Mobile Handset Study 2019

Data Collection

- Face-to-face interviews
- Conducted by Kantar using our CAPI Omnibus
- The Omnibus uses a comprehensive address based system using the Postal Address File (PAF) cross referenced to census data. For each wave, 143 sample points are selected and, within the selected primary sampling points, a postcode sector is chosen. Postcode selection within primary sampling points alternates between A and B halves to reduce clustering effects. All interviews are conducted via the field team and in accordance with strict quality control procedures
- Fieldwork from 30th January – 10th March 2019

Sample

- Screening 8,551 adults aged 16+ in the UK (inc. NI) across 4 waves (c. 2,100 per wave)
- Quotas (by gender, working status and presence of children) set during interviewing to ensure a representative sample
- Total sample screened for those who own / use a mobile phone for personal use (not those used solely for work or business purposes) which makes up 7,589 of the sample (c. 1,900 per wave)
- Remaining questions asked of those who own/use a mobile phone for personal use

Data Reporting

- Total sample weighted to be nationally representative of the UK
- Natural fallout of owners or users of mobile phone from Total sample
- Data available in pdf tables and .csv format (aggregated), combining the 4 waves of omnibus
- Significance testing applied at the 95% confidence level

Caveat

- The research attempted to identify those who were on a ‘split’ contract, i.e. where the handset is on a separate contract from the airtime. When the survey data was compared with information obtained from suppliers, there were large discrepancies between the two data sets in the proportions on split and combined contracts within supplier. We therefore concluded that there is a degree of confusion among consumers regarding their contract type and decided that the data from these questions was insufficiently reliable to base analysis on and have therefore supressed these questions from the data tables.

	Page	Table	Title	Base Description	Base
●	1	1	Q.1A Which, if any, of the following types of mobile phone do you personally own, or use most often? Please consider only mobile phones used for personal use and not those used solely for work or business purposes.	Base: All Adults 16+ in UK	8551
●	7	2	Q.1B How long have you had the (main) mobile phone handset that you currently use?	Base: All who own or have use of a personal mobile phone	7589
●	13	3	Q.2 Which of the following best describes how you pay for your mobile allowance\service i.e. calls, texts and data on the (main) mobile phone you currently use?	Base: All who own or have use of a personal mobile phone	7589
●	19	4	Q.3 SIM-only mobile packages are where you pay a monthly fee that includes allowances for calls, texts and mobile data but does not include the costs of the phone handset itself. It is possible to sign up to a SIM only package using a phone you have already paid off during a previous mobile contract, or a phone you have purchased separately, or been given. Before now, were you aware that at the end of your minimum contract period, if you keep your phone you could move to a SIM-only package with either your current provider or an alternative provider?	Base: All who pay monthly for mobile allowance\service	5170
●	25	5	Q.4 What SIM only contract lengths are you aware of?	Base: All aware of Sim only package	4540
●	31	6	Q.5A Which provider do you currently pay for the allowance\service on your main mobile phone?	Base: All who pay monthly for mobile allowance\service	5170
●	43	7	Q.5B Do you have a good idea of how long you have been with your main mobile phone provider?	Base: All who pay monthly for mobile allowance\service	5170
●	49	8	Q.5C How long have you been with your main mobile phone provider?	Base: All who pay monthly for mobile allowance\service	5170
●	55	9	Q.5C How long have you been with your main mobile phone provider?	Base: All who have a good idea how long they have been with provider	4605
●	61	10	Q.5C How long have you been with your main mobile phone provider?	Base: All who are not sure how long they have been with provider	565
●	67	11	Q.6 Which of the following best describes what you are currently paying for, in your main mobile package?	Base: All who pay monthly for mobile allowance\service	5170
●	73	12	Q.8 Are you still within your minimum contract period for your mobile phone service from your main mobile phone provider?	Base: All on 12 month sim only contract (and not out of contract) or a combined contract	3605

	Page	Table	Title	Base Description	Base
●	79	13	Q.9A Do you have a good idea of how long you have been in your current contract?	Base: All on 12 month sim only contract or a combined contract and within minimum contract period	3059
●	85	14	Q.9B How long have you been on your current contract? (excluding Wave 1)	Base: All on 12 month sim only contract or a combined contract and within minimum contract period	2328
●	91	15	Q.9B How long have you been on your current contract? (excluding Wave 1)	Base: All who are not sure of how long they have been in contract	210
●	97	16	Q.9B How long have you been on your current contract?	Base: All who have at least a good idea of how long they have been in contract	2775
●	103	17	Q.10 Do you have a good idea of when your contract will end?	Base: All on 12 month sim only contract or a combined contract and within minimum contract period	3059
●	109	18	Q.11 How long do you have to go until your current contract ends? (excluding Wave 1)	Base: All on 12 month sim only contract or a combined contract and within minimum contract period	2328
●	115	19	Q.11 How long do you have to go until your current contract ends? (excluding Wave 1)	Base: All who are not sure when their contract will end	349
●	121	20	Q.11 How long do you have to go until your current contract ends?	Base: All who have at least a good idea of when their contract will end	2586
●	127	21	Q.14A Do you have a good idea when your minimum contract period ended?	Base: All who are out of contract	605
●	133	22	Q.14B How long ago did your minimum contract period run out?	Base: All who are out of contract	605
●	139	23	Q.14B How long ago did your minimum contract period run out?	Base: All who have a good idea when their minimum contract period ended	367
●	145	24	Q.14B How long ago did your minimum contract period run out?	Base: All who are not sure when their minimum contract period ended	238
●	151	25	Q.15 Which one of the following best describes your current situation, now that your minimum contract period has ended?	Base: All on a combined contract and out of minimum contract period	409
●	157	26	Q.17A Why have you not made any changes since your contract ended?	Base: All on combined contract and out of minimum contract period	409
●	169	27	Q.17B Do any of these reasons apply?	Base: All on combined contract and out of minimum contract period	409

	Page	Table	Title	Base Description	Base
●	181	28	Q.17A\17B Why have you not made any changes since your contract ended - prompted and unprompted (TOTAL)	Base: All on combined contract and out of minimum contract period	409
●	193	29	Q.18 Which of these, if any, limit your daily activities or the work you can do?	Base: All who own or have use of a personal mobile phone	7589
	205	30	Q.20 In relation to mobile phone services, how confident are you about each of following I read out. - Summary table (excluding Wave 1)	Base: All who own or have use of a personal mobile phone	5730
●	206	31	Q.20A In relation to mobile phone services, how confident are you about each of following I read out. - Comparing costs (excluding Wave 1)	Base: All who own or have use of a personal mobile phone	5730
●	212	32	Q.20B In relation to mobile phone services, how confident are you about each of following I read out. - Speaking to your current provider about new deals (excluding Wave 1)	Base: All who own or have use of a personal mobile phone	5730
●	218	33	Q.20C In relation to mobile phone services, how confident are you about each of following I read out. - Understanding the language and terminology used by providers (excluding Wave 1)	Base: All who own or have use of a personal mobile phone	5730
●	224	34	Q.21 And which of these options best describes how you feel about your ability to use maths in your day-to-day life? (excluding Wave 1)	Base: All who own or have use of a personal mobile phone	5730
●	230	35	Q. Break x Break	Base: All who own or have use of a personal mobile phone	7589
●	279	36	Q. Break x Break	Base: All who pay monthly for mobile allowance\service	5170

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.1A Which, if any, of the following types of mobile phone do you personally own, or use most often?
Please consider only mobile phones used for personal use and not those used solely for work or business purposes.

Base: All Adults 16+ in UK

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	8551	4139	4412	938	1379	1201	1156	1182	1457	1238	4674	3877	5856	2695	7313
Weighted Base	8551	4150	4401	1204	1594	1410	1329	1353	896	765	5537	3014	6890	1661	7786
A smartphone e.g. iPhone, Samsung Galaxy, Google Pixel, etc.	6257	3090	3167	1086	1396	1212	1058	919	419	166	4752	1504	5671	585	6091
	73%	*74%b*	*72%*	*90%efghij klmn*	*88%fghikl mn*	*86%fghikl mn*	*80%ghikm*	*68%hikm*	*47%im*	*22%*	*86%fghikl mn*	*50%im*	*82%fghik mn*	*35%i*	*78%ghikm*
A mobile phone (not a Smartphone) with basic functions	1552	709	843	92	134	142	185	316	337	346	553	998	869	683	1205
	18%	*17%*	*19%a*	*8%*	*8%*	*10%*	*14%cdej*	*23%cdefjl n*	*38%cdefgj kln*	*45%cdefgh jklmn*	*10%c*	*33%cdefg jln*	*13%cdej*	*41%cdefg hjkln*	*15%cdejl*
Do not use a mobile phone	622	297	325	15	33	33	74	100	128	240	155	468	255	368	383
	7%	*7%*	*7%*	*1%*	*2%*	*2%*	*6%cdejl*	*7%cdejln*	*14%cdefgj ln*	*31%cdefghj klmn*	*3%c*	*16%cdefgj ln*	*4%cdej*	*22%cdefgh jkln*	*5%cdejl*
SUMMARY CODE															
ANY PERSONAL MOBILE	7808	3799	4010	1178	1530	1353	1244	1234	756	512	5306	2503	6540	1268	7296
	91%	*92%*	*91%*	*98%defghi jklmn*	*96%fghikm n*	*96%fghikm n*	*94%ghikm*	*91%hikm*	*84%im*	*67%*	*96%fghikl mn*	*83%im*	*95%ghikm n*	*76%i*	*94%ghikm*
Don't Know	120	54	66	11	31	24	11	19	12	13	77	43	95	25	107
	1%	*1%*	*2%*	*1%*	*2%f*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.1A Which, if any, of the following types of mobile phone do you personally own, or use most often?
Please consider only mobile phones used for personal use and not those used solely for work or business purposes.

Base: All Adults 16+ in UK

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	8551	1515	2073	1858	3105	3588	4963	4747	2271	1533	3891	4660	2118	6433	7339	1212	4819	3732
Weighted Base	8551	1716	2529	1774	2531	4245	4306	4870	2508	1173	4610	3941	2406	6145	7730	821	4733	3818
A smartphone e.g. iPhone, Samsung Galaxy, Google Pixel, etc.	6257	1395	2058	1322	1482	3453	2804	3689	2010	558	3918	2339	2058	4199	6160	96	3382	2875
	73%	81%cd	81%cd	75%d	*59%*	81%f	*65%*	76%i	80%gi	*48%*	85%k	*59%*	86%m	*68%*	80%o	*12%*	*71%*	75%p
A mobile phone (not a Smartphone) with basic functions	1552	225	323	330	673	548	1003	825	340	386	498	1053	243	1308	1146	405	917	635
	18%	*13%*	*13%*	19%ab	27%abc	*13%*	23%e	17%h	*14%*	33%gh	*11%*	27%j	*10%*	21%l	*15%*	49%n	19%q	*17%*
Do not use a mobile phone	622	74	114	102	332	188	434	292	121	210	128	494	65	557	318	304	371	251
	7%	*4%*	*4%*	*6%*	13%abc	*4%*	10%e	*6%*	*5%*	18%gh	*3%*	13%j	*3%*	9%l	*4%*	37%n	8%q	*7%*
SUMMARY CODE																		
ANY PERSONAL MOBILE	7808	1620	2381	1652	2155	4002	3807	4514	2351	944	4416	3392	2301	5508	7307	502	4299	3510
	91%	94%d	94%d	93%d	*85%*	94%f	*88%*	93%i	94%i	*81%*	96%k	*86%*	96%m	*90%*	95%o	*61%*	*91%*	*92%*
Don't Know	120	22	34	20	44	56	64	64	37	19	66	55	40	80	105	15	63	57
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.1A Which, if any, of the following types of mobile phone do you personally own, or use most often?
Please consider only mobile phones used for personal use and not those used solely for work or business purposes.

Base: All Adults 16+ in UK

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	8551	6718	1833	7117	783	402	249	442	995	722	619	734	784	1018	1148	655	402	783	249
Weighted Base	8551	6753	1798	7202	727	427	195	427	908	699	630	751	812	1102	1212	661	427	727	195
A smartphone e.g. iPhone, Samsung Galaxy, Google Pixel, etc.	6257	4984	1273	5301	529	299	128	323	663	490	461	521	629	855	917	443	299	529	128
	73%	74%b	*71%*	74%f	73%f	*70%*	*65%*	76%kor	73%or	*70%*	73%or	*69%*	78%hik opqr	78%hij kopqr	76%iko pr	*67%*	*70%*	73%or	*65%*
A mobile phone (not a Smartphone) with basic functions	1552	1196	356	1287	120	90	54	68	172	157	116	170	124	150	202	127	90	120	54
	18%	*18%*	*20%*	*18%*	*17%*	*21%*	28%cd	*16%*	19%m	22%glmnq	18%m	23%glmnq	*15%*	*14%*	*17%*	19%m	21%lm	*17%*	28%ghjlmnoq
Do not use a mobile phone	622	479	143	521	55	33	13	27	70	40	52	53	57	82	89	53	33	55	13
	7%	*7%*	*8%*	*7%*	*8%*	*8%*	*7%*	*6%*	*8%*	*6%*	*8%*	*7%*	*7%*	*7%*	*7%*	*8%*	*8%*	*8%*	*7%*
SUMMARY CODE																			
ANY PERSONAL MOBILE	7808	6180	1628	6588	649	389	182	391	835	647	577	692	753	1005	1119	570	389	649	182
	91%	*92%*	*91%*	*91%*	*89%*	*91%*	*93%*	92%o	92%o	92%oq	91%o	92%o	93%oq	91%o	92%oq	*86%*	91%o	*89%*	93%o
Don't Know	120	93	27	94	22	4	-	9	4	13	2	7	2	15	5	38	4	22	-
	1%	*1%*	*1%*	*1%*	3%cef	*1%*	-	2%hjlnr	*	2%hjlnr	*	*1%*	*	1%hjln	*	6%ghijklmnpqr	*1%*	3%hjklmnpr	-

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.1A Which, if any, of the following types of mobile phone do you personally own, or use most often?
Please consider only mobile phones used for personal use and not those used solely for work or business purposes.

Base: All Adults 16+ in UK

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	8551	561	1426	358	1045	126	6163	3085	2498	409	113
Weighted Base	8551	606	1270	388	864	121	6538	3392	2772	428	118
A smartphone e.g. iPhone, Samsung Galaxy, Google Pixel, etc.	6257	531	809	310	495	90	5447	3058	2537	357	100
	73%	88%a	64%e	80%ce	*57%*	74%ce	83%cef	90%j	92%jk	*83%*	*84%*
A mobile phone (not a Smartphone) with basic functions	1552	74	461	78	369	32	1091	334	235	72	19
	18%b	*12%*	36%dfg	*20%*	43%cdfg	26%g	*17%*	*10%*	*8%*	17%hi	16%i
Do not use a mobile phone	622	-	-	-	-	-	-	-	-	-	-
	7%b	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE											
ANY PERSONAL MOBILE	7808	606	1270	388	864	121	6538	3392	2772	428	118
	91%	100%a	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*
Don't Know	120	-	-	-	-	-	-	-	-	-	-
	1%b	-	-	-	-	-	-	-	-	-	-

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g - h/i/j/k

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.1A Which, if any, of the following types of mobile phone do you personally own, or use most often?
Please consider only mobile phones used for personal use and not those used solely for work or business purposes.

Base: All Adults 16+ in UK

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	8551	5094	1427	1365	136	56	10	28	1082	602	90	350	34	334	751
Weighted Base	8551	5529	1550	1486	156	61*	11**	27**	1193	679	89*	360	36*	346	838
A smartphone e.g. iPhone, Samsung Galaxy, Google Pixel, etc.	6257	4899	1366	1318	141	53	11	19	1094	616	74	296	29	305	743
	73%	89%k	88%k	89%k	90%k	*87%*	*100%*	*70%*	92%abcjkln	91%kl	*84%*	*82%*	*80%*	88%k	89%k
A mobile phone (not a Smartphone) with basic functions	1552	630	184	168	15	8	-	8	99	63	14	64	7	41	96
	18%	11%h	12%h	11%h	*10%*	*13%*	-	*30%*	*8%*	*9%*	16%h	18%abcdhimn	20%hi	*12%*	11%h
Do not use a mobile phone	622	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	7%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE															
ANY PERSONAL MOBILE	7808	5529	1550	1486	156	61	11	27	1193	679	89	360	36	346	838
	91%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*
Don't Know	120	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.1A Which, if any, of the following types of mobile phone do you personally own, or use most often?
Please consider only mobile phones used for personal use and not those used solely for work or business purposes.

