

	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	2468
●	2	2	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	840
●	3	3	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	944
●	4	4	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	593
●	5	5	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	91
●	6	6	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about landline service in past 6 months	2468
●	7	7	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	2468
●	8	8	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	2468
●	9	9	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	1341
●	10	10	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	2468
●	11	11	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	2468
●	12	12	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	2468
●	13	13	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	2468
●	14	14	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	2468
●	15	15	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	2468
●	16	16	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	2468
●	17	17	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	2468

	Page	Table	Title	Base Description	Base
●	18	18	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about landline service in past 6 months	2468
●	19	19	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	2468
●	20	20	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	2468
●	21	21	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	1583
●	22	22	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	853
●	23	23	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	3558
●	24	24	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	797
●	25	25	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	2017
●	26	26	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	657
	27	27	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	87
●	28	28	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about fixed broadband internet service in past 6 months	3558
●	29	29	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	3558
●	30	30	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	3558
●	31	31	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	2290
●	32	32	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	3558
●	33	33	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	3558
●	34	34	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	3558

	Page	Table	Title	Base Description	Base
●	35	35	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	3558
●	36	36	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	3558
●	37	37	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	3558
●	38	38	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	3558
●	39	39	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	3558
●	40	40	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about fixed broadband internet service in past 6 months	3558
●	41	41	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	3558
●	42	42	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	3558
●	43	43	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	2010
●	44	44	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	1522
●	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 cable, satellite or any other Pay TV service in past 6 months	2213
●	46	46	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	713
●	47	47	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	990
●	48	48	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	442
	49	49	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	68
●	50	50	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	2213

	Page	Table	Title	Base Description	Base
●	51	51	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	2213
●	52	52	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	2213
●	53	53	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	1279
●	54	54	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	2213
●	55	55	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	2213
●	56	56	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	2213
●	57	57	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	2213
●	58	58	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	2213
●	59	59	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	2213
●	60	60	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	2213
●	61	61	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	2213
●	62	62	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	2213
●	63	63	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	2213
●	64	64	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	2213
●	65	65	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	1467
●	66	66	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	726

	Page	Table	Title	Base Description	Base
●	67	67	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	2989
●	68	68	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	1301
●	69	69	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	984
●	70	70	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	553
	71	71	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	151
●	72	72	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about mobile phone service in past 6 months	2989
●	73	73	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	2989
●	74	74	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	2989
●	75	75	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	1490
●	76	76	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	2989
●	77	77	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	2989
●	78	78	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	2989
●	79	79	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	2989
●	80	80	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	2989
●	81	81	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	2989
●	82	82	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	2989
●	83	83	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	2989

	Page	Table	Title	Base Description	Base
●	84	84	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about mobile phone service in past 6 months	2989
●	85	85	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	2989
●	86	86	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	2989
●	87	87	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	1758
●	88	88	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	1197

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 1

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

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2468	840	593	944	91	1520	582	366	1583	853
Weighted Base	2468	823	613	943	88*	1527	571	371	1589	848
Effective base	2314	786	560	884	85	1428	545	342	1485	800
The service not performing as it should	943	-	-	943	-	626	209	108	694	243
	38%gh n	-	-	100%Tgh	-	41%k	37%l	29%	44%Tn	29%
A billing, pricing or payment issue	657	657	-	-	-	361	158	137	361	289
	27%h j km	80%Th j	-	-	-	24%	28%	37%Tk C	23%	34%Tm
A problem relating to the installation or set up of your service	346	-	346	-	-	235	63	48	234	110
	14%g j	-	56%Tg j	-	-	15%C	11%	13%	15%	13%
A problem with a repair to the service	267	-	267	-	-	169	67	32	174	91
	11%g j	-	44%Tg j	-	-	11%	12%	9%	11%	11%
Dissatisfaction with customer service from a previous occasion or contact	167	167	-	-	-	82	49	35	81	82
	7%h j m	20%Th j	-	-	-	5%	9%k	9%k	5%	10%Tm
Or something else	88	-	-	-	88	53	25	11	45	34
	4%g h	-	-	-	100%Tgh	3%	4%	3%	3%	4%
SUMMARY:										
Billing and Customer service	823	823	-	-	-	443	207	172	442	371
	33%h j km	100%Th j	-	-	-	29%	36%k	46%Tk C	28%	44%Tm
Repairs and Installation	613	-	613	-	-	404	130	80	408	200
	25%g j	-	100%Tg j	-	-	26%	23%	22%	26%	24%
Service Issues	943	-	-	943	-	626	209	108	694	243
	38%gh j n	-	-	100%Tgh	-	41%k	37%l	29%	44%Tn	29%
Something else	88	-	-	-	88	53	25	11	45	34
	4%g h	-	-	-	100%Tgh	3%	4%	3%	3%	4%

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 2

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

	Issue				Satisfaction			Resolved	
	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	840	-	-	-	455	215	170	450	380
Weighted Base	823	-**	-**	-**	443	207	172	442	371
Effective base	786	-	-	-	426	201	159	421	355
Bill was a lot higher than expected	292	-	-	-	161	66	66	154	137
	36%	36%	-	-	36%	32%	38%	35%	37%
Bill contained items I shouldn't have been charged for	172	-	-	-	84	36	52	88	80
	21%	21%	-	-	19%	17%	30%Tkc	20%	22%
Bill was inaccurate	162	-	-	-	83	45	34	85	77
	20%	20%	-	-	19%	22%	20%	19%	21%
Payment issues (including setting up/making a payment, non-direct debit charges)	105	-	-	-	63	19	23	62	42
	13%	13%	-	-	14%	9%	13%	14%	11%
Getting a refund, credit note or cashback	101	-	-	-	55	27	19	60	41
	12%	12%	-	-	12%	13%	11%	14%	11%
The format of the bill	94	-	-	-	62	20	12	58	35
	11%	11%	-	-	14%	10%	7%	13%	10%
Didn't do what they said they would do	56	-	-	-	23	15	18	24	30
	7%	7%	-	-	5%	7%	11%	5%	8%
Took too long to resolve issue	53	-	-	-	19	15	18	24	27
	6%	6%	-	-	4%	7%	11%	5%	7%
Unable to get through to relevant person	47	-	-	-	23	13	11	20	26
	6%	6%	-	-	5%	6%	7%	5%	7%
Gave incorrect information	45	-	-	-	22	15	9	24	20
	6%	6%	-	-	5%	7%	5%	5%	6%
Rude/dismissive	45	-	-	-	23	14	9	22	22
	6%	6%	-	-	5%	7%	5%	5%	6%
Unable to get through to anyone	43	-	-	-	26	11	6	24	18
	5%	5%	-	-	6%	5%	3%	5%	5%
Costs of international and roaming calls	6	-	-	-	5	1	-	5	1
	1%	1%	-	-	1%	1%	-	1%	*
Pre-pay credit lost or not credited to card	3	-	-	-	3	-	-	3	-
	*	*	-	-	1%	-	-	1%	-
A different issue	67	-	-	-	32	14	20	32	34
	8%	8%	-	-	7%	7%	12%	7%	9%

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
** 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 3

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

	Total (T)	Issue			Satisfaction			Resolved		
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	944	-	-	944	-	619	217	108	694	244
Weighted Base	943	-**	-**	943	-**	626	209	108	694	243
Effective base	884	-	-	884	-	582	202	101	650	228
Poor line quality	437	-	-	437	-	320	72	46	335	100
		46%^C		46%		51%^C	34%	42%	48%	41%
Complete loss of service	381	-	-	381	-	238	83	59	268	111
	40%			40%		38%	40%	55%^{TkC}	39%	46%
Connection speed slower than advertised or led to expect	369	-	-	369	-	288	64	17	325	43
		39%^{Cln}		39%		46%^{TCl}	30%^d	16%	47%^{Tn}	18%
Problems with voice over internet (VOIP) telephone calls	292	-	-	292	-	240	47	5	281	11
		31%^{Cln}		31%		38%^{TCl}	22%^d	5%	41%^{Tn}	4%
Service is not consistently available	281	-	-	281	-	187	63	31	197	83
	30%			30%		30%	30%	29%	28%	34%
Poor picture quality	241	-	-	241	-	212	25	4	232	10
		26%^{Cln}		26%		34%^{TCl}	12%^d	4%	33%^{Tn}	4%
Unable to get certain channels/content	193	-	-	193	-	144	43	6	185	8
		20%^{dln}		20%		23%^d	20%^d	6%	27%^{Tn}	3%
Unable to access 4G service	5	-	-	5	-	4	1	-	4	1
	1%			1%		1%	*	-	1%	*
Problems with calls being disconnected during a call or not connected at all	3	-	-	3	-	2	1	-	3	-
	*			*		*	1%	-	*	-
Poor indoor reception/ coverage	3	-	-	3	-	3	1	-	2	1
	*			*		*	*	-	*	1%
Text or voice mails delivered late	3	-	-	3	-	2	1	-	3	-
	*			*		*	1%	-	*	-
Poor outside reception/ coverage	3	-	-	3	-	2	1	-	2	1
	*			*		*	*	-	*	*
A different issue (please describe it briefly in your own words)	27	-	-	27	-	12	4	11	13	13
	3%			3%		2%	2%	10%^{TkC}	2%	6%Tm

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
** 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 4

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

	Total (T)	Issue			Satisfaction			Resolved		
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	593	-	593	-	-	391	124	78	393	194
Weighted Base	613	-**	613	-**	-**	404	130	80*	408	200
Effective base	560	-	560	-	-	369	118	73	371	183
Time taken to install the service	169	-	169	-	-	122	22	25	121	47
		28% C	28%	-	-	30% C	17%	31% C	30%	24%
Missed/ moved installation appointment	152	-	152	-	-	109	22	21	118	32
		25% un	25%	-	-	27% C	17%	26%	29% un	16%
Switching issues (e.g. problems trying to switch or problems porting your number)	137	-	137	-	-	108	16	13	106	29
		22% Cn	22%	-	-	27% C	12%	16%	26% un	14%
Arranging an installation	136	-	136	-	-	110	15	10	109	27
		22% Cn	22%	-	-	27% C	12%	13%	27% un	13%
Damage to property during installation	123	-	123	-	-	102	15	5	100	23
		20% CIn	20%	-	-	25% C	12%	6%	24% un	12%
Time taken to repair a fault	122	-	122	-	-	73	31	18	82	38
		20%	20%	-	-	18%	23%	23%	20%	19%
Arranging an appointment for an engineer visit	86	-	86	-	-	62	16	7	58	28
		14%	14%	-	-	15%	12%	9%	14%	14%
Missed/moved repair appointment	63	-	63	-	-	47	12	4	43	20
		10%	10%	-	-	12%	9%	5%	11%	10%
Damage to property during repair	60	-	60	-	-	43	14	3	42	18
		10%	10%	-	-	11%	11%	4%	10%	9%
Complaining about an engineer	58	-	58	-	-	44	12	1	45	12
		9% l	9%	-	-	11% l	10% l	2%	11%	6%
A different issue	26	-	26	-	-	9	8	9	13	12
		4%	4%	-	-	2%	6% k	11% Tk	3%	6%

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

* 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 5

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

	Issue				Satisfaction			Resolved	
	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	-	-	-	91	55	26	10	46	35
Weighted Base	88*	**	**	88*	53*	25**	11**	45*	34*
Effective base	85	-	-	85	51	24	10	43	33
Change to your package or service (upgrading or downgrading your service)	35	-	-	35	16	14	5	17	17
	39%	-	-	39%	31%	56%	43%	38%	51%
Service not performing as advertised or as told in store/over the phone	12	-	-	12	8	2	1	8	1
	13%	-	-	13%	15%	9%	12%	18%	4%
Complaining about the terms of your contract	11	-	-	11	8	1	2	7	3
	13%	-	-	13%	15%	5%	19%	15%	10%
Switching issues (e.g. problems trying to switch or problems porting your number)	10	-	-	10	7	2	2	7	2
	12%	-	-	12%	12%	6%	22%	16%	6%
Keeping your mobile phone number when changing suppliers	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	30	-	-	30	18	7	5	10	16
	34%	-	-	34%	34%	28%	48%	21%	47%

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
* 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 6

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

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	2468	840	593	944	91	1520	582	366	1583	853	
Weighted Base	2468	823	613	943	88*	1527	571	371	1589	848	
Effective base	2314	786	560	884	85	1428	545	342	1485	800	
Only/mainly on the phone	1331	483	277	512	59	694	363	274	784	526	
		54% hkm	59% Th	45%	54% h	67% Thi	45%	64% TK	74% TKC	49%	62% Tm
Only/mainly via webchat	258	97	56	95	11	160	54	43	155	100	
	10%	12%	9%	10%	12%	10%	10%	12%	10%	12%	
Only/mainly via email	254	81	75	93	6	186	48	19	172	81	
	10%	10%	12%	10%	6%	12% Cl	8%	5%	11%	10%	
Only/mainly via another contact method	163	39	55	64	5	132	24	8	130	33	
	7% Cin	5%	9% Tg	7%	5%	9% TCI	4%	2%	8% en	4%	
Only/mainly by social media	157	38	54	65	-	120	28	8	119	37	
	6% ln	5% j	9% Tgj	7% gj	-	8% Cl	5% l	2%	7% en	4%	
Only/mainly in store	155	42	54	58	2	125	23	7	116	39	
	6% Cl	5%	9% Tgj	6%	2%	8% TCI	4%	2%	7% en	5%	
Only/mainly by letter	137	43	37	56	1	100	27	10	108	28	
	6% ln	5%	6%	6%	1%	7% l	5%	3%	7% en	3%	
Don't know	14	1	7	1	5	9	3	1	6	4	
	1%	*	1% gj	*	6% Tghl	1%	1%	*	*	*	

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 7

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2468	840	593	944	91	1520	582	366	1583	853
Weighted Base	2468	823	613	943	88*	1527	571	371	1589	848
Effective base	2314	786	560	884	85	1428	545	342	1485	800
10 - Extremely satisfied (10)	220	76	79	52	14	220	-	-	195	21
		9% CIn	9% h	13% Tgi	5% TI	14% TCl	-	-	12% Tn	3%
9 - (9)	375	98	89	175	13	375	-	-	339	32
		15% gCIn	12% h	19% Tgh	14% TI	25% TCl	-	-	21% Tn	4%
8 - (8)	521	147	135	226	13	521	-	-	436	83
		21% CIn	18% h	24% gi	14% TI	34% TCl	-	-	27% Tn	10%
7 - (7)	410	122	101	173	14	410	-	-	284	123
		17% CIn	15% h	18% gi	16% TI	27% TCl	-	-	18% Tn	15%
6 - (6)	247	80	51	105	11	-	247	-	141	104
		10% kl	10% h	11% gi	12% TI	-	43% Tkl	-	9% Tm	12% Tn
5 - (5)	208	77	56	66	8	-	208	-	101	104
		8% klm	9% h	7% gi	9% TI	-	35% Tkl	-	6% Tm	12% Tn
4 - (4)	116	50	23	37	6	-	116	-	28	87
		5% klm	6% h	4% gi	6% TI	-	20% Tkl	-	2% Tm	10% Tn
3 - (3)	114	41	29	39	5	-	-	114	26	87
		5% klm	5% h	4% gi	6% TI	-	-	31% Tkl	2% Tm	10% Tn
2 - (2)	93	44	19	29	1	-	-	93	14	77
		4% klm	5% h	3% gi	1% TI	-	-	25% Tkl	1% Tm	9% Tn
1 - Extremely dissatisfied (1)	163	87	32	40	4	-	-	163	25	130
		7% klm	11% Th	5% gi	4% TI	-	-	44% Tkl	2% Tm	15% Tn
NET: Dissatisfied (1-3)	371	172	80	108	11	-	-	371	65	294
		15% klm	21% Th	13% gi	12% TI	-	-	100% Tkl	4% Tm	35% Tn
NET: Neutral (4-6)	571	207	130	209	25	-	571	-	270	294
		23% klm	25% h	22% gi	28% TI	-	100% Tkl	-	17% Tm	35% Tn
NET: Satisfied (7-10)	1527	443	404	626	53	1527	-	-	1254	260
		62% gCIn	54% h	66% Tgi	60% TI	100% TCl	-	-	79% Tn	31% Tm
Mean score	6.60	6.12	6.86	6.83	6.81	8.27	5.23	1.87	7.60	4.79

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 8

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2468	840	593	944	91	1520	582	366	1583	853
Weighted Base	2468	823	613	943	88*	1527	571	371	1589	848
Effective base	2314	786	560	884	85	1428	545	342	1485	800
10 - Extremely satisfied (10)	387	136	109	126	16	341	24	22	317	63
	16% CIn	17%	16% h	13%	18%	22% TCl	4%	6%	20% Tn	7%
9 - (9)	425	97	110	206	12	383	24	19	349	76
	17% gCIn	12%	18% g	22% Tg	14%	25% TCl	4%	5%	22% Tn	9%
8 - (8)	430	138	108	176	8	352	53	25	328	102
	17% gCIn	17%	18%	19% h	9%	23% TCl	9%	7%	21% Tn	12%
7 - (7)	279	100	70	100	9	178	80	21	160	116
	11% h	12%	11%	11%	10%	12% h	14% h	6%	10% h	14% h
6 - (6)	253	90	53	101	8	110	111	33	143	108
	10% h	11%	9%	11%	9%	7%	19% Tkl	9%	9%	13% h
5 - (5)	247	83	60	92	11	76	138	34	137	104
	10% h	10%	10%	10%	13%	5%	24% Tkl	9% h	9%	12% h
4 - (4)	133	47	30	56	1	40	65	29	65	68
	5% h	6%	5%	6%	1%	3%	11% Tkl	8% h	4%	8% h
3 - (3)	114	48	23	38	5	18	46	50	40	71
	5% h	6%	4%	4%	6%	1%	8% Tkl	13% TkC	3%	8% h
2 - (2)	67	20	21	20	7	8	16	43	23	44
	3% h	2%	3%	2%	8% Tgh	1%	3% h	12% TkC	1%	5% h
1 - Extremely dissatisfied (1)	118	58	28	27	5	14	11	94	24	91
	5% h	7% Tl	5%	3%	6%	1%	2%	25% TkC	1%	11% h
Not applicable	14	5	2	1	6	9	3	2	3	4
	1%	1%	*	*	7% Tghl	1%	1%	*	*	1%
NET: Dissatisfied (1-3)	299	126	71	85	17	39	73	187	87	206
	12% h	15% Thl	12%	9%	19% Thl	3%	13% h	50% TkC	5%	24% h
NET: Neutral (4-6)	634	220	144	250	20	225	313	96	344	280
	26% h	27%	23%	26%	23%	15%	55% Thl	26% h	22%	33% h
NET: Satisfied (7-10)	1521	471	396	608	45	1253	181	87	1154	357
	62% gCIn	57%	65% g	64% g	51%	82% TCl	32% h	23%	73% Tn	42%
Mean score	6.92 gCIn	6.63	7.05 g	7.11 g	6.56	8.03 TCl	5.70 l	4.19	7.60 Tn	5.66

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 9

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

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	1341	503	266	511	61	700	372	269	787	535	
Weighted Base	1331	483	277	512	59*	694	363	274	784	526	
Effective base	1253	468	251	478	57	656	347	251	737	499	
10 - Extremely satisfied	(10) 128	42	28	47	11	117	7	4	108	17	
		10% Cln	9%	10%	9%	18% Tgi	17% TCl	2%	1%	14% Tn	3%
9 -	(9) 141	47	38	49	8	131	7	3	115	25	
		11% Cln	10%	14%	9%	13%	19% TCl	2%	1%	15% Tn	5%
8 -	(8) 191	67	36	82	6	154	30	7	134	55	
		14% Cln	14%	13%	16%	10%	22% TCl	8% l	3%	17% Tn	11%
7 -	(7) 182	65	36	74	7	121	48	12	132	50	
		14% Cln	13%	13%	15%	11%	18% Tl	13% l	4%	17% Tn	9%
6 -	(6) 181	46	40	88	6	81	85	15	116	61	
		14% gln	10%	14%	17% g	11%	12% l	23% Tkl	5%	15%	12%
5 -	(5) 135	49	26	52	8	41	73	22	83	49	
		10% kl	10%	9%	10%	13%	6%	20% Tkl	8%	11%	9%
4 -	(4) 89	42	17	29	1	26	48	15	39	47	
		7% kl	9%	6%	6%	2%	4%	13% Tkl	6%	5%	9% lm
3 -	(3) 68	23	15	29	1	8	29	32	13	55	
		5% km	5%	5%	6%	2%	1%	8% kl	12% Tkl	2%	10% Tm
2 -	(2) 69	27	12	26	4	6	17	46	14	54	
		5% km	6%	4%	5%	7%	1%	5% kl	17% TkC	2%	10% Tm
1 - Extremely dissatisfied	(1) 142	73	28	35	6	6	19	118	27	113	
		11% kCm	15% Tl	10%	7%	10%	1%	5% kl	43% TkC	3%	21% Tm
Not applicable	3	1	1	-	1	2	1	-	3	-	
	*	*	1%	-	2% Tgl	*	*	-	*	-	
NET: Dissatisfied	(1-3) 280	123	55	90	11	20	64	196	54	222	
		21% kkm	26% Tl	18%	19%	3%	18% kl	72% TkC	7%	42% Tm	
NET: Neutral	(4-6) 406	137	83	170	16	148	205	52	238	158	
		30% kl	28%	30%	26%	21%	57% Tkl	19%	30%	30%	
NET: Satisfied	(7-10) 642	221	137	252	31	524	92	26	489	147	
		48% Cln	46%	50%	49%	52%	76% TCl	25% l	10%	62% Tn	28%
Mean score	5.99gCln	5.65	6.14g	6.19g	6.41	7.62TCl	5.28l	2.82	7.01Tn	4.51	

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 10

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

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	2468	840	593	944	91	1520	582	366	1583	853	
Weighted Base	2468	823	613	943	88*	1527	571	371	1589	848	
Effective base	2314	786	560	884	85	1428	545	342	1485	800	
10 - Extremely satisfied (10)	316	93	96	112	14	309	6	2	280	30	
		13% Cln	11% 16%g	12% 12%g	16% 16%g	20% TCl	1% 1%g	*	18% Tn	4%	
9 - (9)	448	119	107	213	9	430	14	3	395	52	
		18% gCln	14% 17%g	23% Tg<h>h</h>	10% 10%g	28% TCl	3% 3%g	1% 1%g	25% Tn	6%	
8 - (8)	379	118	103	147	10	330	44	5	301	77	
		15% Cln	14% 17%g	16% 16%g	11% 11%g	22% TCl	8% 8%g	1% 1%g	19% Tn	9%	
7 - (7)	323	95	80	137	10	220	93	10	209	111	
		13% g	12% 13%g	15% 15%g	12% 12%g	14% g	16% Tl	3% 3%g	13% 13%g	13% 13%g	
6 - (6)	259	88	67	95	10	122	124	13	160	97	
		11% kl	11% 11%g	10% 10%g	11% 11%g	8% g	22% Tkl	3% 3%g	10% 10%g	11% 11%g	
5 - (5)	181	68	40	62	11	55	111	15	98	81	
		7% kl	8% 8%g	7% 7%g	13% h	4% 4%g	19% Tkl	4% 4%g	6% 6%g	10% Tm	
4 - (4)	115	50	25	37	4	27	64	24	47	68	
		5% km	6% g	4% 4%g	4% 4%g	2% 2%g	11% Tkl	6% 6%g	3% 3%g	8% Tm	
3 - (3)	104	43	19	40	1	13	48	43	33	70	
		4% km	5% 5%g	4% 4%g	2% 2%g	1% 1%g	8% Tk	12% Tk	2% 2%g	8% Tm	
2 - (2)	93	40	21	29	4	6	33	54	20	70	
		4% km	5% 5%g	3% 3%g	3% 3%g	5% 5%g	6% Tk	15% Tk	1% 1%g	8% Tm	
1 - Extremely dissatisfied (1)	240	106	54	70	10	8	29	203	40	190	
		10% kCm	13% Th	9% 9%g	7% 7%g	12% 12%g	1% 1%g	5% k	55% Tk	3% 3%g	22% Tm
Not applicable	11	3	2	2	4	7	4	-	7	2	
		*	*	*	4% Tg<h>h</h>	*	1% 1%g	-	*	*	
NET: Dissatisfied (1-3)	437	189	93	138	16	27	110	300	93	330	
		18% klm	23% Th	15% 15%g	18% 18%g	2% 2%g	19% kl	81% Tk	6% 6%g	39% Tm	
NET: Neutral (4-6)	556	206	132	193	25	204	299	52	304	246	
		23% klm	25% g	22% 22%g	20% 20%g	28% 28%g	13% 13%g	52% Tkl	14% 14%g	19% 19%g	29% Tm
NET: Satisfied (7-10)	1465	425	386	610	44	1289	157	19	1185	270	
		59% gCln	52% 52%g	63% g	65% Tg	50% 50%g	84% TCl	28% 28%g	5% 5%g	75% Tn	32% 32%g
Mean score		6.57 gCln	6.09	6.81 g	6.85 g	6.27	8.10 TCl	5.27 l	2.26	7.61 Tn	4.68

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 11

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

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	2468	840	593	944	91	1520	582	366	1583	853	
Weighted Base	2468	823	613	943	88*	1527	571	371	1589	848	
Effective base	2314	786	560	884	85	1428	545	342	1485	800	
10 - Extremely satisfied (10)	420	114	115	177	14	407	10	3	384	33	
		17% g Cln	14% h	19% g	16% j	27% T Cl	2% C	1% l	24% T m	4% n	
9 - (9)	435	122	107	195	11	411	20	4	392	42	
		18% g Cln	15% h	21% T g	12% j	27% T Cl	4% C	1% l	25% T m	5% n	
8 - (8)	391	111	96	175	9	331	57	4	330	61	
		16% g Cln	14% h	19% g	10% j	22% T Cl	10% C	1% l	21% T m	7% n	
7 - (7)	310	106	77	116	10	207	96	6	190	115	
		13% g	13% h	12% j	11% j	14% l	17% T l	2% l	12% m	14% n	
6 - (6)	218	72	67	71	8	80	124	14	116	101	
		9% g kl	9% h	8% j	8% j	5% k	22% T kl	4% l	7% m	12% T m	
5 - (5)	165	62	41	51	11	40	111	14	74	88	
		7% g klm	7% h	5% j	12% T l	3% k	19% T kl	4% l	5% m	10% T m	
4 - (4)	103	50	27	24	2	20	61	22	35	67	
		4% g klm	6% T l	3% j	2% j	1% k	11% T kl	6% l	2% m	8% T m	
3 - (3)	83	26	17	39	1	3	40	39	13	68	
		3% g klm	3% h	4% j	1% j	* k	7% T kl	11% T kl	1% m	8% T m	
2 - (2)	93	38	23	23	9	7	27	59	20	70	
		4% g klm	5% h	2% j	10% T ghl	* k	5% l	16% T kl	1% m	8% T m	
1 - Extremely dissatisfied (1)	235	117	42	66	9	9	20	206	27	198	
		10% g klm	14% T hl	7% j	7% j	1% k	4% l	55% T kl	2% m	23% T m	
Not applicable	17	5	1	6	5	11	5	1	8	6	
		1% g	* h	1% j	6% T ghl	1% k	1% l	* l	* m	1% n	
NET: Dissatisfied (1-3)	410	180	83	128	19	19	87	304	60	335	
		17% g klm	22% T hl	14% j	22% h l	1% k	15% l	82% T kl	4% m	40% T m	
NET: Neutral (4-6)	485	184	135	146	20	140	296	49	225	256	
		20% g klm	22% h	15% j	23% j	9% k	52% T kl	13% l	14% m	30% T m	
NET: Satisfied (7-10)	1555	454	395	663	44	1356	182	17	1296	251	
		63% g lCln	55% h	64% g j	70% T ghl	89% T Cl	32% C	5% l	82% T m	30% n	
Mean score		6.78 g Cln	6.22	6.98 g j	7.20 T gj	6.19	8.36 T Cl	5.55 l	2.21	8.00 T m	4.58

