issue with [Provider]?

Base: All complained about mobile phone service in past 6 months whose issue was not completely resolved

	Supplier						EE/Orange/T-Mobile							O2						TESCO MOBILE													
							Issue				Satisfaction			Resolved		Issue				Satisfaction		Resolved		Issue				Satisfaction		Resolved			
	EE/Orange/T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	286	268	58*	223	104	258	131	47*	93*	15**	77*	126	83*	-**	286	133	57*	70*	8**	78*	111	79*	-**	268	16**	13**	24**	5**	22**	22**	14**	-**	58*
Less than 1 hour	56	55	9	39	15	40	25	3	23	5	17	31	8	-	56	28	4	19	4	24	17	14	-	55	1	-	6	2	3	5	1	-	9
	20%	21%	16%	17%	14%	16%	19%h	6%	25%h	33%	22%lm	25%lm	10%	-	20%	21%q	7%	27%q	50%	31%u	15%	18%	-	21%	6%	-	25%	40%	14%	23%	7%	-	16%
Several hours	33	33	5	24	7	28	14	5	13	1	9	12	12	-	33	14	9	9	1	6	18	9	-	33	1	1	3	-	1	2	2	-	5
	12%	12%	9%	11%	7%	11%	11%	11%	14%	7%	12%	10%	14%	-	12%	11%	16%	13%	13%	8%	16%	11%	-	12%	6%	8%	13%	-	5%	9%	14%	-	9%
1 day	22	28	8	17	14	17	9	4	6	3	9	10	3	-	22	12	11	5	-	7	19	2	-	28	1	4	2	1	4	3	1	-	8
	8%	10%	14%	8%	13%l	7%	7%	9%	6%	20%	12%	8%	4%	-	8%	9%	19%qr	7%	-	9%	17%lm	3%	-	10%	6%	31%	8%	20%	18%	14%	7%	-	14%
2-4 days	52	43	12	59	15	39	23	17	11	1	15	27	10	-	52	17	13	13	-	17	19	7	-	43	2	4	6	-	7	3	2	-	12
	18%	16%	21%	26%abefl	14%	15%	18%	36%qj	12%	7%	19%	21%	12%	-	18%	13%	23%	19%	-	22%u	17%	9%	-	16%	13%	31%	25%	-	32%	14%	14%	-	21%
5-7 days	40	32	9	27	17	22	22	8	10	-	18	16	6	-	40	14	9	7	2	12	15	5	-	32	3	3	3	-	3	6	-	-	9
	14%l	12%	16%	12%	16%l	9%	17%	17%	11%	-	23%lm	13%	7%	-	14%	11%	16%	10%	25%	15%	14%	6%	-	12%	19%	23%	13%	-	14%	27%	-	-	16%
8-14 days	19	23	2	9	12	18	9	2	7	1	3	9	7	-	19	12	4	7	-	5	9	9	-	23	2	-	-	-	1	-	1	-	2
	7%	9%l	3%	4%	12%l	7%	7%	4%	8%	7%	4%	7%	8%	-	7%	9%	7%	10%	-	6%	8%	11%	-	9%	13%	-	-	-	5%	-	7%	-	3%
15-30 days	11	17	-	8	7	18	6	2	3	-	3	3	5	-	11	10	4	3	-	3	9	5	-	17	-	-	-	-	-	-	-	-	-
	4%	6%	-	4%	7%c	7%c	5%	4%	3%	-	4%	2%	6%	-	4%	8%	7%	4%	-	4%	8%	6%	-	6%	-	-	-	-	-	-	-	-	-
Over 30 days	32	27	6	24	9	45	14	3	13	2	-	12	20	-	32	20	2	5	-	2	2	23	-	27	1	1	3	1	-	2	4	-	6
	11%	10%	10%	11%	9%	17%abefh	11%	6%	14%	13%	-	10%k	24%l	-	11%	15%q	4%	7%	-	3%	2%	23%u	-	10%	6%	8%	13%	20%	-	9%	29%	-	10%
Not sure	21	10	7	16	8	31	9	3	7	2	3	6	12	-	21	6	1	2	1	2	3	5	-	10	5	-	1	1	3	1	3	-	7
	7%	4%	12%h	7%	8%	12%h	7%	6%	8%	13%	4%	5%	14%kl	-	7%	5%	2%	3%	13%	3%	3%	6%	-	4%	31%	-	4%	20%	14%	5%	21%	-	12%
NET: Less than 1 hour	56	55	9	39	15	40	25	3	23	5	17	31	8	-	56	28	4	19	4	24	17	14	-	55	1	-	6	2	3	5	1	-	9
	20%	21%	16%	17%	14%	16%	19%h	6%	25%h	33%	22%lm	25%lm	10%	-	20%	21%q	7%	27%q	50%	31%u	15%	18%	-	21%	6%	-	25%	40%	14%	23%	7%	-	16%
NET: Several hours but within a day	55	61	13	41	21	45	23	9	19	4	18	22	15	-	55	26	20	14	1	13	37	11	-	61	2	5	5	1	5	5	3	-	13
	19%	23%	22%	18%	20%	17%	18%	19%	20%	27%	23%	17%	18%	-	19%	20%	33%q	20%	13%	17%	33%h	14%	-	23%	13%	38%	21%	20%	23%	23%	21%	-	22%
NET: 2-4 days	52	43	12	59	15	39	23	17	11	1	15	27	10	-	52	17	13	13	-	17	19	7	-	43	2	4	6	-	7	3	2	-	12
	18%	16%	21%	26%abefl	14%	15%	18%	36%qj	12%	7%	19%	21%	12%	-	18%	13%	23%	19%	-	22%u	17%	9%	-	16%	13%	31%	25%	-	32%	14%	14%	-	21%
NET: 5 days or more	102	99	17	68	45	103	51	15	33	3	24	40	38	-	102	56	19	22	2	22	35	42	-	99	6	4	6	1	4	8	5	-	17
	36%	37%	29%	30%	43%d	40%l	39%	32%	35%	20%	31%	32%	46%l	-	36%	42%q	33%	31%	25%	28%	32%	53%u	-	37%	38%	31%	25%	20%	18%	36%	36%	-	29%
Mean score	7.06	7.08	6.01	6.68	7.61	9.99abc	7.21	5.99	7.54	6.10	3.57	6.06k	12.39kl	-	7.06	8.87q	5.37	5.69	1.74	4.15	4.92	13.23lu	-	7.08	7.10	5.01	5.72	8.02	2.85	5.25	12.93	-	6.01