Base: All Adults 16+ in UK

		Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
	Total	Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	8551	1125	1013	910	879	1111	2415	3315	2499	3231	2239	3491	2767	2963
Weighted Base	8551	1229	1093	1009	969	1170	2688	3192	2795	3085	2536	3344	2968	2912
A smartphone e.g. iPhone, Samsung Galaxy, Google Pixel, etc.	6257	1096	967	892	855	1034	2406	2323	2509	2220	2274	2455	2543	2186
	73%	*89%*	*88%*	*88%*	*88%*	*88%*	89%g	*73%*	90%i	*72%*	90%k	*73%*	86%m	*75%*
A mobile phone (not a Smartphone) with basic functions	1552	134	126	117	114	137	283	868	286	865	262	889	426	725
	18%	*11%*	*12%*	*12%*	*12%*	*12%*	*11%*	27%f	*10%*	28%h	*10%*	27%j	*14%*	25%l
Do not use a mobile phone	622	-	-	-	-	-	-	-	-	-	-	-	-	-
	7%	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE														
ANY PERSONAL MOBILE	7808	1229	1093	1009	969	1170	2688	3192	2795	3085	2536	3344	2968	2912
	91%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*
Don't Know	120	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-	-

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.1B How long have you had the (main) mobile phone handset that you currently use?

Base: All who own or have use of a personal mobile phone

	Total	GENDER		AGE												
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	7589	3673	3916	915	1322	1152	1079	1072	1223	826	4468	3121	5540	2049	6763
Weighted Base	7808	3799	4010	1178	1530	1353	1244	1234	756	512	5306	2503	6540	1268	7296
Less than a year	1948	947	1000	394	472	332	296	269	125	60	1494	454	1762	185	1888
	25%	*25%*	*25%*	33%efghij klmn	31%efghik lmn	24%hikm	24%hikm	22%hikm	17%i	*12%*	28%efghik mn	18%im	27%fghik m	15%i	26%ghikm
Between one year and 18 months	1521	742	779	269	324	334	246	204	97	47	1174	348	1378	143	1474
	19%	*20%*	*19%*	23%ghikm	21%ghikm	25%dfghik lmn	20%hikm	17%hikm	13%i	*9%*	22%ghikmn	14%im	21%ghikm	*11%*	20%ghikm
18 months up to 2 years	1258	572	685	200	240	215	218	203	124	58	873	384	1076	181	1200
	16%	*15%*	17%a	17%i	16%i	16%i	18%im	16%i	16%i	*11%*	16%im	15%i	16%im	14%i	16%im
2 years up to 5 years	1903	934	968	231	328	314	311	341	224	155	1183	719	1524	378	1748
	24%	*25%*	*24%*	*20%*	*21%*	*23%*	25%cd	28%cdejln	30%cdefjl n	30%cdefjl n	*22%*	29%cdefj ln	23%c	30%cdefj ln	24%c
5 years up to 10 years	725	367	358	57	114	93	108	137	110	106	372	353	509	216	619
	9%	*10%*	*9%*	*5%*	7%c	*7%*	9%c	11%cdejln	15%cdefgj ln	21%cdefghj klmn	7%c	14%cdefgj ln	8%c	17%cdefgj kln	8%cj
Longer than 10 years	363	200	163	9	42	58	54	66	63	73	162	201	228	135	291
	5%	5%b	*4%*	*1%*	3%c	4%cdj	4%cdj	5%cdjln	8%cdefgj ln	14%cdefghj klmn	3%c	8%cdefgj ln	3%c	11%cdefgh jkln	4%cdj
SUMMARY CODES															
LESS THAN 2 YEARS	4726	2262	2465	864	1036	880	761	676	346	164	3541	1186	4216	510	4562
	61%	*60%*	*61%*	73%defghi jklmn	68%fghikl mn	65%ghikm	61%ghikm	55%hikm	46%im	*32%*	67%fghikl mn	47%im	64%fghik mn	40%i	63%ghikm
2 YEARS OR MORE	2991	1501	1490	296	483	465	473	544	397	333	1717	1274	2261	730	2658
	38%	40%b	*37%*	*25%*	32%c	34%c	38%cdjl	44%cdefjl n	52%cdefgj ln	65%cdefgh jklmn	32%c	51%cdefg jln	35%cdj	58%cdefg hjkln	36%cdjl
5 YEARS OR MORE	1089	567	522	66	156	151	162	203	173	179	534	555	737	352	910
	14%	15%b	*13%*	*6%*	10%c	11%c	13%cdj	16%cdefjl n	23%cdefgj ln	35%cdefgh jklmn	10%c	22%cdefg jln	11%c	28%cdefg hjkln	12%cdjl
Don't Know	91	36	55	18	11	8	10	15	13	15	48	43	63	28	76
	1%	*1%*	*1%*	2%e	*1%*	*1%*	*1%*	*1%*	2%defjln	3%cdefgjk ln	*1%*	2%defjln	*1%*	2%defgjl n	*1%*

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.1B How long have you had the (main) mobile phone handset that you currently use?

Base: All who own or have use of a personal mobile phone

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	7589	1413	1918	1701	2557	3331	4258	4312	2085	1192	3713	3876	2020	5569	6862	727	4244	3345
Weighted Base	7808	1620	2381	1652	2155	4002	3807	4514	2351	944	4416	3392	2301	5508	7307	502	4299	3510
Less than a year	1948	393	664	413	478	1056	891	1083	677	187	1205	743	625	1323	1879	69	1024	924
	25%	*24%*	28%ad	25%d	*22%*	26%f	*23%*	24%i	29%gi	*20%*	27%k	*22%*	27%m	*24%*	26%o	*14%*	*24%*	26%p
Between one year and 18 months	1521	358	490	319	354	848	673	903	493	125	947	574	507	1014	1475	46	846	675
	19%	22%d	21%d	19%d	*16%*	21%f	*18%*	20%i	21%i	*13%*	21%k	*17%*	22%m	*18%*	20%o	*9%*	*20%*	*19%*
18 months up to 2 years	1258	261	407	255	334	668	589	753	371	134	748	510	407	851	1209	48	687	571
	16%	*16%*	*17%*	*15%*	*16%*	*17%*	*15%*	17%i	*16%*	*14%*	17%k	*15%*	18%m	*15%*	17%o	*10%*	*16%*	*16%*
2 years up to 5 years	1903	407	541	397	557	948	954	1113	503	286	985	918	498	1405	1756	147	1081	822
	24%	*25%*	*23%*	*24%*	26%b	*24%*	*25%*	25%h	*21%*	30%gh	*22%*	27%j	*22%*	26%l	*24%*	29%n	*25%*	*23%*
5 years up to 10 years	725	120	167	175	264	287	438	405	195	126	337	388	164	561	616	109	398	327
	9%	*7%*	*7%*	11%ab	12%ab	*7%*	12%e	*9%*	*8%*	13%gh	*8%*	11%j	*7%*	10%l	*8%*	22%n	*9%*	*9%*
Longer than 10 years	363	66	97	79	122	163	201	211	81	71	156	208	81	282	308	55	214	150
	5%	*4%*	*4%*	*5%*	6%ab	*4%*	5%e	5%h	*3%*	8%gh	*4%*	6%j	*4%*	5%l	*4%*	11%n	*5%*	*4%*
SUMMARY CODES																		
LESS THAN 2 YEARS	4726	1012	1561	987	1166	2573	2153	2739	1541	446	2899	1827	1538	3188	4563	163	2557	2170
	61%	62%d	66%cd	60%d	*54%*	64%f	*57%*	61%i	66%gi	*47%*	66%k	*54%*	67%m	*58%*	62%o	*33%*	*59%*	62%p
2 YEARS OR MORE	2991	593	805	650	943	1398	1593	1729	779	483	1478	1513	743	2248	2679	312	1693	1298
	38%	*37%*	*34%*	39%b	44%abc	*35%*	42%e	38%h	*33%*	51%gh	*33%*	45%j	*32%*	41%l	*37%*	62%n	39%q	*37%*
5 YEARS OR MORE	1089	186	264	253	386	449	639	616	276	197	493	596	245	844	924	165	612	477
	14%	*11%*	*11%*	15%ab	18%abc	*11%*	17%e	14%h	*12%*	21%gh	*11%*	18%j	*11%*	15%l	*13%*	33%n	*14%*	*14%*
Don't Know	91	15	16	14	46	31	60	45	30	16	39	52	20	71	64	27	49	42
	1%	*1%*	*1%*	*1%*	2%abc	*1%*	2%e	*1%*	*1%*	*2%*	*1%*	2%j	*1%*	*1%*	*1%*	5%n	*1%*	*1%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h/i - j/k - l/m - n/o - p/q
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.1B How long have you had the (main) mobile phone handset that you currently use?

Base: All who own or have use of a personal mobile phone

		AREA		COUNTRY				GOVERNMENT REGIONS										
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	7589	5979	1610	6337	670	356	226	395	885	650	550	662	707	908	1034	546	356	670	226
Weighted Base	7808	6180	1628	6588	649	389	182	391	835	647	577	692	753	1005	1119	570	389	649	182
Less than a year	1948	1571	377	1630	175	99	44	125	217	176	154	177	137	209	309	126	99	175	44
	25%	*25%*	*23%*	*25%*	*27%*	*25%*	*24%*	32%hklmo	26%lm	27%lm	27%lm	26%lm	*18%*	*21%*	28%lmo	*22%*	25%l	27%lm	*24%*
Between one year and 18 months	1521	1152	369	1272	132	83	34	77	168	118	125	106	157	189	196	136	83	132	34
	19%	*19%*	23%a	*19%*	*20%*	*21%*	*19%*	*20%*	20%k	*18%*	22%k	*15%*	21%k	*19%*	*17%*	24%ikmn	21%k	20%k	*19%*
18 months up to 2 years	1258	1005	253	1068	101	68	21	77	148	114	89	99	113	162	178	87	68	101	21
	16%	*16%*	*16%*	*16%*	*16%*	*17%*	*12%*	20%klr	18%r	18%r	*16%*	*14%*	*15%*	*16%*	*16%*	*15%*	*17%*	*16%*	*12%*
2 years up to 5 years	1903	1518	385	1597	166	83	56	80	196	165	129	170	203	248	279	128	83	166	56
	24%	*25%*	*24%*	*24%*	*26%*	*21%*	31%ce	*20%*	*24%*	*25%*	*22%*	*25%*	27%g	*25%*	*25%*	*22%*	*21%*	*26%*	31%ghjop
5 years up to 10 years	725	583	142	642	39	28	17	18	60	54	38	101	103	131	89	46	28	39	17
	9%	*9%*	*9%*	10%d	*6%*	*7%*	*9%*	*5%*	*7%*	8%g	*7%*	15%ghijnopq	14%ghijnopq	13%ghijnopq	8%g	*8%*	*7%*	*6%*	9%g
Longer than 10 years	363	280	84	299	31	25	7	5	43	12	37	34	25	47	60	36	25	31	7
	5%	*5%*	*5%*	*5%*	*5%*	*7%*	*4%*	*1%*	5%gi	*2%*	6%gil	5%gi	*3%*	5%gi	5%gi	6%gil	7%gil	5%gi	4%g
SUMMARY CODES																			
LESS THAN 2 YEARS	4726	3728	998	3969	408	249	99	279	533	408	368	382	407	560	683	350	249	408	99
	61%	*60%*	*61%*	*60%*	63%f	64%f	*55%*	71%hijklmnopqr	64%klmr	63%klmr	64%klmr	*55%*	*54%*	*56%*	61%klm	61%klm	64%klmr	63%klmr	*55%*
2 YEARS OR MORE	2991	2380	611	2538	236	137	80	103	299	231	204	304	332	426	428	210	137	236	80
	38%	*39%*	*38%*	*39%*	*36%*	*35%*	44%de	*26%*	36%g	36%g	35%g	44%ghinopq	44%ghijnopq	42%ghijopq	38%g	37%g	35%g	36%g	44%ghijpq
5 YEARS OR MORE	1089	863	226	941	70	53	24	23	103	66	76	135	129	179	149	81	53	70	24
	14%	*14%*	*14%*	14%d	*11%*	*14%*	*13%*	*6%*	12%g	10%g	13%g	20%ghijnopqr	17%ghinq	18%ghijnq	13%g	14%gi	14%g	11%g	13%g
Don't Know	91	72	20	81	5	3	2	9	3	7	5	5	15	18	7	11	3	5	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	2%hnq	*	*1%*	*1%*	*1%*	2%hn	2%hn	*1%*	2%hn	*1%*	*1%*	*1%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.1B How long have you had the (main) mobile phone handset that you currently use?

Base: All who own or have use of a personal mobile phone

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	7589	561	1426	358	1045	126	6163	3085	2498	409	113
Weighted Base	7808	606	1270	388	864	121	6538	3392	2772	428	118
Less than a year	1948	142	312	127	193	32	1636	1176	1085	41	20
	25%	*24%*	*25%*	33%ceg	*22%*	*26%*	*25%*	35%jk	39%hjk	*9%*	17%j
Between one year and 18 months	1521	106	249	98	140	24	1272	831	727	68	21
	19%	*18%*	20%e	25%ceg	*16%*	*20%*	19%e	25%j	26%jk	*16%*	*18%*
18 months up to 2 years	1258	101	183	52	135	20	1075	611	504	74	22
	16%	*17%*	*14%*	*13%*	*16%*	*17%*	*16%*	*18%*	*18%*	*17%*	*18%*
2 years up to 5 years	1903	187	293	76	206	31	1610	469	278	159	25
	24%	31%a	*23%*	*19%*	*24%*	*25%*	25%d	14%i	*10%*	37%hik	21%hi
5 years up to 10 years	725	55	134	15	112	6	591	179	97	58	19
	9%	*9%*	11%d	*4%*	13%dfg	*5%*	9%d	5%i	*3%*	14%hi	16%hi
Longer than 10 years	363	11	85	18	69	9	278	112	74	26	8
	5%b	*2%*	7%g	*5%*	8%dg	*7%*	*4%*	*3%*	*3%*	6%hi	7%i
SUMMARY CODES											
LESS THAN 2 YEARS	4726	350	744	278	468	76	3983	2619	2317	182	63
	61%	*58%*	59%e	72%ceg	*54%*	*62%*	61%e	77%jk	84%hjk	*42%*	*53%*
2 YEARS OR MORE	2991	253	512	109	387	46	2479	759	449	243	51
	38%	*42%*	40%d	*28%*	45%cdg	*38%*	38%d	22%i	*16%*	57%hik	43%hi
5 YEARS OR MORE	1089	66	219	33	181	15	869	290	171	84	27
	14%	*11%*	17%dg	*9%*	21%cdfg	*12%*	13%d	9%i	*6%*	20%hi	22%hi
Don't Know	91	3	15	2	9	-	76	14	6	4	4
	1%	*	*1%*	*	*1%*	-	*1%*	*	*	*1%*	3%hij

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g - h/i/j/k

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.1B How long have you had the (main) mobile phone handset that you currently use?