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 12

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2468	840	593	944	91	1520	582	366	1583	853
Weighted Base	2468	823	613	943	88*	1527	571	371	1589	848
Effective base	2314	786	560	884	85	1428	545	342	1485	800
10 - Extremely satisfied (10)	419	140	123	138	18	376	26	18	344	69
	17% CIn	17%	20% h	15%	21%	25% TCl	4%	5%	22% Tn	8%
9 - (9)	495	133	119	228	15	446	30	19	407	84
	20% gCIn	16%	19%	24% Tgh	17%	29% TCl	5%	5%	26% Tn	10%
8 - (8)	449	155	112	170	11	322	94	33	315	131
	18% g	19%	18%	18%	13%	21% TCl	16% l	9%	20% n	15%
7 - (7)	269	97	70	93	10	159	78	32	141	124
	11% gIn	12%	11%	10%	11%	10%	14% kl	9%	9%	15% Tm
6 - (6)	216	68	51	90	7	78	104	33	111	103
	9% gk	8%	8%	10%	8%	5%	18% Tkl	9% kl	7%	12% Tm
5 - (5)	252	85	59	96	12	74	116	63	139	110
	10% gk	10%	10%	10%	13%	5%	20% Tk	17% Tk	9%	13% Tm
4 - (4)	129	42	33	49	5	39	60	30	64	64
	5% gk	5%	5%	5%	5%	3%	11% Tk	8% Tk	4%	8% Tm
3 - (3)	98	38	17	41	3	20	41	37	36	61
	4% gkm	5%	3%	4%	3%	1%	7% Tk	10% Tk	2%	7% Tm
2 - (2)	40	20	9	12	-	2	12	26	11	29
	2% gkm	2%	1%	1%	-	*	2% k	7% TkC	1%	3% Tm
1 - Extremely dissatisfied (1)	91	46	20	22	4	4	8	79	14	71
	4% kCm	6% Thl	3%	2%	5%	*	1% k	21% TkC	1%	8% Tm
Not applicable	9	1	1	3	4	6	3	-	5	1
	*	*	*	*	4% Tghi	*	*	-	*	*
NET: Dissatisfied (1-3)	230	103	45	74	7	27	61	143	62	162
	9% gkm	13% Thl	7%	8%	8%	2%	11% k	38% TkC	4%	19% Tm
NET: Neutral (4-6)	597	195	144	236	23	191	280	126	314	277
	24% gkm	24%	23%	25%	26%	13%	49% Tkl	34% Tl	20%	33% Tm
NET: Satisfied (7-10)	1632	524	424	630	55	1303	227	103	1207	408
	66% CIn	64%	69% g	67%	62%	85% TCl	40% l	28%	76% Tn	48%
Mean score	7.18 gCIn	6.94	7.36 g	7.28 g	7.18	8.24 TCl	6.02 l	4.63	7.82 Tn	6.02

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 13

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2468	840	593	944	91	1520	582	366	1583	853
Weighted Base	2468	823	613	943	88*	1527	571	371	1589	848
Effective base	2314	786	560	884	85	1428	545	342	1485	800
10 - Extremely satisfied	(10) 454	138	119	181	17	424	16	15	408	41
		18% CIn 17%	19% hI 19%	19% iI 19%	19% jI 19%	28% TCl 3%	3% C 3%	4% lI 4%	26% Tm 5%	5% nI 5%
9 -	(9) 410	127	110	159	14	379	22	9	347	63
		17% CIn 15%	18% hI 18%	17% iI 17%	16% jI 16%	25% TCl 4%	4% C 4%	2% lI 2%	22% Tm 7%	7% nI 7%
8 -	(8) 388	130	101	147	10	305	76	7	278	107
		16% CIn 16%	16% hI 16%	16% iI 16%	11% jI 11%	20% TCl 13% lI	13% lI 13%	2% lI 2%	17% Tm 13%	13% nI 13%
7 -	(7) 291	87	76	121	8	186	86	20	172	116
		12% lI 11%	12% hI 12%	13% iI 13%	9% jI 9%	12% lI 12%	15% Tl 15%	5% lI 5%	11% Tm 11%	14% nI 14%
6 -	(6) 259	68	58	123	10	113	124	22	152	106
		10% lI 8%	9% hI 9%	13% Tgh 13%	11% jI 11%	7% lI 7%	22% Tkl 22%	6% lI 6%	10% Tm 10%	13% nI 13%
5 -	(5) 221	72	55	89	5	59	123	39	112	105
		9% lI 9%	9% hI 9%	9% iI 9%	6% jI 6%	4% lI 4%	22% Tkl 22%	10% lI 10%	7% Tm 7%	12% Tm 12%
4 -	(4) 118	36	35	41	7	33	55	30	59	57
		5% lI 4%	6% hI 6%	4% iI 4%	8% jI 8%	2% lI 2%	10% Tkl 10%	8% Tkl 8%	4% Tm 4%	7% Tm 7%
3 -	(3) 78	35	14	23	6	10	34	33	16	61
		3% lI 4% hI	2% hI 2%	2% iI 2%	7% Tkl 7%	1% lI 1%	6% Tkl 6%	9% Tkl 9%	1% Tm 1%	7% Tm 7%
2 -	(2) 80	39	17	20	4	4	18	58	18	61
		3% lI 5% hI	3% hI 3%	2% iI 2%	4% jI 4%	* lI *	3% lI 3%	16% Tkl 16%	1% Tm 1%	7% Tm 7%
1 - Extremely dissatisfied	(1) 149	83	27	34	4	5	10	135	20	123
		6% lI Cm 10% ThI	4% hI 4%	4% iI 4%	5% jI 5%	* lI *	2% lI 2%	36% Tkl 36%	1% Tm 1%	14% Tm 14%
Not applicable	20	9	2	6	4	9	6	5	5	9
	1%	1% lI 1%	* hI *	1% iI 1%	4% TghI 4%	1% lI 1%	1% lI 1%	1% lI 1%	* Tm *	1% nI 1%
NET: Dissatisfied	(1-3) 306	157	57	78	15	19	62	225	54	244
		12% hI lI km 19% ThI	9% hI 9%	8% iI 8%	16% hI 16%	1% lI 1%	11% lI 11%	61% Tkl 61%	3% Tm 3%	29% Tm 29%
NET: Neutral	(4-6) 598	175	148	253	22	205	302	91	323	269
		24% lI km 21%	24% hI 24%	27% gI 27%	24% jI 24%	13% lI 13%	53% Tkl 53%	25% lI 25%	20% Tm 20%	32% Tm 32%
NET: Satisfied	(7-10) 1543	482	406	607	49	1293	200	50	1206	326
		63% CIn 59%	66% gI 66%	64% gI 64%	55% jI 55%	85% TCl 85%	35% lI 35%	13% lI 13%	76% Tm 76%	38% nI 38%
Mean score	6.96gCIn	6.57	7.17g	7.19Tg	6.73	8.26TCl	5.85l	3.31	7.87Tm	5.31

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 14

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2468	840	593	944	91	1520	582	366	1583	853
Weighted Base	2468	823	613	943	88*	1527	571	371	1589	848
Effective base	2314	786	560	884	85	1428	545	342	1485	800
10 - Extremely satisfied (10)	360	104	111	131	13	341	13	6	324	32
	15% Cln	13%	16% Tgi	14%	15%	22% TCl	2%	2%	20% Tn	4%
9 - (9)	465	118	124	214	9	439	20	6	400	61
	19% gCln	14%	20% gj	23% Tgh	10%	29% TCl	4%	2%	25% Tn	7%
8 - (8)	371	124	91	142	13	320	42	9	276	92
	15% Cln	15%	15%	15%	15%	21% TCl	7% l	2%	17% ln	11%
7 - (7)	306	87	66	143	10	188	96	22	198	108
	12% l	11%	11%	15% Tgh	11%	12% l	17% Tkl	6%	12%	13%
6 - (6)	250	85	60	97	9	106	131	14	137	112
	10% kl	10%	10%	10%	10%	7% l	23% Tkl	4%	9%	13% Tm
5 - (5)	211	79	55	71	6	59	119	33	113	97
	9% kl	10%	9%	8%	7%	4%	21% Tkl	9% kl	7%	11% Tm
4 - (4)	116	46	33	32	6	18	63	35	43	69
	5% klm	6% l	5%	3%	7%	1%	11% Tkl	9% Tkl	3%	8% Tm
3 - (3)	84	36	16	28	4	11	36	37	28	54
	3% klm	4%	3%	3%	5%	1%	6% Tkl	10% Tkl	2%	6% Tm
2 - (2)	71	29	14	21	7	6	20	46	13	56
	3% klm	3%	2%	2%	8% Tghi	*	3% kl	12% Tkl	1%	7% Tm
1 - Extremely dissatisfied (1)	184	95	36	48	6	8	19	157	25	152
	7% klCm	11% Thl	6%	5%	7%	1%	3% kl	42% Tkl	2%	18% Tm
Not applicable	51	23	8	16	5	32	12	8	31	16
	2%	3%	1%	2%	6% Thl	2%	2%	2%	2%	2%
NET: Dissatisfied (1-3)	339	159	66	96	18	24	75	240	67	262
	14% klm	19% Thl	11%	10%	20% hkl	2%	13% kl	65% Tkl	4%	31% Tm
NET: Neutral (4-6)	577	209	147	200	21	183	312	81	292	278
	23% klm	25% l	24%	21%	24%	12%	55% Tkl	22% kl	18%	33% Tm
NET: Satisfied (7-10)	1501	432	393	631	45	1287	171	43	1198	293
	61% gCln	53%	64% gj	67% Tgj	51%	84% TCl	30% l	11%	75% Tn	35%
Mean score	6.82 gCln	6.30	7.09 gj	7.14 gj	6.29	8.22 TCl	5.58 l	2.97	7.79 Tn	5.07

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 15

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

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	2468	840	593	944	91	1520	582	366	1583	853	
Weighted Base	2468	823	613	943	88*	1527	571	371	1589	848	
Effective base	2314	786	560	884	85	1428	545	342	1485	800	
10 - Extremely satisfied (10)	360	96	107	146	11	344	10	6	328	29	
		15%gCln	12%g	17%g	16%g	12%g	23%TCI	2%g	2%g	21%Tn	3%g
9 - (9)	384	105	112	159	7	366	17	1	343	41	
		16%gCln	13%g	18%g	17%g	8%g	24%TCI	3%g	1%g	22%Tn	5%g
8 - (8)	338	90	83	159	6	284	45	8	267	70	
		14%gCln	11%g	14%g	17%g	7%g	19%TCI	8%g	2%g	17%Tn	8%g
7 - (7)	250	70	74	100	7	165	75	11	163	86	
		10%g	8%g	12%g	11%g	8%g	11%g	13%TCI	3%g	10%g	10%g
6 - (6)	199	54	49	91	5	88	103	8	119	79	
		8%g	7%g	8%g	10%g	5%g	6%g	18%TCI	2%g	8%g	9%g
5 - (5)	182	66	50	61	5	61	108	14	107	75	
		7%g	8%g	8%g	7%g	6%g	4%g	19%TCI	4%g	7%g	9%g
4 - (4)	104	53	28	21	2	30	54	20	41	60	
		4%g	5%g	6%TCI	2%g	2%g	10%TCI	5%g	3%g	7%TCI	7%TCI
3 - (3)	74	33	18	17	6	17	31	25	27	45	
		3%g	4%g	3%g	2%g	1%g	5%TCI	7%TCI	2%g	5%TCI	5%TCI
2 - (2)	86	33	18	29	6	25	26	35	26	58	
		3%g	4%g	3%g	3%g	2%g	5%g	9%TCI	2%g	7%TCI	7%TCI
1 - Extremely dissatisfied (1)	338	160	60	102	15	40	72	226	69	258	
		14%g	10%g	11%g	17%g	3%g	13%g	61%TCI	4%g	30%TCI	30%TCI
Not applicable	153	64	15	56	17	107	30	17	98	46	
		6%g	2%g	6%g	20%g	7%g	5%g	4%g	6%g	5%g	
NET: Dissatisfied (1-3)	498	226	96	148	28	82	130	286	122	360	
		20%g	16%g	16%g	31%TCI	5%g	23%g	77%TCI	8%g	42%TCI	42%TCI
NET: Neutral (4-6)	485	172	127	174	12	178	264	42	267	215	
		20%g	21%g	18%g	13%g	12%g	46%TCI	11%g	17%g	25%TCI	25%TCI
NET: Satisfied (7-10)	1333	361	376	565	31	1160	147	27	1102	226	
		54%g	44%g	61%TCI	60%TCI	35%g	76%TCI	26%g	7%g	69%TCI	27%g
Mean score		6.38g	5.67g	6.79TCI	6.79TCI	5.37g	7.93TCI	5.04g	2.21g	7.55TCI	4.27g

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 16

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 landline service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2468	840	593	944	91	1520	582	366	1583	853
Weighted Base	2468	823	613	943	88*	1527	571	371	1589	848
Effective base	2314	786	560	884	85	1428	545	342	1485	800
10 - Extremely satisfied (10)	397	139	113	130	16	377	13	7	354	38
		18% Cln	17% h	14% ai	18% j	25% TCl	2% l	2% l	22% Tn	5% n
9 - (9)	510	128	119	248	14	464	39	7	450	58
		21% gCln	16% h	26% Tghj	16% j	30% TCl	7% l	2% l	28% Tn	7% n
8 - (8)	420	135	102	177	6	340	68	11	324	95
		17% gCln	16% h	17% aj	7% j	22% TCl	12% l	3% l	20% Tn	11% n
7 - (7)	287	74	80	124	9	175	98	14	177	106
		12% g	9% h	13% g	11% j	11% l	17% Tkl	4% l	11% m	12% n
6 - (6)	191	62	53	71	6	76	102	14	99	93
		8% kl	7% h	9% h	6% j	5% l	18% Tkl	4% l	6% m	11% Tm
5 - (5)	187	64	50	65	8	40	112	36	85	100
		8% km	8% h	7% h	10% j	3% l	20% Tkl	10% kl	5% m	12% Tm
4 - (4)	117	43	30	33	11	22	69	26	49	68
		5% km	5% h	3% h	12% Tghi	1% l	12% Tkl	7% kl	3% m	8% Tm
3 - (3)	88	45	13	24	5	11	27	50	18	67
		4% km	6% Thi	3% h	6% j	1% l	5% kl	13% TkC	1% m	8% Tm
2 - (2)	86	40	13	28	5	8	29	48	13	70
		3% km	5% h	3% h	6% j	1% l	5% kl	13% TkC	1% m	8% Tm
1 - Extremely dissatisfied (1)	166	88	35	40	3	5	9	153	15	144
		7% kCm	11% Thij	4% h	3% j	* l	2% kl	41% TkC	1% m	17% Tm
Not applicable	18	5	5	4	4	9	5	4	5	9
		1% l	1% h	* h	5% Tghi	1% l	1% l	1% l	* m	1% klm
NET: Dissatisfied (1-3)	340	173	62	92	13	25	64	251	46	281
		14% hikm	21% Thij	10% h	15% j	2% l	11% kl	68% TkC	3% m	33% Tm
NET: Neutral (4-6)	496	169	133	169	25	137	283	76	233	261
		20% klm	21% h	18% h	28% j	9% l	50% Tkl	20% kl	15% m	31% Tm
NET: Satisfied (7-10)	1614	476	413	679	46	1356	219	40	1305	297
		65% gCln	58% h	67% g	72% Tgj	52% l	89% TCl	38% l	82% Tn	35% n
Mean score		6.49	7.17	7.31	6.58	8.36	5.85	2.98	8.04	5.03

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 17

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

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	2468	840	593	944	91	1520	582	366	1583	853	
Weighted Base	2468	823	613	943	88*	1527	571	371	1589	848	
Effective base	2314	786	560	884	85	1428	545	342	1485	800	
Ease of finding provider contact details	1521	471	396	608	45	1253	181	87	1154	357	
		62%gCln	57%	65%gj	64%gj	51%	82%TCI	32%l	23%	73%Tn	42%
The time taken to handle your issue	1465	425	386	610	44	1289	157	19	1185	270	
		59%gCln	52%	63%gj	65%Tgj	50%	84%TCI	28%l	5%	75%Tn	32%
Getting the issue resolved to your satisfaction	1555	454	395	663	44	1356	182	17	1296	251	
		63%gjCln	55%	64%gj	70%Tgh	49%	89%TCI	32%l	5%	82%Tn	30%
Courtesy and politeness of advisors	1632	524	424	630	55	1303	227	103	1207	408	
		66%Cln	64%	69%gj	67%	62%	85%TCI	40%l	28%	76%Tn	48%
Advisor doing what they said they would do	1543	482	406	607	49	1293	200	50	1206	326	
		63%Cln	59%	66%gj	64%gj	55%	85%TCI	35%l	13%	76%Tn	38%
Logging of query details to avoid having to repeat yourself	1501	432	393	631	45	1287	171	43	1198	293	
		61%gCln	53%	64%gj	67%Tgj	51%	84%TCI	30%l	11%	75%Tn	35%
Offering compensation or a goodwill payment	1333	361	376	565	31	1160	147	27	1102	226	
		54%gCln	44%	61%Tgj	60%Tgj	35%	76%TCI	26%l	7%	69%Tn	27%
Willingness to help resolve your issue	1614	476	413	679	46	1356	219	40	1305	297	
		65%gjCln	58%	67%gj	72%Tgj	52%	89%TCI	38%l	11%	82%Tn	35%

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 18

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

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	2468	840	593	944	91	1520	582	366	1583	853	
Weighted Base	2468	823	613	943	88*	1527	571	371	1589	848	
Effective base	2314	786	560	884	85	1428	545	342	1485	800	
Completely resolved	1589	442	408	694	45	1254	270	65	1589	-	
		64% g Cln	54%	66% g j	74% Tgh j	51%	82% TC l	47% l	17%	100% Tm	-
Partly resolved	601	252	156	170	23	241	241	120	-	601	
		24% ikm	31% Thi	26% l	18%	26%	16%	42% TK l	32% TK l	-	71% Tm
Not resolved at all	247	119	44	73	11	20	53	174	-	247	
		10% hikm	15% Thi	7%	8%	13%	1%	9% k	47% TK C	-	29% Tm
Don't know	31	10	6	6	10	12	7	13	-	-	
		1% mn	1%	1%	11% Tgh j	1%	1%	3% TK C	-	-	

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 19

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

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	2468	840	593	944	91	1520	582	366	1583	853	
Weighted Base	2468	823	613	943	88*	1527	571	371	1589	848	
Effective base	2314	786	560	884	85	1428	545	342	1485	800	
Once	(1) 1177	319	247	572	39	937	196	45	1021	148	
		48% ^g hCln	39%	40%	61% ^T ghj	44%	61% ^T Cl	34% ^l	12%	64% ^T n	17%
Twice	(2) 551	236	156	139	20	333	157	61	296	254	
		22% ^l im	29% ^T l	25% ^l	15%	23%	22% ^l	27% ^T kl	17%	19%	30% ^T m
Three times	(3) 373	129	111	119	14	164	137	72	157	213	
		15% ^l km	16%	18% ^l	13%	15%	11%	24% ^T k	20% ^T k	10%	25% ^T m
Four times	(4) 122	47	32	40	4	40	36	46	41	78	
		5% ^l km	6%	5%	4%	4%	3%	6% ^k	12% ^T kC	3%	9% ^T m
Five times or more	(5) 211	85	62	60	5	37	37	138	61	144	
		9% ^l km	10% ^l	10% ^l	6%	5%	2%	6% ^k	37% ^T kC	4%	17% ^T m
Don't know	33	8	6	12	7	16	8	9	13	11	
	1%	1%	1%	1%	8% ^T ghj	1%	1%	2%	1%	1%	
Mean score	2.03 ^l km	2.19 ^T l	2.18 ^T l	1.79	1.94	1.61	2.22 ^T k	3.47 ^T kC	1.62	2.78 ^T m	

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 20

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

	Issue					Satisfaction			Resolved	
	Total (T)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2468	840	593	944	91	1520	582	366	1583	853
Weighted Base	2468	823	613	943	88*	1527	571	371	1589	848
Effective base	2314	786	560	884	85	1428	545	342	1485	800
Less than 1 hour	847	269	156	386	36	665	147	35	715	126
	34%hCin	33%h	25%	41%Tgh	41%h	44%TCI	26%l	10%	45%Tn	15%
Several hours	319	95	70	142	12	208	74	37	221	96
	13%	12%	11%	15%gh	13%	14%	13%	10%	14%	11%
1 day	245	80	66	94	5	175	58	12	181	63
	10%in	10%	11%	10%	6%	11%l	10%l	3%	11%kn	7%
2-4 days	404	128	141	124	10	244	111	49	229	173
	16%l	16%	23%Tgij	13%	12%	16%	20%l	13%	14%	20%Tm
5-7 days	229	75	70	80	4	115	73	42	107	122
	9%km	9%	11%j	8%	4%	8%	13%Tk	11%l	7%	14%Tm
8-14 days	136	47	45	40	3	50	42	44	52	78
	5%km	6%	7%l	4%	3%	3%	7%k	12%TKC	3%	9%Tm
15-30 days	77	32	21	22	3	30	16	32	33	42
	3%km	4%	3%	2%	3%	2%	3%	9%TKC	2%	5%Tm
Over 30 days	156	69	39	38	10	26	39	92	44	110
	6%ikm	8%TI	6%l	4%	12%TI	2%	7%k	25%TKC	3%	13%Tm
Not sure	54	28	5	17	5	15	11	28	7	38
	2%hkm	3%hl	1%	2%	5%hl	1%	2%	8%TKC	*	5%Tm
NET: Less than 1 hour	847	269	156	386	36	665	147	35	715	126
	34%hCin	33%h	25%	41%Tgh	41%h	44%TCI	26%l	10%	45%Tn	15%
NET: Several hours but within a day	564	175	136	236	17	383	132	49	402	159
	23%in	21%	22%	25%	19%	25%l	23%l	13%	25%kn	19%
NET: 2-4 days	404	128	141	124	10	244	111	49	229	173
	16%l	16%	23%Tgij	13%	12%	16%	20%l	13%	14%	20%Tm
NET: 5 days or more	599	223	176	180	20	220	169	210	236	351
	24%ikm	27%l	29%TI	19%	23%	14%	30%Tk	57%TKC	15%	41%Tm
Mean score	4.54ikm	5.41TI	5.10l	3.32	5.76l	2.41	5.09k	13.05TKC	2.67	8.06Tm

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 21

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1583	450	393	694	46	1246	276	61	1583	-
Weighted Base	1589	442	408	694	45*	1254	270	65*	1589	-**
Effective base	1485	421	371	650	43	1170	258	57	1485	-
Less than 1 hour	715	195	144	355	22	617	88	10	715	-
		45%hCl	44%h	35%T	51%Tgh	49%	49%TCI	33%l	16%	45%
Several hours	221	53	53	108	6	174	43	4	221	-
		14%	12%	13%	16%	14%	14%	16%l	6%	14%
1 day	181	52	45	81	3	145	34	2	181	-
		11%h	12%	11%	12%	7%	12%l	13%l	3%	11%
2-4 days	229	71	76	75	6	170	50	9	229	-
		14%h	16%l	19%TI	11%	14%	14%	18%k	14%	14%
5-7 days	107	26	42	36	2	77	21	8	107	-
		7%	6%	10%Tg	5%	6%	8%	13%k	7%	-
8-14 days	52	13	18	19	2	30	14	9	52	-
		3%	3%	4%	3%	5%	2%	5%k	14%TkC	3%
15-30 days	33	14	8	8	2	21	5	7	33	-
		2%	3%l	2%	1%	4%	2%	2%	11%TkC	2%
Over 30 days	44	14	20	9	-	17	13	14	44	-
		3%k	3%l	5%TI	1%	-	1%	5%k	22%TkC	3%
Not sure	7	3	-	3	1	4	2	1	7	-
	*	1%	-	*	2%h	*	1%	-	*	-
NET: Less than 1 hour	715	195	144	355	22	617	88	10	715	-
		45%hCl	44%h	35%T	51%Tgh	49%	49%TCI	33%l	16%	45%
NET: Several hours but within a day	402	105	99	189	9	319	77	6	402	-
		25%h	24%	24%	27%	20%	25%l	29%l	9%	25%
NET: 2-4 days	229	71	76	75	6	170	50	9	229	-
		14%h	16%l	19%TI	11%	14%	14%	18%k	14%	14%
NET: 5 days or more	236	68	89	72	6	144	53	39	236	-
		15%k	15%l	22%Tg	10%	14%	12%	19%k	60%TkC	15%
Mean score	2.67k	3.06l	3.81T	1.76	2.40	1.97	3.63Tk	12.19TkC	2.67	-

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
 * 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 22

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

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	853	380	194	244	35	261	299	293	-	853	
Weighted Base	848	371	200	243	34*	260	294	294	-**	848	
Effective base	800	355	183	228	33	246	280	273	-	800	
Less than 1 hour	126	71	12	32	12	44	57	25	-	126	
		15% ^h	19% ^h	6%	13% ^h	34% ^{Tghi}	17% ^l	19% ^l	9%	-	15%
Several hours	96	42	16	33	5	33	31	32	-	96	
		11%	11%	8%	14%	14%	13%	11%	11%	-	11%
1 day	63	28	21	12	2	30	23	10	-	63	
		7% ^h	8%	10% ^h	5%	6%	12% ^{Tl}	8% ^l	3%	-	7%
2-4 days	173	58	64	48	4	74	62	37	-	173	
		20% ^h	16%	32% ^{Tgjl}	20%	12%	28% ^{TCl}	21% ^l	13%	-	20%
5-7 days	122	49	28	44	1	38	51	33	-	122	
		14%	13%	14%	18%	4%	15%	17% ^h	11%	-	14%
8-14 days	78	31	25	22	-	19	28	31	-	78	
		9%	8%	13% ^h	9%	-	7%	9%	11%	-	9%
15-30 days	42	16	12	13	1	8	10	24	-	42	
		5%	4%	6%	5%	2%	3%	3%	8% ^{TkC}	-	5%
Over 30 days	110	53	19	29	9	7	26	77	-	110	
		13% ^h	14%	9%	12%	27% Th	3%	9% ^k	26% ^{TkC}	-	13%
Not sure	38	23	3	12	-	6	7	25	-	38	
		5%	6% ^h	2%	5%	-	2%	3%	8% ^{TkC}	-	5%
NET: Less than 1 hour	126	71	12	32	12	44	57	25	-	126	
		15% ^h	19% ^h	6%	13% ^h	34% ^{Tghi}	17% ^l	19% ^l	9%	-	15%
NET: Several hours but within a day	159	70	37	46	7	63	54	42	-	159	
		19%	19%	18%	19%	20%	24% ^h	18%	14%	-	19%
NET: 2-4 days	173	58	64	48	4	74	62	37	-	173	
		20% ^h	16%	32% ^{Tgjl}	20%	12%	28% ^{TCl}	21% ^l	13%	-	20%
NET: 5 days or more	351	149	84	107	11	73	114	165	-	351	
		41% ^k	40%	42%	44%	34%	28%	39% ^k	56% ^{TkC}	-	41%
Mean score	8.06 ^{kC}	8.21	7.68	7.92	9.65	4.37	6.40 ^k	13.31 ^{TkC}	-	8.06	

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
 * 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 23