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

* = Less than .5

Ofcom - Quality of Customer Service - Complaints
Fieldwork: 8th December 2016 - 6th January 2017

Table 176

Q13 How long did it take to reach this point in terms of your issue with [Provider]?

Base: All complained about mobile phone service in past 6 months whose issue was not completely resolved

	Supplier						THREE						VIRGIN MEDIA						VODAFONE														
							Issue			Satisfaction			Resolved			Issue			Satisfaction			Resolved			Issue			Satisfaction			Resolved		
	EE/ Orange/ T-Mobile (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	286	268	58*	223	104	258	97*	33*	82*	11**	78*	91*	54*	-**	223	61*	22**	19**	2**	30*	33*	41*	-**	104	160	32*	56*	10**	60*	79*	119	-**	258
Less than 1 hour	56	55	9	39	15	40	18	3	16	2	21	9	9	-	39	9	-	4	2	3	3	9	-	15	25	4	8	3	10	14	119	-	40
	20%	21%	16%	17%	14%	16%	19%	9%	20%	18%	27%	10%	17%	-	17%	15%	-	21%	100%	10%	9%	22%	-	14%	16%	13%	14%	30%	17%	18%	13%	-	16%
Several hours	33	33	5	24	7	28	14	-	9	1	9	7	8	-	24	5	2	-	-	1	3	3	-	7	20	2	4	2	7	7	14	-	28
	12%	12%	9%	11%	7%	11%	14%	-	11%	9%	12%	8%	15%	-	11%	8%	9%	-	-	3%	9%	7%	-	7%	13%	6%	7%	20%	12%	9%	12%	-	11%
1 day	22	28	8	17	14	17	4	5	6	2	7	7	3	-	17	9	3	2	-	5	6	3	-	14	7	3	7	-	7	6	4	-	17
	8%	10%	14%	8%	13%	7%	4%	15%	7%	18%	9%	8%	6%	-	8%	15%	14%	11%	-	17%	18%	7%	-	13%	4%	9%	13%	-	12%	8%	3%	-	7%
2-4 days	52	43	12	59	15	39	20	17	18	4	20	26	13	-	59	6	6	3	-	10	2	3	-	15	23	7	9	-	18	12	9	-	39
	18%	16%	21%	26% ^{abde}	14%	15%	21%	52% ^{gd}	22%	36%	26%	29%	24%	-	26%	10%	27%	16%	-	33% ^{lm}	6%	7%	-	14%	14%	22%	16%	-	30% ^{FG}	15%	8%	-	15%
5-7 days	40	32	9	27	17	22	14	4	7	2	6	15	6	-	27	9	6	2	-	7	5	5	-	17	11	3	7	1	4	12	6	-	22
	14%	12%	16%	12%	18%	9%	14%	12%	9%	18%	8%	16%	11%	-	12%	15%	27%	11%	-	23%	15%	12%	-	16%	7%	9%	13%	10%	7%	15% ^{GU}	5%	-	9%
8-14 days	19	23	2	9	12	18	4	1	4	-	4	5	-	-	9	7	2	3	-	2	5	5	-	12	11	3	4	-	5	4	9	-	18