Base: All who own or have use of a personal mobile phone

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	7589	5094	1427	1365	136	56	10	28	1082	602	90	350	34	334	751
Weighted Base	7808	5529	1550	1486	156	61*	11**	27**	1193	679	89*	360	36*	346	838
Less than a year	1948	1539	463	451	37	17	2	3	343	166	29	112	9	73	240
	25%	28%m	30%im	30%im	*24%*	*28%*	*20%*	*10%*	29%m	*24%*	32%m	31%im	*25%*	*21%*	29%m
Between one year and 18 months	1521	1191	346	339	33	18	2	3	271	133	17	57	5	77	193
	19%	22%k	22%k	23%k	*21%*	29%k	*20%*	*11%*	23%k	*20%*	*19%*	*16%*	*13%*	22%k	23%k
18 months up to 2 years	1258	944	276	267	25	6	-	3	208	111	8	68	7	57	144
	16%	*17%*	18%j	18%j	*16%*	*9%*	-	*10%*	*17%*	*16%*	*9%*	19%j	*19%*	*16%*	*17%*
2 years up to 5 years	1903	1263	310	289	43	16	3	11	247	187	23	93	10	106	172
	24%	23%bc	*20%*	*19%*	28%bc	*27%*	*29%*	*40%*	*21%*	28%abchn	*25%*	26%bc	*27%*	31%abchn	*21%*
5 years up to 10 years	725	392	104	98	10	3	3	3	75	60	7	18	2	21	58
	9%	*7%*	*7%*	*7%*	*6%*	*5%*	*31%*	*13%*	*6%*	9%k	*8%*	*5%*	*7%*	*6%*	*7%*
Longer than 10 years	363	176	47	40	4	1	-	5	48	20	4	11	3	8	26
	5%	*3%*	*3%*	*3%*	*3%*	*2%*	-	*17%*	*4%*	*3%*	*5%*	*3%*	*7%*	*2%*	*3%*
SUMMARY CODES															
LESS THAN 2 YEARS	4726	3674	1085	1056	95	40	4	8	821	410	54	237	20	207	577
	61%	66%im	70%adim	71%adim	*61%*	*66%*	*40%*	*31%*	69%im	*60%*	*61%*	*66%*	*56%*	*60%*	69%im
2 YEARS OR MORE	2991	1832	462	428	57	21	6	19	370	267	34	121	15	136	257
	38%	33%bc	*30%*	*29%*	*37%*	*34%*	*60%*	*69%*	*31%*	39%abchn	*38%*	*34%*	*42%*	39%abchn	*31%*
5 YEARS OR MORE	1089	568	151	138	14	4	3	8	123	80	11	29	5	29	84
	14%	*10%*	*10%*	*9%*	*9%*	*7%*	*31%*	*29%*	*10%*	*12%*	*13%*	*8%*	*14%*	*8%*	*10%*
Don't Know	91	23	3	2	4	-	-	-	2	2	1	1	1	4	5
	1%	*	*	*	2%abchin	-	-	-	*	*	*1%*	*	2%bch	1%bch	*1%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.1B How long have you had the (main) mobile phone handset that you currently use?

Base: All who own or have use of a personal mobile phone

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	7589	1125	1013	910	879	1111	2415	3315	2499	3231	2239	3491	2767	2963
Weighted Base	7808	1229	1093	1009	969	1170	2688	3192	2795	3085	2536	3344	2968	2912
Less than a year	1948	477	263	239	234	319	746	730	814	662	737	739	813	663
	25%	39%bcde	*24%*	*24%*	*24%*	*27%*	28%g	*23%*	29%i	*21%*	29%k	*22%*	27%m	*23%*
Between one year and 18 months	1521	280	210	224	205	262	562	551	568	545	517	596	574	539
	19%	*23%*	*19%*	*22%*	*21%*	*22%*	21%g	*17%*	20%i	*18%*	20%k	*18%*	*19%*	*19%*
18 months up to 2 years	1258	215	206	167	169	187	453	512	471	493	422	542	470	495
	16%	*18%*	*19%*	*17%*	*17%*	*16%*	*17%*	*16%*	*17%*	*16%*	*17%*	*16%*	*16%*	*17%*
2 years up to 5 years	1903	176	334	268	221	253	643	801	649	796	605	840	729	716
	24%	*14%*	31%ade	27%ae	23%a	22%a	*24%*	*25%*	*23%*	26%h	*24%*	*25%*	*25%*	*25%*
5 years up to 10 years	725	57	58	89	110	66	161	372	169	364	138	395	226	308
	9%	*5%*	*5%*	9%abe	11%abe	*6%*	*6%*	12%f	*6%*	12%h	*5%*	12%j	*8%*	11%l
Longer than 10 years	363	21	21	21	26	77	102	172	100	174	95	179	135	139
	5%	*2%*	*2%*	*2%*	*3%*	7%abcd	*4%*	5%f	*4%*	6%h	*4%*	5%j	*5%*	*5%*
SUMMARY CODES														
LESS THAN 2 YEARS	4726	973	679	629	608	769	1762	1792	1854	1700	1677	1877	1857	1697
	61%	79%bcde	*62%*	*62%*	*63%*	*66%*	66%g	*56%*	66%i	*55%*	66%k	*56%*	63%m	*58%*
2 YEARS OR MORE	2991	254	412	378	358	396	906	1346	918	1334	838	1414	1089	1163
	38%	*21%*	38%a	38%a	37%a	34%a	*34%*	42%f	*33%*	43%h	*33%*	42%j	*37%*	40%l
5 YEARS OR MORE	1089	79	79	110	136	143	263	544	270	538	233	574	360	447
	14%	*6%*	*7%*	11%ab	14%ab	12%ab	*10%*	17%f	*10%*	17%h	*9%*	17%j	*12%*	15%l
Don't Know	91	2	1	1	3	5	21	54	23	51	21	53	23	52
	1%	*	*	*	*	*	*1%*	2%f	*1%*	2%h	*1%*	2%j	*1%*	2%l

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.2 Which of the following best describes how you pay for your mobile allowance\service i.e. calls, texts and data on the (main) mobile phone you currently use?

Base: All who own or have use of a personal mobile phone

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	7589	3673	3916	915	1322	1152	1079	1072	1223	826	4468	3121	5540	2049	6763
Weighted Base	7808	3799	4010	1178	1530	1353	1244	1234	756	512	5306	2503	6540	1268	7296
Prepay\ pay as you go \ top-ups	2065	1033	1032	289	321	290	251	317	291	306	1151	914	1468	598	1759
	26%	*27%*	*26%*	25%f	*21%*	*21%*	*20%*	26%defjl	39%cdefgj ln	60%cdefgh jklmn	*22%*	37%cdefg jln	*22%*	47%cdefg hjkln	24%dfjl
Pay Monthly	5600	2704	2896	872	1192	1040	959	895	449	193	4063	1537	4958	642	5407
	72%	*71%*	*72%*	74%hikm	78%cghikm n	77%ghikm	77%ghikmn	72%hikm	59%im	*38%*	77%ghikmn	61%im	76%ghikm n	51%i	74%hikm
Not sure	143	61	82	17	17	23	33	23	15	14	92	52	115	29	130
	2%	*2%*	*2%*	*1%*	*1%*	*2%*	3%djln	*2%*	*2%*	3%d	*2%*	2%d	*2%*	2%d	*2%*

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.2 Which of the following best describes how you pay for your mobile allowance\service i.e. calls, texts and data on the (main) mobile phone you currently use?

Base: All who own or have use of a personal mobile phone

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	7589	1413	1918	1701	2557	3331	4258	4312	2085	1192	3713	3876	2020	5569	6862	727	4244	3345
Weighted Base	7808	1620	2381	1652	2155	4002	3807	4514	2351	944	4416	3392	2301	5508	7307	502	4299	3510
Prepay\ pay as you go \ top-ups	2065	285	452	423	905	737	1328	1051	663	351	773	1292	481	1584	1720	345	932	1133
	26%	*18%*	*19%*	26%ab	42%abc	*18%*	35%e	*23%*	28%g	37%gh	*17%*	38%j	*21%*	29%l	*24%*	69%n	*22%*	32%p
Pay Monthly	5600	1304	1891	1195	1209	3196	2404	3371	1655	574	3575	2025	1776	3824	5457	143	3267	2333
	72%	81%cd	79%cd	72%d	*56%*	80%f	*63%*	75%hi	70%i	*61%*	81%k	*60%*	77%m	*69%*	75%o	*28%*	76%q	*66%*
Not sure	143	31	37	34	40	69	75	92	33	18	68	75	44	99	130	14	99	44
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	2%j	*2%*	*2%*	*2%*	*3%*	2%q	*1%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.2 Which of the following best describes how you pay for your mobile allowance\service i.e. calls, texts and data on the (main) mobile phone you currently use?

Base: All who own or have use of a personal mobile phone

		AREA		COUNTRY				GOVERNMENT REGIONS										
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	7589	5979	1610	6337	670	356	226	395	885	650	550	662	707	908	1034	546	356	670	226
Weighted Base	7808	6180	1628	6588	649	389	182	391	835	647	577	692	753	1005	1119	570	389	649	182
Prepay\ pay as you go \ top-ups	2065	1618	447	1732	156	103	73	118	234	162	132	188	196	302	267	133	103	156	73
	26%	*26%*	*27%*	*26%*	*24%*	*27%*	40%cde	30%jnoq	28%jn	*25%*	*23%*	*27%*	*26%*	30%ijnoq	*24%*	*23%*	*27%*	*24%*	40%ghijklmnopq
Pay Monthly	5600	4438	1162	4722	487	282	108	269	593	479	433	480	532	686	825	426	282	487	108
	72%	*72%*	*71%*	72%f	75%f	73%f	*60%*	69%r	71%r	74%mr	75%gkmr	69%r	71%r	68%r	74%mr	75%mr	73%r	75%gkmr	*60%*
Not sure	143	124	19	133	6	4	-	4	8	6	12	23	25	17	27	11	4	6	-
	2%	2%b	*1%*	2%f	*1%*	*1%*	-	*1%*	*1%*	*1%*	2%r	3%ghimpqr	3%ghimpqr	*2%*	2%hiqr	*2%*	*1%*	*1%*	-

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.2 Which of the following best describes how you pay for your mobile allowance\service i.e. calls, texts and data on the (main) mobile phone you currently use?

Base: All who own or have use of a personal mobile phone

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	7589	561	1426	358	1045	126	6163	3085	2498	409	113
Weighted Base	7808	606	1270	388	864	121	6538	3392	2772	428	118
Prepay\ pay as you go \ top-ups	2065	-	462	114	350	37	1603	-	-	-	-
	26%b	-	36%dg	*29%*	40%dfg	*31%*	*25%*	-	-	-	-
Pay Monthly	5600	606	780	268	494	80	4820	3392	2772	428	118
	72%	100%a	61%e	69%ce	*57%*	*66%*	74%ce	*100%*	*100%*	*100%*	*100%*
Not sure	143	-	28	7	20	4	116	-	-	-	-
	2%b	-	*2%*	*2%*	*2%*	*3%*	*2%*	-	-	-	-

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.2 Which of the following best describes how you pay for your mobile allowance\service i.e. calls, texts and data on the (main) mobile phone you currently use?

Base: All who own or have use of a personal mobile phone

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	7589	5094	1427	1365	136	56	10	28	1082	602	90	350	34	334	751
Weighted Base	7808	5529	1550	1486	156	61*	11**	27**	1193	679	89*	360	36*	346	838
Prepay\ pay as you go \ top-ups	2065	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	26%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pay Monthly	5600	5529	1550	1486	156	61	11	27	1193	679	89	360	36	346	838
	72%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*
Not sure	143	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.2 Which of the following best describes how you pay for your mobile allowance\service i.e. calls, texts and data on the (main) mobile phone you currently use?

Base: All who own or have use of a personal mobile phone

		Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
	Total	Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	7589	1125	1013	910	879	1111	2415	3315	2499	3231	2239	3491	2767	2963
Weighted Base	7808	1229	1093	1009	969	1170	2688	3192	2795	3085	2536	3344	2968	2912
Prepay\ pay as you go \ top-ups	2065	-	-	-	-	-	514	1030	506	1038	499	1045	644	900
	26%	-	-	-	-	-	*19%*	32%f	*18%*	34%h	*20%*	31%j	*22%*	31%l
Pay Monthly	5600	1229	1093	1009	969	1170	2134	2089	2249	1975	1997	2227	2268	1955
	72%	*100%*	*100%*	*100%*	*100%*	*100%*	79%g	*65%*	80%i	*64%*	79%k	*67%*	76%m	*67%*
Not sure	143	-	-	-	-	-	40	72	40	72	41	72	56	57
	2%	-	-	-	-	-	*2%*	*2%*	*1%*	2%h	*2%*	*2%*	*2%*	*2%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.3 SIM-only mobile packages are where you pay a monthly fee that includes allowances for calls, texts and mobile data but does not include the costs of the phone handset itself. It is possible to sign up to a SIM only package using a phone you have already paid off during a previous mobile contract, or a phone you have purchased separately, or been given. Before now, were you aware that at the end of your minimum contract period, if you keep your phone you could move to a SIM-only package with either your current provider or an alternative provider?

Base: All who pay monthly for mobile allowance\service

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	5170	2468	2702	668	1017	870	821	768	716	310	3376	1794	4144	1026	4860
Weighted Base	5600	2704	2896	872	1192	1040	959	895	449	193	4063	1537	4958	642	5407
Yes, with my current provider	4483	2210	2273	697	998	850	787	700	331	120	3331	1151	4032	451	4363
	80%	82%b	*79%*	80%hikm	84%ghikmn	82%hikm	82%hikm	78%him	74%i	*63%*	82%ghikm	75%im	81%hikm	70%i	81%hikm
Yes, with an alternative provider	3250	1589	1661	527	691	610	585	502	252	84	2413	837	2914	336	3166
	58%	*59%*	*57%*	60%ikm	58%im	59%ikm	61%ikm	56%i	56%i	*44%*	59%ikm	54%i	59%ikm	52%i	59%ikm
No, not aware that I could do this	613	267	346	88	87	84	96	117	81	60	355	258	472	141	553
	11%	*10%*	12%a	10%d	*7%*	*8%*	10%d	13%dejln	18%cdefgj ln	31%cdefghj klmn	*9%*	17%cdefg jln	10%d	22%cdefg jkln	10%dj
SUMMARY CODES															
AWARE OF SIM ONLY	4987	2437	2550	784	1105	956	863	778	368	133	3708	1279	4486	501	4854
	89%	90%b	*88%*	90%hikm	93%cfghik lmn	92%ghikm	90%hikm	87%hikm	82%i	*69%*	91%ghikmn	83%im	90%ghikm	78%i	90%ghikm
AWARE OF SIM ONLY FROM BOTH OWN AND ALTERNATIVE PROVIDERS	2746	1361	1385	441	583	504	509	424	214	72	2036	710	2460	286	2675
	49%	*50%*	*48%*	51%im	49%i	48%i	53%ghikm	47%i	48%i	*37%*	50%ikm	46%i	50%ikm	45%i	49%ikm

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.3 SIM-only mobile packages are where you pay a monthly fee that includes allowances for calls, texts and mobile data but does not include the costs of the phone handset itself. It is possible to sign up to a SIM only package using a phone you have already paid off during a previous mobile contract, or a phone you have purchased separately, or been given. Before now, were you aware that at the end of your minimum contract period, if you keep your phone you could move to a SIM-only package with either your current provider or an alternative provider?