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3558	797	657	2017	87	1967	964	627	2010	1522
Weighted Base	3558	796	683	1995	83*	1982	956	619	2025	1507
Effective base	3433	771	637	1942	84	1900	930	603	1940	1469
The service not performing as it should	1995	-	-	1995	-	1095	557	343	1114	869
	56% abd	-	-	100% Tabd	-	55%	58%	55%	55%	58%
A billing, pricing or payment issue	622	622	-	-	-	341	159	122	336	282
	17% bcd	78% Tbcd	-	-	-	17%	17%	20%	17%	19%
A problem relating to the installation or set up of your service	370	-	370	-	-	236	78	55	251	118
	10% acdfl	-	54% Tacd	-	-	12% fg	8%	9%	12% TI	8%
A problem with a repair to the service	313	-	313	-	-	190	84	39	201	109
	9% acd	-	46% Tacd	-	-	10% g	9%	6%	10% l	7%
Dissatisfaction with customer service from a previous occasion or contact	174	174	-	-	-	73	54	47	82	91
	5% bcde	22% Tbcd	-	-	-	4%	6% e	8% Te	4%	6% h
Or something else	83	-	-	-	83	47	23	14	41	37
	2% abc	-	-	-	100% Tabc	2%	2%	2%	2%	2%
SUMMARY:										
Billing and Customer service	796	796	-	-	-	414	213	169	419	373
	22% bcd	100% Tbcd	-	-	-	21%	22%	27% Tef	21%	25% h
Repairs and Installation	683	-	683	-	-	426	163	94	452	227
	19% acdgl	-	100% Tacd	-	-	22% Tfg	17%	15%	22% TI	15%
Service Issues	1995	-	-	1995	-	1095	557	343	1114	869
	56% abd	-	-	100% Tabd	-	55%	58%	55%	55%	58%
Something else	83	-	-	-	83	47	23	14	41	37
	2% abc	-	-	-	100% Tabc	2%	2%	2%	2%	2%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i
* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 24

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	797	797	-	-	-	412	213	172	417	375
Weighted Base	796	796	-**	-**	-**	414	213	169	419	373
Effective base	771	771	-	-	-	400	206	166	404	363
Bill was a lot higher than expected	288 36%	288 36%	-	-	-	157 38%	72 34%	59 35%	155 37%	132 35%
Bill was inaccurate	156 20%	156 20%	-	-	-	76 18%	47 22%	34 20%	80 19%	75 20%
Bill contained items I shouldn't have been charged for	144 18%	144 18%	-	-	-	71 17%	33 16%	40 24%	70 17%	72 19%
Payment issues (including setting up/making a payment, non-direct debit charges)	114 14%	114 14%	-	-	-	71 17% ^{td}	26 12%	17 10%	71 17% ^{td}	42 11%
The format of the bill	95 12% ^{gd}	95 12%	-	-	-	71 17% ^{td}	17 8%	7 4%	62 15% ^{td}	32 9%
Getting a refund, credit note or cashback	90 11%	90 11%	-	-	-	48 12%	24 11%	18 11%	55 13%	36 10%
Didn't do what they said they would do	65 8% ^{td}	65 8%	-	-	-	19 5%	18 8%	28 16% ^{td}	27 6%	38 10%
Took too long to resolve issue	59 7% ^{td}	59 7%	-	-	-	17 4%	19 9% ^{td}	23 14% ^{td}	31 7%	29 8%
Rude/dismissive	46 6%	46 6%	-	-	-	21 5%	9 4%	16 10% ^{td}	22 5%	23 6%
Unable to get through to relevant person	46 6%	46 6%	-	-	-	16 4%	15 7%	15 9% ^{td}	20 5%	26 7%
Gave incorrect information	41 5%	41 5%	-	-	-	14 3%	9 4%	18 10% ^{td}	24 6%	17 5%
Unable to get through to anyone	41 5%	41 5%	-	-	-	21 5%	12 6%	9 5%	20 5%	21 6%
Costs of international and roaming calls	9 1% ^{td}	9 1%	-	-	-	8 2%	1 *	-	9 2% ^{td}	-
Pre-pay credit lost or not credited to card	6 1%	6 1%	-	-	-	6 2%	-	-	6 2% ^{td}	-
A different issue	74 9%	74 9%	-	-	-	33 8%	17 8%	23 14% ^{td}	31 7%	42 11%

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

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	2017	-	-	2017	-	1101	566	350	1122	884
Weighted Base	1995	-**	-**	1995	-**	1095	557	343	1114	869
Effective base	1942	-	-	1942	-	1060	546	336	1079	853
Connection speed slower than advertised or led to expect	1040	-	-	1040	-	576	284	180	566	468
	52%	-	-	52%	-	53%	51%	52%	51%	54%
Complete loss of service	795	-	-	795	-	418	214	164	458	333
	40%	-	-	40%	-	38%	38%	48% ^T	41%	38%
Service is not consistently available	749	-	-	749	-	378	211	160	339	403
	38% ^g	-	-	38%	-	35%	38%	47% ^T	30%	46% ^T
Problems with voice over internet (VOIP) telephone calls	336	-	-	336	-	267	56	13	303	32
	17% ^g	-	-	17%	-	24% ^T	10% ^g	4%	27% ^T	4%
Poor line quality	291	-	-	291	-	225	41	25	243	48
	15% ^g	-	-	15%	-	21% ^T	7%	7%	22% ^T	5%
Poor picture quality	227	-	-	227	-	194	26	7	210	17
	11% ^g	-	-	11%	-	18% ^T	5% ^g	2%	19% ^T	2%
Unable to get certain channels/content	202	-	-	202	-	139	49	14	179	23
	10% ^g	-	-	10%	-	13% ^T	9% ^g	4%	16% ^T	3%
Unable to access 4G service	9	-	-	9	-	7	1	1	7	2
	*	-	-	*	-	1%	*	*	1%	*
Text or voice mails delivered late	8	-	-	8	-	5	3	-	7	1
	*	-	-	*	-	*	*	-	1%	*
Problems with calls being disconnected during a call or not connected at all	8	-	-	8	-	5	2	1	6	1
	*	-	-	*	-	*	*	*	1%	*
Poor indoor reception/ coverage	6	-	-	6	-	4	1	1	4	2
	*	-	-	*	-	*	*	*	*	*
Poor outside reception/ coverage	6	-	-	6	-	3	1	1	3	2
	*	-	-	*	-	*	*	*	*	*
A different issue (please describe it briefly in your own words)	58	-	-	58	-	28	14	17	28	30
	3%	-	-	3%	-	3%	2%	5% ^e	3%	3%

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

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	657	-	657	-	-	405	161	91	429	223
Weighted Base	683	-**	683	-**	-**	426	163	94*	452	227
Effective base	637	-	637	-	-	394	155	88	417	215
Time taken to install the service	177 26%	-	177 26%	-	-	120 28% ^d	31 19%	26 28%	130 29% ^d	47 21%
Switching issues (e.g. problems trying to switch or problems porting your number)	161 24% ^d	-	161 24%	-	-	112 26% ^d	26 16%	23 24%	116 26%	44 20%
Missed/ moved installation appointment	151 22%	-	151 22%	-	-	102 24% ^d	26 16%	23 25%	113 25% ^d	37 16%
Time taken to repair a fault	145 21%	-	145 21%	-	-	79 18%	45 28% ^e	21 23%	93 21%	51 23%
Arranging an installation	134 20% ^d	-	134 20%	-	-	107 25% ^f	15 9%	12 12%	105 23% ^d	29 13%
Damage to property during installation	123 18% ^d	-	123 18%	-	-	100 23% ^f	17 11%	6 7%	103 23% ^d	21 9%
Arranging an appointment for an engineer visit	111 16%	-	111 16%	-	-	76 18%	23 14%	12 13%	80 18%	31 14%
Missed/moved repair appointment	73 11%	-	73 11%	-	-	52 12%	15 9%	7 7%	54 12%	19 8%
Damage to property during repair	66 10% ^g	-	66 10%	-	-	52 12% ^g	13 8% ^g	-	50 11%	15 7%
Complaining about an engineer	66 10%	-	66 10%	-	-	49 12%	12 7%	5 5%	46 10%	18 8%
A different issue	39 6%	-	39 6%	-	-	16 4%	14 9% ^e	8 9%	21 5%	16 7%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/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 27

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

	Issue				Satisfaction			Resolved	
	Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	-	-	-	87	49	24	14	42	40
Weighted Base	..**	..**	..**	83*	47*	23**	14**	41*	37*
Effective base	-	-	-	84	47	23	13	40	38
Change to your package or service (upgrading or downgrading your service)	-	-	-	32	15	12	5	15	16
	38%	-	-	38%	32%	52%	34%	37%	41%
Service not performing as advertised or as told in store/over the phone	-	-	-	20	10	7	3	9	10
	23%	-	-	23%	21%	30%	23%	21%	26%
Complaining about the terms of your contract	-	-	-	10	7	-	3	6	4
	12%	-	-	12%	16%	-	21%	16%	10%
Switching issues (e.g. problems trying to switch or problems porting your number)	-	-	-	9	6	-	3	5	4
	11%	-	-	11%	13%	-	20%	12%	11%
Keeping your mobile phone number when changing suppliers	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	-	-	-	26	14	4	8	11	12
	31%	-	-	31%	29%	18%	56%	26%	32%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/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 28

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

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

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)	
Unweighted Base	3558	797	657	2017	87	1967	964	627	2010	1522	
Weighted Base	3558	796	683	1995	83*	1982	956	619	2025	1507	
Effective base	3433	771	637	1942	84	1900	930	603	1940	1469	
Only/mainly on the phone	2280	484	361	1379	57	1112	677	492	1184	1077	
		64%beh	61%b	53%	69%Tab	68%b	56%	71%Te	79%Tel	58%	72%Th
Only/mainly via webchat	367	100	60	195	11	208	98	61	198	167	
		10%	13%bc	9%	10%	14%	10%	10%	10%	11%	
Only/mainly via email	279	67	71	133	8	182	62	35	174	105	
		8%	8%	10%Tc	7%	10%	9%dg	6%	6%	9%	7%
Only/mainly in store	172	39	57	71	4	130	32	10	117	53	
		5%ctgi	5%	8%Tad	4%	5%	7%Tfg	3%g	2%	6%l	4%
Only/mainly by social media	169	37	49	84	-	134	27	9	122	46	
		5%dtgi	5%cd	7%Tad	4%	7%Tfg	3%	1%	6%Ti	3%	
Only/mainly via another contact method	147	27	45	73	1	110	30	7	120	26	
		4%gi	3%	7%Tad	4%	1%	6%Tfg	3%g	1%	6%Ti	2%
Only/mainly by letter	133	40	37	56	1	100	26	7	102	31	
		4%gi	5%cc	5%cd	3%	1%	5%Tfg	3%g	1%	5%Ti	2%
Don't know	11	3	3	4	1	6	5	-	7	1	
	*	*	*	*	1%	*	1%	-	*	*	

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i
* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 29

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3558	797	657	2017	87	1967	964	627	2010	1522
Weighted Base	3558	796	683	1995	83*	1982	956	619	2025	1507
Effective base	3433	771	637	1942	84	1900	930	603	1940	1469
10 - Extremely satisfied (10)	338	94	85	150	10	338	-	-	315	22
		10%efgj	12%c	12%Tc	8%	12%	17%Tfg	-	16%Ti	1%
9 -	420	83	88	240	9	420	-	-	377	39
		12%fgj	10%	13%	12%	10%	21%Tfg	-	19%Ti	3%
8 -	663	114	145	386	18	663	-	-	536	123
		19%afgj	14%	21%a	19%a	21%	33%Tfg	-	26%Ti	8%
7 -	561	123	109	319	10	561	-	-	345	210
		16%fgj	15%	16%	16%	12%	28%Tfg	-	17%Ti	14%
6 -	382	81	63	228	10	-	382	-	187	194
		11%efgj	10%	9%	11%	12%	40%Teg	-	9%	13%Th
5 -	338	78	62	192	6	-	338	-	135	197
		9%efgh	10%	9%	10%	7%	35%Teg	-	7%	13%Th
4 -	236	54	38	137	7	-	236	-	53	183
		7%efgh	7%	6%	7%	9%	25%Teg	-	3%	12%Th
3 -	188	36	30	117	6	-	-	188	32	155
		5%efhi	4%	4%	6%	7%	-	30%Tel	2%	10%Th
2 -	165	41	31	91	2	-	-	165	15	150
		5%efhi	5%	5%	5%	3%	-	27%Tel	1%	10%Th
1 - Extremely dissatisfied (1)	266	92	33	135	6	-	-	266	31	234
		7%befh	12%Tbc	5%	7%	7%	-	43%Tel	2%	16%Th
NET: Dissatisfied (1-3)	619	169	94	343	14	-	-	619	77	538
		17%befh	21%Tbc	14%	17%b	16%	-	100%Tel	4%	36%Th
NET: Neutral (4-6)	956	213	163	557	23	-	956	-	375	575
		27%efgh	27%	24%	28%b	28%	100%Teg	-	19%	38%Th
NET: Satisfied (7-10)	1982	414	426	1095	47	1982	-	-	1573	394
		56%fgj	52%	62%Tac	55%	56%	100%Tfg	-	78%Ti	26%
Mean score	6.32afgj	6.07	6.71Tac	6.28	6.44	8.27Tfg	5.15g	1.87	7.61Ti	4.58

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i
* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 30

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

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)	
Unweighted Base	3558	797	657	2017	87	1967	964	627	2010	1522	
Weighted Base	3558	796	683	1995	83*	1982	956	619	2025	1507	
Effective base	3433	771	637	1942	84	1900	930	603	1940	1469	
10 - Extremely satisfied	(10) 602	140	124	322	17	480	70	52	447	149	
		17% ^d _g	18%	16%	20%	24% ^T _g	7%	8%	22% ^T _h	10%	
9 -	(9) 555	88	108	348	10	464	67	24	421	132	
		16% ^a _f ^g	11%	16% ^a _a	17% ^a _a	12%	23% ^T _g	7% ^g	4%	21% ^T _h	9%
8 -	(8) 616	128	121	353	14	454	116	47	401	211	
		17% ^d _g	16%	18%	18%	17%	23% ^T _g	12% ^d _g	8%	20% ^T _h	14%
7 -	(7) 417	92	82	232	11	246	124	47	200	213	
		12% ^d _g	12%	12%	12%	13%	12% ^d _g	13% ^d _g	8%	10%	14% ^T _h
6 -	(6) 355	90	60	199	6	140	166	49	186	168	
		10% ^a _e	11%	9%	10%	7%	7%	17% ^T _e ^g	8%	9%	11%
5 -	(5) 347	75	67	199	6	94	189	63	154	189	
		10% ^a _e	9%	10%	10%	7%	5%	20% ^T _e ^g	10% ^a _e	8%	13% ^T _h
4 -	(4) 205	47	42	115	1	36	112	57	86	118	
		6% ^a _e	6%	6%	6%	1%	2%	12% ^T _e	9% ^T _e	4%	8% ^T _h
3 -	(3) 162	52	28	77	5	24	58	79	57	104	
		5% ^a _e	6% ^T _b ^c	4%	4%	6%	1%	6% ^T _e	13% ^T _e	3%	7% ^T _h
2 -	(2) 102	19	24	55	5	16	28	58	23	79	
		3% ^a _e	2%	3%	3%	6%	1%	3% ^a _e	9% ^T _e	1%	5% ^T _h
1 - Extremely dissatisfied	(1) 176	62	24	84	7	15	22	139	40	135	
		5% ^a _e	6% ^T _b ^c	3%	4%	8% ^a _b	1%	2% ^a _e	22% ^T _e	2%	9% ^T _h
Not applicable	21	3	4	12	2	12	4	5	10	9	
		1%	*	1%	1%	3% ^T _a ^b ^c	1%	*	1%	*	1%
NET: Dissatisfied	(1-3) 440	132	75	216	16	56	109	276	119	319	
		12% ^a _e	17% ^T _b ^c	11%	11%	20% ^T _b ^c	3%	11% ^a _e	44% ^T _e	6%	21% ^T _h
NET: Neutral	(4-6) 907	212	169	513	13	271	467	169	427	475	
		25% ^d _e	27% ^d _d	25%	26% ^d _d	15%	14%	49% ^T _e ^g	27% ^a _e	21%	31% ^T _h
NET: Satisfied	(7-10) 2190	449	435	1255	52	1644	377	170	1469	704	
		62% ^a _f ^g	56%	64% ^a _a	63% ^a _a	62%	83% ^T _g	39% ^d _g	27%	73% ^T _h	47%
Mean score		6.90 ^a _f ^g	6.58	7.02 ^a _a	6.99 ^a _a	6.75	8.07 ^T _g	6.03 ^g	4.51	7.62 ^T _h	5.93

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i
* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 31

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

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)	
Unweighted Base	2290	489	349	1392	60	1116	681	493	1183	1088	
Weighted Base	2280	484	361	1379	57*	1112	677	492	1184	1077	
Effective base	2214	474	339	1344	58	1081	659	474	1145	1051	
10 - Extremely satisfied (10)	227	41	36	139	11	204	17	6	185	38	
		11% gl	10%	11%		21% Tac	20% Tlg	3%	1%	17% TI	4%
9 - (9)	189	43	34	109	4	166	17	7	150	40	
		9% gl	10%	9%		7%	17% Tlg	3%	2%	14% TI	4%
8 - (8)	295	48	40	203	4	225	55	16	192	102	
		14% gl	11%	13%		8%	22% Tlg	9% gd	3%	18% TI	10%
7 - (7)	277	55	39	176	8	170	87	19	164	110	
		13% gd	13%	12%		15%	17% Tg	14% gd	4%	15% al	11%
6 - (6)	254	48	40	160	6	122	113	20	146	106	
		12% gd	11%	13%		12%	12% gd	18% Teg	4%	14%	11%
5 - (5)	215	47	29	132	7	59	117	39	88	122	
		10% de	11%	9%		13%	6%	19% Teg	9%	8%	12% dh
4 - (4)	122	31	19	72	-	20	68	35	43	80	
		6% eh	7% gd			2%	11% Te	8% de	4%	8% Th	
3 - (3)	134	24	24	83	1	14	69	51	28	106	
		6% eh	6%	8%		2%	1%	11% Te	11% Te	3%	11% Th
2 - (2)	116	23	12	77	4	4	37	75	19	98	
		6% eh	5%	4%		8%	*	6% de	18% TeI	2%	10% Th
1 - Extremely dissatisfied (1)	230	69	41	113	7	11	32	186	46	182	
		11% ceTh	16% Tc	13% ce		14%	1%	5% de	41% TeI	4%	18% ceTh
Not applicable	7	-	3	4	-	6	1	-	6	-	
	*	-	1%	*	-	1%	*	-	1% al	-	
NET: Dissatisfied (1-3)	480	117	78	273	13	30	138	312	93	385	
		23% eh	27% ce	24%	22%	24%	3%	23% de	69% TeI	9%	38% ceTh
NET: Neutral (4-6)	591	126	88	364	14	201	297	93	277	308	
		29% gd	29%	28%	29%	26%	20%	46% Teg	21%	26%	31% dh
NET: Satisfied (7-10)	989	186	149	627	27	765	176	48	690	290	
		48% gl	43%	47%	49% de	50%	76% Tlg	29% gd	11%	65% TI	30%
Mean score	5.94 algl	5.59	5.91	6.05 de	6.13	7.73 Tlg	5.26 gd	2.93	7.11 TI	4.66	

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

* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 32

Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?

The time taken to handle your issue.

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3558	797	657	2017	87	1967	964	627	2010	1522
Weighted Base	3558	796	683	1995	83*	1982	956	619	2025	1507
Effective base	3433	771	637	1942	84	1900	930	603	1940	1469
10 - Extremely satisfied	(10) 415	90 12%^{dgi}	103 15%^{Tac}	209 10%	13 16%	402 20%^{Tfg}	8 1%	5 1%	367 18%^{Ti}	43 3%
9 -	(9) 509	107 14%^{dgi}	114 17%	278 14%	10 12%	489 25%^{Tfg}	18 2%^g	2 *	450 22%^{Ti}	57 4%
8 -	(8) 491	106 14%^{dgi}	98 14%	278 14%	10 11%	416 21%^{Tfg}	68 7%^g	7 1%	360 18%^{Ti}	127 8%
7 -	(7) 457	82 13%^{dgi}	88 13%	279 14%^a	8 10%	321 16%^{Tfg}	122 13%^g	14 2%	296 15%ⁱ	157 10%
6 -	(6) 342	84 10%^g	67 11%	180 9%	10 12%	167 8%^g	162 17%^{Teg}	13 2%	191 9%	150 10%
5 -	(5) 278	60 8%^{egh}	43 6%	168 8%	7 9%	74 4%	179 19%^{Teg}	25 4%	111 5%	163 11%^{Ti}
4 -	(4) 227	49 6%^{eh}	42 6%	133 7%	4 4%	47 2%	140 15%^{Teg}	40 6%^e	80 4%	146 10%^{Ti}
3 -	(3) 226	65 6%^{eh}	30 8%^{ab}	130 7%^b	2 2%	26 1%	115 12%^{Te}	86 14%^{Te}	67 3%	159 11%^{Ti}
2 -	(2) 172	41 5%^{eh}	30 4%	96 5%	5 6%	13 1%	67 7%^{Te}	92 15%^{Tef}	26 1%	144 10%^{Ti}
1 - Extremely dissatisfied	(1) 424	110 12%^{efh}	66 14%^{ab}	235 10%	13 15%	19 1%	73 8%^e	332 54%^{Tef}	71 3%	351 23%^{Ti}
Not applicable	17	3	3	9	2	8	4	5	7	9
NET: Dissatisfied	(1-3) 822	215 23%^{beh}	126 27%^{Tbc}	461 23%^{ab}	20 23%	58 3%	255 27%^{Te}	510 82%^{Tef}	164 8%	654 43%^{Ti}
NET: Neutral	(4-6) 847	193 24%^{egh}	152 22%	481 24%	21 25%	288 15%	482 50%^{Teg}	77 12%	382 19%	458 30%^{Ti}
NET: Satisfied	(7-10) 1872	385 53%^{efg}	402 48%^{Tac}	1044 52%	41 49%	1628 82%^{Tfg}	216 23%^g	28 4%	1473 73%^{Ti}	385 26%
Mean score	6.11^{gi}	5.89	6.54^{Tac}	6.06	6.08	7.94^{Tfg}	4.85^g	2.20	7.44^{Ti}	4.33

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i
* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 33

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

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)	
Unweighted Base	3558	797	657	2017	87	1967	964	627	2010	1522	
Weighted Base	3558	796	683	1995	83*	1982	956	619	2025	1507	
Effective base	3433	771	637	1942	84	1900	930	603	1940	1469	
10 - Extremely satisfied (10)	533	117	115	287	14	516	15	2	501	30	
		15% ^{afgl}	15%	17%	14%	26% ^{Tfg}	2% ^g	*	25% ^{Ti}	2%	
9 - (9)	527	102	119	297	8	499	24	3	460	63	
		15% ^{afgl}	13%	17% ^{aa}	15%	25% ^{Tfg}	3% ^g	1%	23% ^{Ti}	4%	
8 - (8)	526	108	102	307	9	449	74	3	413	111	
		15% ^{afgl}	14%	15%	15%	23% ^{Tfg}	8% ^g	*	20% ^{Ti}	7%	
7 - (7)	398	75	96	214	14	266	126	6	252	143	
		11% ^{afgl}	9%	14% ^{Tac}	11%	16% ^{aa}	13% ^{Tg}	13% ^g	1%	12% ^{al}	10%
6 - (6)	309	86	54	166	4	115	178	16	149	159	
		9% ^{afgl}	11% ^c	8%	8%	6% ^g	19% ^{Teg}	3%	7%	11% Th	
5 - (5)	260	56	54	141	10	64	179	17	98	158	
		7% ^{afgl}	7%	8%	7%	3%	19% ^{Teg}	3%	5%	10% Th	
4 - (4)	192	49	36	105	2	21	134	37	46	146	
		5% ^{afgl}	6%	5%	5%	3%	1%	14% ^{Teg}	6% ^{ae}	2%	10% Th
3 - (3)	178	50	18	109	2	15	99	63	36	140	
		5% ^{afgl}	6% ^b	3%	5% ^b	2%	1%	10% ^{Te}	10% ^{Te}	2%	9% Th
2 - (2)	191	39	31	115	6	10	68	112	20	171	
		5% ^{afgl}	5%	4%	6%	7%	1%	7% ^{Te}	18% ^{Te}	1%	11% Th
1 - Extremely dissatisfied (1)	424	111	57	243	13	12	56	355	41	380	
		12% ^{afgh}	14% ^{ab}	8%	12% ^{ab}	16% ^{ab}	1%	6% ^{ae}	57% ^{Te}	2%	25% Th
Not applicable	21	4	4	10	3	14	2	4	10	6	
		1%	1%	1%	1%	3% ^{Tabc}	1%	*	1%	*	
NET: Dissatisfied (1-3)	792	199	105	468	20	38	224	531	97	690	
		22% ^{afgh}	25% ^{ab}	15%	23% ^{ab}	25% ^{ab}	2%	23% ^{ae}	86% ^{Te}	5%	46% Th
NET: Neutral (4-6)	762	190	144	412	15	200	491	71	293	462	
		21% ^{afgh}	24%	21%	21%	18%	10%	51% ^{Teg}	11%	14%	31% Th
NET: Satisfied (7-10)	1984	402	431	1105	45	1730	239	14	1626	348	
		56% ^{afgl}	51%	63% ^{Tac}	55% ^{aa}	54%	87% ^{Tfg}	25% ^g	2%	80% ^{Ti}	23%
Mean score	6.31 ^{afgl}	6.07	6.78 ^{Tacd}	6.26	6.06	8.27 ^{Tfg}	5.07 ^g	1.97	7.93 ^{Ti}	4.15	

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i
* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 34

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3558	797	657	2017	87	1967	964	627	2010	1522
Weighted Base	3558	796	683	1995	83*	1982	956	619	2025	1507
Effective base	3433	771	637	1942	84	1900	930	603	1940	1469
10 - Extremely satisfied (10)	647	156 18%afgl 20%	121 18% 18%	351 18%	19 23%	546 28%Tfg 7%	69 5%	32 5%	495 24%Ti 10%	145 10%
9 - (9)	634	116 18%afgl 15%	120 18% 19%	382 19%	16 20%	538 27%Tfg 8%g	73 4%	23 4%	475 23%Ti 10%	155 10%
8 - (8)	647	134 18%g 17%	132 19%	368 18%	13 16%	426 21%Tfg 17%g	159 10%	62 10%	400 20% 16%	243 16%
7 - (7)	415	90 12%h 11%	82 12%	235 12%	8 10%	202 10% 16%Teg	155 9%	58 9%	198 10% 14%Th	215 14%Th
6 - (6)	317	75 9%eh 9%	60 9%	178 9%	4 5%	111 6% 16%Teg	152 9%e	54 7%	140 7% 12%Th	177 12%Th
5 - (5)	338	75 9%eh 9%	64 9%	189 9%	9 11%	79 4% 17%Te	160 16%Te	98 7%	145 7% 12%Th	185 12%Th
4 - (4)	181	46 5%eh 6%	40 6%	95 5%	1 1%	36 2% 9%Te	87 9%Te	59 9%Te	68 3% 8%Th	114 8%Th
3 - (3)	148	38 4%eh 5%	22 3%	82 4%	6 8%b	22 1% 6%Te	55 12%Tel	71 3%	54 3% 6%Th	93 6%Th
2 - (2)	70	20 2%eh 2%	17 2%	33 2%	1 1%	5 * 2%e	22 7%Tel	43 1%	18 1% 3%Th	52 3%Th
1 - Extremely dissatisfied (1)	131	46 4%eh 6%Tc	25 4%	57 3%	4 4%	5 * 1%e	13 18%Tel	112 1%	21 1% 7%Th	109 7%Th
Not applicable	31	2 1%	*	25 1%ab	2 2%ab	12 1% 1%e	12 1%	7 1%	11 1% 1%h	19 1%h
NET: Dissatisfied (1-3)	349	103 10%eh 13%Tbc	63 9%	172 9%	11 13%	33 2% 9%e	89 37%Tel	227 5%	93 5% 17%Th	254 17%Th
NET: Neutral (4-6)	836	196 23%eh 25%	164 24%	462 23%	14 17%	227 11% 42%Teg	399 34%Te	210 17%	352 17% 32%Th	475 32%Th
NET: Satisfied (7-10)	2343	495 66%fgl 62%	455 67%	1336 67%a	57 68%	1711 86%Tfg 48%g	455 28%	176 28%	1568 77%Ti 50%	759 50%
Mean score	7.17afgl	6.93	7.16	7.26a	7.35	8.33Tfg	6.34g	4.72	7.88Ti	6.20