	7%	9% ^d	3%	4%	12% ^{de}	7%	4%	3%	5%	-	5%	5%	-	-	4%	11%	9%	16%	-	7%	15%	12%	-	12%	7%	9%	7%	-	8%	5%	8%	-	7%
15-30 days	11	17	-	8	7	18	7	-	1	-	3	1	4	-	8	5	1	1	-	1	3	3	-	7	13	1	3	1	5	5	8	-	18
	4%	6%	-	4%	7% ^c	7% ^c	7%	-	1%	-	4%	1%	7% ^d	-	4%	8%	5%	5%	-	3%	9%	7%	-	7%	8%	3%	5%	10%	8%	6%	7%	-	7%
Over 30 days	32	27	6	24	9	45	9	2	13	-	3	13	8	-	24	7	2	-	-	1	1	7	-	9	32	6	6	1	2	7	36	-	45
	11%	10%	10%	11%	9%	17% ^{abde}	9%	6%	16%	-	4%	14% ^{kl}	15% ^{kl}	-	11%	11%	9%	-	-	3%	3%	17%	-	9%	20%	19%	11%	10%	3%	9%	31% ^{EF}	-	17%
Not sure	21	10	7	16	8	31	7	1	8	-	5	8	3	-	16	4	-	4	-	-	5	3	-	8	18	3	8	2	2	12	17	-	31
	7%	4%	12% ^{de}	7%	8%	12% ^{de}	7%	3%	10%	-	6%	9%	6%	-	7%	7%	-	21%	-	-	15% ^{kl}	7%	-	8%	11%	9%	14%	20%	3%	15% ^E	14% ^E	-	12%
NET: Less than 1 hour	56	55	9	39	15	40	18	3	16	2	21	9	9	-	39	9	-	4	2	3	3	9	-	15	25	4	8	3	10	14	16	-	40
	20%	21%	16%	17%	14%	16%	19%	9%	20%	18%	27%	10%	17%	-	17%	15%	-	21%	100%	10%	9%	22%	-	14%	16%	13%	14%	30%	17%	18%	13%	-	16%
NET: Several hours but within a day	55	61	13	41	21	45	18	5	15	3	16	14	11	-	41	14	5	2	-	6	9	6	-	21	27	5	11	2	14	13	18	-	45
	19%	23%	22%	18%	20%	17%	19%	15%	18%	27%	21%	15%	20%	-	18%	23%	23%	11%	-	20%	27%	15%	-	20%	17%	16%	20%	20%	23%	16%	15%	-	17%
NET: 2-4 days	52	43	12	59	15	39	20	17	18	4	20	26	13	-	59	6	6	3	-	10	2	3	-	15	23	7	9	-	18	12	9	-	39
	18%	16%	21%	26% ^{abde}	14%	15%	21%	52% ^{gd}	22%	36%	26%	29%	24%	-	26%	10%	27%	16%	-	33% ^{lm}	6%	7%	-	14%	14%	22%	16%	-	30% ^{FG}	15%	8%	-	15%
NET: 5 days or more	102	99	17	68	45	103	34	7	25	2	16	34	18	-	68	28	11	6	-	11	14	20	-	45	67	13	20	3	16	28	59	-	103
	36%	37%	29%	30%	43% ^d	40% ^d	35%	21%	30%	18%	21%	37% ^{kl}	33%	-	30%	46%	50%	32%	-	37%	42%	49%	-	43%	42%	41%	36%	30%	27%	35%	51% ^{kl}	-	40%
Mean score	7.06	7.08	6.01	6.68	7.61	8.99 ^{abc}	7.00	4.78	7.74	2.38	4.23	7.91 ^k	8.18 ^k	-	6.68	8.57	7.44	5.24	0.03	5.09	6.99	10.05 ⁱ	-	7.61	10.92	9.79	7.79	7.47	5.44	7.29	14.35 ^{EF}	-	9.99

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

* = Less than .5