Base: All who pay monthly for mobile allowance\service

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	5170	1098	1480	1193	1399	2578	2592	3084	1416	670	2975	2195	1539	3631	4970	200	3026	2144
Weighted Base	5600	1304	1891	1195	1209	3196	2404	3371	1655	574	3575	2025	1776	3824	5457	143	3267	2333
Yes, with my current provider	4483	1074	1531	954	923	2606	1877	2729	1325	428	2953	1530	1456	3027	4396	87	2624	1859
	80%	82%d	81%d	80%d	*76%*	82%f	*78%*	81%i	80%i	*75%*	83%k	*76%*	82%m	*79%*	81%o	*61%*	*80%*	*80%*
Yes, with an alternative provider	3250	845	1113	665	627	1958	1292	2022	905	323	2121	1129	1028	2222	3192	58	2022	1228
	58%	65%bcd	59%d	*56%*	*52%*	61%f	*54%*	60%h	*55%*	*56%*	59%k	*56%*	*58%*	*58%*	58%o	*41%*	62%q	*53%*
No, not aware that I could do this	613	125	179	127	182	304	309	337	180	96	305	308	148	465	565	49	355	258
	11%	*10%*	*9%*	*11%*	15%abc	*10%*	13%e	*10%*	*11%*	17%gh	*9%*	15%j	*8%*	12%l	*10%*	34%n	*11%*	*11%*
SUMMARY CODES																		
AWARE OF SIM ONLY	4987	1179	1713	1068	1027	2892	2095	3034	1474	478	3270	1717	1628	3359	4892	94	2912	2075
	89%	90%d	91%d	89%d	*85%*	90%f	*87%*	90%i	89%i	*83%*	91%k	*85%*	92%m	*88%*	90%o	*66%*	*89%*	*89%*
AWARE OF SIM ONLY FROM BOTH OWN AND ALTERNATIVE PROVIDERS	2746	741	931	551	524	1672	1074	1717	756	273	1804	942	856	1890	2695	51	1735	1011
	49%	57%bcd	49%d	*46%*	*43%*	52%f	*45%*	51%h	*46%*	*48%*	50%k	*47%*	*48%*	*49%*	49%o	*36%*	53%q	*43%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.3 SIM-only mobile packages are where you pay a monthly fee that includes allowances for calls, texts and mobile data but does not include the costs of the phone handset itself. It is possible to sign up to a SIM only package using a phone you have already paid off during a previous mobile contract, or a phone you have purchased separately, or been given. Before now, were you aware that at the end of your minimum contract period, if you keep your phone you could move to a SIM-only package with either your current provider or an alternative provider?

Base: All who pay monthly for mobile allowance\service

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	5170	4092	1078	4331	475	244	120	259	589	464	391	440	479	594	729	386	244	475	120
Weighted Base	5600	4438	1162	4722	487	282	108	269	593	479	433	480	532	686	825	426	282	487	108
Yes, with my current provider	4483	3587	896	3771	378	230	104	240	454	384	310	369	424	545	708	338	230	378	104
	80%	81%b	*77%*	*80%*	*78%*	*82%*	96%cde	89%hij klmopq	*77%*	80%j	*72%*	*77%*	80%j	80%j	86%hij klmoq	79%j	82%j	78%j	96%ghijklmn opq
Yes, with an alternative provider	3250	2576	675	2688	304	167	91	232	368	290	245	296	261	282	473	240	167	304	91
	58%	*58%*	*58%*	*57%*	63%c	*59%*	84%cde	86%hij klmnop q	62%lm	61%lm	57%lm	62%lm	49%m	*41%*	57%lm	56%lm	59%lm	63%lm	84%hijklmno pq
No, not aware that I could do this	613	457	156	521	62	25	5	15	88	40	68	67	53	79	61	51	25	62	5
	11%	*10%*	13%a	11%f	13%f	*9%*	*4%*	*6%*	15%gilnpr	*8%*	16%gilnp r	14%ginr	*10%*	12%gnr	*7%*	12%gnr	*9%*	13%ginr	*4%*
SUMMARY CODES																			
AWARE OF SIM ONLY	4987	3981	1006	4201	425	257	104	254	505	439	365	413	479	606	764	376	257	425	104
	89%	90%b	*87%*	*89%*	*87%*	*91%*	96%cd	94%hjk moq	*85%*	92%hjkq	*84%*	*86%*	90%hj	*88%*	93%hjk moq	*88%*	91%hj	*87%*	96%hjkmoq
AWARE OF SIM ONLY FROM BOTH OWN AND ALTERNATIVE PROVIDERS	2746	2182	564	2257	258	140	91	218	317	235	190	251	206	221	417	203	140	258	91
	49%	*49%*	*49%*	*48%*	53%c	*50%*	84%cde	81%hij klmnop q	53%jlm	49%lm	44%m	52%jlm	39%m	*32%*	51%jlm	48%lm	50%lm	53%jlm	84%hijklmno pq

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.3 SIM-only mobile packages are where you pay a monthly fee that includes allowances for calls, texts and mobile data but does not include the costs of the phone handset itself. It is possible to sign up to a SIM only package using a phone you have already paid off during a previous mobile contract, or a phone you have purchased separately, or been given. Before now, were you aware that at the end of your minimum contract period, if you keep your phone you could move to a SIM-only package with either your current provider or an alternative provider?

Base: All who pay monthly for mobile allowance\service

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	5170	561	818	242	559	82	4352	3085	2498	409	113
Weighted Base	5600	606	780	268	494	80*	4820	3392	2772	428	118
Yes, with my current provider	4483	517	593	211	376	68	3890	2676	2238	288	90
	80%	85%a	*76%*	*79%*	*76%*	*84%*	81%ce	79%j	81%j	*67%*	*76%*
Yes, with an alternative provider	3250	395	447	160	273	48	2803	1983	1703	194	49
	58%	65%a	*57%*	*60%*	*55%*	*60%*	*58%*	58%jk	61%hjk	*45%*	*42%*
No, not aware that I could do this	613	25	124	35	86	9	490	394	286	77	20
	11%b	*4%*	16%g	*13%*	17%g	*12%*	*10%*	*12%*	*10%*	18%hi	17%i
SUMMARY CODES											
AWARE OF SIM ONLY	4987	580	657	234	408	71	4330	2998	2485	351	98
	89%	96%a	*84%*	*87%*	*83%*	*88%*	90%ce	88%j	90%jk	*82%*	*83%*
AWARE OF SIM ONLY FROM BOTH OWN AND ALTERNATIVE PROVIDERS	2746	332	383	137	240	45	2363	1661	1456	131	40
	49%	55%a	*49%*	*51%*	*49%*	*56%*	*49%*	49%jk	53%hjk	*31%*	*34%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g - h/i/j/k
*** small base**

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.3 SIM-only mobile packages are where you pay a monthly fee that includes allowances for calls, texts and mobile data but does not include the costs of the phone handset itself. It is possible to sign up to a SIM only package using a phone you have already paid off during a previous mobile contract, or a phone you have purchased separately, or been given. Before now, were you aware that at the end of your minimum contract period, if you keep your phone you could move to a SIM-only package with either your current provider or an alternative provider?

Base: All who pay monthly for mobile allowance\service

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	5170	5094	1427	1365	136	56	10	28	1082	602	90	350	34	334	751
Weighted Base	5600	5529	1550	1486	156	61*	11**	27**	1193	679	89*	360	36*	346	838
Yes, with my current provider	4483	4436	1231	1181	122	42	7	19	1006	538	58	282	30	263	708
	80%	80%j	79%j	79%j	79%j	*69%*	*67%*	*71%*	84%abceijkm	79%j	*65%*	78%j	*84%*	*76%*	84%abceijkm
Yes, with an alternative provider	3250	3219	906	876	75	39	2	11	727	365	50	224	20	184	506
	58%	58%di	58%d	59%di	*48%*	*64%*	*20%*	*39%*	61%dim	*54%*	*57%*	62%dim	*55%*	*53%*	60%dim
No, not aware that I could do this	613	595	169	160	17	10	2	7	103	66	14	45	2	49	75
	11%	11%h	*11%*	*11%*	*11%*	*16%*	*22%*	*26%*	*9%*	*10%*	16%hn	13%h	*5%*	14%hin	*9%*
SUMMARY CODES															
AWARE OF SIM ONLY	4987	4933	1380	1326	138	52	8	20	1090	613	74	315	34	297	763
	89%	*89%*	*89%*	*89%*	*89%*	*84%*	*78%*	*74%*	91%ajkm	90%m	*84%*	*87%*	*95%*	*86%*	91%jm
AWARE OF SIM ONLY FROM BOTH OWN AND ALTERNATIVE PROVIDERS	2746	2722	756	731	59	30	1	10	642	291	34	191	16	151	451
	49%	49%dij	49%di	49%di	*38%*	*49%*	*9%*	*36%*	54%abcdijm	*43%*	*38%*	53%dijm	*45%*	*44%*	54%abcdijm

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.3 SIM-only mobile packages are where you pay a monthly fee that includes allowances for calls, texts and mobile data but does not include the costs of the phone handset itself. It is possible to sign up to a SIM only package using a phone you have already paid off during a previous mobile contract, or a phone you have purchased separately, or been given. Before now, were you aware that at the end of your minimum contract period, if you keep your phone you could move to a SIM-only package with either your current provider or an alternative provider?

Base: All who pay monthly for mobile allowance\service

		Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
	Total	Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	5170	1125	1013	910	879	1111	1880	2020	1976	1924	1732	2168	2039	1861
Weighted Base	5600	1229	1093	1009	969	1170	2134	2089	2249	1975	1997	2227	2268	1955
Yes, with my current provider	4483	941	851	819	804	977	1804	1585	1911	1477	1674	1715	1871	1518
	80%	*77%*	*78%*	81%a	83%ab	83%ab	85%g	*76%*	85%i	*75%*	84%k	*77%*	82%m	*78%*
Yes, with an alternative provider	3250	734	610	550	577	727	1326	1188	1411	1103	1238	1276	1400	1114
	58%	60%c	*56%*	*55%*	60%c	62%bc	62%g	*57%*	63%i	*56%*	62%k	*57%*	62%m	*57%*
No, not aware that I could do this	613	135	127	115	100	108	149	309	152	306	134	323	200	258
	11%	*11%*	*12%*	*11%*	*10%*	*9%*	*7%*	15%f	*7%*	15%h	*7%*	15%j	*9%*	13%l
SUMMARY CODES														
AWARE OF SIM ONLY	4987	1094	966	894	869	1062	1985	1781	2097	1669	1862	1903	2069	1697
	89%	*89%*	*88%*	*89%*	*90%*	*91%*	93%g	*85%*	93%i	*85%*	93%k	*85%*	91%m	*87%*
AWARE OF SIM ONLY FROM BOTH OWN AND ALTERNATIVE PROVIDERS	2746	581	496	475	511	642	1144	993	1226	911	1050	1087	1202	935
	49%	*47%*	*45%*	*47%*	53%abc	55%abc	54%g	*48%*	55%i	*46%*	53%k	*49%*	53%m	*48%*

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.4 What SIM only contract lengths are you aware of?

Base: All aware of Sim only package

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	4540	2190	2350	598	940	796	737	666	590	213	3071	1469	3737	803	4327
Weighted Base	4987	2437	2550	784	1105	956	863	778	368	133	3708	1279	4486	501	4854
Shorter than 30 days	635	323	312	117	166	144	101	66	28	13	527	107	594	41	622
	13%	*13%*	*12%*	15%ghkm	15%ghikm	15%ghikm	12%hkm	*9%*	*8%*	*10%*	14%ghkm	*8%*	13%ghkm	*8%*	13%ghkm
30 day rolling	1669	865	804	280	457	348	298	195	73	19	1383	286	1578	92	1651
	33%	36%b	*32%*	36%ghikm	41%cefghi jklmn	36%ghikm	35%ghikm	25%him	*20%*	*14%*	37%ghikmn	22%im	35%ghikm	*18%*	34%ghikm
12 month	2430	1278	1152	423	607	484	411	330	140	35	1925	505	2255	175	2395
	49%	52%b	*45%*	54%fghikm n	55%fghikl mn	51%ghikm	48%hikm	43%im	38%i	*27%*	52%fghikm n	40%im	50%ghikm	35%i	49%ghikm
18 month	1367	709	658	230	332	272	241	188	80	25	1075	292	1263	104	1342
	27%	29%b	*26%*	29%ghikm	30%ghikm	28%hikm	28%hikm	*24%*	*22%*	*18%*	29%ghikm	*23%*	28%ghikm	*21%*	28%hikm
24 month	1823	925	898	379	474	349	298	198	93	33	1500	324	1697	126	1790
	37%	*38%*	*35%*	48%defghi jklmn	43%efghik lmn	37%ghikm	35%ghikm	*25%*	*25%*	*25%*	40%efghik lmn	*25%*	38%ghikm	*25%*	37%ghikm
Longer than 24 months	541	287	254	122	152	74	91	67	21	13	439	101	506	34	527
	11%	*12%*	*10%*	16%efghjk lmn	14%eghklmn	*8%*	11%hkm	*9%*	*6%*	10%h	12%eghkm	*8%*	11%eghkm	*7%*	11%ehkm
Other Sim only contract length	64	31	33	12	23	10	10	6	2	1	55	9	61	4	63
	1%	*1%*	*1%*	*2%*	2%ghkm	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
SUMMARY CODE															
AWARE OF 30 DAY AND 12 MONTH	1158	628	530	215	339	236	186	125	45	11	977	181	1102	56	1147
	23%	26%b	*21%*	27%fghikm	31%efghij klmn	25%ghikm	22%ghikm	16%im	*12%*	*8%*	26%fghikm n	14%i	25%ghikm	*11%*	24%ghikm
Don't Know	1206	523	683	167	178	198	205	256	141	61	748	458	1004	202	1145
	24%	*21%*	27%a	21%d	*16%*	21%d	24%dj	33%cdefjl n	38%cdefjl n	46%cdefgj kln	20%d	36%cdefj ln	22%dj	40%cdefg jkln	24%dj

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.4 What SIM only contract lengths are you aware of?

Base: All aware of Sim only package

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	4540	985	1324	1057	1174	2309	2231	2747	1252	541	2712	1828	1406	3134	4413	127	2659	1881
Weighted Base	4987	1179	1713	1068	1027	2892	2095	3034	1474	478	3270	1717	1628	3359	4892	94	2912	2075
Shorter than 30 days	635	138	253	135	108	392	243	374	222	39	464	171	196	438	627	8	351	284
	13%	*12%*	15%ad	*13%*	*10%*	*14%*	*12%*	12%i	15%gi	*8%*	14%k	*10%*	*12%*	*13%*	*13%*	*8%*	*12%*	*14%*
30 day rolling	1669	385	651	349	283	1037	633	1005	533	132	1191	478	554	1115	1655	15	942	727
	33%	33%d	38%acd	33%d	*28%*	36%f	*30%*	33%i	36%i	*28%*	36%k	*28%*	*34%*	*33%*	34%o	*16%*	*32%*	*35%*
12 month	2430	586	850	521	473	1436	994	1462	771	197	1688	742	799	1632	2404	26	1382	1048
	49%	*50%*	*50%*	*49%*	*46%*	*50%*	*47%*	48%i	52%gi	*41%*	52%k	*43%*	*49%*	*49%*	49%o	*28%*	*47%*	*51%*
18 month	1367	319	477	301	270	796	571	824	431	112	956	411	439	928	1356	11	820	547
	27%	*27%*	*28%*	*28%*	*26%*	*28%*	*27%*	*27%*	29%i	*23%*	29%k	*24%*	*27%*	*28%*	28%o	*12%*	*28%*	*26%*
24 month	1823	431	624	376	392	1055	768	1080	616	127	1279	544	646	1177	1808	15	997	827
	37%	*37%*	*36%*	*35%*	*38%*	*36%*	*37%*	36%i	42%gi	*27%*	39%k	*32%*	40%m	*35%*	37%o	*16%*	*34%*	40%p
Longer than 24 months	541	126	206	114	95	332	208	327	172	41	372	169	181	359	536	4	310	230
	11%	*11%*	12%d	*11%*	*9%*	*11%*	*10%*	*11%*	*12%*	*9%*	*11%*	*10%*	*11%*	*11%*	11%o	*4%*	*11%*	*11%*
Other Sim only contract length	64	23	18	10	13	41	23	37	26	1	47	18	18	46	63	1	37	27
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	2%i	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
SUMMARY CODE																		
AWARE OF 30 DAY AND 12 MONTH	1158	279	444	233	203	723	435	685	389	84	839	319	361	797	1150	8	641	517
	23%	24%d	26%cd	*22%*	*20%*	25%f	*21%*	23%i	26%gi	*17%*	26%k	*19%*	*22%*	*24%*	23%o	*9%*	*22%*	25%p
Don't Know	1206	315	390	243	257	705	500	747	298	161	684	521	327	878	1156	49	785	420
	24%	27%bc	*23%*	*23%*	*25%*	*24%*	*24%*	25%h	*20%*	34%gh	*21%*	30%j	*20%*	26%l	*24%*	52%n	27%q	*20%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h/i - j/k - l/m - n/o - p/q
*** small base**

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.4 What SIM only contract lengths are you aware of?