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i
* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 35

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3558	797	657	2017	87	1967	964	627	2010	1522
Weighted Base	3558	796	683	1995	83*	1982	956	619	2025	1507
Effective base	3433	771	637	1942	84	1900	930	603	1940	1469
10 - Extremely satisfied (10)	639	147	121	354	17	593	38	8	550	84
		18% ^{d g l}	19%	18%	20%	30% ^{T g}	4% ^g	1%	27% ^{T l}	6%
9 - (9)	538	112	118	298	10	477	54	7	430	106
		15% ^{d g l}	14%	17%	12%	24% ^{T g}	6% ^g	1%	21% ^{T l}	7%
8 - (8)	525	109	104	296	16	403	103	19	344	178
		15% ^{d g l}	14%	15%	19%	20% ^{T g}	11% ^{d g}	3%	17% ^{T l}	12%
7 - (7)	435	76	83	266	10	231	170	34	241	189
		12% ^{d g}	10%	12% ^a	12%	12% ^g	18% ^{Teg}	6%	12%	13%
6 - (6)	339	78	52	203	6	140	170	29	173	165
		10% ^{d g}	10%	8%	7%	7% ^g	18% ^{Teg}	5%	9%	11% ^{d h}
5 - (5)	325	69	73	177	6	65	180	80	127	194
		9% ^{d h}	9%	11%	7%	3%	19% ^{Teg}	13% ^{Te}	6%	13% Th
4 - (4)	196	46	38	109	3	32	117	48	71	124
		6% ^{d h}	6%	6%	4%	2%	12% ^{Teg}	8% ^{Te}	3%	8% Th
3 - (3)	144	35	24	80	5	15	54	75	29	114
		4% ^{d h}	4%	4%	6%	1%	6% ^{Te}	12% ^{Te l}	1%	8% Th
2 - (2)	122	29	20	71	1	3	30	89	14	108
		3% ^{d h}	4%	3%	1%	*	3% ^{d e}	14% ^{Te l}	1%	7% Th
1 - Extremely dissatisfied (1)	242	82	46	107	7	6	22	214	31	211
		7% ^{d e h}	10% ^{T b c}	7%	9%	*	2% ^{d e}	35% ^{Te l}	2%	14% ^{d h}
Not applicable	53	12	3	35	4	18	19	16	16	35
		1% ^{d h}	1% ^{d b}	2% ^{d b}	4% ^{T b}	1%	2% ^{d e}	3% ^{d e}	1%	2% ^{d h}
NET: Dissatisfied (1-3)	508	147	91	257	13	24	106	379	74	433
		14% ^{d e h}	18% ^{T b c}	13%	16%	1%	11% ^{d e}	61% ^{Te l}	4%	29% ^{d h}
NET: Neutral (4-6)	860	192	164	489	14	237	467	156	371	482
		24% ^{d e h}	24%	25%	17%	12%	49% ^{Teg}	25% ^{d e}	18%	32% ^{d h}
NET: Satisfied (7-10)	2137	445	426	1214	52	1704	364	69	1565	557
		60% ^{d e f g l}	56%	62% ^{d a}	61% ^{d a}	63%	86% ^{T g}	38% ^{d g}	11%	77% ^{T l}
Mean score	6.80 ^{d g l}	6.54	6.87 ^a	6.88 ^a	6.88	8.35 ^{T g}	5.88 ^g	3.18	7.92 ^{T l}	5.27

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i
* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 36

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3558	797	657	2017	87	1967	964	627	2010	1522
Weighted Base	3558	796	683	1995	83*	1982	956	619	2025	1507
Effective base	3433	771	637	1942	84	1900	930	603	1940	1469
10 - Extremely satisfied (10)	520 <small>15%^dg</small>	117 <small>15%</small>	115 <small>17%</small>	275 <small>14%</small>	15 <small>17%</small>	482 <small>24%^Tg</small>	29 <small>3%</small>	10 <small>2%</small>	444 <small>22%^Ti</small>	71 <small>5%</small>
9 - (9)	529 <small>15%^dg</small>	99 <small>12%</small>	126 <small>18%^{Tac}</small>	296 <small>15%</small>	9 <small>11%</small>	488 <small>25%^Tg</small>	33 <small>3%^g</small>	8 <small>1%</small>	434 <small>21%^Ti</small>	92 <small>6%</small>
8 - (8)	516 <small>14%^dg</small>	100 <small>13%</small>	105 <small>15%</small>	298 <small>15%</small>	13 <small>16%</small>	393 <small>20%^Tg</small>	106 <small>11%^g</small>	17 <small>3%</small>	363 <small>18%^Ti</small>	150 <small>10%</small>
7 - (7)	436 <small>12%^dg</small>	84 <small>11%</small>	73 <small>11%</small>	271 <small>14%^a</small>	9 <small>11%</small>	269 <small>14%^g</small>	138 <small>14%^g</small>	29 <small>5%</small>	253 <small>12%</small>	182 <small>12%</small>
6 - (6)	326 <small>9%^eg</small>	80 <small>10%</small>	55 <small>8%</small>	184 <small>9%</small>	8 <small>10%</small>	138 <small>7%^g</small>	166 <small>17%^{Teg}</small>	22 <small>4%</small>	174 <small>9%</small>	152 <small>10%</small>
5 - (5)	310 <small>9%^{eh}</small>	76 <small>10%</small>	68 <small>10%</small>	161 <small>8%</small>	5 <small>7%</small>	73 <small>4%</small>	188 <small>20%^{Teg}</small>	49 <small>8%^e</small>	132 <small>7%</small>	173 <small>11%Th</small>
4 - (4)	177 <small>5%^{eh}</small>	42 <small>5%</small>	39 <small>6%</small>	93 <small>5%</small>	3 <small>4%</small>	24 <small>1%</small>	99 <small>10%^{Te}</small>	54 <small>9%^{Te}</small>	56 <small>3%</small>	121 <small>8%Th</small>
3 - (3)	156 <small>4%^{eh}</small>	37 <small>5%</small>	22 <small>3%</small>	92 <small>5%</small>	4 <small>5%</small>	21 <small>1%</small>	69 <small>7%^{Te}</small>	66 <small>11%^{Te}</small>	34 <small>2%</small>	121 <small>8%Th</small>
2 - (2)	137 <small>4%^{eh}</small>	35 <small>4%</small>	20 <small>3%</small>	78 <small>4%</small>	4 <small>5%</small>	6 <small>*</small>	50 <small>5%^e</small>	81 <small>13%^{Te}</small>	22 <small>1%</small>	114 <small>8%Th</small>
1 - Extremely dissatisfied (1)	334 <small>9%^{efh}</small>	95 <small>12%^{Tbc}</small>	54 <small>8%</small>	178 <small>9%</small>	7 <small>8%</small>	20 <small>1%</small>	47 <small>5%^e</small>	268 <small>43%^{Te}</small>	48 <small>2%</small>	284 <small>19%Th</small>
Not applicable	116 <small>3%^b</small>	33 <small>4%^b</small>	7 <small>1%</small>	69 <small>3%^b</small>	6 <small>8%^{Tb}</small>	69 <small>3%</small>	32 <small>3%</small>	15 <small>2%</small>	66 <small>3%</small>	48 <small>3%</small>
NET: Dissatisfied (1-3)	627 <small>18%^{befh}</small>	167 <small>21%^{Tbc}</small>	96 <small>14%</small>	348 <small>17%^b</small>	15 <small>18%</small>	47 <small>2%</small>	165 <small>17%^e</small>	415 <small>67%^{Te}</small>	104 <small>5%</small>	519 <small>34%Th</small>
NET: Neutral (4-6)	813 <small>23%^{eh}</small>	197 <small>25%</small>	161 <small>24%</small>	438 <small>22%</small>	17 <small>20%</small>	235 <small>12%</small>	453 <small>47%^{Teg}</small>	126 <small>20%^e</small>	362 <small>18%</small>	445 <small>30%Th</small>
NET: Satisfied (7-10)	2001 <small>56%^{aefg}</small>	398 <small>50%</small>	418 <small>61%^{Ta}</small>	1139 <small>57%^a</small>	45 <small>54%</small>	1632 <small>82%^Tg</small>	306 <small>32%^g</small>	64 <small>10%</small>	1493 <small>74%^Ti</small>	494 <small>33%</small>
Mean score	6.52 ^a g	6.21	6.82 ^{Tac}	6.53 ^a	6.58	8.16 ^T g	5.50 ^g	2.87	7.73 ^T i	4.89

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

* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 37

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3558	797	657	2017	87	1967	964	627	2010	1522
Weighted Base	3558	796	683	1995	83*	1982	956	619	2025	1507
Effective base	3433	771	637	1942	84	1900	930	603	1940	1469
10 - Extremely satisfied (10)	409	93	96	210	10	386	18	5	371	37
	11% ^g	12%	14% ^c	11%	12%	19% ^{Tfg}	2%	1%	18% ^{Ti}	2%
9 - (9)	451	102	119	225	5	424	24	3	394	54
	13% ^g	13%	17% ^{Tacd}	11%	6%	21% ^{Tfg}	2% ^g	*	19% ^{Ti}	4%
8 - (8)	429	79	107	235	8	344	73	12	329	96
	12% ^g	10%	16% ^{Tac}	12%	10%	17% ^{Tfg}	8% ^g	2%	16% ^{Ti}	6%
7 - (7)	302	71	80	145	6	196	94	12	193	108
	8% ^g	9%	12% ^{Tc}	7%	8%	10% ^g	10% ^g	2%	10% ^h	7%
6 - (6)	245	59	42	139	4	102	120	22	136	108
	7% ^{eg}	7%	6%	7%	5%	5%	13% ^{Teg}	4%	7%	7%
5 - (5)	274	60	61	145	7	105	143	26	142	128
	8% ^{eg}	8%	9%	7%	8%	5%	15% ^{Teg}	4%	7%	8%
4 - (4)	162	49	30	80	2	49	88	25	53	107
	5% ^{eh}	6% ^c	4%	4%	2%	2%	9% ^{Teg}	4% ^e	3%	7% Th
3 - (3)	158	33	25	96	4	43	76	39	47	109
	4% ^{eh}	4%	4%	5%	5%	2%	8% ^{Te}	6% ^e	2%	7% Th
2 - (2)	167	27	27	107	6	37	64	67	39	127
	5% ^{eh}	3%	4%	5% ^a	7%	2%	7% ^{Te}	11% ^{Tel}	2%	8% Th
1 - Extremely dissatisfied (1)	669	160	78	414	17	98	181	390	124	542
	19% ^{beh}	20% ^{ab}	11%	21% ^{ab}	20% ^{ab}	5%	19% ^{ce}	63% ^{Tel}	6%	36% th
Not applicable	294	62	17	199	15	201	74	20	196	90
	8% ^g	8% ^{ab}	3%	10% ^{Tb}	18% ^{Tabc}	10% ^{Tfg}	8% ^g	3%	10% ^h	6%
NET: Dissatisfied (1-3)	994	221	131	617	26	178	321	496	211	778
	28% ^{beh}	28% ^{ab}	19%	31% ^{Tb}	31% ^{ab}	9%	34% ^{Te}	80% ^{Tel}	10%	52% th
NET: Neutral (4-6)	680	168	134	364	13	255	352	73	331	343
	19% ^{egh}	21%	20%	18%	15%	13%	37% ^{Teg}	12%	16%	23% Th
NET: Satisfied (7-10)	1590	345	401	815	29	1349	210	31	1288	295
	45% ^{cfgh}	43%	59% ^{Tacd}	41%	35%	68% ^{Tfg}	22% ^g	5%	64% ^{Ti}	20%
Mean score	5.71 ^{ctg}	5.64	6.51 ^{Tacd}	5.46	5.25	7.53 ^{Tfg}	4.50 ^g	2.09	7.28 ^{Ti}	3.69

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i
* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 38

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3558	797	657	2017	87	1967	964	627	2010	1522
Weighted Base	3558	796	683	1995	83*	1982	956	619	2025	1507
Effective base	3433	771	637	1942	84	1900	930	603	1940	1469
10 - Extremely satisfied (10)	574	140	129	289	17	533	31	10	505	64
		16% ^{afgl}	18% ^{bc}	19% ^c	20%	27% ^{Tfg}	3%	2%	25% ^{Ti}	4%
9 -	623	121	118	367	17	550	64	10	521	99
		18% ^{afgl}	15%	17%	20%	28% ^{Tfg}	7% ^g	2%	26% ^{Ti}	7%
8 -	576	105	122	339	10	457	108	11	417	156
		16% ^{afgl}	13%	18% ^{ac}	12%	23% ^{Tfg}	11% ^g	2%	21% ^{Ti}	10%
7 -	406	84	79	237	5	231	150	25	235	167
		11% ^g	11%	12%	6%	12% ^g	16% ^{Teg}	4%	12%	11%
6 -	303	61	62	174	6	95	177	31	128	175
		9% ^{egh}	8%	9%	7%	5%	19% ^{Teg}	5%	6%	12% Th
5 -	296	62	55	173	5	58	174	64	96	195
		8% ^{eh}	8%	9%	6%	3%	18% ^{Teg}	10% ^{eh}	5%	13% Th
4 -	174	44	35	88	7	18	112	44	54	120
		5% ^{eh}	5%	4%	9%	1%	12% ^{Teg}	7% ^{Te}	3%	8% Th
3 -	166	47	19	95	4	13	63	90	27	136
		5% ^{beh}	6% ^b	3%	4%	1%	7% ^{Te}	14% ^{Tet}	1%	9% Th
2 -	120	34	14	68	4	5	41	74	8	112
		3% ^{eh}	4% ^b	2%	5%	*	4% ^{eh}	12% ^{Tet}	*	7% Th
1 - Extremely dissatisfied (1)	295	94	46	151	5	11	27	257	29	265
		8% ^{efh}	12% ^{Tbc}	7%	6%	1%	3% ^{eh}	41% ^{Tet}	1%	16% Th
Not applicable	25	4	3	13	4	12	8	5	6	17
		1%	*	1%	4%	1%	1%	1%	*	1% ^{ah}
NET: Dissatisfied (1-3)	581	175	79	314	13	29	132	420	63	514
		16% ^{beh}	22% ^{Tbc}	12%	15%	1%	14% ^{eh}	68% ^{Tet}	3%	34% Th
NET: Neutral (4-6)	773	167	153	435	19	170	464	139	278	490
		22% ^{eh}	21%	22%	23%	9%	46% ^{Teg}	22% ^{eh}	14%	33% Th
NET: Satisfied (7-10)	2179	450	448	1233	48	1771	353	56	1678	486
		61% ^{afgl}	57%	66% ^{Ta}	57%	89% ^{Tfg}	37% ^g	9%	83% ^{Ti}	32%
Mean score	6.74 ^{afgl}	6.41	7.06 ^{Tac}	6.76 ^a	6.86	8.40 ^{Tfg}	5.78 ^g	2.94	8.08 ^{Ti}	4.93

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

* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 39

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

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)	
Unweighted Base	3558	797	657	2017	87	1967	964	627	2010	1522	
Weighted Base	3558	796	683	1995	83*	1982	956	619	2025	1507	
Effective base	3433	771	637	1942	84	1900	930	603	1940	1469	
Ease of finding provider contact details	2190	449	435	1255	52	1644	377	170	1469	704	
		62%afgj	56%	64%aa	63%aa	62%	83%Tfg	39%g	27%	73%TI	47%
The time taken to handle your issue	1872	385	402	1044	41	1628	216	28	1473	385	
		53%afgj	48%	59%Taa	52%	49%	82%Tfg	23%g	4%	73%TI	26%
Getting the issue resolved to your satisfaction	1984	402	431	1105	45	1730	239	14	1626	348	
		56%afgj	51%	63%Taa	55%aa	54%	87%Tfg	25%g	2%	80%TI	23%
Courtesy and politeness of advisors	2343	495	455	1336	57	1711	455	176	1568	759	
		66%afgj	62%	67%Taa	67%aa	68%	86%Tfg	48%g	28%	77%TI	50%
Advisor doing what they said they would do	2137	445	426	1214	52	1704	364	69	1565	557	
		60%afgj	56%	62%Taa	61%aa	63%	86%Tfg	38%g	11%	77%TI	37%
Logging of query details to avoid having to repeat yourself	2001	398	418	1139	45	1632	306	64	1493	494	
		56%afgj	50%	61%Taa	57%aa	54%	82%Tfg	32%g	10%	74%TI	33%
Offering compensation or a goodwill payment	1590	345	401	815	29	1349	210	31	1288	295	
		45%afgj	43%	59%Taa	41%	35%	68%Tfg	22%g	5%	64%TI	20%
Willingness to help resolve your issue	2179	450	448	1233	48	1771	353	56	1678	486	
		61%afgj	57%	66%Taa	62%aa	57%	89%Tfg	37%g	9%	83%TI	32%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i
* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 40

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

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3558	797	657	2017	87	1967	964	627	2010	1522
Weighted Base	3558	796	683	1995	83*	1982	956	619	2025	1507
Effective base	3433	771	637	1942	84	1900	930	603	1940	1469
Completely resolved	2025	419	452	1114	41	1573	375	77	2025	-
		57%afgi	53%	66%Tacd	56%	49%	79%Tfg	39%g	12%	100%TI
Partly resolved	1002	245	189	548	21	361	433	209	-	1002
		28%eh	31%	28%	27%	25%	18%	45%Teg	34%Te	67%Th
Not resolved at all	504	128	38	321	17	33	142	329	-	504
		14%beh	16%b	6%	16%b	20%b	2%	15%e	53%Tel	33%Th
Don't know	26	5	5	12	5	15	6	4	-	-
		1%hi	1%	1%	1%	6%Tabc	1%	1%	1%	-

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i
* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 41

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3558	797	657	2017	87	1967	964	627	2010	1522
Weighted Base	3558	796	683	1995	83*	1982	956	619	2025	1507
Effective base	3433	771	637	1942	84	1900	930	603	1940	1469
Once	(1) 1399	304	251	807	37	1098	247	54	1178	212
		39% gl	38%	40%	44%	55% Tg	26% g	9%	58% Ti	14%
Twice	(2) 849	213	173	444	19	478	266	105	443	403
		24% g	27% cl	25%	23%	24% g	28% Teg	17%	22%	27% Th
Three times	(3) 584	131	121	321	11	239	217	128	216	366
		16% eh	16%	16%	14%	12%	23% Te	21% Te	11%	24% Th
Four times	(4) 253	49	50	149	5	76	88	90	81	167
		7% eh	6%	7%	6%	4%	9% Te	15% Tei	4%	11% Th
Five times or more	(5) 418	83	83	244	7	70	123	225	94	323
		12% eh	10%	12%	9%	4%	13% ee	36% Tei	5%	21% Th
Don't know	55	16	6	30	4	22	16	17	14	36
		2% eh	2%	1%	5% Tbc	1%	2%	9% Te	1%	2% Th
Mean score	2.27 ^{eh}	2.23	2.32	2.28	2.08	1.75	2.55 ^{Te}	3.54 ^{Tei}	1.74	2.99 Th

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i
* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 42

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

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)	
Unweighted Base	3558	797	657	2017	87	1967	964	627	2010	1522	
Weighted Base	3558	796	683	1995	83*	1982	956	619	2025	1507	
Effective base	3433	771	637	1942	84	1900	930	603	1940	1469	
Less than 1 hour	1100	269	166	633	33	851	190	60	873	218	
		31% btgl	34% bb	24%	32% b	39% b	43% Tfg	20% g	10%	43% TI	15%
Several hours	512	91	89	320	12	279	164	69	306	205	
		14% agj	11%	13%	16% a	15%	14%	17% Teg	11%	15%	14%
1 day	345	76	89	172	8	242	85	19	238	105	
		10% gj	10%	13% Tac	9%	9%	12% Tfg	9% g	3%	12% TI	7%
2-4 days	500	110	121	259	10	262	161	77	260	239	
		14%	14%	18% Tac	13%	11%	13%	17% Teg	12%	13%	16% h
5-7 days	308	69	69	164	6	151	91	66	150	158	
		9%	9%	10%	8%	8%	10%	11% e	7%	10% Th	
8-14 days	208	41	60	108	-	74	76	58	75	130	
		6% deh	5% d	9% Tacd	5% d	4%	6% Te	9% Te	4%	9% Th	
15-30 days	143	35	36	69	3	42	51	49	49	94	
		4% eh	4%	5%	3%	2%	5% e	8% Te	2%	6% Th	
Over 30 days	299	70	48	172	8	48	83	168	58	239	
		8% eh	9%	7%	9%	2%	9% e	27% Te	3%	16% Th	
Not sure	143	35	6	99	4	34	56	53	16	118	
		4% beh	4% b	1%	5% b	4% b	2%	6% Te	9% Te	1%	8% Th
NET: Less than 1 hour	1100	269	166	633	33	851	190	60	873	218	
		31% btgl	34% bb	24%	32% b	39% b	43% Tfg	20% g	10%	43% TI	15%
NET: Several hours but within a day	857	167	178	492	20	521	248	88	544	310	
		24% gj	21%	26% a	25% a	24%	26% g	26% g	14%	27% TI	21%
NET: 2-4 days	500	110	121	259	10	262	161	77	260	239	
		14%	14%	18% Tac	13%	11%	13%	17% Teg	12%	13%	16% h
NET: 5 days or more	958	215	212	513	18	315	301	342	331	621	
		27% eh	27%	31% Tc	26%	21%	16%	31% Te	55% Te	16%	41% Th
Mean score	5.43 eh	5.58	5.65	5.31	5.02	2.69	6.32 Te	13.45 Te	2.83	9.19 Th	

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i
* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 43

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	2010	417	429	1122	42	1559	375	76	2010	-
Weighted Base	2025	419	452	1114	41*	1573	375	77*	2025	-**
Effective base	1940	404	417	1079	40	1505	362	73	1940	-
Less than 1 hour	873	198	147	508	20	765	101	7	873	-
		43%bfg	47%b	32%	46%b	49%Tfg	27%g	9%	43%	-
Several hours	306	46	65	190	5	225	74	7	306	-
		13%a	11%	14%	17%a	12%	14%	20%Teg	9%	15%
1 day	238	50	61	123	4	195	39	4	238	-
		12%	12%	13%	11%	10%	12%	10%	5%	12%
2-4 days	260	55	75	124	7	179	72	9	260	-
		13%	13%	17%Tc	11%	16%	11%	19%Te	11%	13%
5-7 days	150	27	40	79	3	105	31	14	150	-
		7%	6%	9%	7%	8%	7%	8%	18%Tel	7%
8-14 days	75	13	26	36	-	46	18	10	75	-
		4%	3%	6%Tc	3%	-	3%	5%	14%Tel	4%
15-30 days	49	13	14	19	2	24	17	8	49	-
		2%	3%	3%	2%	2%	5%Te	10%Te	2%	-
Over 30 days	58	11	23	24	11	22	18	18	58	-
		3%a	3%	5%Tc	2%	-	1%	5%e	23%Tel	3%
Not sure	16	6	1	10	-	11	4	1	16	-
		1%	1%b	*	1%	-	1%	1%	1%	-
NET: Less than 1 hour	873	198	147	508	20	765	101	7	873	-
		43%bfg	47%b	32%	46%b	49%Tfg	27%g	9%	43%	-
NET: Several hours but within a day	544	96	126	313	9	420	114	11	544	-
		27%g	23%	28%a	22%	27%g	30%g	14%	27%	-
NET: 2-4 days	260	55	75	124	7	179	72	9	260	-
		13%	13%	17%Tc	11%	16%	11%	19%Te	11%	13%
NET: 5 days or more	331	64	104	159	5	197	84	50	331	-
		16%a	15%	23%Tc	14%	13%	22%Te	65%Tel	16%	-
Mean score	2.83ce	2.79	4.13Tc	2.34	2.29	2.01	4.30Te	12.57Tel	2.83	-

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/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 44

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

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)	
Unweighted Base	1522	375	223	884	40	393	583	546	-	1522	
Weighted Base	1507	373	227	869	37*	394	575	538	-**	1507	
Effective base	1469	363	215	853	38	381	563	525	-	1469	
Less than 1 hour	218	68	19	120	11	79	88	52	-	218	
		15% ^{bg}	18% ^{bc}	9%	14% ^b	28% ^{Tbc}	20% ^{Tg}	15% ^g	10%	-	15%
Several hours	205	45	24	129	7	53	89	62	-	205	
		14%	12%	11%	15%	20%	14%	16%	12%	-	14%
1 day	105	26	27	48	3	45	45	15	-	105	
		7% ^g	7%	12% ^{Tac}	6%	7%	11% ^{Tg}	8% ^g	3%	-	7%
2-4 days	239	55	46	135	3	83	89	68	-	239	
		16%	15%	20%	15%	8%	21% ^{Tfg}	15%	13%	-	16%
5-7 days	158	42	28	84	3	45	60	52	-	158	
		10%	11%	12%	10%	9%	11%	10%	10%	-	10%
8-14 days	130	28	31	71	-	28	56	47	-	130	
		9%	8%	14% ^{Tacd}	8%	-	7%	10%	9%	-	9%
15-30 days	94	22	21	50	1	19	34	42	-	94	
		6%	6%	9%	6%	2%	5%	6%	8%	-	6%
Over 30 days	239	58	25	148	8	26	65	148	-	239	
		16% ^{ef}	15%	11%	17% ^b	22%	7%	11% ^{ee}	28% ^{Tef}	-	16%
Not sure	118	28	4	84	2	17	49	52	-	118	
		8% ^{be}	8% ^b	2%	10% ^b	4%	4%	8% ^{ee}	10% ^{ee}	-	8%
NET: Less than 1 hour	218	68	19	120	11	79	88	52	-	218	
		15% ^{bg}	18% ^{bc}	9%	14% ^b	28% ^{Tbc}	20% ^{Tg}	15% ^g	10%	-	15%
NET: Several hours but within a day	310	71	51	177	10	98	135	77	-	310	
		21% ^g	19%	23%	20%	27%	25% ^g	23% ^g	14%	-	21%
NET: 2-4 days	239	55	46	135	3	83	89	68	-	239	
		16%	15%	20%	15%	8%	21% ^{Tfg}	15%	13%	-	16%
NET: 5 days or more	621	150	106	353	12	117	215	289	-	621	
		41% ^{ee}	40%	47%	41%	33%	30%	37% ^{ee}	54% ^{Tef}	-	41%
Mean score	9.19 ^{ef}	8.83	8.71	9.51	8.51	5.56	7.75 ^{ee}	13.55 ^{Tef}	-	9.19	

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/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 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 cable, satellite or any other Pay TV service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2213	713	442	990	68	1426	533	254	1467	726
Weighted Base	2213	799	448	889	77*	1407	550	256	1407	785
Effective base	1933	640	381	866	61	1242	468	223	1273	646
The service not performing as it should	889	-	-	889	-	589	211	90	618	266
	40% _{e j n}	-	-	100% _{Tef j}	-	42%	38%	35%	44% _{Tn}	34%
A billing, pricing or payment issue	658	658	-	-	-	400	170	88	387	268
	30% _{f j}	82% _{Tf j}	-	-	-	28%	31%	34%	27%	34% _{Tm}
A problem relating to the installation or set up of your service	270	-	270	-	-	173	71	26	182	83
	12% _{e j}	-	60% _{Tef j}	-	-	12%	13%	10%	13%	11%
A problem with a repair to the service	178	-	178	-	-	129	35	14	114	64
	8% _{f j}	-	40% _{Tef j}	-	-	9%	6%	6%	8%	8%
Dissatisfaction with customer service from a previous occasion or contact	141	141	-	-	-	70	43	28	65	74
	6% _{f j m}	18% _{Tf j}	-	-	-	5%	8% _k	11% _{Tk}	5%	9% _{Tm}
Or something else	77	-	-	-	77	46	21	10	42	30
	3% _{e f j}	-	-	-	100% _{Tef j}	3%	4%	4%	3%	4%
SUMMARY:										
Billing and Customer service	799	799	-	-	-	470	213	116	452	342
	36% _{f j m}	100% _{Tf j}	-	-	-	33%	39% _k	45% _{Tk}	32%	44% _{Tm}
Repairs and Installation	448	-	448	-	-	303	105	40	296	148
	20% _{e j}	-	100% _{Tef j}	-	-	22% _f	19%	16%	21%	19%
Service Issues	889	-	-	889	-	589	211	90	618	266
	40% _{e f j m}	-	-	100% _{Tef j}	-	42%	38%	35%	44% _{Tn}	34%
Something else	77	-	-	-	77	46	21	10	42	30
	3% _{e f j}	-	-	-	100% _{Tef j}	3%	4%	4%	3%	4%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 46

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

	Issue				Satisfaction			Resolved		
	Total (T)	Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	713	713	-	-	-	413	188	112	403	305
Weighted Base	799	799	-**	-**	-**	470	213	116*	452	342
Effective base	640	640	-	-	-	372	169	99	361	274
Bill was a lot higher than expected	348 44%	348 44%	-	-	-	197 42%	105 49%	45 39%	195 43%	152 44%
Bill was inaccurate	128 16%	128 16%	-	-	-	74 16%	36 17%	18 16%	74 16%	54 16%
Bill contained items I shouldn't have been charged for	118 15%	118 15%	-	-	-	67 14%	24 11%	26 23%TKC	67 15%	49 14%
Payment issues (including setting up/making a payment, non-direct debit charges)	83 10%C	83 10%	-	-	-	61 13%C	11 5%	11 10%	52 12%	30 9%
Getting a refund, credit note or cashback	82 10%	82 10%	-	-	-	57 12%	15 7%	10 8%	54 12%	28 8%
The format of the bill	63 8%G	63 8%	-	-	-	51 11%CI	9 4%	3 2%	41 9%	22 6%
Took too long to resolve issue	58 7%	58 7%	-	-	-	22 5%	22 10%L	13 12%	24 5%	34 10%G
Didn't do what they said they would do	43 5%	43 5%	-	-	-	19 4%	14 6%	10 8%	15 3%	27 8%G
Rude/dismissive	39 5%	39 5%	-	-	-	20 4%	7 3%	12 10%TKC	18 4%	21 6%
Gave incorrect information	34 4%	34 4%	-	-	-	18 4%	7 3%	10 8%	19 4%	15 4%
Unable to get through to relevant person	30 4%	30 4%	-	-	-	15 3%	6 3%	9 8%	14 3%	16 5%
Unable to get through to anyone	20 2%	20 2%	-	-	-	11 2%	3 2%	5 4%	13 3%	6 2%
Costs of international and roaming calls	7 1%	7 1%	-	-	-	6 1%	2 1%	-	6 1%	1 *
Pre-pay credit lost or not credited to card	4 1%	4 1%	-	-	-	4 1%	-	-	4 1%	-
A different issue	79 10%	79 10%	-	-	-	42 9%	21 10%	15 13%	38 8%	40 12%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
* 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 47

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	990	-	-	990	-	672	223	95	726	259
Weighted Base	889	-**	-**	889	-**	589	211	90*	618	266
Effective base	866	-	-	866	-	589	195	83	639	229
Complete loss of service	334	-	-	334	-	217	75	42	233	99
	38%	-	-	38%	-	37%	36%	47%	38%	37%
Unable to get certain channels/content	310	-	-	310	-	196	86	28	228	81
	35%	-	-	35%	-	33%	41%	31%	37%	30%
Connection speed slower than advertised or led to expect	277	-	-	277	-	215	47	15	240	37
	31%<u>Cln</u>	-	-	31%	-	37%<u>TCl</u>	22%	17%	39%<u>Tn</u>	14%
Service is not consistently available	272	-	-	272	-	179	57	37	177	95
	31%	-	-	31%	-	30%	27%	41%<u>C</u>	29%	36%<u>m</u>
Poor picture quality	256	-	-	256	-	205	36	15	213	43
	29%<u>Cln</u>	-	-	29%	-	35%<u>TCl</u>	17%	17%	34%<u>Tn</u>	16%
Problems with voice over internet (VOIP) telephone calls	211	-	-	211	-	172	35	4	201	10
	24%<u>Cln</u>	-	-	24%	-	29%<u>TCl</u>	17%<u>d</u>	4%	33%<u>Tn</u>	4%
Poor line quality	196	-	-	196	-	169	20	8	184	12
	22%<u>Cln</u>	-	-	22%	-	29%<u>TCl</u>	9%	8%	30%<u>Tn</u>	5%
Unable to access 4G service	6	-	-	6	-	5	1	-	6	-
	1%	-	-	1%	-	1%	*	-	1%	-
Text or voice mails delivered late	6	-	-	6	-	4	2	-	6	-
	1%	-	-	1%	-	1%	1%	-	1%	-
Problems with calls being disconnected during a call or not connected at all	5	-	-	5	-	4	1	-	5	-
	1%	-	-	1%	-	1%	*	-	1%	-
Poor indoor reception/coverage	2	-	-	2	-	2	-	-	2	-
	*	-	-	*	-	*	-	-	*	-
Poor outside reception/coverage	2	-	-	2	-	2	-	-	2	-
	*	-	-	*	-	*	-	-	*	-
A different issue (please describe it briefly in your own words)	65	-	-	65	-	36	19	10	28	35
	7%<u>m</u>	-	-	7%	-	6%	9%	11%	5%	13%<u>Tm</u>

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
* 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 48

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

	Total (T)	Issue			Satisfaction			Resolved		
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	442	-	442	-	-	302	103	37	303	135
Weighted Base	448	-**	448	-**	-**	303	105*	40*	296	148
Effective base	381	-	381	-	-	260	89	32	259	119
Time taken to install the service	125 28%	-	125 28%	-	-	90 30%	26 25%	9 21%	94 32% ⁿ	31 21%
Switching issues (e.g. problems trying to switch or problems porting your number)	105 23%	-	105 23%	-	-	72 24%	24 23%	9 21%	78 26%	26 18%
Arranging an installation	102 23% ^{Cn}	-	102 23%	-	-	81 27% ^C	14 13%	7 18%	82 28% ⁿ	20 13%
Missed/ moved installation appointment	96 21%	-	96 21%	-	-	68 23%	17 16%	10 25%	71 24%	23 15%
Time taken to repair a fault	95 21%	-	95 21%	-	-	66 22%	21 20%	8 21%	64 22%	31 21%
Damage to property during installation	76 17% ⁿ	-	76 17%	-	-	64 21% ^C	9 9%	2 6%	65 22% ⁿ	10 7%
Arranging an appointment for an engineer visit	67 15%	-	67 15%	-	-	55 18% ^C	9 8%	4 9%	49 17%	18 12%
Damage to property during repair	42 9%	-	42 9%	-	-	36 12% ^C	4 4%	3 7%	30 10%	13 8%
Complaining about an engineer	41 9%	-	41 9%	-	-	34 11%	5 5%	1 4%	34 11% ⁿ	7 5%
Missed/moved repair appointment	39 9%	-	39 9%	-	-	31 10%	6 6%	2 5%	28 9%	12 8%
A different issue	21 5%	-	21 5%	-	-	11 4%	7 6%	3 7%	8 3%	11 8% ^m

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* 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 49

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

	Issue				Satisfaction			Resolved	
	Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	-	-	-	68	39	19	10	35	27
Weighted Base	77*	77*	77*	77*	46*	21**	10**	42*	30**
Effective base	61	61	61	61	35	17	9	32	24
Change to your package or service (upgrading or downgrading your service)	36 46%	-	-	36 46%	19 42%	10 50%	6 60%	22 54%	13 45%
Service not performing as advertised or as told in store/over the phone	16 21%	-	-	16 21%	7 15%	7 36%	2 23%	8 20%	7 25%
Complaining about the terms of your contract	10 13%	-	-	10 13%	5 10%	2 11%	3 33%	3 7%	7 22%
Switching issues (e.g. problems trying to switch or problems porting your number)	5 6%	-	-	5 6%	3 8%	1 7%	-	2 5%	1 5%
Keeping your mobile phone number when changing suppliers	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	16 21%	-	-	16 21%	16 34%	1 4%	-	8 19%	5 18%
DK/NA	1 2%	-	-	1 2%	-	-	1 15%	-	1 5%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
* 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

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

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	2213	713	442	990	68	1426	533	254	1467	726	
Weighted Base	2213	799	448	889	77*	1407	550	256	1407	785	
Effective base	1933	640	381	866	61	1242	468	223	1273	646	
Only/mainly on the phone	1339	533	225	541	40	775	370	193	784	543	
		60% km	67% Tli	50%	61% l	52%	55%	67% Tk	76% TkC	56%	69% Tm
Only/mainly via webchat	230	103	31	84	13	147	62	21	155	75	
		10% l	13% li	7%	9%	17% l	10%	11%	8%	11%	10%
Only/mainly via email	196	60	53	75	9	147	35	14	136	58	
		9%	7%	12% le	8%	11%	10% Cl	6%	6%	10%	7%
Only/mainly in store	118	29	37	45	7	91	21	6	92	23	
		5% n	4%	8% Tei	5%	10% ee	6% Cl	4%	2%	7% en	3%
Only/mainly by social media	114	28	35	51	-	82	25	7	87	27	
		5%	3%	6% Tej	6% ee	6% kl	5%	3%	6% en	3%	
Only/mainly via another contact method	101	22	31	47	1	83	13	5	77	23	
		5% eeC	3%	7% Te	5% ee	2%	6% Cl	2%	2%	5% en	3%
Only/mainly by letter	95	23	34	38	-	69	19	6	65	30	
		4%	3%	8% Teil	4%	5%	3%	2%	5%	4%	
Don't know	20	2	2	10	6	13	5	2	11	7	
		1%	*	*	1%	8% Teil	1%	1%	1%	1%	

Proportions/Mean: Columns Tested (5% risk level) - T/e/i/i/j - T/k/C/l - T/m/n
* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 51

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2213	713	442	990	68	1426	533	254	1467	726
Weighted Base	2213	799	448	889	77*	1407	550	256	1407	785
Effective base	1933	640	381	866	61	1242	468	223	1273	646
10 - Extremely satisfied (10)	266	108	68	76	14	266	-	-	245	19
		12% CIn	13% fI	9% iI	18% jI	19% TCl	-	-	17% Tm	2% n
9 - (9)	307	90	69	140	8	307	-	-	279	26
		14% CIn	11% fI	16% iI	11% jI	22% TCl	-	-	20% Tm	3% n
8 - (8)	463	142	91	220	10	463	-	-	370	90
		21% CIn	18% fI	25% TjI	13% jI	33% TCl	-	-	26% Tm	11% n
7 - (7)	371	130	76	152	14	371	-	-	251	118
		17% CIn	16% fI	17% iI	18% jI	26% TCl	-	-	18% Tm	15% n
6 - (6)	253	95	41	108	8	-	253	-	128	124
		11% CIn	12% fI	12% iI	11% jI	-	46% TkI	-	9% Tm	16% Tn
5 - (5)	194	72	41	72	8	-	194	-	75	116
		9% CIn	9% fI	8% iI	11% jI	-	35% TkI	-	5% Tm	15% Tn
4 - (4)	104	46	23	30	4	-	104	-	30	74
		5% CIn	6% fI	3% iI	6% jI	-	19% TkI	-	2% Tm	9% Tn
3 - (3)	71	24	14	31	1	-	-	71	16	53
		3% CIn	3% fI	4% iI	2% jI	-	-	28% TkC	1% Tm	7% Tn
2 - (2)	59	28	10	19	2	-	-	59	7	52
		3% CIn	4% fI	2% iI	3% jI	-	-	23% TkC	* Tm	7% Tn
1 - Extremely dissatisfied (1)	126	64	16	40	7	-	-	126	8	114
		6% CIn	8% fI	5% iI	9% jI	-	-	49% TkC	1% Tm	15% Tn
NET: Dissatisfied (1-3)	256	116	40	90	10	-	-	256	30	220
		12% CIn	14% fI	10% iI	13% jI	-	-	100% TkC	2% Tm	28% Tn
NET: Neutral (4-6)	550	213	105	211	21	-	550	-	233	313
		25% CIn	27% fI	24% iI	27% jI	-	100% TkI	-	17% Tm	40% Tn
NET: Satisfied (7-10)	1407	470	303	589	46	1407	-	-	1144	252
		64% CIn	59% fI	68% iI	66% jI	60% TkI	100% TCl	-	81% Tm	32% Tn
Mean score		6.81 CIn	6.56	7.08 TfI	6.92 iI	6.68	8.33 TCl	5.27 I	1.78	7.82 Tn

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/I - T/m/n
* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 52

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2213	713	442	990	68	1426	533	254	1467	726
Weighted Base	2213	799	448	889	77*	1407	550	256	1407	785
Effective base	1933	640	381	866	61	1242	468	223	1273	646
10 - Extremely satisfied (10)	430	168	84	158	20	367	34	29	330	92
		19% Cln	21%	18%	25%	26% TCl	6%	11% C	23% Tn	12%
9 - (9)	361	113	70	173	6	324	23	14	281	80
		16% Cln	14%	19% Tej	8%	23% TCl	4%	6%	20% Tn	10%
8 - (8)	415	135	103	168	9	340	61	14	315	100
		19% Cln	17%	23% ej	11%	24% TCl	11% l	6%	22% Tn	13%
7 - (7)	243	96	47	91	9	154	75	13	146	96
		11% l	12%	10%	12%	11% l	14% l	5%	10%	12%
6 - (6)	218	68	45	93	12	107	95	16	116	101
		10% km	9%	10%	15%	8%	17% Tkl	6%	8%	13% Tm
5 - (5)	226	70	47	100	8	52	145	29	111	112
		10% km	9%	11%	11%	4%	26% Tkl	11% k	8%	14% Tm
4 - (4)	102	44	20	36	2	29	58	16	52	49
		5% km	6%	4%	2%	2%	11% Tk	6% k	4%	6% nl
3 - (3)	74	38	7	28	1	11	33	31	27	48
		3% km	5% l	3%	2%	1%	6% Tk	12% TkC	2%	6% Tm
2 - (2)	45	23	8	12	3	9	16	20	12	33
		2% km	3% l	1%	4%	1%	3% k	8% TkC	1%	4% Tm
1 - Extremely dissatisfied (1)	88	43	15	26	4	8	8	73	15	71
		4% kCm	3% l	3%	6%	1%	1%	28% TkC	1%	9% Tm
Not applicable	9	1	2	4	3	8	1	-	3	4
	*	*	*	*	4% Tell	1%	*	-	*	*
NET: Dissatisfied (1-3)	208	104	30	65	9	27	57	124	54	152
		9% km	7%	7%	12%	2%	10% k	48% TkC	4%	19% Tm
NET: Neutral (4-6)	546	182	112	230	22	187	299	61	278	262
		25% km	23%	26%	28%	13%	54% Tkl	24% k	20%	33% Tm
NET: Satisfied (7-10)	1450	512	304	590	43	1185	193	71	1072	367
		66% Cln	64%	66%	56%	84% TCl	35%	28%	76% Tn	47%
Mean score	7.18Cln	7.00	7.31	7.29e	6.98	8.19TCl	5.89l	4.46	7.79Tn	6.08

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 53

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

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	1279	472	201	569	37	730	354	195	768	499	
Weighted Base	1339	533	225	541	40*	775	370	193	784	543	
Effective base	1130	427	178	498	33	647	312	171	674	446	
10 - Extremely satisfied (10)	125	46	14	58	7	112	8	5	102	21	
		14% CIn	13%	10%	15%	31%	21% TCl	3%	4%	19% Tn	6%
9 - (9)	100	34	30	35	1	96	4	1	87	13	
		11% CIn	10%	22% TeI	9%	6%	18% TCl	2%	1%	16% Tn	4%
8 - (8)	126	55	21	50	1	103	20	4	87	39	
		14% CIn	16%	15%	13%	4%	20% TCl	8% l	3%	16% Tn	11%
7 - (7)	131	53	13	63	2	90	32	9	85	46	
		15% l	15%	10%	16%	11%	17% l	14% l	7%	16%	13%
6 - (6)	112	27	19	65	2	61	46	5	75	36	
		13% el	8%	14% l	17% Te	7%	12% l	20% Tkl	4%	14%	10%
5 - (5)	92	38	9	43	2	33	49	10	43	48	
		10% kl	11%	6%	11%	7%	6%	21% Tkl	8%	8%	14% em
4 - (4)	53	26	7	19	-	12	29	12	23	29	
		6% kl	8%	6%	5%	-	2%	13% Tk	9% kl	4%	8% em
3 - (3)	47	21	6	19	1	7	21	20	11	36	
		5% klm	6%	4%	5%	7%	1%	9% Tk	15% Tk	2%	10% Tm
2 - (2)	32	12	7	12	2	5	14	14	8	25	
		4% klm	4%	5%	3%	8%	1%	6% kl	10% Tk	1%	7% Tm
1 - Extremely dissatisfied (1)	65	31	9	21	4	5	8	52	10	53	
		7% klm	9%	7%	5%	18%	1%	4% kl	40% TkC	2%	15% Tm
Not applicable	1	1	-	-	-	1	-	-	-	1	
	*	*	-	-	-	*	-	-	-	*	
NET: Dissatisfied (1-3)	145	65	22	51	7	16	43	85	29	113	
		16% klm	19%	16%	13%	33%	3%	19% kl	65% TkC	5%	33% Tm
NET: Neutral (4-6)	257	92	35	127	3	105	124	27	142	114	
		29% kl	26%	26%	33%	15%	20%	54% Tkl	21%	27%	33%
NET: Satisfied (7-10)	483	189	78	205	11	401	63	19	361	119	
		59% CIn	54%	58%	54%	52%	77% TCl	27% l	14%	68% Tn	34%
Mean score	6.44 CIn	6.26	6.64	6.55	6.12	7.79 TCl	5.33 l	3.20	7.36 Tn	5.04	

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* 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

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2213	713	442	990	68	1426	533	254	1467	726
Weighted Base	2213	799	448	889	77*	1407	550	256	1407	785
Effective base	1933	640	381	866	61	1242	468	223	1273	646
10 - Extremely satisfied (10)	323	106	71	131	15	317	4	2	287	30
		15% CIn	13%	16%	15%	22% TCl	1%	1%	20% Tn	4%
9 - (9)	371	111	81	175	4	358	10	3	323	46
		17% CIn	14%	18% j	20% ej	25% TCl	2%	1%	23% Tn	6%
8 - (8)	368	138	68	150	12	316	44	8	283	83
		17% CIn	17%	15%	17%	22% TCl	8% j	3%	20% Tn	11%
7 - (7)	296	100	69	120	7	207	81	8	195	99
		13% d	12%	15%	13%	15% j	15% j	3%	14%	13%
6 - (6)	220	80	43	93	4	100	114	5	128	92
		10% kl	10%	10%	10%	7% j	21% Tkl	2%	9%	12%
5 - (5)	196	72	34	73	16	54	124	18	78	119
		9% km	9%	8%	8%	21% Tefl	4%	23% Tkl	7% kl	6%
4 - (4)	124	57	26	39	3	26	81	17	40	84
		6% km	7% j	6%	4%	2%	15% Tkl	7% kl	3%	11% Tm
3 - (3)	92	44	18	27	2	13	47	32	33	57
		4% km	6% j	4%	3%	3%	9% Tkl	12% Tkl	2%	7% Tm
2 - (2)	65	25	11	29	1	7	24	34	14	52
		3% km	3%	2%	3%	2%	1%	4% k	13% TkC	1%
1 - Extremely dissatisfied (1)	152	67	27	49	9	5	20	127	24	122
		7% kCm	8% j	6%	6%	11%	4% k	50% TkC	2%	15% Tm
Not applicable	6	-	1	2	3	5	1	1	2	2
	*	-	*	*	4% Tefl	*	*	*	*	*
NET: Dissatisfied (1-3)	308	136	55	105	12	25	91	193	71	230
		14% km	17% fl	12%	12%	16%	2%	17% kl	75% TkC	5%
NET: Neutral (4-6)	541	209	104	205	23	180	320	41	246	295
		24% klm	26%	23%	23%	30%	13%	58% Tkl	16%	17%
NET: Satisfied (7-10)	1358	454	289	577	39	1197	139	21	1089	258
		61% seCIn	57%	64% sej	65% sej	50%	85% TCl	25% j	8%	77% Tn
Mean score		6.77 eCIn	6.47	6.93 e	6.99 Te	6.37	8.13 TCl	5.26 j	2.56	7.74 Tn

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 55

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2213	713	442	990	68	1426	533	254	1467	726
Weighted Base	2213	799	448	889	77*	1407	550	256	1407	785
Effective base	1933	640	381	866	61	1242	468	223	1273	646
10 - Extremely satisfied (10)	399	118	86	182	13	394	4	1	374	24
	18%Clm	15%	19%Tfj	20%e	17%	28%TCi	1%	*	27%Tm	3%
9 - (9)	364	112	82	164	6	345	17	1	323	41
	16%Clm	14%	18%Tfj	18%e	8%	25%TCi	3%Cl	1%	23%Tm	5%
8 - (8)	397	155	79	153	10	335	62	1	305	89
	18%Clm	19%	18%Tfj	17%	13%	24%TCi	11%Cl	*	22%Tm	11%
7 - (7)	295	109	65	114	7	194	92	10	186	107
	13%Clm	14%	14%Tfj	13%	10%	14%Cl	17%Cl	4%	13%	14%
6 - (6)	176	68	35	68	6	64	102	10	91	85
	8%Clm	8%	8%Tfj	8%	8%	5%	19%TCi	4%	6%	11%Tm
5 - (5)	167	57	38	61	11	33	122	11	67	100
	8%Clm	7%	9%	7%	14%Cl	2%	22%TCi	4%	5%	13%Tm
4 - (4)	84	36	13	28	7	19	52	13	22	62
	4%Clm	4%	3%	3%	9%Tfj	1%	9%TCi	5%Cl	2%	8%Tm
3 - (3)	83	33	14	33	2	4	53	25	21	58
	4%Clm	4%	3%	4%	3%	*	10%TCi	10%TCi	2%	7%Tm
2 - (2)	75	32	13	29	1	2	29	44	7	66
	3%Clm	4%	3%	3%	1%	*	5%TCi	17%TCi	*	8%Tm
1 - Extremely dissatisfied (1)	161	80	18	55	9	5	16	140	8	149
	7%Clm	10%Tfj	4%	6%	11%Cl	*	3%Cl	55%TCi	1%	19%Tm
Not applicable	13	-	5	2	6	11	1	-	4	4
	1%	-	1%e	*	8%Tfj	1%	*	-	*	1%
NET: Dissatisfied (1-3)	318	144	45	117	12	11	98	209	36	273
	14%Clm	18%Tfj	10%	13%	15%	1%	18%Cl	82%TCi	3%	35%Tm
NET: Neutral (4-6)	427	160	86	157	23	116	276	34	180	247
	19%Clm	20%	19%	18%	30%Tfj	8%	50%TCi	13%Cl	13%	31%Tm
NET: Satisfied (7-10)	1455	494	313	612	36	1268	175	12	1188	261
	66%Clm	62%Tfj	70%e	69%e	47%	90%TCi	32%Cl	5%	84%Tm	33%
Mean score	6.95eClm	6.59	7.28Tfj	7.16e	6.28	8.41TCi	5.45Cl	2.21	8.15Tm	4.84

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 56

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

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	2213	713	442	990	68	1426	533	254	1467	726	
Weighted Base	2213	799	448	889	77*	1407	550	256	1407	785	
Effective base	1933	640	381	866	61	1242	468	223	1273	646	
10 - Extremely satisfied (10)	447	173	87	165	22	403	31	13	358	80	
		20% CIn	22%	19%	28%	29% TCl	6%	5%	25% Tn	10%	
9 - (9)	417	117	81	209	10	372	31	13	323	91	
		19% CIn	15%	18%	24% Telj	13%	26% TCl	6%	5%	23% Tn	12%
8 - (8)	440	148	104	178	10	328	84	28	300	141	
		20% CIn	19%	23%	20%	13%	23% TCl	15%	11%	21%	18%
7 - (7)	250	103	59	83	6	138	94	19	145	105	
		11%	13% d	13% d	9%	7%	10%	17% Tkl	7%	10%	13% em
6 - (6)	210	84	36	78	12	75	105	30	103	108	
		10% km	11%	8%	9%	16%	5%	19% Tkl	12% kl	7%	14% em
5 - (5)	179	60	33	80	5	45	110	23	90	88	
		8% km	8%	7%	9%	6%	3%	20% Tkl	9% kl	6%	11% em
4 - (4)	94	36	16	39	4	24	54	16	48	45	
		4% km	4%	4%	4%	5%	2%	10% Tkl	6% kl	3%	6% em
3 - (3)	59	23	8	26	3	9	26	24	23	35	
		3% km	3%	2%	3%	4%	1%	5% Tkl	9% Tkl	2%	5% em
2 - (2)	31	13	10	6	1	2	10	19	4	26	
		1% km	2%	2% d	1%	2%	*	2% kl	7% Tkl	*	3% em
1 - Extremely dissatisfied (1)	72	36	13	20	2	2	3	66	8	61	
		3% km	5% d	3%	2%	3%	*	1%	26% Tkl	1%	8% em
Not applicable	14	5	2	5	2	8	2	4	5	5	
		1%	1%	*	1%	3% d	1%	*	1%	1%	
NET: Dissatisfied (1-3)	162	72	32	51	6	14	39	109	35	122	
		7% km	9% d	7%	6%	8%	1%	7% kl	43% Tkl	2%	16% em
NET: Neutral (4-6)	483	180	85	197	21	144	270	69	241	241	
		22% km	23%	19%	22%	27%	10%	49% Tkl	27% kl	17%	31% em
NET: Satisfied (7-10)	1555	542	330	635	48	1241	240	73	1126	417	
		70% CIn	68%	74%	71%	62%	88% TCl	44% d	29%	80% Tn	53%
Mean score		7.43 CIn	7.27	7.47	7.55 e	7.40	8.42 TCl	6.23 d	4.54	8.02 Tn	6.37