Base: All aware of Sim only package

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	4540	3618	922	3801	406	220	113	239	488	421	328	376	427	520	667	335	220	406	113
Weighted Base	4987	3981	1006	4201	425	257	104	254	505	439	365	413	479	606	764	376	257	425	104
Shorter than 30 days	635	537	98	575	36	23	1	8	39	32	67	22	39	165	144	60	23	36	1
	13%	13%b	*10%*	14%def	9%f	9%f	*1%*	*3%*	8%gr	7%gr	18%ghiklpqr	*5%*	8%gr	27%ghijklnopqr	19%ghiklpqr	16%ghiklpqr	9%gr	9%gr	*1%*
30 day rolling	1669	1350	319	1430	129	78	31	57	107	122	157	119	153	287	283	145	78	129	31
	33%	*34%*	*32%*	*34%*	*30%*	*31%*	*30%*	*22%*	*21%*	28%h	43%ghiklpqr	29%h	32%gh	47%ghiklnopqr	37%ghikq	39%ghikq	31%h	30%gh	30%h
12 month	2430	1984	446	2020	219	122	69	89	226	186	199	222	228	354	338	179	122	219	69
	49%	50%b	*44%*	*48%*	*51%*	*47%*	67%cde	*35%*	45%g	*42%*	55%ghin	54%ghin	48%g	58%ghilnopq	44%g	48%g	47%g	51%gin	67%ghijklnopq
18 month	1367	1087	280	1126	125	75	41	41	109	86	126	123	120	215	177	130	75	125	41
	27%	*27%*	*28%*	*27%*	*29%*	*29%*	39%cd	*16%*	*22%*	*20%*	35%ghiln	30%ghin	25%g	35%ghiln	23%g	34%ghiln	29%ghi	29%ghin	39%ghilnq
24 month	1823	1439	384	1513	151	103	55	58	182	144	149	169	186	259	216	149	103	151	55
	37%	*36%*	*38%*	*36%*	*36%*	*40%*	53%cde	*23%*	36%gn	33%g	41%gin	41%gin	39%gn	43%ghinq	*28%*	40%gn	40%gn	36%gn	53%ghijklmnopq
Longer than 24 months	541	428	112	428	54	44	14	12	42	27	79	49	35	73	59	51	44	54	14
	11%	*11%*	*11%*	*10%*	*13%*	17%c	*14%*	*5%*	*8%*	*6%*	22%ghiklmnoq	12%giln	*7%*	12%giln	*8%*	14%ghiln	17%ghiln	13%ghiln	14%giln
Other Sim only contract length	64	54	10	58	2	4	-	6	9	9	3	3	5	10	13	2	4	2	-
	1%	*1%*	*1%*	*1%*	*	*2%*	-	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	*	*2%*	*	-
SUMMARY CODE																			
AWARE OF 30 DAY AND 12 MONTH	1158	945	213	974	95	59	30	34	67	69	111	89	109	210	177	108	59	95	30
	23%	*24%*	*21%*	*23%*	*22%*	*23%*	*29%*	*13%*	*13%*	*16%*	30%ghiklnq	21%ghi	23%ghi	35%ghiklnpq	23%ghi	29%ghik	23%ghi	22%ghi	29%ghi
Don't Know	1206	950	256	991	116	72	27	119	135	104	72	92	97	74	195	102	72	116	27
	24%	*24%*	*25%*	*24%*	*27%*	*28%*	*26%*	47%hijklmnopqr	27%jlm	24%m	20%m	22%m	20%m	*12%*	26%m	27%jlm	28%jlm	27%jlm	26%m

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.4 What SIM only contract lengths are you aware of?

Base: All aware of Sim only package

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	4540	534	670	207	450	71	3870	2689	2209	333	90
Weighted Base	4987	580	657	234	408	71*	4330	2998	2485	351	98*
Shorter than 30 days	635	47	64	22	36	4	571	393	350	30	8
	13%b	*8%*	*10%*	*9%*	*9%*	*5%*	13%ce	13%j	14%j	*9%*	*8%*
30 day rolling	1669	160	160	70	87	20	1509	941	816	93	15
	33%b	*28%*	*24%*	30%e	*21%*	*29%*	35%ce	31%k	33%jk	26%k	*15%*
12 month	2430	445	292	111	176	29	2138	1362	1165	144	25
	49%	77%a	*44%*	*48%*	*43%*	*41%*	49%ce	45%k	47%k	41%k	*25%*
18 month	1367	194	159	69	86	14	1208	828	702	85	13
	27%	33%a	*24%*	30%e	*21%*	*20%*	28%e	28%k	28%k	24%k	*13%*
24 month	1823	220	229	83	134	19	1594	1183	976	135	45
	37%	*38%*	*35%*	*36%*	*33%*	*27%*	*37%*	*39%*	*39%*	*38%*	*46%*
Longer than 24 months	541	57	64	26	36	6	477	372	322	38	5
	11%	*10%*	*10%*	*11%*	*9%*	*8%*	*11%*	12%k	13%k	*11%*	*5%*
Other Sim only contract length	64	8	8	5	5	2	56	34	30	4	-
	1%	*1%*	*1%*	*2%*	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*	-
SUMMARY CODE											
AWARE OF 30 DAY AND 12 MONTH	1158	148	112	52	61	15	1046	688	601	61	10
	23%	*25%*	*17%*	22%e	*15%*	*21%*	24%ce	23%jk	24%jk	*17%*	*10%*
Don't Know	1206	64	202	70	127	25	1004	803	662	88	37
	24%b	*11%*	31%g	30%g	31%g	35%g	*23%*	*27%*	*27%*	*25%*	37%hij

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g - h/i/j/k
*** small base**

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.4 What SIM only contract lengths are you aware of?

Base: All aware of Sim only package

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	4540	4486	1252	1201	120	46	8	19	978	538	74	301	32	284	676
Weighted Base	4987	4933	1380	1326	138	52*	8**	20**	1090	613	74*	315	34**	297	763
Shorter than 30 days	635	627	186	180	23	12	-	1	142	89	13	24	4	35	80
	13%	13%k	13%k	14%k	17%k	24%ahkmn	-	*7%*	13%k	15%kn	18%k	*8%*	*13%*	*12%*	*10%*
30 day rolling	1669	1653	431	412	69	29	6	6	369	214	19	87	13	117	240
	33%	34%k	*31%*	*31%*	50%abchijkn	56%abchijkmn	*69%*	*31%*	*34%*	35%k	*25%*	*28%*	*37%*	39%bcjkn	*31%*
12 month	2430	2408	662	641	55	24	2	9	535	339	35	140	12	142	374
	49%	*49%*	*48%*	*48%*	*40%*	*46%*	*26%*	*43%*	*49%*	55%abcdhkn	*48%*	*44%*	*35%*	*48%*	*49%*
18 month	1367	1355	379	364	35	18	1	7	298	161	26	89	8	67	227
	27%	*27%*	*27%*	*27%*	*25%*	*36%*	*9%*	*34%*	*27%*	*26%*	35%m	*28%*	*22%*	*23%*	30%m
24 month	1823	1809	536	520	37	24	1	7	406	218	26	124	9	82	291
	37%	37%dm	39%dm	39%dm	*27%*	46%dm	*9%*	*34%*	37%dm	36%m	*36%*	39%dm	*26%*	*28%*	38%dm
Longer than 24 months	541	534	170	167	23	7	-	2	136	47	8	33	1	25	67
	11%	11%i	12%in	13%in	17%imn	*14%*	-	*12%*	12%in	*8%*	*11%*	*11%*	*2%*	*8%*	*9%*
Other Sim only contract length	64	64	20	18	3	-	-	-	16	4	-	7	1	3	8
	1%	*1%*	*1%*	*1%*	*2%*	-	-	-	*1%*	*1%*	-	2%i	*4%*	*1%*	*1%*
SUMMARY CODE															
AWARE OF 30 DAY AND 12 MONTH	1158	1148	317	307	32	19	1	4	256	148	12	61	6	68	180
	23%	*23%*	*23%*	*23%*	*23%*	37%abchjkn	*12%*	*20%*	*23%*	*24%*	*17%*	*19%*	*19%*	*23%*	*24%*
Don't Know	1206	1183	346	330	37	7	1	8	270	109	17	80	8	63	196
	24%	24%i	25%i	25%i	27%i	*14%*	*8%*	*38%*	25%i	*18%*	*23%*	25%i	*25%*	*21%*	26%i

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.4 What SIM only contract lengths are you aware of?

Base: All aware of Sim only package

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	4540	987	879	799	777	998	1734	1696	1831	1599	1607	1823	1841	1589
Weighted Base	4987	1094	966	894	869	1062	1985	1781	2097	1669	1862	1903	2069	1697
Shorter than 30 days	635	166	129	108	88	139	357	121	364	115	338	140	323	155
	13%	15%d	*13%*	*12%*	*10%*	*13%*	18%g	*7%*	17%i	*7%*	18%k	*7%*	16%m	*9%*
30 day rolling	1669	410	328	295	270	352	878	396	904	370	829	445	826	448
	33%	38%de	*34%*	*33%*	*31%*	*33%*	44%g	*22%*	43%i	*22%*	44%k	*23%*	40%m	*26%*
12 month	2430	579	465	458	432	475	1122	708	1158	672	1043	786	1087	743
	49%	53%e	*48%*	51%e	50%e	*45%*	57%g	*40%*	55%i	*40%*	56%k	*41%*	53%m	*44%*
18 month	1367	348	252	241	205	301	612	385	637	360	583	414	599	398
	27%	32%bcd	*26%*	*27%*	*24%*	28%d	31%g	*22%*	30%i	*22%*	31%k	*22%*	29%m	*23%*
24 month	1823	448	344	337	319	342	748	579	792	535	704	623	737	590
	37%	41%be	*36%*	38%e	*37%*	*32%*	38%g	*33%*	38%i	*32%*	38%k	*33%*	*36%*	*35%*
Longer than 24 months	541	162	103	90	87	98	242	145	264	124	233	154	234	154
	11%	15%bcde	*11%*	*10%*	*10%*	*9%*	12%g	*8%*	13%i	*7%*	13%k	*8%*	11%m	*9%*
Other Sim only contract length	64	13	15	12	10	12	18	23	27	14	27	14	23	19
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
SUMMARY CODE														
AWARE OF 30 DAY AND 12 MONTH	1158	280	228	212	186	246	628	243	647	224	589	282	568	303
	23%	26%d	*24%*	*24%*	*21%*	*23%*	32%g	*14%*	31%i	*13%*	32%k	*15%*	27%m	*18%*
Don't Know	1206	216	224	200	200	322	348	576	392	532	324	600	434	490
	24%	*20%*	*23%*	*22%*	*23%*	30%abcd	*18%*	32%f	*19%*	32%h	*17%*	32%j	*21%*	29%l

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.5A Which provider do you currently pay for the allowance\service on your main mobile phone?

Base: All who pay monthly for mobile allowance\service

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	5170	2468	2702	668	1017	870	821	768	716	310	3376	1794	4144	1026	4860
Weighted Base	5600	2704	2896	872	1192	1040	959	895	449	193	4063	1537	4958	642	5407
EE	1486	709	777	230	317	277	285	211	111	55	1109	377	1320	166	1431
	27%	*26%*	*27%*	*26%*	*27%*	*27%*	30%ghk	*24%*	*25%*	*29%*	27%gk	*25%*	*27%*	*26%*	*26%*
GiffGaff	156	85	71	48	43	18	17	16	9	5	126	29	142	13	151
	3%	*3%*	*2%*	5%efghijk lmn	4%efgk	*2%*	*2%*	*2%*	*2%*	*2%*	3%efk	*2%*	3%k	*2%*	*3%*
iD	61	28	33	12	9	20	6	7	6	2	47	14	54	8	59
	1%	*1%*	*1%*	*1%*	*1%*	2%df	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Lebara	11	6	5	5	3	3	1	-	-	-	11	-	11	-	11
	*	*	*	1%k	*	*	*	-	-	-	*	-	*	-	*
Orange	27	16	11	2	1	4	6	9	4	1	13	15	22	5	26
	*	*1%*	*	*	*	*	1%d	1%djl	1%dj	1%d	*	1%djln	*	1%dj	*
O2	1193	559	634	176	306	239	187	180	76	29	909	285	1089	104	1164
	21%	*21%*	*22%*	20%m	26%cfqhij klmn	23%hikm	*20%*	20%m	*17%*	*15%*	22%hikm	*19%*	22%hikm	*16%*	22%hikm
3	679	374	305	118	197	148	108	71	27	9	571	108	642	37	670
	12%	14%b	*11%*	14%ghikm	17%fghikl mn	14%ghikm	11%ghikm	*8%*	*6%*	*5%*	14%fghikmn	*7%*	13%ghikm	*6%*	12%ghikm
Sky	89	36	52	10	7	14	20	18	12	7	52	37	70	19	82
	2%	*1%*	*2%*	*1%*	*1%*	*1%*	2%d	2%d	3%cdejln	3%cdejln	*1%*	2%djln	*1%*	3%cdejln	2%d
Tesco Mobile	360	166	194	56	44	37	69	92	46	15	207	153	299	61	345
	6%	*6%*	*7%*	6%de	*4%*	*4%*	7%dej	10%cdefjl n	10%cdefjln	8%de	*5%*	10%cdefjl n	6%de	10%cdejln	6%dej
T-Mobile	36	15	21	9	3	13	7	1	2	-	33	3	34	2	36
	1%	*1%*	*1%*	1%gk	*	1%dgkm	*1%*	*	*	-	1%gk	*	1%k	*	1%k
Virgin Mobile	346	160	186	57	45	60	61	69	40	15	223	123	292	54	331
	6%	*6%*	*6%*	7%d	*4%*	6%d	6%d	8%dj	9%dejln	8%d	5%d	8%dejln	6%d	8%dejln	6%d
Vodafone	838	409	430	113	184	164	146	149	61	21	608	231	757	82	817
	15%	*15%*	*15%*	*13%*	*15%*	16%i	*15%*	17%im	*14%*	*11%*	*15%*	*15%*	15%im	*13%*	*15%*
Other network	247	115	131	29	25	37	31	54	47	23	122	124	176	70	223
	4%	*4%*	*5%*	*3%*	*2%*	*4%*	*3%*	6%cdefjl n	10%cdefgj ln	12%cdefgjk ln	*3%*	8%cdefjl n	4%d	11%cdefgj kln	4%dj

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.5A Which provider do you currently pay for the allowance\service on your main mobile phone?

Base: All who pay monthly for mobile allowance\service

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	5170	2468	2702	668	1017	870	821	768	716	310	3376	1794	4144	1026	4860
Weighted Base	5600	2704	2896	872	1192	1040	959	895	449	193	4063	1537	4958	642	5407
SUMMARY CODE															
ANY EE\ORANGE\T-MOBILE	1550	740	810	242	321	294	297	221	118	56	1154	395	1376	174	1493
	28%	*27%*	*28%*	*28%*	*27%*	*28%*	31%ghkn	*25%*	*26%*	*29%*	28%g	*26%*	*28%*	*27%*	*28%*
Don't Know	71	25	46	5	7	6	16	18	8	11	34	37	52	20	60
	1%	*1%*	2%a	*1%*	*1%*	*1%*	2%dej	2%cdejln	2%cdej	6%cdefghjklmn	*1%*	2%cdejln	*1%*	3%cdefjln	*1%*

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.5A Which provider do you currently pay for the allowance\service on your main mobile phone?