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 57

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

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	2213	713	442	990	68	1426	533	254	1467	726	
Weighted Base	2213	799	448	889	77*	1407	550	256	1407	785	
Effective base	1933	640	381	866	61	1242	468	223	1273	646	
10 - Extremely satisfied (10)	455	156	79	200	20	432	16	7	392	55	
		21% CIn	20%	18% T	23% d	27%	31% TCl	3%	3%	28% Tn	7%
9 - (9)	387	135	95	147	10	357	23	7	313	74	
		17% CIn	17%	21%	17%	13%	25% TCl	4%	3%	22% Tn	9%
8 - (8)	384	127	89	160	9	296	75	13	261	123	
		17% d	16%	20%	18%	12%	21% TCl	14% d	5%	19%	16%
7 - (7)	283	102	62	112	6	159	107	17	166	116	
		13% d	13%	14%	13%	8%	11% d	19% Tkl	7%	12%	15%
6 - (6)	201	55	33	102	10	82	105	14	117	82	
		9% kl	7%	7%	12% Tefl	14%	6%	19% Tkl	5%	8%	10%
5 - (5)	201	82	38	77	4	44	124	33	88	112	
		9% km	10%	9%	9%	6%	3%	22% Tkl	13% kl	6%	14% Tm
4 - (4)	85	34	17	30	4	17	50	18	42	42	
		4% kl	4%	4%	3%	5%	1%	9% Tkl	7% Tkl	3%	5% km
3 - (3)	51	26	6	17	2	4	26	20	10	39	
		2% km	3%	1%	2%	3%	*	5% Tkl	8% Tkl	1%	5% Tm
2 - (2)	40	19	10	9	2	3	9	28	7	33	
		2% km	2% kl	2%	1%	3%	*	2% kl	11% TkC	*	4% Tm
1 - Extremely dissatisfied (1)	106	54	19	30	4	2	11	93	8	96	
		5% klCm	7% d	4%	3%	5%	*	2% kl	36% TkC	1%	12% Tm
Not applicable	21	10	1	5	4	9	5	7	5	13	
		1% km	1%	*	1%	6% Tefl	1%	1%	3% Tkl	*	2% km
NET: Dissatisfied (1-3)	197	99	34	56	8	10	46	141	25	168	
		9% klm	12% Tkl	8%	6%	10%	1%	8% kl	55% TkC	2%	21% Tm
NET: Neutral (4-6)	486	170	89	209	19	143	279	64	247	236	
		22% klm	21%	20%	23%	24%	10%	51% Tkl	25% kl	18%	30% Tm
NET: Satisfied (7-10)	1509	520	325	619	46	1245	221	43	1131	368	
		68% CIn	65%	72% el	70%	60%	88% TCl	40% d	17%	80% Tn	47%
Mean score		7.29 eCIn	7.03	7.38 e	7.47 e	7.24	8.46 TCl	5.99 l	3.53	8.08 Tn	5.85

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 58

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2213	713	442	990	68	1426	533	254	1467	726
Weighted Base	2213	799	448	889	77*	1407	550	256	1407	785
Effective base	1933	640	381	866	61	1242	468	223	1273	646
10 - Extremely satisfied (10)	379	135	77	146	21	363	13	3	327	47
		17% CIn	17%	16%Te	27% TeI	26% TCl	2%	1%	23% Tn	6%
9 - (9)	386	109	79	189	8	358	21	7	323	61
		17% eCIn	14%	21% Te	11%	25% TCl	4%	3%	23% Tn	8%
8 - (8)	360	131	86	131	12	291	58	11	256	103
		16% CIn	16%	15%Te	16%TeI	21% TCl	11% l	4%	18% n	13%
7 - (7)	287	97	65	118	6	183	92	12	194	92
		13% l	12%	13%Te	8%TeI	13% l	17% Tl	5%	14%l	12%
6 - (6)	204	67	38	94	6	93	95	17	107	96
		9% km	8%TeI	11%TeI	8%TeI	7%TeI	17% Tkl	6%TeI	8%TeI	12% Tm
5 - (5)	197	82	33	78	4	47	132	18	96	101
		9% km	10%TeI	9%TeI	5%TeI	3%TeI	24% Tkl	7% kl	7%TeI	13% Tm
4 - (4)	89	37	22	26	4	13	55	21	33	54
		4% km	5%TeI	3%TeI	5%TeI	1%TeI	10% Tkl	8% Tkl	2%TeI	7% Tm
3 - (3)	78	33	11	32	2	14	34	30	18	59
		4% km	4%TeI	4%TeI	3%TeI	1%TeI	6% Tkl	12% Tkl	1%TeI	8% Tm
2 - (2)	44	19	10	13	2	6	17	21	10	33
		2% km	2%TeI	1%TeI	3%TeI	*TeI	3% kl	8% Tkl	1%TeI	4% Tm
1 - Extremely dissatisfied (1)	130	64	21	39	6	5	19	106	14	114
		6% km	8% Tl	4%TeI	8%TeI	*TeI	3% kl	42% Tkl	1%TeI	15% Tm
Not applicable	59	23	6	24	6	34	14	11	29	25
		3%TeI	1%TeI	3%TeI	8% Tl	2%TeI	3%TeI	4%TeI	2%TeI	3%TeI
NET: Dissatisfied (1-3)	251	117	42	83	10	24	70	157	43	206
		11% km	15% Tl	9%TeI	13%TeI	2%TeI	13% kl	61% Tkl	3%TeI	26% Tm
NET: Neutral (4-6)	491	186	93	198	13	154	282	55	236	251
		22% km	23%TeI	22%TeI	17%TeI	11%TeI	51% Tkl	22% kl	17%TeI	32% Tm
NET: Satisfied (7-10)	1412	473	308	584	48	1195	185	33	1099	303
		64% eCIn	59% e	66% e	62% TeI	85% TCl	34% l	13%TeI	78% Tn	39%TeI
Mean score	7.04 eCIn	6.74	7.20 e	7.23 e	7.18	8.28 TCl	5.66 l	3.15	7.93 Tn	5.45

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 59

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

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	2213	713	442	990	68	1426	533	254	1467	726	
Weighted Base	2213	799	448	889	77*	1407	550	256	1407	785	
Effective base	1933	640	381	866	61	1242	468	223	1273	646	
10 - Extremely satisfied (10)	326	101	77	135	13	317	9	-	299	24	
		15% <u>Cln</u>	13% <u>f</u>	17% <u>ee</u>	15% <u>j</u>	17% <u>k</u>	23% <u>TCl</u>	2% <u>l</u>	21% <u>Tn</u>	3% <u>n</u>	
9 - (9)	325	110	81	132	2	304	20	1	290	35	
		15% <u>Cln</u>	14% <u>fj</u>	18% <u>ej</u>	15% <u>j</u>	3% <u>k</u>	22% <u>TCl</u>	4% <u>l</u>	21% <u>Tn</u>	4% <u>n</u>	
8 - (8)	306	85	91	121	10	247	55	5	230	75	
		14% <u>Cln</u>	11% <u>f</u>	20% <u>Tel</u>	14% <u>j</u>	12% <u>k</u>	18% <u>TCl</u>	10% <u>l</u>	16% <u>Tn</u>	10% <u>n</u>	
7 - (7)	224	89	47	85	4	159	60	6	160	63	
		10% <u>kl</u>	11% <u>f</u>	11% <u>l</u>	10% <u>j</u>	5% <u>k</u>	11% <u>l</u>	11% <u>l</u>	11% <u>kl</u>	8% <u>n</u>	
6 - (6)	147	40	31	72	4	70	73	5	90	57	
		7% <u>kl</u>	5% <u>f</u>	7% <u>kl</u>	8% <u>ee</u>	6% <u>k</u>	5% <u>kl</u>	13% <u>Tkl</u>	2% <u>l</u>	6% <u>kl</u>	7% <u>n</u>
5 - (5)	178	84	29	59	6	67	104	7	97	81	
		8% <u>kl</u>	11% <u>fl</u>	7% <u>f</u>	7% <u>j</u>	8% <u>k</u>	5% <u>kl</u>	19% <u>Tkl</u>	3% <u>l</u>	7% <u>kl</u>	10% <u>kl</u>
4 - (4)	99	39	20	38	2	42	46	11	45	51	
		4% <u>kl</u>	5% <u>f</u>	4% <u>f</u>	4% <u>j</u>	3% <u>k</u>	3% <u>kl</u>	8% <u>Tkl</u>	4% <u>l</u>	3% <u>kl</u>	7% <u>Tm</u>
3 - (3)	70	30	14	24	1	19	36	15	25	45	
		3% <u>kl</u>	4% <u>f</u>	3% <u>f</u>	3% <u>j</u>	2% <u>k</u>	1% <u>kl</u>	7% <u>Tkl</u>	6% <u>Tkl</u>	2% <u>kl</u>	6% <u>Tm</u>
2 - (2)	104	37	19	41	7	30	45	29	27	78	
		5% <u>kl</u>	5% <u>f</u>	4% <u>f</u>	5% <u>j</u>	9% <u>k</u>	2% <u>kl</u>	8% <u>Tkl</u>	12% <u>Tkl</u>	2% <u>kl</u>	10% <u>Tm</u>
1 - Extremely dissatisfied (1)	280	123	29	118	9	48	69	162	43	233	
		13% <u>kl</u>	15% <u>kl</u>	7% <u>kl</u>	13% <u>kl</u>	12% <u>k</u>	3% <u>kl</u>	13% <u>kl</u>	64% <u>Tkl</u>	3% <u>kl</u>	30% <u>Tm</u>
Not applicable	154	61	9	64	19	105	34	15	101	43	
		7% <u>kl</u>	8% <u>kl</u>	2% <u>kl</u>	7% <u>kl</u>	24% <u>Tefl</u>	7% <u>kl</u>	6% <u>kl</u>	6% <u>kl</u>	7% <u>kl</u>	5% <u>kl</u>
NET: Dissatisfied (1-3)	454	191	63	183	17	97	150	206	95	356	
		21% <u>kl</u>	24% <u>kl</u>	14% <u>kl</u>	21% <u>kl</u>	23% <u>k</u>	7% <u>kl</u>	27% <u>Tkl</u>	81% <u>Tkl</u>	7% <u>kl</u>	45% <u>Tm</u>
NET: Neutral (4-6)	424	163	80	168	13	179	222	23	232	189	
		19% <u>kl</u>	20% <u>kl</u>	18% <u>kl</u>	19% <u>kl</u>	17% <u>k</u>	13% <u>kl</u>	40% <u>Tkl</u>	9% <u>kl</u>	16% <u>kl</u>	24% <u>Tm</u>
NET: Satisfied (7-10)	1181	384	296	473	28	1027	143	11	979	198	
		53% <u>ee</u>	48% <u>ee</u>	66% <u>Tel</u>	53% <u>ee</u>	37% <u>k</u>	73% <u>TCl</u>	26% <u>l</u>	4% <u>kl</u>	70% <u>Tn</u>	25% <u>n</u>
Mean score		6.35e <u>Cln</u>	5.97	7.01Te <u>l</u>	6.37e	5.87	7.74T <u>Cl</u>	4.90 <u>l</u>	1.90	7.61T <u>n</u>	4.14

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 60

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

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	2213	713	442	990	68	1426	533	254	1467	726	
Weighted Base	2213	799	448	889	77*	1407	550	256	1407	785	
Effective base	1933	640	381	866	61	1242	468	223	1273	646	
10 - Extremely satisfied (10)	399	153	82	148	16	384	13	2	361	35	
		18% CIn	19%	18%	17%	20%	27% TCl	2%	1%	26% Tn	4%
9 - (9)	419	115	80	213	11	390	26	3	362	54	
		19% eCIn	14%	18%	24% Tefl	15%	28% TCl	5% l	1%	26% Tn	7%
8 - (8)	381	118	99	153	12	310	61	10	280	97	
		17% CIn	15%	22% Tefl	17%	15%	22% TCl	11% l	4%	20% en	12%
7 - (7)	296	111	64	115	5	177	107	12	190	105	
		13% l	14%	14%	13%	7%	13% l	19% Tkl	5%	14%	13%
6 - (6)	186	79	29	69	8	72	100	14	89	97	
		8% km	10%	6%	8%	11%	5%	18% Tkl	5%	6%	12% Tm
5 - (5)	162	58	30	71	3	37	101	24	58	103	
		7% km	7%	7%	8%	4%	3%	18% Tkl	9% kl	4%	13% Tm
4 - (4)	94	33	25	32	5	15	60	20	34	59	
		4% km	4%	5%	4%	6%	1%	11% Tkl	8% Tk	2%	8% Tm
3 - (3)	73	36	10	24	4	8	35	30	15	57	
		3% km	4%	2%	3%	5%	1%	6% Tkl	12% TkC	1%	7% Tm
2 - (2)	52	20	11	18	3	2	26	24	6	46	
		2% km	2%	2%	2%	4%	*	5% Tkl	9% TkC	*	6% Tm
1 - Extremely dissatisfied (1)	134	74	15	40	5	3	19	112	8	121	
		6% klCm	9% Tll	3%	4%	7%	*	3% kl	44% TkC	1%	15% Tm
Not applicable	18	2	4	6	6	9	4	5	5	10	
		1%	*	1%	1%	8% Tefl	1%	1%	2% kl	*	1% km
NET: Dissatisfied (1-3)	259	130	36	82	12	14	79	167	29	224	
		12% klm	16% Tll	8%	9%	15%	1%	14% kl	65% TkC	2%	29% Tm
NET: Neutral (4-6)	442	170	84	172	16	124	260	57	180	260	
		20% klm	21%	19%	19%	20%	9%	47% Tkl	22% kl	13%	33% Tm
NET: Satisfied (7-10)	1495	497	325	629	44	1261	207	26	1193	291	
		68% eCIn	62%	73% e	71% e	57%	90% TCl	38% l	10%	85% Tn	37%
Mean score		7.12 eCIn	6.78	7.36 e	7.33 e	6.91	8.42 TCl	5.71 l	2.94	8.17 Tn	5.25

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 61

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

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	2213	713	442	990	68	1426	533	254	1467	726	
Weighted Base	2213	799	448	889	77*	1407	550	256	1407	785	
Effective base	1933	640	381	866	61	1242	468	223	1273	646	
Ease of finding provider contact details	1450	512	304	590	43	1185	193	71	1072	367	
		66% ^{CIn}	64%	68%	66%	56%	84% ^{TCI}	35%	28%	76% ^{Tn}	47%
The time taken to handle your issue	1358	454	289	577	39	1197	139	21	1089	258	
		61% ^{eCIn}	57%	64% ^{ej}	65% ^{ej}	50%	85% ^{TCI}	25% ^l	8%	77% ^{Tn}	33%
Getting the issue resolved to your satisfaction	1455	494	313	612	36	1268	175	12	1188	261	
		66% ^{CIn}	62% ^j	70% ^{ej}	69% ^{ej}	47%	90% ^{TCI}	32% ^l	5%	84% ^{Tn}	33%
Courtesy and politeness of advisors	1555	542	330	635	48	1241	240	73	1126	417	
		70% ^{CIn}	68%	74%	71%	62%	88% ^{TCI}	44% ^l	29%	80% ^{Tn}	53%
Advisor doing what they said they would do	1509	520	325	619	46	1245	221	43	1131	368	
		68% ^{CIn}	65%	72% ^{ej}	70%	60%	89% ^{TCI}	40% ^l	17%	80% ^{Tn}	47%
Logging of query details to avoid having to repeat yourself	1412	473	308	584	48	1195	185	33	1099	303	
		64% ^{eCIn}	59%	69% ^{ej}	66% ^{ej}	62%	85% ^{TCI}	34% ^l	13%	78% ^{Tn}	39%
Offering compensation or a goodwill payment	1181	384	296	473	28	1027	143	11	979	198	
		53% ^{ejCIn}	48%	66% ^{Tej}	53% ^{ej}	37%	73% ^{TCI}	26% ^l	4%	70% ^{Tn}	25%
Willingness to help resolve your issue	1495	497	325	629	44	1261	207	26	1193	291	
		68% ^{eCIn}	62%	73% ^{ej}	71% ^{ej}	57%	90% ^{TCI}	38% ^l	10%	85% ^{Tn}	37%

Proportions/Mean: Columns Tested (5% risk level) - T/e/t/i/j - T/k/C/l - T/m/n
* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 62

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

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	2213	713	442	990	68	1426	533	254	1467	726	
Weighted Base	2213	799	448	889	77*	1407	550	256	1407	785	
Effective base	1933	640	381	866	61	1242	468	223	1273	646	
Completely resolved	1407	452	296	618	42	1144	233	30	1407	-	
		64% eCln	57% f	66% ie	70% Tej	54% 	81% TCI	42% l	12% 	100% Tn	-
Partly resolved	547	231	123	178	16	226	245	76	-	547	
		25% km	29% TI	27% ld	20% 	21% 	16% 	44% TKI	30% k	-	70% Tm
Not resolved at all	238	112	25	88	13	26	68	144	-	238	
		11% km	14% TIl	5% 	10% ld	17% ld	2% 	12% kl	56% TKC	-	30% Tm
Don't know	20	4	5	5	6	11	4	6	-	-	
		1% mn	1% 	1% 	1% 	8% TeIl	1% 	1% 	2% kl	-	-

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 63

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

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	2213	713	442	990	68	1426	533	254	1467	726	
Weighted Base	2213	799	448	889	77*	1407	550	256	1407	785	
Effective base	1933	640	381	866	61	1242	468	223	1273	646	
Once	(1) 1073	350	174	511	39	837	189	47	890	178	
		48%efCln	44%	39%	57%Tef	50%	59%TCI	34%l	18%	63%Tn	23%
Twice	(2) 548	233	129	166	20	339	167	42	309	233	
		25%el	29%TI	29%l	19%	26%	24%l	30%TKl	17%	22%	30%Tm
Three times	(3) 300	110	75	109	6	137	109	54	118	179	
		14%km	14%	17%l	12%	7%	10%	20%TK	21%TK	8%	23%Tm
Four times	(4) 114	43	25	43	3	46	37	31	37	76	
		5%km	5%	6%	5%	4%	3%	7%k	12%TKC	3%	10%Tm
Five times or more	(5) 138	53	30	50	5	26	40	72	35	101	
		6%km	7%	7%	6%	7%	2%	7%k	28%TKC	2%	13%Tm
Don't know	40	10	16	10	4	22	8	10	18	17	
		2%	1%	4%Tel	1%	5%Tel	2%	1%	4%TKC	1%	2%
Mean score		1.94IkM	2.01I	2.09TI	1.81	1.85	1.62	2.21TK	3.16TKC	1.57	2.60Tm

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 64

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2213	713	442	990	68	1426	533	254	1467	726
Weighted Base	2213	799	448	889	77*	1407	550	256	1407	785
Effective base	1933	640	381	866	61	1242	468	223	1273	646
Less than 1 hour	827	308	109	370	40	647	144	37	673	148
		37% Cln	39% fl	24% TeI	42% Tl	52% TeI	46% TCl	26% l	14% 48%Tn	19% 19%
Several hours	345	127	71	140	7	206	101	38	217	128
		16% km	16% km	16% km	9% km	15% km	18% km	15% km	15% km	16% km
1 day	216	72	61	81	2	150	53	13	152	64
		10% kl	9% kl	14% TeIj	9% kl	3% kl	11% kl	10% kl	5% kl	11% kl
2-4 days	308	111	74	114	9	189	96	22	183	124
		14% kl	14% kl	17% kl	13% kl	12% kl	13% kl	18% Tkl	9% kl	13% kl
5-7 days	173	51	53	63	6	98	47	28	85	85
		8% kl	6% kl	12% TeI	7% kl	8% kl	7% kl	9% kl	11% kl	6% kl
8-14 days	90	31	27	31	1	38	36	16	35	54
		4% klm	4% klm	6% kl	3% kl	1% kl	3% kl	7% Tkl	6% kl	3% kl
15-30 days	63	32	15	13	3	27	16	20	23	41
		3% klm	4% kl	3% kl	1% kl	4% kl	2% kl	3% kl	8% TklC	2% kl
Over 30 days	119	43	27	47	1	28	34	57	25	92
		5% klm	5% klm	6% klm	5% klm	2% klm	2% klm	6% kl	22% TklC	2% klm
Not sure	72	24	11	30	7	25	23	24	16	51
		3% klm	3% klm	3% klm	3% klm	9% TeIj	2% klm	4% kl	9% TklC	1% klm
NET: Less than 1 hour	827	308	109	370	40	647	144	37	673	148
		37% Cln	39% fl	24% TeI	42% Tl	52% TeI	46% TCl	26% l	14% 48%Tn	19% 19%
NET: Several hours but within a day	561	199	131	221	9	356	154	51	369	192
		25% kl	25% kl	29% kl	25% kl	12% kl	25% kl	28% kl	20% kl	26% kl
NET: 2-4 days	308	111	74	114	9	189	96	22	183	124
		14% kl	14% kl	17% kl	13% kl	12% kl	13% kl	18% Tkl	9% kl	13% kl
NET: 5 days or more	445	157	122	155	11	190	134	122	167	271
		20% klm	20% klm	27% TeIj	17% klm	15% klm	13% klm	24% Tkl	48% TklC	12% klm
Mean score	3.90 klm	4.04	4.78 l	3.41	2.75	2.33	4.65 kl	11.51 TklC	2.09	7.22 Tm

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 65

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1467	403	303	726	35	1194	244	29	1467	-
Weighted Base	1407	452	296	618	42*	1144	233	30**	1407	-**
Effective base	1273	361	259	639	32	1036	211	26	1273	-
Less than 1 hour	673	224	95	327	28	592	75	5	673	-
		48% C	49% f	53% Ti	68% Tj	52% C	32%	18%	48%	-
Several hours	217	72	50	93	2	174	43	-	217	-
		15%	16%	17%	15%	6%	15%	18%	-	15%
1 day	152	41	40	69	2	119	28	5	152	-
		11%	9%	14%	11%	6%	10%	12%	15%	11%
2-4 days	183	65	51	62	5	132	48	3	183	-
		13%	14% f	17% f	10%	12%	21% Tk	10%	13%	-
5-7 days	85	23	26	34	1	65	14	5	85	-
		6%	5%	9%	5%	4%	6%	6%	17%	6%
8-14 days	35	9	12	15	-	22	10	4	35	-
		3%	2%	4%	2%	-	2%	4%	12%	3%
15-30 days	23	8	8	6	1	13	7	3	23	-
		2%	2%	3% f	1%	2%	1%	3% k	10%	2%
Over 30 days	25	9	9	7	-	13	7	5	25	-
		2%	2%	3% f	1%	-	1%	3% k	17%	2%
Not sure	16	2	5	7	1	14	2	-	16	-
		1%	1%	2%	1%	4%	1%	1%	-	1%
NET: Less than 1 hour	673	224	95	327	28	592	75	5	673	-
		48% C	49% f	53% Ti	68% Tj	52% C	32%	18%	48%	-
NET: Several hours but within a day	369	112	90	161	5	293	71	5	369	-
		26%	25%	31% f	26%	11%	26%	30%	15%	26%
NET: 2-4 days	183	65	51	62	5	132	48	3	183	-
		13%	14% f	17% f	10%	12%	21% Tk	10%	13%	-
NET: 5 days or more	167	49	55	61	2	113	37	17	167	-
		12%	11%	19% Tef	10%	6%	10%	16% k	57%	12%
Mean score	2.09 k	2.08	3.27 Tef	1.61	1.14	1.65	3.17 Tk	10.48	2.09	-

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/l - T/m/n
 * 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 66

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	726	305	135	259	27	221	286	219	-	726
Weighted Base	785	342	148	266	30**	252	313	220	-**	785
Effective base	646	274	119	229	24	199	255	192	-	646
Less than 1 hour	148	84	14	40	9	49	67	31	-	148
		19% _f	25% _{TI}	10%	15%	30%	20%	21%	14%	19%
Several hours	128	55	20	47	5	32	58	38	-	128
		16% _f	16%	14%	18%	16%	13%	19%	17%	16%
1 day	64	31	21	12	-	31	25	8	-	64
		8% _f	9% _f	14% _{TI}	5%	12% _f	8%	4%	-	8%
2-4 days	124	45	24	51	4	57	48	19	-	124
		16% _f	13%	16%	19%	14%	22% _{TI}	15% _f	9%	16%
5-7 days	85	27	24	29	5	33	31	21	-	85
		11%	8%	16% _f	11%	16%	13%	10%	10%	11%
8-14 days	54	22	16	16	-	15	26	13	-	54
		7%	6%	11%	6%	6%	8%	6%	-	7%
15-30 days	41	24	7	7	2	14	10	17	-	41
		5%	7% _f	5%	3%	8%	5%	3%	8% _C	5%
Over 30 days	92	32	18	40	1	15	27	49	-	92
		12% _f	9%	12%	15%	5%	6%	9%	22% _{TKC}	12%
Not sure	51	21	5	22	3	7	21	23	-	51
		6% _f	6%	3%	8%	10%	3%	7%	10% _f	6%
NET: Less than 1 hour	148	84	14	40	9	49	67	31	-	148
		19% _f	25% _{TI}	10%	15%	30%	20%	21%	14%	19%
NET: Several hours but within a day	192	86	41	60	5	63	83	46	-	192
		24% _f	25%	28%	22%	16%	25%	26%	21%	24%
NET: 2-4 days	124	45	24	51	4	57	48	19	-	124
		16% _f	13%	16%	19%	14%	22% _{TI}	15% _f	9%	16%
NET: 5 days or more	271	106	64	93	8	77	94	100	-	271
		35% _f	31%	43% _f	35%	28%	30%	30%	46% _{TKC}	35%
Mean score	7.22 _k	6.60	7.82	7.91	5.26	5.52	5.83	11.42 _{TKC}	-	7.22

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
 ** 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 67

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2989	1301	553	984	151	1744	783	462	1758	1197
Weighted Base	2989	1360	533	943	152	1695	803	490	1708	1247
Effective base	2717	1197	491	893	139	1572	721	425	1583	1105
A billing, pricing or payment issue	1097	1097	-	-	-	595	271	230	601	483
		37% ^l _{ij}	81% ^T _{ij}	-	-	35%	34%	47% ^{Tk} _C	35%	39%
The service not performing as it should	943	-	-	943	-	572	266	105	583	358
		32% ^e _{ij}	-	100% ^{Tef} _{ij}	-	34% _l	33% _l	21%	34% ⁿ _m	29%
A problem relating to the installation or set up of your service	276	-	276	-	-	173	74	29	166	109
		9% ^e _{ij}	52% ^{Tef} _{ij}	-	-	10% _l	9% _l	6%	10%	9%
Dissatisfaction with customer service from a previous occasion or contact	263	263	-	-	-	104	91	68	109	147
		9% ^l _{ijk}	19% ^T _{ij}	-	-	6%	11% ^{Tk} _C	14% ^{Tk} _C	6%	12% Tm _n
A problem with a repair to the service	257	-	257	-	-	154	68	35	157	97
		9% ^e _{ij}	48% ^{Tef} _{ij}	-	-	9%	8%	7%	9%	8%
Or something else	152	-	-	-	152	96	33	23	92	54
		5% ^e _{ij}	-	-	100% ^{Tef} _{ij}	6%	4%	5%	5%	4%
SUMMARY:										
Billing and Customer service	1360	1360	-	-	-	700	362	298	710	630
		45% ^l _{ijk}	100% ^T _{ij}	-	-	41%	45%	61% ^{Tk} _C	42%	51% Tm _n
Repairs and Installation	533	-	533	-	-	327	142	64	324	206
		18% ^e _{ij}	100% ^{Tef} _{ij}	-	-	19% _l	18% _l	13%	19%	16%
Service Issues	943	-	-	943	-	572	266	105	583	358
		32% ^e _{ij}	-	100% ^{Tef} _{ij}	-	34% _l	33% _l	21%	34% ⁿ _m	29%
Something else	152	-	-	-	152	96	33	23	92	54
		5% ^e _{ij}	-	-	100% ^{Tef} _{ij}	6%	4%	5%	5%	4%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 68