Base: All who pay monthly for mobile allowance\service

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	5170	1098	1480	1193	1399	2578	2592	3084	1416	670	2975	2195	1539	3631	4970	200	3026	2144
Weighted Base	5600	1304	1891	1195	1209	3196	2404	3371	1655	574	3575	2025	1776	3824	5457	143	3267	2333
EE	1486	356	502	322	306	858	628	897	449	140	1006	480	490	996	1447	39	897	590
	27%	*27%*	*27%*	*27%*	*25%*	*27%*	*26%*	*27%*	*27%*	*24%*	28%k	*24%*	*28%*	*26%*	*27%*	*27%*	*27%*	*25%*
GiffGaff	156	36	61	22	37	97	58	79	63	13	89	67	33	123	151	5	66	90
	3%	*3%*	3%c	*2%*	3%c	*3%*	*2%*	*2%*	4%g	*2%*	*2%*	*3%*	*2%*	3%l	*3%*	*3%*	*2%*	4%p
iD	61	7	26	13	15	34	28	31	22	8	34	27	16	46	60	2	37	24
	1%	*1%*	1%a	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Lebara	11	1	3	1	6	4	7	6	5	-	5	5	3	8	11	-	1	10
	*	*	*	*	*	*	*	*	*	-	*	*	*	*	*	-	*	*p
Orange	27	6	10	6	6	16	12	18	6	3	16	11	5	23	25	2	23	4
	*	*	*1%*	*1%*	*	*	*	*1%*	*	*1%*	*	*1%*	*	*1%*	*	2%n	1%q	*
O2	1193	284	390	260	260	674	519	734	343	116	830	363	418	775	1172	22	679	515
	21%	*22%*	*21%*	*22%*	*21%*	*21%*	*22%*	*22%*	*21%*	*20%*	23%k	*18%*	24%m	*20%*	21%o	*15%*	*21%*	*22%*
3	679	130	226	161	162	356	323	415	219	44	458	221	250	429	668	11	322	357
	12%	*10%*	*12%*	14%a	13%a	*11%*	13%e	12%i	13%i	*8%*	*13%*	*11%*	14%m	*11%*	*12%*	*8%*	*10%*	15%p
Sky	89	21	23	20	25	44	44	51	19	18	39	50	25	64	87	1	52	36
	2%	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	3%gh	*1%*	2%j	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*
Tesco Mobile	360	72	117	73	97	189	171	216	98	46	181	179	84	276	349	11	234	126
	6%	*6%*	*6%*	*6%*	8%a	*6%*	*7%*	*6%*	*6%*	*8%*	*5%*	9%j	*5%*	7%l	*6%*	*7%*	7%q	*5%*
T-Mobile	36	4	15	9	7	20	16	20	14	3	20	16	15	21	35	1	19	17
	1%	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Virgin Mobile	346	78	118	78	72	196	150	193	110	43	191	155	97	249	336	9	219	127
	6%	*6%*	*6%*	*7%*	*6%*	*6%*	*6%*	*6%*	*7%*	*8%*	*5%*	8%j	*5%*	*6%*	*6%*	*7%*	*7%*	*5%*
Vodafone	838	228	294	180	137	522	316	520	234	84	575	263	284	555	812	26	499	339
	15%	18%d	16%d	15%d	*11%*	16%f	*13%*	*15%*	*14%*	*15%*	16%k	*13%*	*16%*	*15%*	*15%*	*18%*	*15%*	*15%*
Other network	247	62	87	41	56	150	97	147	58	42	106	141	42	205	242	5	171	76
	4%	*5%*	*5%*	*3%*	*5%*	*5%*	*4%*	*4%*	*3%*	7%gh	*3%*	7%j	*2%*	5%l	*4%*	*3%*	5%q	*3%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h/i - j/k - l/m - n/o - p/q
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.5A Which provider do you currently pay for the allowance\service on your main mobile phone?

Base: All who pay monthly for mobile allowance\service

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	5170	1098	1480	1193	1399	2578	2592	3084	1416	670	2975	2195	1539	3631	4970	200	3026	2144
Weighted Base	5600	1304	1891	1195	1209	3196	2404	3371	1655	574	3575	2025	1776	3824	5457	143	3267	2333
SUMMARY CODE																		
ANY EE\ORANGE\T-MOBILE	1550	367	527	338	318	893	656	935	469	146	1042	507	509	1040	1507	42	939	611
	28%	*28%*	*28%*	*28%*	*26%*	*28%*	*27%*	*28%*	*28%*	*25%*	*29%k*	*25%*	*29%*	*27%*	*28%*	*30%*	*29%*	*26%*
Don't Know	71	17	20	10	25	37	35	43	16	13	25	46	14	57	62	9	49	22
	1%	*1%*	*1%*	*1%*	*2%bc*	*1%*	*1%*	*1%*	*1%*	*2%h*	*1%*	*2%j*	*1%*	*1%*	*1%*	*7%n*	*2%*	*1%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.5A Which provider do you currently pay for the allowance\service on your main mobile phone?

Base: All who pay monthly for mobile allowance\service

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	5170	4092	1078	4331	475	244	120	259	589	464	391	440	479	594	729	386	244	475	120
Weighted Base	5600	4438	1162	4722	487	282	108	269	593	479	433	480	532	686	825	426	282	487	108
EE	1486	1169	317	1282	104	84	16	87	147	125	113	137	128	207	202	137	84	104	16
	27%	*26%*	*27%*	27%df	*21%*	30%df	*14%*	32%hlnqr	25%r	26%r	26%r	29%qr	24%r	30%lnqr	24%r	32%hlnqr	30%qr	*21%*	*14%*
GiffGaff	156	125	31	123	22	10	1	4	13	13	10	12	22	22	17	10	10	22	1
	3%	*3%*	*3%*	*3%*	5%c	*3%*	*1%*	*1%*	*2%*	*3%*	*2%*	*2%*	4%gn	*3%*	*2%*	*2%*	*3%*	5%ghn	*1%*
iD	61	48	14	57	3	2	-	2	11	7	8	2	2	6	8	9	2	3	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	2%k	*2%*	2%kl	*	*	*1%*	*1%*	2%kl	*1%*	*1%*	-
Lebara	11	11	-	10	1	-	-	1	-	1	1	-	1	1	4	-	-	1	-
	*	*	-	*	*	-	-	*1%*	-	*	*	-	*	*	*	-	-	*	-
Orange	27	21	6	22	2	2	1	-	3	1	4	4	1	-	5	3	2	2	1
	*	*	*1%*	*	*	*1%*	*1%*	-	*1%*	*	1%m	1%m	*	-	*1%*	*1%*	1%m	*	1%m
O2	1193	963	230	989	106	33	65	58	171	93	81	102	102	121	179	81	33	106	65
	21%	*22%*	*20%*	21%e	22%e	*12%*	60%cde	22%p	29%gijklmnopq	19%p	19%p	21%p	19%p	18%p	22%p	19%p	*12%*	22%p	60%ghijklmnopq
3	679	558	121	579	62	29	8	27	59	75	40	40	67	130	110	31	29	62	8
	12%	*13%*	*10%*	*12%*	*13%*	*10%*	*8%*	*10%*	*10%*	16%ghjkor	*9%*	*8%*	13%ko	19%ghjklnopqr	13%jko	*7%*	*10%*	13%ko	*8%*
Sky	89	67	22	72	9	8	-	5	11	5	11	11	6	5	11	7	8	9	-
	2%	*2%*	*2%*	*2%*	*2%*	*3%*	-	*2%*	*2%*	*1%*	3%m	*2%*	*1%*	*1%*	*1%*	*2%*	3%m	*2%*	-
Tesco Mobile	360	278	82	292	38	27	3	20	35	41	25	35	36	17	57	26	27	38	3
	6%	*6%*	*7%*	*6%*	8%f	10%cf	*2%*	8%m	6%m	9%mr	6%m	7%m	7%m	*2%*	7%m	6%m	10%mr	8%mr	*2%*
T-Mobile	36	27	9	30	5	1	-	-	2	3	5	3	2	10	1	3	1	5	-
	1%	*1%*	*1%*	*1%*	*1%*	*	-	-	*	*1%*	1%n	*1%*	*	1%n	*	*1%*	*	1%n	-
Virgin Mobile	346	296	50	311	27	9	-	20	34	18	35	49	40	39	52	24	9	27	-
	6%	7%b	*4%*	7%ef	5%f	*3%*	-	8%ipr	6%r	4%r	8%ipr	10%himnopqr	8%ipr	6%r	6%r	6%r	*3%*	5%r	-
Vodafone	838	629	210	697	76	54	11	26	77	70	74	62	93	92	139	65	54	76	11
	15%	*14%*	18%a	*15%*	*16%*	19%f	*10%*	*10%*	*13%*	*15%*	17%g	*13%*	18%ghr	*13%*	17%g	*15%*	19%ghkmr	16%g	*10%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.5A Which provider do you currently pay for the allowance\service on your main mobile phone?

Base: All who pay monthly for mobile allowance\service

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	5170	4092	1078	4331	475	244	120	259	589	464	391	440	479	594	729	386	244	475	120
Weighted Base	5600	4438	1162	4722	487	282	108	269	593	479	433	480	532	686	825	426	282	487	108
Other network	247	193	53	202	27	16	1	15	24	19	21	21	22	26	37	17	16	27	1
	4%	*4%*	*5%*	*4%*	*6%*	*6%*	*1%*	*6%*	*4%*	*4%*	*5%*	*4%*	*4%*	*4%*	*4%*	*4%*	*6%*	*6%*	*1%*
SUMMARY CODE																			
ANY EE\ORANGE\T-MOBILE	1550	1217	333	1334	111	88	17	87	152	129	122	144	132	217	208	142	88	111	17
	28%	*27%*	*29%*	28%df	*23%*	31%df	*16%*	32%lnq r	26%r	27%r	28%r	30%qr	25%r	32%hln qr	25%r	33%hln qr	31%qr	*23%*	*16%*
Don't Know	71	55	16	57	5	7	2	3	6	7	4	3	8	9	3	13	7	5	2
	1%	*1%*	*1%*	*1%*	*1%*	*3%*	*2%*	*1%*	*1%*	2%n	*1%*	*1%*	2%n	*1%*	*	3%hjkn q	3%kn	*1%*	*2%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.5A Which provider do you currently pay for the allowance\service on your main mobile phone?

Base: All who pay monthly for mobile allowance\service

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	5170	561	818	242	559	82	4352	3085	2498	409	113
Weighted Base	5600	606	780	268	494	80*	4820	3392	2772	428	118
EE	1486	142	209	72	123	21	1277	1020	856	114	37
	27%	*24%*	*27%*	*27%*	*25%*	*26%*	*26%*	*30%*	*31%*	*27%*	*31%*
GiffGaff	156	5	18	9	9	1	138	36	28	6	1
	3%b	*1%*	*2%*	*4%*	*2%*	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*
iD	61	-	13	5	8	1	49	29	25	4	-
	1%b	-	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	-
Lebara	11	1	-	-	-	-	11	1	1	-	-
	*	*	-	-	-	-	*	*	*	-	-
Orange	27	1	6	-	6	-	21	16	11	5	-
	*	*	*1%*	-	1%g	-	*	*	*	1%i	-
O2	1193	111	170	65	99	16	1023	791	650	89	23
	21%	*18%*	*22%*	*24%*	*20%*	*19%*	*21%*	*23%*	*23%*	*21%*	*19%*
3	679	111	69	30	42	10	610	364	285	58	14
	12%	18%a	*9%*	*11%*	*8%*	*12%*	13%ce	*11%*	*10%*	*14%*	*12%*
Sky	89	12	20	8	16	6	68	56	50	4	2
	2%	*2%*	3%g	*3%*	3%g	7%cg	*1%*	*2%*	*2%*	*1%*	*2%*
Tesco Mobile	360	48	60	17	46	6	300	214	176	33	3
	6%	*8%*	*8%*	*6%*	9%g	*8%*	*6%*	*6%*	*6%*	*8%*	*3%*
T-Mobile	36	3	3	3	2	2	33	14	12	2	-
	1%	*1%*	*	*1%*	*	2%ce	*1%*	*	*	*	-
Virgin Mobile	346	31	54	20	33	4	292	161	134	15	3
	6%	*5%*	*7%*	*7%*	*7%*	*6%*	*6%*	*5%*	*5%*	*4%*	*3%*
Vodafone	838	92	96	28	64	6	742	581	476	74	23
	15%	*15%*	*12%*	*11%*	*13%*	*8%*	15%cd	*17%*	*17%*	*17%*	*19%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.5A Which provider do you currently pay for the allowance\service on your main mobile phone?

Base: All who pay monthly for mobile allowance\service

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	5170	561	818	242	559	82	4352	3085	2498	409	113
Weighted Base	5600	606	780	268	494	80*	4820	3392	2772	428	118
Other network	247	46	41	7	33	5	205	76	50	15	6
	4%	8%a	*5%*	*3%*	7%dg	*6%*	*4%*	*2%*	*2%*	4%i	5%i
SUMMARY CODE											
ANY EE\ORANGE\T-MOBILE	1550	147	218	74	131	23	1331	1049	878	122	37
	28%	*24%*	*28%*	*28%*	*27%*	*29%*	*28%*	*31%*	*32%*	*28%*	*31%*
Don't Know	71	2	21	5	15	1	51	34	19	7	6
	1%	*	3%g	*2%*	3%g	*1%*	*1%*	*1%*	*1%*	2%i	5%hij

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g - h/i/j/k
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.5A Which provider do you currently pay for the allowance\service on your main mobile phone?

Base: All who pay monthly for mobile allowance\service

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	5170	5094	1427	1365	136	56	10	28	1082	602	90	350	34	334	751
Weighted Base	5600	5529	1550	1486	156	61*	11**	27**	1193	679	89*	360	36*	346	838
EE	1486	1486	1486	1486	-	-	-	-	-	-	-	-	-	-	-
	27%	27%dehijk lmn	96%adehi jklmn	100%abdehij klmn	-	-	-	-	-	-	-	-	-	-	-
GiffGaff	156	156	-	-	156	-	-	-	-	-	-	-	-	-	-
	3%	3%bchikmn	-	-	100%abcehij klmn	-	-	-	-	-	-	-	-	-	-
iD	61	61	-	-	-	61	-	-	-	-	-	-	-	-	-
	1%	1%bchin	-	-	-	100%abcdhij klmn	-	-	-	-	-	-	-	-	-
Lebara	11	11	-	-	-	-	11	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	*100%*	-	-	-	-	-	-	-	-
Orange	27	27	27	-	-	-	-	27	-	-	-	-	-	-	-
	*	*ch	2%achikmn	-	-	-	-	*100%*	-	-	-	-	-	-	-
O2	1193	1193	-	-	-	-	-	-	1193	-	-	-	-	-	-
	21%	22%bcdeijk lmn	-	-	-	-	-	-	100%abcdeij klmn	-	-	-	-	-	-
3	679	679	-	-	-	-	-	-	-	679	-	-	-	-	-
	12%	12%bcdehjk lmn	-	-	-	-	-	-	-	100%abcdehj klmn	-	-	-	-	-
Sky	89	89	-	-	-	-	-	-	-	-	89	-	-	-	-
	2%	2%bchikmn	-	-	-	-	-	-	-	-	100%abcdehi klmn	-	-	-	-
Tesco Mobile	360	360	-	-	-	-	-	-	-	-	-	360	-	-	-
	6%	7%bcdhijm n	-	-	-	-	-	-	-	-	-	100%abcdehi jlmn	-	-	-
T-Mobile	36	36	36	-	-	-	-	-	-	-	-	-	36	-	-
	1%	1%chn	2%achikmn	-	-	-	-	-	-	-	-	-	100%abcdehi jkmn	-	-

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.5A Which provider do you currently pay for the allowance\service on your main mobile phone?

Base: All who pay monthly for mobile allowance\service

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	5170	5094	1427	1365	136	56	10	28	1082	602	90	350	34	334	751
Weighted Base	5600	5529	1550	1486	156	61*	11**	27**	1193	679	89*	360	36*	346	838
Virgin Mobile	346	346	-	-	-	-	-	-	-	-	-	-	-	346	-
	6%	6%bcdhijkn	-	-	-	-	-	-	-	-	-	-	-	100%abcdehijkln	-
Vodafone	838	838	-	-	-	-	-	-	-	-	-	-	-	-	838
	15%	15%bcdehijklm	-	-	-	-	-	-	-	-	-	-	-	-	100%abcdehijklm
Other network	247	247	-	-	-	-	-	-	-	-	-	-	-	-	-
	4%	4%bcdhikmn	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE															
ANY EE\ORANGE\T-MOBILE	1550	1550	1550	1486	-	-	-	27	-	-	-	-	36	-	-
	28%	28%dehijkmn	100%adehijkmn	100%adehijkmn	-	-	-	*100%*	-	-	-	-	100%adehijkmn	-	-
Don't Know	71	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.5A Which provider do you currently pay for the allowance\service on your main mobile phone?