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1301	1301	-	-	-	677	346	278	684	598
Weighted Base	1360	1360	-**	-**	-**	700	362	298	710	630
Effective base	1197	1197	-	-	-	622	319	256	628	551
Bill was a lot higher than expected	349 26%	349 26%	-	-	-	169 24%	98 27%	83 28%	170 24%	175 28%
Bill contained items I shouldn't have been charged for	335 25%	335 25%	-	-	-	169 24%	82 23%	85 28%	173 24%	158 25%
Bill was inaccurate	309 23%	309 23%	-	-	-	152 22%	91 25%	67 22%	168 24%	137 22%
Getting a refund, credit note or cashback	151 11%	151 11%	-	-	-	80 12%	28 8%	42 14% C	84 12%	67 11%
Payment issues (including setting up/making a payment, non-direct debit charges)	151 11%	151 11%	-	-	-	77 11%	43 12%	31 10%	88 12%	62 10%
Costs of international and roaming calls	107 8%	107 8%	-	-	-	69 10% C	20 6%	18 6%	62 9%	45 7%
Didn't do what they said they would do	83 6% km	83 6%	-	-	-	26 4%	27 8% k	30 10% lk	28 4%	53 8% km
The format of the bill	79 6%	79 6%	-	-	-	53 8% ld	16 4%	9 3%	51 7% ln	26 4%
Took too long to resolve issue	77 6%	77 6%	-	-	-	31 4%	19 5%	27 9% lk	38 5%	39 6%
Rude/dismissive	75 6%	75 6%	-	-	-	27 4%	26 7% k	23 8% k	31 4%	43 7%
Gave incorrect information	73 5%	73 5%	-	-	-	32 5%	19 5%	23 8%	35 5%	37 6%
Pre-pay credit lost or not credited to card	71 5%	71 5%	-	-	-	43 6%	18 5%	10 3%	47 7% ln	24 4%
Unable to get through to anyone	53 4%	53 4%	-	-	-	22 3%	20 6%	10 3%	19 3%	32 5% km
Unable to get through to relevant person	40 3%	40 3%	-	-	-	12 2%	12 3%	16 5% k	18 2%	21 3%
A different issue	53 4%	53 4%	-	-	-	22 3%	9 3%	22 8% lkC	18 2%	34 5% km

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
** 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 69

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

	Total (T)	Issue			Satisfaction			Resolved		
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	984	-	-	984	-	619	265	100	637	344
Weighted Base	943	-**	-**	943	-**	572	266	105*	583	358
Effective base	893	-	-	893	-	557	245	93	571	321
Complete loss of service	355	-	-	355	-	224	84	48	241	114
	38%	-	-	38%	-	39% C	31%	45% C	41% n	32%
Service is not consistently available	338	-	-	338	-	208	81	49	217	120
	36%	-	-	36%	-	36%	31%	47% TC	37%	34%
Poor indoor reception/ coverage	331	-	-	331	-	210	75	45	201	129
	35% C	-	-	35%	-	37% C	28%	43% C	34%	36%
Unable to access 4G service	323	-	-	323	-	203	88	32	232	90
	34% n	-	-	34%	-	35%	33%	30%	40% Tn	25%
Poor outside reception/ coverage	274	-	-	274	-	178	66	30	184	89
	29%	-	-	29%	-	31%	25%	28%	31% n	25%
Problems with calls being disconnected during a call or not connected at all	163	-	-	163	-	96	43	23	93	67
	17%	-	-	17%	-	17%	16%	22%	16%	19%
Text or voice mails delivered late	159	-	-	159	-	102	41	16	114	43
	17% n	-	-	17%	-	18%	15%	15%	20% n	12%
Connection speed slower than advertised or led to expect	8	-	-	8	-	4	3	1	3	5
	1%	-	-	1%	-	1%	1%	1%	1%	1%
Poor line quality	5	-	-	5	-	2	2	1	3	3
	1%	-	-	1%	-	*	1%	1%	*	1%
Unable to get certain channels/content	2	-	-	2	-	1	1	-	2	-
	*	-	-	*	-	*	*	-	*	-
Problems with voice over internet (VOIP) telephone calls	2	-	-	2	-	2	-	-	1	*
	*	-	-	*	-	*	-	-	*	*
Poor picture quality	1	-	-	1	-	1	-	-	1	-
	*	-	-	*	-	*	-	-	*	-
A different issue (please describe it briefly in your own words)	40	-	-	40	-	17	13	11	19	20
	4%	-	-	4%	-	3%	5%	10% Tk	3%	6%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
* 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 70

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	553	-	553	-	-	351	140	62	345	204
Weighted Base	533	-**	533	-**	-**	327	142	64*	324	206
Effective base	491	-	491	-	-	307	128	57	302	186
Switching issues (e.g. problems trying to switch or problems porting your number)	237 44%	-	237 44%	-	-	155 47%	62 43%	21 33%	148 46%	89 43%
Damage to property during repair	7 1%	-	7 1%	-	-	3 1%	4 3%	-	6 2%	2 1%
Time taken to repair a fault	7 1%	-	7 1%	-	-	4 1%	3 2%	-	6 2%	1 1%
Missed/moved repair appointment	7 1%	-	7 1%	-	-	6 2%	1 1%	-	5 2%	2 1%
Time taken to install the service	7 1%	-	7 1%	-	-	7 2%	-	-	6 2%	1 *
Arranging an installation	6 1%	-	6 1%	-	-	6 2%	-	-	5 1%	2 1%
Missed/ moved installation appointment	6 1%	-	6 1%	-	-	6 2%	*	-	6 2%	-
Arranging an appointment for an engineer visit	6 1%	-	6 1%	-	-	6 2%	-	-	6 2%	*
Damage to property during installation	5 1%	-	5 1%	-	-	5 2%	-	-	4 1%	-
Complaining about an engineer	4 1%	-	4 1%	-	-	3 1%	1 1%	-	4 1%	1 *
A different issue	279 52%	-	279 52%	-	-	161 49%	75 53%	43 67%	166 51%	110 53%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* 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 71

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

	Total (T)	Issue			Satisfaction			Resolved		
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	151	-	-	-	151	97	32	22	92	51
Weighted Base	152	-.**	-.**	-.**	152	96*	33**	23**	92*	54*
Effective base	139	-	-	-	139	89	30	20	84	48
Change to your package or service (upgrading or downgrading your service)	44 29%	-	-	-	44	32	10	2	31	12
Service not performing as advertised or as told in store/over the phone	26 17%	-	-	-	26	17	5	4	15	8
Complaining about the terms of your contract	17 11%	-	-	-	17	9	6	3	8	7
Switching issues (e.g. problems trying to switch or problems porting your number)	14 9%	-	-	-	14	8	5	1	9	5
Keeping your mobile phone number when changing suppliers	13 8%	-	-	-	13	12	1	-	9	4
A different issue (please describe it briefly in your own words)	48 31%	-	-	-	48	27	9	13	26	20

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
* 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 72

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

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

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	2989	1301	553	984	151	1744	783	462	1758	1197	
Weighted Base	2989	1360	533	943	152	1695	803	490	1708	1247	
Effective base	2717	1197	491	893	139	1572	721	425	1583	1105	
Only/mainly on the phone	1511	770	205	468	68	803	402	306	833	667	
		51% ke	57% Tfij	38% fi	50% lj	45%	47%	50%	63% TkC	49%	54% em
Only/mainly via webchat	459	251	64	128	17	244	139	75	250	206	
		15% el	18% Tfij	12%	14%	11%	14%	17%	15%	15%	17%
Only/mainly in store	343	127	82	98	36	198	94	51	196	140	
		11% ee	9%	15% Tej	10%	23% Tej	12%	12%	10%	11%	11%
Only/mainly via email	268	98	72	88	11	169	78	22	174	94	
		9% el	7%	14% Tej	9%	7%	10% kl	10% kl	5%	10% em	8%
Only/mainly by social media	168	42	50	73	4	116	36	16	109	59	
		6% edl	3%	9% Tej	8% Tej	2%	7% Cl	5%	3%	6%	5%
Only/mainly via another contact method	114	33	27	51	3	82	26	6	75	37	
		4% eedl	2%	5% ee	5% Te	2%	5% kl	3% kl	1%	4%	3%
Only/mainly by letter	93	29	31	30	3	61	25	7	56	34	
		3% el	2%	6% Tej	3%	4% kl	3%	1%	3%	3%	
Don't know	32	11	3	6	12	22	4	6	16	10	
		1%	1%	*	1%	8% Tej	1%	*	1%	1%	

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 73

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

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	2989	1301	553	984	151	1744	783	462	1758	1197	
Weighted Base	2989	1360	533	943	152	1695	803	490	1708	1247	
Effective base	2717	1197	491	893	139	1572	721	425	1583	1105	
10 - Extremely satisfied (10)	337	163	64	80	31	337	-	-	324	9	
		11% Cln	12% fl	8% il	20% Tefl	20% TCl	-	-	19% Tn	1%	
9 -	348	127	84	122	16	348	-	-	292	53	
		12% eln	9% fe	16% Te	13% ee	10% TCI	-	-	17% Tn	4%	
8 -	568	229	104	207	27	568	-	-	441	126	
		19% Cln	17% fe	20% Te	22% ee	18% TCI	-	-	26% Tn	10%	
7 -	441	181	75	163	23	441	-	-	273	162	
		15% Cln	13% fl	14% Te	17% ee	15% TCI	-	-	16% Tn	13%	
6 -	345	145	58	133	10	-	345	-	167	174	
		12% eln	11% fl	14% Te	6% ee	-	43% Tkl	-	10% Tm	14% Tn	
5 -	265	120	57	72	16	-	265	-	102	161	
		9% eln	9% fl	11% Te	8% ee	11% TCI	-	-	6% Tm	13% Tn	
4 -	193	97	27	61	7	-	193	-	42	150	
		6% eln	7% fl	5% Te	6% ee	5% TCI	-	-	2% Tm	12% Tn	
3 -	150	86	26	30	7	-	-	150	29	117	
		5% eln	6% fl	5% Te	3% ee	5% TCI	-	-	31% Tm	9% Tn	
2 -	96	58	11	22	4	-	-	96	12	80	
		3% eln	4% fl	2% Te	2% ee	3% TCI	-	-	20% Tm	6% Tn	
1 - Extremely dissatisfied (1)	245	154	26	53	12	-	-	245	26	215	
		8% eln	11% Tfl	5% Te	6% ee	8% TCI	-	-	50% Tm	17% Tn	
NET: Dissatisfied (1-3)	490	298	64	105	23	-	-	490	68	413	
		16% eln	22% Tfl	12% Te	11% ee	15% TCI	-	-	100% Tm	33% Tn	
NET: Neutral (4-6)	803	362	142	266	33	-	803	-	311	485	
		27% eln	27% fl	28% Te	22% ee	-	100% Tkl	-	18% Tm	39% Tn	
NET: Satisfied (7-10)	1695	700	327	572	96	1695	-	-	1330	350	
		57% eln	51% fe	61% Te	63% ee	100% TCl	-	-	78% Tn	28%	
Mean score		6.42 eCln	6.07	6.80 Te	6.66 Te	6.79 e	8.34 TCl	5.19 l	1.81	7.66 Tn	4.72

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 74

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2989	1301	553	984	151	1744	783	462	1758	1197
Weighted Base	2989	1360	533	943	152	1695	803	490	1708	1247
Effective base	2717	1197	491	893	139	1572	721	425	1583	1105
10 - Extremely satisfied (10)	522	260	78	153	30	432	43	47	397	120
		17% <i>Cln</i>	15% <i>fd</i>	16%	20%	25% <i>TCl</i>	5%	10% <i>C</i>	23% <i>Tn</i>	10%
9 -	455	177	95	157	26	373	50	31	326	127
		15% <i>Cln</i>	13%	18% <i>fe</i>	17%	22% <i>TCl</i>	6%	6%	19% <i>Tn</i>	10%
8 -	546	237	112	167	31	393	103	50	345	198
		18% <i>Cln</i>	17%	18%	20%	23% <i>TCl</i>	13%	10%	20% <i>kn</i>	16%
7 -	405	182	78	127	19	241	125	39	224	173
		14% <i>cl</i>	13%	13%	12%	14% <i>cl</i>	16% <i>cl</i>	8%	13%	14%
6 -	312	134	49	113	16	120	160	32	149	160
		10% <i>kl</i>	10%	12%	11%	7%	20% <i>Tkl</i>	7%	9%	13% <i>Tm</i>
5 -	264	113	45	93	13	53	157	55	116	146
		9% <i>km</i>	8%	10%	8%	3%	19% <i>Tkl</i>	11% <i>kl</i>	7%	12% <i>Tm</i>
4 -	147	73	22	51	1	35	76	36	53	92
		5% <i>km</i>	9% <i>cl</i>	5% <i>cl</i>	1%	2%	9% <i>Tkl</i>	7% <i>Tkl</i>	3%	7% <i>Tm</i>
3 -	116	64	20	28	5	13	53	51	34	81
		4% <i>km</i>	5% <i>cl</i>	3%	3%	1%	7% <i>Tkl</i>	10% <i>Tkl</i>	2%	7% <i>Tm</i>
2 -	61	34	11	16	1	5	16	40	15	45
		2% <i>km</i>	2%	2%	1%	*	2% <i>kl</i>	8% <i>Tkl</i>	1%	4% <i>Tm</i>
1 - Extremely dissatisfied (1)	120	69	19	27	5	4	11	105	23	94
		4% <i>km</i>	5% <i>cl</i>	3%	3%	*	1% <i>kl</i>	21% <i>Tkl</i>	1%	8% <i>Tm</i>
Not applicable	40	17	6	11	6	27	11	3	27	11
		1%	1%	1%	4% <i>Tcll</i>	2%	1%	1%	2%	1%
NET: Dissatisfied (1-3)	297	167	49	71	11	21	79	197	72	220
		10% <i>klm</i>	12% <i>Tl</i>	8%	7%	1%	10% <i>kl</i>	40% <i>Tkl</i>	4%	18% <i>Tm</i>
NET: Neutral (4-6)	723	320	116	257	30	208	393	122	318	398
		24% <i>klm</i>	24%	27% <i>cl</i>	20%	12%	49% <i>Tkl</i>	25% <i>kl</i>	19%	32% <i>Tm</i>
NET: Satisfied (7-10)	1928	856	363	604	106	1439	321	168	1292	617
		65% <i>Cln</i>	63%	64%	69%	85% <i>TCl</i>	40%	34%	76% <i>Tn</i>	49%
Mean score	7.08 <i>Cln</i>	6.97	7.17	7.14	7.51 <i>Te</i>	8.20 <i>Cl</i>	6.09 <i>l</i>	4.88	7.77 <i>Tn</i>	6.16

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 75

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1490	731	201	490	68	804	397	289	841	638
Weighted Base	1511	770	205	468	68*	803	402	306	833	667
Effective base	1356	672	183	441	61	731	362	263	761	585
10 - Extremely satisfied (10)	194	99	33	52	11	173	11	10	166	28
	13% CIn	13%	16%	11%	16%	22% TCl	3%	3%	20% Tn	4%
9 - (9)	161	82	27	45	7	144	16	2	123	36
	11% CIn	11%	13%	10%	10%	18% TCl	4%	1%	15% Tn	5%
8 - (8)	247	108	44	78	16	193	43	11	177	69
	16% CIn	14%	22% e	17%	24% e	24% TCl	11%	4%	21% Tn	10%
7 - (7)	211	103	16	86	6	132	58	21	126	84
	14% l	13%	8%	18% TeI	9%	16% l	14% l	7%	15%	13%
6 - (6)	172	79	22	65	6	76	79	17	98	73
	11% l	10%	11%	14%	9%	9% l	20% Tkl	6%	12%	11%
5 - (5)	150	70	18	52	10	46	73	31	56	93
	10% km	9%	9%	11%	15%	6%	18% Tkl	10% k	7%	14% Tm
4 - (4)	92	56	11	21	5	14	48	30	28	64
	6% km	7%	5%	5%	7%	2%	12% Tk	10% Tk	3%	10% Tm
3 - (3)	86	51	9	22	4	12	34	40	22	64
	6% km	7%	4%	5%	6%	2%	8% k	13% Tk	3%	10% Tm
2 - (2)	53	32	10	10	*	4	17	32	9	44
	3% km	4%	5%	2%	*	*	4% k	11% TkC	1%	7% Tm
1 - Extremely dissatisfied (1)	136	84	13	36	3	4	22	110	26	108
	9% kCm	11%	6%	8%	4%	1%	5% k	36% TkC	3%	16% Tm
Not applicable	9	6	3	-	-	5	2	2	3	4
	1%	1%	1% l	-	-	1%	1%	1%	*	1%
NET: Dissatisfied (1-3)	275	167	32	69	7	20	73	182	56	216
	18% km	22% l	16%	15%	10%	2%	16% k	59% TkC	7%	32% Tm
NET: Neutral (4-6)	414	205	50	138	21	136	200	78	182	230
	27% km	27%	25%	29%	31%	17%	50% Tkl	25% k	22%	35% Tm
NET: Satisfied (7-10)	813	391	120	261	40	642	127	44	592	216
	54% CIn	51%	59%	56%	59%	80% TCl	32% l	14%	71% Tn	32%
Mean score	6.32 CIn	6.10	6.73 e	6.43	6.83	7.87 TCl	5.47 l	3.37	7.41 Tn	4.96

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 76

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2989	1301	553	984	151	1744	783	462	1758	1197
Weighted Base	2989	1360	533	943	152	1695	803	490	1708	1247
Effective base	2717	1197	491	893	139	1572	721	425	1583	1105
10 - Extremely satisfied (10)	399	171	87	114	27	375	15	10	355	42
		13% ^{Cln}	13% ^{fel}	12% ^{Tej}	18% ^{Tej}	22% ^{TCl}	2% ^{kl}	2% ^{kl}	21% ^{Tn}	3% ^{kl}
9 - (9)	421	143	90	172	16	386	32	2	330	86
		14% ^{Cln}	10% ^{fel}	17% ^{Tej}	11% ^{Tej}	23% ^{TCl}	4% ^{kl}	*	19% ^{Tn}	7% ^{kl}
8 - (8)	516	215	92	177	32	417	86	13	373	141
		17% ^{Cln}	16% ^{fel}	17% ^{Tej}	21% ^{Tej}	25% ^{TCl}	11% ^{kl}	3% ^{kl}	22% ^{Tn}	11% ^{kl}
7 - (7)	395	170	70	138	17	262	117	16	226	163
		13% ^{kl}	13% ^{fel}	15% ^{Tej}	11% ^{Tej}	15% ^{Tl}	15% ^{kl}	3% ^{kl}	13% ^{kl}	13% ^{kl}
6 - (6)	277	116	47	95	20	118	141	18	155	121
		9% ^{kl}	9% ^{fel}	10% ^{Tej}	13% ^{Tej}	7% ^{kl}	18% ^{Tkl}	4% ^{kl}	9% ^{kl}	10% ^{kl}
5 - (5)	246	106	39	82	19	49	161	36	93	150
		8% ^{kl}	8% ^{fel}	9% ^{Tej}	12% ^{Tej}	3% ^{kl}	20% ^{Tkl}	7% ^{kl}	5% ^{kl}	12% Tm
4 - (4)	162	93	30	37	2	31	99	32	49	110
		5% ^{kl}	7% ^{kl}	6% ^{kl}	4% ^{kl}	2% ^{kl}	12% ^{Tkl}	7% ^{kl}	3% ^{kl}	9% Tm
3 - (3)	156	82	26	43	5	22	72	62	47	106
		5% ^{kl}	6% ^{kl}	5% ^{kl}	3% ^{kl}	1% ^{kl}	9% ^{Tkl}	13% ^{Tkl}	3% ^{kl}	8% Tm
2 - (2)	121	68	19	30	4	9	43	69	27	91
		4% ^{kl}	5% ^{kl}	4% ^{kl}	3% ^{kl}	1% ^{kl}	5% ^{kl}	14% ^{Tkl}	2% ^{kl}	7% Tm
1 - Extremely dissatisfied (1)	272	184	26	54	8	13	30	229	41	227
		9% ^{kl}	14% ^{Tkl}	5% ^{kl}	6% ^{kl}	1% ^{kl}	4% ^{kl}	47% ^{Tkl}	2% ^{kl}	18% Tm
Not applicable	23	13	6	1	3	13	8	2	11	10
		1% ^{kl}	1% ^{kl}	1% ^{kl}	2% ^{kl}	1% ^{kl}	1% ^{kl}	*	1% ^{kl}	1% ^{kl}
NET: Dissatisfied (1-3)	549	333	71	128	17	45	145	360	116	424
		18% ^{kl}	13% ^{kl}	14% ^{kl}	11% ^{kl}	3% ^{kl}	18% ^{kl}	73% ^{Tkl}	7% ^{kl}	34% Tm
NET: Neutral (4-6)	686	315	116	214	41	198	401	87	297	381
		23% ^{kl}	23% ^{kl}	23% ^{kl}	27% ^{kl}	12% ^{kl}	50% ^{Tkl}	18% ^{kl}	17% ^{kl}	31% Tm
NET: Satisfied (7-10)	1731	699	340	601	92	1439	250	42	1284	433
		58% ^{Cln}	51% ^{fel}	64% ^{Te}	60% ^{Te}	85% ^{TCl}	31% ^{kl}	8% ^{kl}	75% ^{Tn}	35% ^{kl}
Mean score		6.47 ^{Cln}	5.99	6.93 ^{Te}	6.83 ^{Te}	6.97 ^{Te}	8.06 ^{TCl}	5.44 ^{kl}	2.69	7.61 ^{Tn}

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 77

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2989	1301	553	984	151	1744	783	462	1758	1197
Weighted Base	2989	1360	533	943	152	1695	803	490	1708	1247
Effective base	2717	1197	491	893	139	1572	721	425	1583	1105
10 - Extremely satisfied	(10) 453	198 15% CIn	80 15% Te	145 15% Te	31 20% Te	433 26% TCl	13 2% Te	7 2% Tn	426 25% Tn	25 2% Tn
9 -	(9) 471	165 12% CIn	114 21% Te	170 18% Te	22 14% Te	435 26% TCl	30 4% Te	5 1% Tn	385 23% Tn	83 7% Tn
8 -	(8) 479	203 16% CIn	89 17% Te	167 18% Te	20 13% Te	380 22% TCl	93 12% Te	7 1% Tn	345 20% Tn	131 10% Tn
7 -	(7) 354	145 12% d	65 11% Te	132 14% Te	12 8% Te	238 14% Tl	104 13% Te	13 3% Tn	212 12% Tn	138 11% Tn
6 -	(6) 252	108 8% klm	47 9% Te	78 8% Te	18 12% Te	97 6% d	140 17% Tkl	15 3% Tn	130 8% Tn	120 10% Tn
5 -	(5) 258	119 9% klm	44 8% Te	78 8% Te	17 11% Te	60 4% klm	175 22% Tkl	23 5% Tn	107 6% Tn	148 12% Tm
4 -	(4) 150	82 5% klm	28 6% Te	39 5% Te	2 1% Te	20 1% klm	105 13% Tkl	25 5% klm	31 2% Tn	118 9% Tm
3 -	(3) 129	77 4% klm	18 3% Te	32 3% Te	2 2% Te	9 1% klm	71 9% Tkl	49 10% Tkl	22 1% Tn	103 8% Tm
2 -	(2) 111	60 4% klm	14 3% Te	31 3% Te	6 4% Te	2 *	35 4% klm	74 15% Tkl	11 1% Tn	99 8% Tm
1 - Extremely dissatisfied	(1) 303	194 10% klmCIn	25 14% Tl	68 7% klm	16 11% d	4 *	33 4% klm	266 54% Tkl	25 1% Tn	274 22% Tm
Not applicable	27	10 1% klm	8 1% Te	5 *	5 3% Te	17 1% klm	5 1% klm	5 1% Tn	15 1% Tn	8 1% Tn
NET: Dissatisfied	(1-3) 543	331 18% klm	58 24% Tl	130 14% Te	25 16% Te	15 1% klm	139 17% klm	389 79% Tkl	58 3% Tn	476 38% Tm
NET: Neutral	(4-6) 661	309 22% klm	120 22% Te	194 21% Te	37 25% Te	178 10% klm	420 52% Tkl	63 13% Tn	267 16% Tn	386 31% Tm
NET: Satisfied	(7-10) 1758	710 59% CIn	348 65% Te	614 65% Te	85 56% Te	1486 88% TCl	240 30% d	32 7% Tn	1368 80% Tn	377 30% Tn
Mean score	6.55eCIn	6.08	7.08Te	6.90Te	6.74e	8.31TCl	5.41l	2.34	7.98Tn	4.62

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 78

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2989	1301	553	984	151	1744	783	462	1758	1197
Weighted Base	2989	1360	533	943	152	1695	803	490	1708	1247
Effective base	2717	1197	491	893	139	1572	721	425	1583	1105
10 - Extremely satisfied	(10) 542	249	94	159	40	468	42	33	420	118
		18% Cln 18%	18% f 18%	17% Te 17%	26% Tefl 26%	28% TCl 28%	5% l 5%	7% l 7%	25% Tn 25%	10% n 10%
9 -	(9) 511	202	92	193	25	438	52	21	401	109
		17% Cln 15%	17% f 17%	20% Te 20%	16% l 16%	26% TCl 26%	7% l 7%	4% l 4%	23% Tn 23%	9% n 9%
8 -	(8) 552	241	110	164	36	393	103	57	349	198
		18% Cln 18%	21% f 21%	17% Te 17%	24% l 24%	23% TCl 23%	13% l 13%	12% l 12%	20% Tn 20%	16% n 16%
7 -	(7) 382	184	76	107	15	192	149	42	178	196
		13% Cln 14%	14% f 14%	11% Te 11%	10% l 10%	11% l 11%	19% Tkl 19%	9% l 9%	10% l 10%	16% Tm 16%
6 -	(6) 289	137	47	94	11	87	156	45	127	159
		10% Cln 10%	9% f 9%	10% Te 10%	7% l 7%	5% l 5%	19% Tkl 19%	9% l 9%	7% l 7%	13% Tm 13%
5 -	(5) 256	106	42	96	12	55	157	43	115	138
		9% Cln 8%	8% f 8%	10% Te 10%	8% l 8%	3% l 3%	20% Tkl 20%	9% l 9%	7% l 7%	11% Tm 11%
4 -	(4) 151	68	25	57	1	29	72	50	56	95
		5% Cln 9% f	5% f 5%	6% Te 6%	1% l 1%	2% l 2%	9% Tk 9%	10% Tkl 10%	3% l 3%	8% Tm 8%
3 -	(3) 103	60	18	25	*	10	41	52	23	78
		3% Cln 4% f	3% f 3%	3% Te 3%	* *	1% l 1%	5% Tk 5%	11% Tkl 11%	1% l 1%	6% Tm 6%
2 -	(2) 60	35	10	13	2	5	11	45	13	46
		2% Cln 3%	2% f 2%	1% Te 1%	1% l 1%	* *	1% k 1%	9% Tkl 9%	1% l 1%	4% Tm 4%
1 - Extremely dissatisfied	(1) 111	63	15	30	4	3	13	96	11	97
		4% Cln 5%	3% f 3%	3% Te 3%	2% l 2%	* *	2% k 2%	20% Tkl 20%	1% l 1%	8% Tm 8%
Not applicable	31	15	6	4	6	17	7	7	13	13
		1% l 1%	1% f 1%	* *	4% Tefl 4%	1% l 1%	1% l 1%	1% l 1%	1% l 1%	1% l 1%
NET: Dissatisfied	(1-3) 275	158	42	68	6	17	65	193	48	221
		9% Cln 12% Tfl	8% f 8%	7% Te 7%	4% l 4%	1% l 1%	8% k 8%	39% Tkl 39%	3% l 3%	18% Tm 18%
NET: Neutral	(4-6) 695	311	113	247	24	171	385	139	298	392
		23% Cln 23%	21% f 21%	26% Te 26%	16% l 16%	10% l 10%	46% Tkl 46%	28% Tk 28%	17% l 17%	31% Tm 31%
NET: Satisfied	(7-10) 1988	877	372	624	116	1490	345	152	1348	621
		67% Cln 64%	70% f 70%	66% Te 66%	76% Tefl 76%	88% TCl 88%	43% l 43%	31% l 31%	79% Tn 79%	50% n 50%
Mean score	7.19	7.03	7.31	7.24	7.91	8.38	6.18	4.74	7.98	6.13

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 79

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2989	1301	553	984	151	1744	783	462	1758	1197
Weighted Base	2989	1360	533	943	152	1695	803	490	1708	1247
Effective base	2717	1197	491	893	139	1572	721	425	1583	1105
10 - Extremely satisfied (10)	544	237	94	183	30	505	28	11	474	68
	18% CIn	17%	18%	19%	20%	30% TCl	3%	2%	28% Tn	5%
9 - (9)	434	187	82	144	22	394	35	5	345	86
	15% CIn	14%	15%	15%	14%	23% TCl	4% l	1%	20% Tn	7%
8 - (8)	485	188	104	161	32	362	96	27	319	162
	16% CIn	14%	19% e	17% e	21% e	21% TCl	12% l	5%	19% Tn	13%
7 - (7)	368	156	73	125	14	218	129	21	208	153
	12% l	11%	14%	13%	9%	13% l	16% Tkl	4%	12%	12%
6 - (6)	280	99	53	115	13	104	149	28	138	138
	9% e k	7%	10%	12% Te	9%	6%	18% Tkl	6%	8%	11% lm
5 - (5)	259	123	38	81	16	52	162	45	99	159
	9% km	9%	7%	9%	11%	3%	20% Tkl	9% kl	6%	13% Tm
4 - (4)	146	78	29	36	2	23	83	40	37	109
	5% km	6% l	5%	4%	2%	1%	10% Tkl	8% Tk	2%	9% Tm
3 - (3)	112	75	15	21	1	9	52	51	32	78
	4% km	6% TIn	3%	2%	1%	1%	7% Tkl	10% TkC	2%	6% Tm
2 - (2)	88	53	14	20	1	2	24	62	17	71
	3% km	4% l	3%	2%	1%	*	3% k	13% TkC	1%	6% Tm
1 - Extremely dissatisfied (1)	223	147	27	40	9	9	32	182	30	187
	7% k Cm	11% TIn	5%	4%	6%	1%	4% k	37% TkC	2%	15% Tm
Not applicable	49	17	6	16	11	19	13	18	10	36
	2% m	1%	1%	2%	7% Tefl	1%	2%	4% TkC	1%	3% Tm
NET: Dissatisfied (1-3)	423	275	55	81	12	20	108	295	78	336
	14% l kl m	20% TIn	10%	9%	8%	1%	13% k	60% TkC	5%	27% Tm
NET: Neutral (4-6)	686	301	120	233	32	179	393	114	273	406
	23% km	22%	22%	25%	21%	11%	49% Tkl	23% kl	16%	33% Tm
NET: Satisfied (7-10)	1831	767	352	613	98	1479	289	64	1347	469
	61% e CIn	56%	66% Te	65% Te	64%	87% TCl	36% l	13%	79% Tn	38%
Mean score	6.84 e CIn	6.44	7.09 e	7.20 Te	7.34 Te	8.37 TCl	5.75 l	3.24	7.94 Tn	5.32

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 80

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

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	2989	1301	553	984	151	1744	783	462	1758	1197	
Weighted Base	2989	1360	533	943	152	1695	803	490	1708	1247	
Effective base	2717	1197	491	893	139	1572	721	425	1583	1105	
10 - Extremely satisfied (10)	432	194	81	132	26	408	18	7	371	60	
		14% <i>CIn</i>	14%	15%	17%	24% <i>TCl</i>	2%	1%	22% <i>Tn</i>	5%	
9 - (9)	431	149	89	176	16	395	31	4	356	72	
		14% <i>eCIn</i>	11%	17% <i>ee</i>	19% <i>Tej</i>	11%	23% <i>TCl</i>	4% <i>l</i>	1%	21% <i>Tn</i>	6%
8 - (8)	492	210	95	161	26	379	93	20	340	146	
		16% <i>CIn</i>	15%	18%	17%	17%	22% <i>TCl</i>	12% <i>l</i>	4%	20% <i>Tn</i>	12%
7 - (7)	341	133	65	129	15	218	107	17	207	131	
		11% <i>l</i>	10%	12%	14% <i>ee</i>	10%	13% <i>l</i>	13% <i>l</i>	3%	12%	11%
6 - (6)	267	102	56	96	13	94	147	26	132	129	
		9% <i>kl</i>	7%	11% <i>ee</i>	10% <i>ee</i>	9%	6%	18% <i>Tkl</i>	5%	8%	10% <i>lm</i>
5 - (5)	273	123	54	80	16	67	164	42	105	168	
		9% <i>klm</i>	9%	10%	8%	11%	4%	20% <i>Tkl</i>	9% <i>kl</i>	6%	14% <i>Tm</i>
4 - (4)	130	66	25	37	2	18	79	33	37	92	
		4% <i>klm</i>	5%	5%	4%	2%	1%	10% <i>Tkl</i>	7% <i>Tkl</i>	2%	7% <i>Tm</i>
3 - (3)	129	87	16	24	3	20	63	47	37	90	
		4% <i>klm</i>	6% <i>TInj</i>	3%	3%	2%	1%	8% <i>Tkl</i>	10% <i>Tkl</i>	2%	7% <i>Tm</i>
2 - (2)	112	67	9	30	7	17	33	63	23	86	
		4% <i>klm</i>	5% <i>kl</i>	2%	3%	4% <i>kl</i>	1%	4% <i>kl</i>	13% <i>Tkl</i>	1%	7% <i>Tm</i>
1 - Extremely dissatisfied (1)	257	168	34	49	6	6	43	208	35	218	
		9% <i>klCm</i>	12% <i>TInj</i>	6%	5%	4%	*	5% <i>kl</i>	42% <i>Tkl</i>	2%	18% <i>Tm</i>
Not applicable	123	60	10	32	21	74	26	24	66	53	
		4% <i>kl</i>	4% <i>kl</i>	2%	3%	14% <i>Tefl</i>	4%	3%	5%	4%	4%
NET: Dissatisfied (1-3)	499	322	58	102	16	43	138	318	95	395	
		17% <i>klm</i>	24% <i>TInj</i>	11%	11%	3%	17% <i>kl</i>	65% <i>Tkl</i>	6%	32% <i>Tm</i>	
NET: Neutral (4-6)	671	290	136	212	32	179	390	101	274	390	
		22% <i>klm</i>	21%	26%	23%	21%	11%	49% <i>Tkl</i>	21% <i>kl</i>	16%	31% <i>Tm</i>
NET: Satisfied (7-10)	1696	687	329	597	83	1399	249	47	1274	409	
		57% <i>eCIn</i>	51%	62% <i>Te</i>	63% <i>Tej</i>	55%	83% <i>TCl</i>	31% <i>l</i>	10%	75% <i>Tn</i>	33%
Mean score		6.59 <i>eCIn</i>	6.12	6.93 <i>Te</i>	7.01 <i>Te</i>	6.98 <i>e</i>	8.18 <i>TCl</i>	5.49 <i>l</i>	2.90	7.75 <i>Tn</i>	5.01

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 81

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2989	1301	553	984	151	1744	783	462	1758	1197
Weighted Base	2989	1360	533	943	152	1695	803	490	1708	1247
Effective base	2717	1197	491	893	139	1572	721	425	1583	1105
10 - Extremely satisfied (10)	448	197	80	153	17	426	16	7	409	38
		15% Clm	14%	15%	16%	25% TCl	2%	1%	24% Tn	3%
9 - (9)	341	126	89	115	11	310	26	6	271	68
		11% Clm	9%	17% Tej	12% ee	18% TCl	3% jd	1%	16% Tn	5%
8 - (8)	420	161	89	153	16	337	70	13	317	99
		14% Clm	12%	17% ee	16% ee	20% TCl	9% jd	3%	19% Tn	8%
7 - (7)	302	117	59	109	17	183	103	15	175	120
		10% jd	9%	11%	12% ee	11% jd	13% Tl	3%	10%	10%
6 - (6)	223	97	44	72	10	95	111	17	126	97
		7% kl	7%	8%	8%	6%	14% Tkl	3%	7%	8%
5 - (5)	211	94	46	56	15	54	131	25	94	117
		7% klm	7%	9%	6%	3%	16% Tkl	5%	6%	9% Tm
4 - (4)	145	72	28	42	3	39	83	22	47	97
		5% klm	5%	5%	4%	2%	10% Tkl	5% kl	3%	8% Tm
3 - (3)	134	72	23	36	2	31	68	35	45	87
		4% klm	5% ej	4%	4%	2%	8% Tkl	7% Tk	3%	7% Tm
2 - (2)	138	88	19	27	4	29	57	52	38	98
		5% klm	6% Tn	4%	3%	2%	7% Tkl	11% TkC	2%	8% Tm
1 - Extremely dissatisfied (1)	425	258	38	105	24	51	98	276	72	343
		14% klm	19% Tn	7%	11% jd	3%	12% kl	56% TkC	4%	28% Tm
Not applicable	201	77	17	75	33	140	40	22	114	82
		7% jd	6% jd	3%	8% ef	22% Tefj	8% Cl	5%	4%	7%
NET: Dissatisfied (1-3)	697	418	80	169	30	112	223	363	156	529
		23% klm	31% Tljl	15%	18%	7%	28% Tkl	74% TkC	9%	42% Tm
NET: Neutral (4-6)	579	263	118	170	28	189	326	64	267	311
		19% klm	19%	22%	18%	11%	41% Tkl	13%	16%	25% Tm
NET: Satisfied (7-10)	1511	602	318	530	61	1256	215	41	1172	325
		51% eeClm	44%	60% Tej	56% Tej	40%	74% TCl	27% jd	8%	69% Tn
Mean score		6.14 eeClm	5.62	6.76 Tej	6.56 Tej	5.90	7.86 TCl	4.90 l	2.42	7.52 Tn

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 82

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

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	2989	1301	553	984	151	1744	783	462	1758	1197	
Weighted Base	2989	1360	533	943	152	1695	803	490	1708	1247	
Effective base	2717	1197	491	893	139	1572	721	425	1583	1105	
10 - Extremely satisfied (10)	518	240	99	146	32	483	20	15	455	60	
		17% Cln	18%	19%	16%	28% TCl	3%	3%	27% Tn	5%	
9 - (9)	528	177	108	221	23	466	51	11	436	88	
		18% eCln	13%	20% e	23% Tej	15%	28% TCl	6% l	2%	26% Tn	7%
8 - (8)	494	207	91	171	26	377	102	14	338	154	
		17% Cln	15%	17%	18%	17%	22% TCl	13% l	3%	20% Tn	12%
7 - (7)	334	144	66	110	14	186	124	23	186	142	
		11% l	11%	12%	12%	9%	11% l	15% Tkl	5%	11%	11%
6 - (6)	262	111	45	89	17	85	149	27	121	137	
		9% kl	8%	8%	9%	11%	5%	19% Tkl	6%	7%	11% Tm
5 - (5)	264	124	53	70	17	49	169	47	89	175	
		9% km	9%	10%	7%	11%	3%	21% Tkl	10% kl	5%	14% Tm
4 - (4)	118	61	19	35	4	15	65	38	12	106	
		4% km	4%	4%	4%	2%	1%	8% Tkl	8% Tk	1%	8% Tm
3 - (3)	120	69	19	30	3	10	55	56	21	96	
		4% km	5% l	3%	3%	2%	1%	7% Tkl	11% TkC	1%	8% Tm
2 - (2)	107	70	15	17	4	5	31	71	18	88	
		4% km	5% Tn	3%	2%	3%	*	4% k	14% TkC	1%	7% Tm
1 - Extremely dissatisfied (1)	219	147	15	49	7	5	30	184	20	194	
		7% klCm	11% Tilj	3%	5% l	5%	*	4% k	38% TkC	1%	16% Tm
Not applicable	24	10	4	5	6	15	6	3	12	8	
		1%	1%	1%	*	4% Tefl	1%	1%	1%	1%	
NET: Dissatisfied (1-3)	446	286	49	97	14	19	116	311	59	378	
		15% klm	21% Tilj	9%	10%	9%	1%	14% k	63% TkC	3%	30% Tm
NET: Neutral (4-6)	645	296	117	194	38	149	383	113	222	417	
		22% klm	22%	22%	21%	25%	9%	48% Tkl	23% kl	13%	33% Tm
NET: Satisfied (7-10)	1874	768	364	648	94	1512	298	63	1415	444	
		63% eCln	56%	68% Te	69% Te	62%	89% TCl	37% l	13%	83% Tn	36%
Mean score		6.88 eCln	6.43	7.30 Te	7.23 Te	7.21 e	8.45 TCl	5.78 l	3.22	8.15 Tn	5.16

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 83

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

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	2989	1301	553	984	151	1744	783	462	1758	1197	
Weighted Base	2989	1360	533	943	152	1695	803	490	1708	1247	
Effective base	2717	1197	491	893	139	1572	721	425	1583	1105	
Ease of finding provider contact details	1928	856	363	604	106	1439	321	168	1292	617	
		65% CIn	63%	68% e	64%	69%	85% TCI	40%	34%	78% Tn	49%
The time taken to handle your issue	1731	699	340	601	92	1439	250	42	1284	433	
		58% eCIn	51%	64% Te	64% Te	60% e	85% TCI	31% l	8%	75% Tn	35%
Getting the issue resolved to your satisfaction	1758	710	348	614	85	1486	240	32	1368	377	
		59% eCIn	52%	65% Tej	65% Tej	56%	88% TCI	30% l	7%	80% Tn	30%
Courtesy and politeness of advisors	1988	877	372	624	116	1490	345	152	1348	621	
		67% CIn	64%	70% e	66%	76% TeI	88% TCI	43% l	31%	79% Tn	50%
Advisor doing what they said they would do	1831	767	352	613	98	1479	289	64	1347	469	
		61% eCIn	56%	66% Te	65% Te	64%	87% TCI	36% l	13%	79% Tn	38%
Logging of query details to avoid having to repeat yourself	1696	687	329	597	83	1399	249	47	1274	409	
		57% eCIn	51%	62% Te	63% Tej	55%	83% TCI	31% l	10%	75% Tn	33%
Offering compensation or a goodwill payment	1511	602	318	530	61	1256	215	41	1172	325	
		51% eCIn	44%	60% Tej	56% Tej	40%	74% TCI	27% l	8%	69% Tn	26%
Willingness to help resolve your issue	1874	768	364	648	94	1512	298	63	1415	444	
		63% eCIn	56%	68% Te	69% Te	62%	89% TCI	37% l	13%	83% Tn	36%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 84

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

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

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	2989	1301	553	984	151	1744	783	462	1758	1197	
Weighted Base	2989	1360	533	943	152	1695	803	490	1708	1247	
Effective base	2717	1197	491	893	139	1572	721	425	1583	1105	
Completely resolved	1708	710	324	583	92	1330	311	68	1708	-	
		57% ^e Cln	52% ^f	61% ^e	62% ^{Te}	60%	78% ^{TCl}	39% ^l	14%	100% ^{Tn}	-
Partly resolved	821	397	157	235	33	311	368	142	-	821	
		27% ^{km}	29% ^l	29%	25%	22%	18%	46% ^{Tkl}	29% ^k	-	66% Tm
Not resolved at all	426	233	49	123	21	39	116	271	-	426	
		14% ^{km}	17% ^{Tll}	9%	13% ^l	14%	2%	14% ^k	55% ^{Tkc}	-	34% Tm
Don't know	34	19	4	3	7	16	8	10	-	-	
		1% ^{mn}	1%	1%	*	5% ^{Tefl}	1%	1%	2%	-	-

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 85

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

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	2989	1301	553	984	151	1744	783	462	1758	1197	
Weighted Base	2989	1360	533	943	152	1695	803	490	1708	1247	
Effective base	2717	1197	491	893	139	1572	721	425	1583	1105	
Once	(1) 1222	513	177	459	73	905	243	74	966	249	
		41% <i>Clm</i>	38%	33%	49% <i>Tef</i>	46% <i>ef</i>	53% <i>TCl</i>	30% <i>l</i>	15%	57% <i>Tm</i>	20%
Twice	(2) 745	328	152	233	32	448	224	72	414	327	
		25% <i>l</i>	24%	29%	25%	21%	26% <i>l</i>	28% <i>l</i>	15%	24%	26%
Three times	(3) 492	221	131	124	17	200	184	108	183	308	
		16% <i>klm</i>	16% <i>l</i>	25% <i>Tefj</i>	13%	11%	12%	23% <i>Tk</i>	22% <i>Tk</i>	11%	25% <i>Tm</i>
Four times	(4) 167	92	30	41	3	49	63	54	52	115	
		6% <i>klm</i>	7% <i>l</i>	6%	4%	2%	3%	8% <i>Tk</i>	11% <i>Tk</i>	3%	9% <i>Tm</i>
Five times or more	(5) 284	174	30	69	10	52	71	160	66	211	
		9% <i>klm</i>	13% <i>Tl</i>	6%	7%	7%	3%	9% <i>kl</i>	53% <i>TkC</i>	4%	17% <i>Tm</i>
Don't know	78	32	12	17	17	40	17	21	28	37	
		3% <i>klm</i>	2%	2%	2%	11% <i>Tefl</i>	2%	2%	4% <i>TkC</i>	2%	3% <i>klm</i>
Mean score	2.16 <i>l</i>	2.31 <i>Tj</i>	2.20 <i>l</i>	1.95	1.86	1.73	2.36 <i>Tk</i>	3.33 <i>TkC</i>	1.71	2.76 <i>Tm</i>	

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 86

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

	Issue					Satisfaction			Resolved	
	Total (T)	Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2989	1301	553	984	151	1744	783	462	1758	1197
Weighted Base	2989	1360	533	943	152	1695	803	490	1708	1247
Effective base	2717	1197	491	893	139	1572	721	425	1583	1105
Less than 1 hour	985	443	104	371	67	735	176	74	754	226
	33% <i>CIn</i>	33% <i>f</i>	20% <i></i>	39% <i>Tef</i>	44% <i>Tef</i>	43% <i>TCI</i>	22% <i>l</i>	15% <i></i>	44% <i>Tn</i>	18% <i></i>
Several hours	388	168	68	134	17	218	112	58	244	140
	13% <i></i>	12% <i></i>	13% <i></i>	14% <i></i>	11% <i></i>	13% <i></i>	14% <i></i>	12% <i></i>	14% <i>n</i>	11% <i></i>
1 day	309	110	82	102	15	194	93	21	204	104
	10% <i>el</i>	8% <i></i>	15% <i>TeI</i>	11% <i>ee</i>	10% <i></i>	11% <i>l</i>	12% <i>l</i>	4% <i></i>	12% <i>n</i>	8% <i></i>
2-4 days	449	194	127	114	14	236	157	57	218	226
	15% <i>Im</i>	14% <i></i>	24% <i>TeIj</i>	12% <i></i>	9% <i></i>	14% <i></i>	20% <i>TKl</i>	12% <i></i>	13% <i></i>	18% <i>Tm</i>
5-7 days	266	123	63	70	10	126	102	39	118	148
	9% <i>m</i>	9% <i></i>	12% <i>Ti</i>	7% <i></i>	7% <i></i>	7% <i></i>	13% <i>TKl</i>	8% <i></i>	7% <i></i>	12% <i>tm</i>
8-14 days	145	70	30	42	2	64	43	38	58	85
	5% <i>m</i>	5% <i></i>	6% <i>j</i>	4% <i></i>	2% <i></i>	4% <i></i>	5% <i></i>	8% <i>TKl</i>	3% <i></i>	7% <i>tm</i>
15-30 days	103	57	24	19	3	47	27	29	37	65
	3% <i>m</i>	4% <i>l</i>	4% <i>l</i>	2% <i></i>	2% <i></i>	3% <i></i>	3% <i></i>	6% <i>TKC</i>	2% <i></i>	5% <i>tm</i>
Over 30 days	215	129	22	57	6	40	51	124	58	155
	7% <i>kIm</i>	10% <i>TfIlj</i>	4% <i></i>	6% <i></i>	4% <i></i>	2% <i></i>	6% <i>k</i>	25% <i>TKC</i>	3% <i></i>	12% <i>tm</i>
Not sure	129	65	12	34	18	35	44	50	17	98
	4% <i>kIm</i>	5% <i>l</i>	2% <i></i>	4% <i></i>	12% <i>TefIl</i>	2% <i></i>	5% <i>k</i>	10% <i>TKC</i>	1% <i></i>	8% <i>tm</i>
NET: Less than 1 hour	985	443	104	371	67	735	176	74	754	226
	33% <i>CIn</i>	33% <i>f</i>	20% <i></i>	39% <i>Tef</i>	44% <i>Tef</i>	43% <i>TCI</i>	22% <i>l</i>	15% <i></i>	44% <i>Tn</i>	18% <i></i>
NET: Several hours but within a day	697	278	151	236	32	413	205	79	449	244
	23% <i>Im</i>	20% <i></i>	28% <i>Te</i>	25% <i>ee</i>	21% <i></i>	24% <i>l</i>	26% <i>l</i>	16% <i></i>	26% <i>Tn</i>	20% <i></i>
NET: 2-4 days	449	194	127	114	14	236	157	57	218	226
	15% <i>Im</i>	14% <i></i>	24% <i>TeIj</i>	12% <i></i>	9% <i></i>	14% <i></i>	20% <i>TKl</i>	12% <i></i>	13% <i></i>	18% <i>Tm</i>
NET: 5 days or more	729	379	139	189	22	277	222	231	271	453
	24% <i>ljkIm</i>	28% <i>Tfj</i>	26% <i>l</i>	20% <i></i>	14% <i></i>	16% <i></i>	28% <i>k</i>	47% <i>TKC</i>	16% <i></i>	36% <i>tm</i>
Mean score	4.86 <i>ljkIm</i>	5.81 <i>Tfj</i>	4.61 <i>l</i>	3.91	3.04	2.83	5.06 <i>k</i>	12.18 <i>TKC</i>	2.89	7.74 <i>tm</i>

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* = Less than .5

Ofcom - Quality of Customer Service - Complaints

Fieldwork: 8th December 2016 - 6th January 2017

Table 87

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1758	684	345	637	92	1383	313	62	1758	-
Weighted Base	1708	710	324	583	92*	1330	311	68*	1708	-**
Effective base	1583	628	302	571	84	1241	284	58	1583	-
Less than 1 hour	754	329	88	291	45	651	88	15	754	-
		44% CI	46% FI	27%	50% TI	49% FI	49% TC	28%	22%	44%
Several hours	244	91	48	93	12	181	59	4	244	-
		14%	13%	15%	16%	13%	14%	19% TK	5%	14%
1 day	204	69	54	73	8	156	43	6	204	-
		12%	10%	17% TE	12%	9%	12%	14%	8%	12%
2-4 days	218	93	62	54	9	149	59	11	218	-
		13% AI	13% AI	19% TE	9%	10%	11%	19% TK	16%	13%
5-7 days	118	49	33	32	4	76	31	10	118	-
		7%	7%	10% AI	6%	5%	6%	10% TK	15% TK	7%
8-14 days	58	24	17	16	1	43	10	5	58	-
		3%	3%	5%	3%	1%	3%	3%	7%	3%
15-30 days	37	13	15	7	2	31	5	2	37	-
		2%	2%	5% TE	1%	2%	2%	2%	2%	2%
Over 30 days	58	36	6	14	2	32	11	15	58	-
		3%	5% FI	2%	2%	2%	3%	22% TK	3%	3%
Not sure	17	6	*	2	8	11	5	1	17	-
		1%	1%	*	9% TE	1%	1%	2%	2%	1%
NET: Less than 1 hour	754	329	88	291	45	651	88	15	754	-
		44% CI	46% FI	27%	50% TI	49% FI	49% TC	28%	22%	44%
NET: Several hours but within a day	449	160	102	166	20	337	102	9	449	-
		26% AI	23%	32% TE	28% TE	22%	25% AI	33% TK	14%	26%
NET: 2-4 days	218	93	62	54	9	149	59	11	218	-
		13% AI	13% AI	19% TE	9%	10%	11%	19% TK	16%	13%
NET: 5 days or more	271	121	71	70	9	182	58	32	271	-
		16% AI	17% AI	22% TE	12%	10%	14%	19% TK	47% TK	16%
Mean score	2.89	3.30	3.56	2.12	2.07	2.47	3.20	9.78 TK	2.89	-

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
 * 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 88

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1197	598	204	344	51	345	462	390	-	1197
Weighted Base	1247	630	206	358	54*	350	485	413	-**	1247
Effective base	1105	551	186	321	48	317	430	358	-	1105
Less than 1 hour	226	114	16	79	18	82	87	57	-	226
	18% <i>k</i>	18% <i>f</i>	8%	22% <i>f</i>	34% <i>Tef</i>	23% <i>TI</i>	18%	14%	-	18%
Several hours	140	73	20	41	6	36	52	52	-	140
	11%	12%	10%	11%	11%	10%	11%	13%	-	11%
1 day	104	40	28	29	6	38	51	15	-	104
	8% <i>d</i>	6%	14% <i>Tej</i>	8%	11%	11% <i>d</i>	10% <i>d</i>	4%	-	8%
2-4 days	226	98	64	60	5	85	96	45	-	226
	18% <i>d</i>	16%	31% <i>Tej</i>	17%	9%	24% <i>TI</i>	20% <i>d</i>	11%	-	18%
5-7 days	148	74	31	38	5	50	70	28	-	148
	12% <i>d</i>	12%	15%	11%	10%	14% <i>d</i>	14% <i>d</i>	7%	-	12%
8-14 days	85	45	12	26	1	20	32	32	-	85
	7%	7%	6%	7%	2%	6%	7%	8%	-	7%
15-30 days	65	43	8	12	1	16	22	27	-	65
	5%	7% <i>d</i>	4%	3%	2%	5%	4%	6%	-	5%
Over 30 days	155	91	17	43	4	8	39	108	-	155
	12% <i>kC</i>	15% <i>d</i>	8%	12%	8%	2%	8% <i>k</i>	26% <i>TKC</i>	-	12%
Not sure	98	51	10	30	7	15	36	48	-	98
	8% <i>d</i>	8%	5%	8%	13% <i>d</i>	4%	7%	12% <i>TKC</i>	-	8%
NET: Less than 1 hour	226	114	16	79	18	82	87	57	-	226
	18% <i>d</i>	18% <i>f</i>	8%	22% <i>f</i>	34% <i>Tef</i>	23% <i>TI</i>	18%	14%	-	18%
NET: Several hours but within a day	244	113	48	70	12	74	103	67	-	244
	20% <i>d</i>	18%	23%	20%	22%	21%	21%	16%	-	20%
NET: 2-4 days	226	98	64	60	5	85	96	45	-	226
	18% <i>d</i>	16%	31% <i>Tej</i>	17%	9%	24% <i>TI</i>	20% <i>d</i>	11%	-	18%
NET: 5 days or more	453	254	68	119	12	95	164	195	-	453
	38% <i>k</i>	40% <i>d</i>	33%	33%	23%	27%	34%	47% <i>TKC</i>	-	36%
Mean score	7.74 <i>kC</i>	8.79 <i>d</i>	6.37	7.11	4.93	4.28	6.30 <i>k</i>	12.70 <i>TKC</i>	-	7.74

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
 * small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5