Base: All who pay monthly for mobile allowance\service

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	5170	1125	1013	910	879	1111	1880	2020	1976	1924	1732	2168	2039	1861
Weighted Base	5600	1229	1093	1009	969	1170	2134	2089	2249	1975	1997	2227	2268	1955
EE	1486	293	273	292	271	330	585	537	615	507	549	573	595	527
	27%	*24%*	*25%*	29%a	28%a	28%a	*27%*	*26%*	*27%*	*26%*	*27%*	*26%*	*26%*	*27%*
GiffGaff	156	54	61	30	6	2	60	50	60	51	56	54	55	55
	3%	4%de	6%cde	3%de	*1%*	*	*3%*	*2%*	*3%*	*3%*	*3%*	*2%*	*2%*	*3%*
iD	61	45	14	3	-	-	22	24	23	23	19	27	21	25
	1%	4%bcde	1%cde	*	-	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Lebara	11	6	1	1	-	-	1	8	-	9	2	6	2	6
	*	1%de	*	*	-	-	*	*f	-	*h	*	*	*	*
Orange	27	3	2	5	5	13	4	12	5	11	5	11	9	6
	*	*	*	*1%*	*	1%ab	*	*1%*	*	*1%*	*	*	*	*
O2	1193	204	177	212	235	347	480	422	512	390	443	458	498	403
	21%	*17%*	*16%*	21%ab	24%ab	30%abcd	*22%*	*20%*	23%i	*20%*	*22%*	*21%*	*22%*	*21%*
3	679	126	161	144	125	111	300	209	302	208	283	227	297	212
	12%	*10%*	15%ae	14%ae	13%e	*9%*	14%g	*10%*	13%i	*11%*	14%k	*10%*	13%m	*11%*
Sky	89	45	21	7	4	10	25	42	27	40	26	40	35	32
	2%	4%bcde	2%cde	*1%*	*	*1%*	*1%*	2%f	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*
Tesco Mobile	360	80	91	106	59	19	113	153	126	140	101	165	130	136
	6%	7%e	8%e	10%ade	6%e	*2%*	*5%*	7%f	*6%*	*7%*	*5%*	7%j	*6%*	*7%*
T-Mobile	36	4	10	6	6	9	9	13	10	12	10	12	10	12
	1%	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*
Virgin Mobile	346	86	75	50	70	55	116	148	123	140	108	156	133	130
	6%	7%e	7%e	*5%*	7%e	*5%*	*5%*	7%f	*5%*	7%h	*5%*	7%j	*6%*	*7%*
Vodafone	838	172	131	125	159	241	313	339	342	310	299	353	357	295
	15%	*14%*	*12%*	*12%*	16%bc	21%abcd	*15%*	*16%*	*15%*	*16%*	*15%*	*16%*	*16%*	*15%*
Other network	247	93	63	25	28	28	84	97	84	97	75	106	98	83
	4%	8%cde	6%cde	*2%*	*3%*	*2%*	*4%*	*5%*	*4%*	*5%*	*4%*	*5%*	*4%*	*4%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.5A Which provider do you currently pay for the allowance\service on your main mobile phone?

Base: All who pay monthly for mobile allowance\service

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	5170	1125	1013	910	879	1111	1880	2020	1976	1924	1732	2168	2039	1861
Weighted Base	5600	1229	1093	1009	969	1170	2134	2089	2249	1975	1997	2227	2268	1955
SUMMARY CODE														
ANY EE\ORANGE\T-MOBILE	1550	300	285	303	281	351	599	561	630	530	563	596	615	545
	28%	*24%*	*26%*	30%a	29%a	30%a	*28%*	*27%*	*28%*	*27%*	*28%*	*27%*	*27%*	*28%*
Don't Know	71	18	13	5	2	6	21	37	21	37	20	38	27	32
	1%	1%cde	1%d	*	*	*	*1%*	2%f	*1%*	2%h	*1%*	*2%*	*1%*	*2%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.5B Do you have a good idea of how long you have been with your main mobile phone provider?

Base: All who pay monthly for mobile allowance\service

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	5170	2468	2702	668	1017	870	821	768	716	310	3376	1794	4144	1026	4860
Weighted Base	5600	2704	2896	872	1192	1040	959	895	449	193	4063	1537	4958	642	5407
Yes, I know exactly how long I have been with them	1698	852	846	286	391	307	272	279	122	41	1256	441	1535	163	1657
	30%	*32%*	*29%*	33%him	33%fhikm	29%i	28%i	31%im	27%i	*21%*	31%im	29%i	31%him	*25%*	31%im
Yes, I have a good idea of how long I have been with them	3317	1602	1716	505	683	641	579	518	275	116	2408	909	2927	391	3202
	59%	*59%*	*59%*	*58%*	*57%*	*62%*	*60%*	*58%*	*61%*	*60%*	*59%*	*59%*	*59%*	*61%*	*59%*
No, I am not sure how long I have been with them	585	251	334	81	118	93	107	98	52	37	399	186	496	89	549
	10%	*9%*	12%a	*9%*	*10%*	*9%*	*11%*	*11%*	*12%*	19%cdefgh jklmn	*10%*	12%cejln	*10%*	14%cdejl n	*10%*
SUMMARY CODE															
AT LEAST A GOOD IDEA	5015	2453	2562	792	1074	947	852	797	397	156	3665	1350	4462	553	4859
	90%	91%b	*88%*	91%ikm	90%im	91%ikm	89%i	89%i	88%i	*81%*	90%ikm	88%i	90%ikm	86%i	90%ikm

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.5B Do you have a good idea of how long you have been with your main mobile phone provider?

Base: All who pay monthly for mobile allowance\service

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	5170	1098	1480	1193	1399	2578	2592	3084	1416	670	2975	2195	1539	3631	4970	200	3026	2144
Weighted Base	5600	1304	1891	1195	1209	3196	2404	3371	1655	574	3575	2025	1776	3824	5457	143	3267	2333
Yes, I know exactly how long I have been with them	1698	376	594	362	366	970	728	1009	523	165	1116	581	534	1163	1663	35	942	756
	30%	*29%*	*31%*	*30%*	*30%*	*30%*	*30%*	*30%*	*32%*	*29%*	*31%*	*29%*	*30%*	*30%*	*30%*	*24%*	*29%*	32%p
Yes, I have a good idea of how long I have been with them	3317	804	1133	704	676	1937	1380	2014	970	333	2125	1193	1055	2262	3237	81	1983	1334
	59%	62%d	60%d	*59%*	*56%*	61%f	*57%*	*60%*	*59%*	*58%*	*59%*	*59%*	*59%*	*59%*	*59%*	*57%*	61%q	*57%*
No, I am not sure how long I have been with them	585	124	165	129	167	289	296	347	161	76	334	251	187	398	558	28	342	243
	10%	*10%*	*9%*	*11%*	14%abc	*9%*	12%e	*10%*	*10%*	13%gh	*9%*	12%j	*11%*	*10%*	*10%*	19%n	*10%*	*10%*
SUMMARY CODE																		
AT LEAST A GOOD IDEA	5015	1180	1726	1066	1042	2907	2108	3023	1493	498	3241	1774	1589	3426	4900	115	2925	2090
	90%	90%d	91%d	89%d	*86%*	91%f	*88%*	90%i	90%i	*87%*	91%k	*88%*	*89%*	*90%*	90%o	*81%*	*90%*	*90%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h/i - j/k - l/m - n/o - p/q
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.5B Do you have a good idea of how long you have been with your main mobile phone provider?

Base: All who pay monthly for mobile allowance\service

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	5170	4092	1078	4331	475	244	120	259	589	464	391	440	479	594	729	386	244	475	120
Weighted Base	5600	4438	1162	4722	487	282	108	269	593	479	433	480	532	686	825	426	282	487	108
Yes, I know exactly how long I have been with them	1698	1348	349	1451	130	89	28	93	147	145	148	112	153	217	266	171	89	130	28
	30%	*30%*	*30%*	*31%*	*27%*	*31%*	*25%*	35%hkq	*25%*	30%k	34%hkq	*23%*	*29%*	32%hk	32%hk	40%hik lmnpqr	31%k	*27%*	*25%*
Yes, I have a good idea of how long I have been with them	3317	2629	689	2762	318	159	79	155	397	287	246	317	292	374	487	206	159	318	79
	59%	*59%*	*59%*	*58%*	65%ce	*56%*	73%ce	58%o	67%gijlmn op	60%o	57%o	66%gjlm nop	*55%*	*55%*	59%o	*48%*	*56%*	65%gjlmn op	73%gijlmnop
No, I am not sure how long I have been with them	585	461	125	509	39	35	2	21	49	47	39	51	87	95	72	49	35	39	2
	10%	*10%*	*11%*	11%f	8%f	12%f	*2%*	8%r	8%r	10%r	9%r	11%r	16%ghi jknqr	14%ghjn qr	9%r	12%r	12%r	8%r	*2%*
SUMMARY CODE																			
AT LEAST A GOOD IDEA	5015	3977	1038	4213	448	248	106	248	544	432	394	429	444	591	753	377	248	448	106
	90%	*90%*	*89%*	*89%*	*92%*	*88%*	98%cde	92%lm	92%lm	90%l	91%lm	89%l	*84%*	*86%*	91%lm	*88%*	*88%*	92%lm	98%ghijklmn opq

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.5B Do you have a good idea of how long you have been with your main mobile phone provider?

Base: All who pay monthly for mobile allowance\service

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	5170	561	818	242	559	82	4352	3085	2498	409	113
Weighted Base	5600	606	780	268	494	80*	4820	3392	2772	428	118
Yes, I know exactly how long I have been with them	1698	179	223	71	146	23	1474	1071	896	118	32
	30%	*29%*	*29%*	*27%*	*30%*	*29%*	*31%*	*32%*	*32%*	*27%*	*27%*
Yes, I have a good idea of how long I have been with them	3317	399	484	177	297	52	2834	2011	1702	228	41
	59%	66%a	*62%*	66%g	*60%*	*65%*	*59%*	59%jk	61%jk	53%k	*35%*
No, I am not sure how long I have been with them	585	28	73	20	51	5	512	310	174	83	46
	10%b	*5%*	*9%*	*8%*	*10%*	*6%*	*11%*	9%i	*6%*	19%hi	39%hij
SUMMARY CODE											
AT LEAST A GOOD IDEA	5015	578	707	248	443	75	4308	3081	2598	346	73
	90%	95%a	*91%*	*92%*	*90%*	*94%*	*89%*	91%jk	94%hjk	81%k	*61%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g - h/i/j/k
*** small base**

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.5B Do you have a good idea of how long you have been with your main mobile phone provider?

Base: All who pay monthly for mobile allowance\service

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	5170	5094	1427	1365	136	56	10	28	1082	602	90	350	34	334	751
Weighted Base	5600	5529	1550	1486	156	61*	11**	27**	1193	679	89*	360	36*	346	838
Yes, I know exactly how long I have been with them	1698	1684	456	448	59	21	3	3	358	238	30	114	5	106	221
	30%	30%ln	*29%*	30%l	38%bln	*34%*	*29%*	*11%*	30%l	35%abchln	34%l	32%l	*14%*	31%l	*26%*
Yes, I have a good idea of how long I have been with them	3317	3302	929	887	82	38	6	18	725	382	48	229	23	195	536
	59%	*60%*	*60%*	*60%*	*53%*	*62%*	*53%*	*68%*	*61%*	*56%*	*55%*	64%di	*65%*	*56%*	64%adim
No, I am not sure how long I have been with them	585	543	165	151	14	3	2	6	110	59	10	17	8	44	81
	10%	10%k	11%k	10%k	*9%*	*4%*	*18%*	*21%*	9%k	9%k	11%k	*5%*	22%acehik n	13%k	10%k
SUMMARY CODE															
AT LEAST A GOOD IDEA	5015	4986	1385	1335	142	59	9	21	1083	620	79	343	28	302	757
	90%	90%l	*89%*	90%l	*91%*	96%l	*82%*	*79%*	91%l	91%l	*89%*	95%abchij lmn	*78%*	*87%*	90%l

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.5B Do you have a good idea of how long you have been with your main mobile phone provider?

Base: All who pay monthly for mobile allowance\service

		Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
	Total	Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	5170	1125	1013	910	879	1111	1880	2020	1976	1924	1732	2168	2039	1861
Weighted Base	5600	1229	1093	1009	969	1170	2134	2089	2249	1975	1997	2227	2268	1955
Yes, I know exactly how long I have been with them	1698	558	328	269	227	311	724	516	745	494	705	535	745	495
	30%	45%bcde	30%d	*27%*	*23%*	*27%*	34%g	*25%*	33%i	*25%*	35%k	*24%*	33%m	*25%*
Yes, I have a good idea of how long I have been with them	3317	601	674	632	636	759	1248	1295	1332	1211	1140	1402	1338	1205
	59%	*49%*	62%a	63%a	66%a	65%a	*58%*	62%f	*59%*	*61%*	*57%*	63%j	*59%*	*62%*
No, I am not sure how long I have been with them	585	71	90	107	107	101	162	279	172	269	151	290	186	255
	10%	*6%*	8%a	11%a	11%a	9%a	*8%*	13%f	*8%*	14%h	*8%*	13%j	*8%*	13%l
SUMMARY CODE														
AT LEAST A GOOD IDEA	5015	1159	1002	902	863	1070	1972	1811	2077	1706	1845	1937	2083	1700
	90%	94%bcde	*92%*	*89%*	*89%*	*91%*	92%g	*87%*	92%i	*86%*	92%k	*87%*	92%m	*87%*

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.5C How long have you been with your main mobile phone provider?

Base: All who pay monthly for mobile allowance\service

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	5170	2468	2702	668	1017	870	821	768	716	310	3376	1794	4144	1026	4860
Weighted Base	5600	2704	2896	872	1192	1040	959	895	449	193	4063	1537	4958	642	5407
Under 2 years	1229	611	619	293	270	195	163	183	86	40	921	309	1103	126	1189
	22%	*23%*	*21%*	34%defghijklmn	23%ef	*19%*	*17%*	*20%*	*19%*	*21%*	23%efhkm	*20%*	22%ef	*20%*	22%ef
2 years, up to 4 years	1093	555	537	210	259	194	153	140	99	38	815	278	955	138	1054
	20%	*21%*	*19%*	24%efgjkln	22%fgk	*19%*	*16%*	*16%*	22%fgk	*20%*	20%fg	*18%*	19%fg	21%fgk	19%fg
4 years, up to 6 years	1009	499	510	165	233	206	155	154	65	32	758	250	912	97	977
	18%	*18%*	*18%*	19%hm	20%hkm	20%hkm	*16%*	*17%*	*14%*	*17%*	19%hkm	*16%*	18%hm	*15%*	18%hm
6 years, up to 10 years	969	451	518	143	198	186	184	158	70	30	710	259	869	101	939
	17%	*17%*	*18%*	*16%*	*17%*	*18%*	*19%*	*18%*	*16%*	*16%*	*17%*	*17%*	*18%*	*16%*	*17%*
More than 10 years	1170	534	636	43	209	243	277	243	118	39	771	399	1014	156	1132
	21%	*20%*	*22%*	*5%*	18%c	23%cdj	29%cdeijlmn	27%cdijln	26%cdijln	20%c	19%c	26%cdijln	20%cd	24%cdjln	21%cdj
Don't Know	130	55	75	19	24	17	28	17	12	13	88	42	105	25	117
	2%	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	7%cdefghjklmn	*2%*	*3%*	*2%*	4%degjln	*2%*

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.5C How long have you been with your main mobile phone provider?

Base: All who pay monthly for mobile allowance\service

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	5170	1098	1480	1193	1399	2578	2592	3084	1416	670	2975	2195	1539	3631	4970	200	3026	2144
Weighted Base	5600	1304	1891	1195	1209	3196	2404	3371	1655	574	3575	2025	1776	3824	5457	143	3267	2333
Under 2 years	1229	267	382	258	322	649	581	652	451	126	704	526	389	840	1198	32	646	584
	22%	*20%*	*20%*	*22%*	27%abc	*20%*	24%e	*19%*	27%gi	*22%*	*20%*	26%j	*22%*	*22%*	*22%*	*22%*	*20%*	25%p
2 years, up to 4 years	1093	227	399	226	241	626	467	661	332	100	660	433	345	748	1063	30	591	502
	20%	*17%*	21%a	*19%*	*20%*	*20%*	*19%*	*20%*	*20%*	*17%*	*18%*	21%j	*19%*	*20%*	*19%*	*21%*	*18%*	22%p
4 years, up to 6 years	1009	263	320	230	195	583	426	623	282	103	667	342	355	654	985	23	589	419
	18%	20%bd	*17%*	19%d	*16%*	*18%*	*18%*	*18%*	*17%*	*18%*	*19%*	*17%*	20%m	*17%*	*18%*	*16%*	*18%*	*18%*
6 years, up to 10 years	969	241	333	216	179	573	396	579	288	102	666	303	303	666	942	27	573	396
	17%	18%d	*18%*	18%d	*15%*	*18%*	*16%*	*17%*	*17%*	*18%*	19%k	*15%*	*17%*	*17%*	*17%*	*19%*	*18%*	*17%*
More than 10 years	1170	282	417	247	224	700	471	783	262	125	817	353	354	817	1148	23	789	381
	21%	*22%*	22%d	*21%*	*19%*	22%f	*20%*	23%h	*16%*	22%h	23%k	*17%*	*20%*	*21%*	*21%*	*16%*	24%q	*16%*
Don't Know	130	24	41	16	48	66	64	73	39	17	62	68	30	99	121	8	80	50
	2%	*2%*	*2%*	*1%*	4%abc	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	3%j	*2%*	*3%*	*2%*	6%n	*2%*	*2%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.5C How long have you been with your main mobile phone provider?

Base: All who pay monthly for mobile allowance\service

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	5170	4092	1078	4331	475	244	120	259	589	464	391	440	479	594	729	386	244	475	120
Weighted Base	5600	4438	1162	4722	487	282	108	269	593	479	433	480	532	686	825	426	282	487	108
Under 2 years	1229	955	275	1021	115	78	14	64	135	114	114	99	81	147	152	115	78	115	14
	22%	*22%*	*24%*	22%f	24%f	28%cf	*13%*	24%lr	23%lr	24%lnr	26%lnr	21%l	*15%*	21%lr	*18%*	27%klnr	28%klnr	24%lnr	*13%*
2 years, up to 4 years	1093	896	196	943	93	42	15	38	101	106	70	95	107	172	175	79	42	93	15
	20%	20%b	*17%*	*20%*	*19%*	*15%*	*14%*	*14%*	*17%*	22%ghjp	*16%*	*20%*	*20%*	25%ghjopqr	21%gjp	*19%*	*15%*	*19%*	*14%*
4 years, up to 6 years	1009	802	207	851	98	45	15	41	111	69	84	110	98	123	138	76	45	98	15
	18%	*18%*	*18%*	*18%*	*20%*	*16%*	*14%*	*15%*	*19%*	*14%*	*19%*	23%ginpr	*18%*	*18%*	*17%*	*18%*	*16%*	20%i	*14%*
6 years, up to 10 years	969	767	202	823	77	49	19	43	103	94	83	85	97	101	157	62	49	77	19
	17%	*17%*	*17%*	*17%*	*16%*	*18%*	*18%*	*16%*	*17%*	20%m	*19%*	*18%*	*18%*	*15%*	19%m	*14%*	*18%*	*16%*	*18%*
More than 10 years	1170	914	256	975	95	56	43	77	136	87	75	83	119	121	191	87	56	95	43
	21%	*21%*	*22%*	*21%*	*20%*	*20%*	40%cde	29%ijkmopq	23%jkm	*18%*	*17%*	*17%*	*22%*	*18%*	23%ijkm	*20%*	*20%*	*20%*	40%ghijklmnopq
Don't Know	130	103	26	109	8	12	1	6	7	9	8	8	30	22	11	9	12	8	1
	2%	*2%*	*2%*	*2%*	*2%*	*4%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	6%ghijknoqr	3%hn	*1%*	*2%*	4%hn	*2%*	*1%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.5C How long have you been with your main mobile phone provider?

Base: All who pay monthly for mobile allowance\service

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	5170	561	818	242	559	82	4352	3085	2498	409	113
Weighted Base	5600	606	780	268	494	80*	4820	3392	2772	428	118
Under 2 years	1229	146	178	73	104	18	1052	773	686	55	22
	22%	*24%*	*23%*	*27%*	*21%*	*22%*	*22%*	23%j	25%j	*13%*	*18%*
2 years, up to 4 years	1093	128	130	46	85	14	962	605	480	83	23
	20%	*21%*	*17%*	*17%*	*17%*	*18%*	20%c	*18%*	*17%*	*19%*	*20%*
4 years, up to 6 years	1009	115	133	53	75	15	876	597	472	93	19
	18%	*19%*	*17%*	*20%*	*15%*	*18%*	*18%*	*18%*	*17%*	22%i	*16%*
6 years, up to 10 years	969	116	127	45	80	13	842	587	477	87	13
	17%	*19%*	*16%*	*17%*	*16%*	*16%*	*17%*	*17%*	*17%*	20%k	*11%*
More than 10 years	1170	97	193	46	138	20	977	766	632	93	22
	21%b	*16%*	25%dg	*17%*	28%dg	*25%*	*20%*	*23%*	*23%*	*22%*	*19%*
Don't Know	130	3	19	5	12	1	111	64	25	17	20
	2%b	*	*2%*	*2%*	*2%*	*1%*	*2%*	2%i	*1%*	4%hi	17%hij

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.5C How long have you been with your main mobile phone provider?

Base: All who pay monthly for mobile allowance\service

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	5170	5094	1427	1365	136	56	10	28	1082	602	90	350	34	334	751
Weighted Base	5600	5529	1550	1486	156	61*	11**	27**	1193	679	89*	360	36*	346	838
Under 2 years	1229	1211	300	293	54	45	6	3	204	126	45	80	4	86	172
	22%	22%bh	*19%*	*20%*	35%abchik lmn	73%abcdhi jklmn	*58%*	*10%*	*17%*	*19%*	51%abcdhi klmn	22%h	*11%*	25%bchi	*20%*
2 years, up to 4 years	1093	1080	285	273	61	14	1	2	177	161	21	91	10	75	131
	20%	20%hn	18%h	18%h	39%abcehi jkmn	*22%*	*13%*	*6%*	*15%*	24%abchn	24%h	25%abchn	*28%*	22%hn	*16%*
4 years, up to 6 years	1009	1004	303	292	30	3	1	5	212	144	7	106	6	50	125
	18%	18%ejn	20%ejmn	20%ejmn	19%ej	*5%*	*10%*	*20%*	18%ej	21%ejmn	*7%*	29%abcdeh ijmn	*16%*	*14%*	15%e
6 years, up to 10 years	969	967	281	271	6	-	-	5	235	125	4	59	6	70	159
	17%	17%dej	18%dej	18%dej	*4%*	-	-	*17%*	20%dej	18%dej	*5%*	16%dej	16%de	20%dej	19%dej
More than 10 years	1170	1165	351	330	2	-	-	13	347	111	10	19	9	55	241
	21%	21%deijkm	23%deijkm	22%deijkm	*1%*	-	-	*47%*	29%abcdei jkm	16%dek	11%de	*5%*	24%dek	16%dek	29%abcdeijkm
Don't Know	130	102	30	27	4	-	2	-	18	12	1	5	2	11	10
	2%	*2%*	*2%*	*2%*	*3%*	-	*18%*	-	*1%*	*2%*	*2%*	*2%*	6%hn	3%n	*1%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.5C How long have you been with your main mobile phone provider?

Base: All who pay monthly for mobile allowance\service

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	5170	1125	1013	910	879	1111	1880	2020	1976	1924	1732	2168	2039	1861
Weighted Base	5600	1229	1093	1009	969	1170	2134	2089	2249	1975	1997	2227	2268	1955
Under 2 years	1229	1229	-	-	-	-	480	448	480	448	459	469	491	437
	22%	100%bcde	-	-	-	-	*23%*	*21%*	*21%*	*23%*	*23%*	*21%*	*22%*	*22%*
2 years, up to 4 years	1093	-	1093	-	-	-	412	401	441	372	396	417	448	365
	20%	-	100%acde	-	-	-	*19%*	*19%*	*20%*	*19%*	*20%*	*19%*	*20%*	*19%*
4 years, up to 6 years	1009	-	-	1009	-	-	361	383	387	357	325	419	391	353
	18%	-	-	100%abde	-	-	*17%*	*18%*	*17%*	*18%*	*16%*	19%j	*17%*	*18%*
6 years, up to 10 years	969	-	-	-	969	-	350	378	375	354	325	403	381	347
	17%	-	-	-	100%abce	-	*16%*	*18%*	*17%*	*18%*	*16%*	*18%*	*17%*	*18%*
More than 10 years	1170	-	-	-	-	1170	501	409	536	374	464	446	522	388
	21%	-	-	-	-	100%abcd	23%g	*20%*	24%i	*19%*	23%k	*20%*	23%m	*20%*
Don't Know	130	-	-	-	-	-	30	69	29	70	27	72	35	65
	2%	-	-	-	-	-	*1%*	3%f	*1%*	4%h	*1%*	3%j	*2%*	3%l

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.5C How long have you been with your main mobile phone provider?

Base: All who have a good idea how long they have been with provider

	Total	GENDER		AGE										
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	4605	2230	2375	604	912	786	729	685	634	255	3031	1574	3716	889	4350
Weighted Base	5015	2453	2562	792	1074	947	852	797	397	156	3665	1350	4462	553	4859
Under 2 years	1159	581	578	276	252	184	155	173	81	37	867	291	1040	119	1121
	23%	*24%*	*23%*	35%defghijklmn	*23%f*	*19%*	*18%*	*22%*	*20%*	*24%*	24%ef	*22%*	23%ef	*21%*	23%ef
2 years, up to 4 years	1002	523	479	196	237	179	138	130	88	34	750	252	880	123	968
	20%	21%b	*19%*	25%efgjkln	22%fg	*19%*	*16%*	*16%*	22%fg	22%fg	20%fg	*19%*	20%fg	22%fgk	20%fg
4 years, up to 6 years	902	443	458	152	202	193	138	134	57	27	684	218	818	83	875
	18%	*18%*	*18%*	19%hm	19%hm	20%fhkm	*16%*	*17%*	*14%*	*17%*	19%hkm	*16%*	18%hm	*15%*	18%hm
6 years, up to 10 years	863	414	449	133	184	165	156	136	63	26	638	225	774	89	836
	17%	*17%*	*18%*	*17%*	*17%*	*17%*	*18%*	*17%*	*16%*	*17%*	*17%*	*17%*	*17%*	*16%*	*17%*
More than 10 years	1070	486	584	35	197	221	259	222	106	30	712	358	934	136	1040
	21%	*20%*	23%a	*4%*	18%c	23%cdj	30%cdeijlmn	28%cdeijln	27%cdijln	19%c	19%c	27%cdijln	21%c	24%cdjln	21%cdj
Don't Know	20	7	13	-	4	5	5	2	2	2	14	6	16	4	18
	*	*	*1%*	-	*	*	*1%*	*	1%c	1%c	*	*	*	1%c	*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k/l/m/n

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.5C How long have you been with your main mobile phone provider?

Base: All who have a good idea how long they have been with provider

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	4605	993	1351	1057	1204	2344	2261	2756	1271	578	2690	1915	1372	3233	4446	159	2701	1904
Weighted Base	5015	1180	1726	1066	1042	2907	2108	3023	1493	498	3241	1774	1589	3426	4900	115	2925	2090
Under 2 years	1159	256	366	242	295	623	536	615	423	120	671	488	361	798	1130	29	622	537
	23%	*22%*	*21%*	*23%*	28%abc	*21%*	25%e	*20%*	28%g	*24%*	*21%*	27%j	*23%*	*23%*	*23%*	*25%*	*21%*	26%p
2 years, up to 4 years	1002	207	371	209	215	578	424	607	306	89	610	393	310	692	977	25	546	457
	20%	*18%*	22%a	*20%*	*21%*	*20%*	*20%*	*20%*	*21%*	*18%*	*19%*	22%j	*20%*	*20%*	*20%*	*22%*	*19%*	22%p
4 years, up to 6 years	902	242	290	196	173	532	370	554	257	91	600	302	319	583	883	19	521	380
	18%	21%bd	*17%*	*18%*	*17%*	*18%*	*18%*	*18%*	*17%*	*18%*	*19%*	*17%*	20%m	*17%*	*18%*	*16%*	*18%*	*18%*
6 years, up to 10 years	863	215	301	193	153	516	346	518	260	85	595	267	267	596	840	23	504	359
	17%	18%d	*17%*	18%d	*15%*	*18%*	*16%*	*17%*	*17%*	*17%*	18%k	*15%*	*17%*	*17%*	*17%*	*20%*	*17%*	*17%*
More than 10 years	1070	258	388	222	202	646	424	717	242	111	753	317	329	740	1050	19	722	348
	21%	*22%*	*22%*	*21%*	*19%*	*22%*	*20%*	24%h	*16%*	22%h	23%k	*18%*	*21%*	*22%*	*21%*	*17%*	25%q	*17%*
Don't Know	20	1	10	4	5	12	8	12	6	2	12	8	3	17	19	1	10	10
	*	*	*1%*	*	*	*	*	*	*	*	*	*	*	*	*	*1%*	*	*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h/i - j/k - l/m - n/o - p/q
*** small base**

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.5C How long have you been with your main mobile phone provider?

Base: All who have a good idea how long they have been with provider

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	4605	3647	958	3843	431	213	118	236	538	420	355	395	399	502	660	338	213	431	118
Weighted Base	5015	3977	1038	4213	448	248	106	248	544	432	394	429	444	591	753	377	248	448	106
Under 2 years	1159	901	258	955	114	76	14	62	130	103	110	97	75	127	145	107	76	114	14
	23%	*23%*	*25%*	23%f	25%f	31%cf	*14%*	25%lr	24%lr	24%lr	28%lmnr	22%r	*17%*	*21%*	*19%*	28%lmnr	31%klmnr	25%lnr	*14%*
2 years, up to 4 years	1002	823	179	860	88	40	15	36	90	103	65	83	96	152	162	73	40	88	15
	20%	21%b	*17%*	*20%*	*20%*	*16%*	*14%*	*15%*	*17%*	24%ghjpr	*17%*	*19%*	22%g	26%ghjkopqr	21%gh	*19%*	*16%*	*20%*	*14%*
4 years, up to 6 years	902	715	186	760	90	36	15	37	103	62	76	99	84	108	127	65	36	90	15
	18%	*18%*	*18%*	*18%*	*20%*	*15%*	*14%*	*15%*	*19%*	*14%*	*19%*	23%ginpr	*19%*	*18%*	*17%*	*17%*	*15%*	20%i	*14%*
6 years, up to 10 years	863	685	178	729	69	46	19	37	97	85	72	75	77	93	143	49	46	69	19
	17%	*17%*	*17%*	*17%*	*15%*	*18%*	*18%*	*15%*	*18%*	20%o	*18%*	*18%*	*17%*	*16%*	19%o	*13%*	*18%*	*15%*	*18%*
More than 10 years	1070	835	234	892	86	49	42	76	123	76	69	75	110	109	172	82	49	86	42
	21%	*21%*	*23%*	*21%*	*19%*	*20%*	40%cde	31%hijkmnopq	*23%*	*18%*	*17%*	*17%*	25%ijkm	*18%*	23%ijk	*22%*	*20%*	*19%*	40%hijklmnopq
Don't Know	20	18	2	17	1	1	-	-	1	4	2	1	4	2	4	-	1	1	-
	*	*	*	*	*	*	-	-	*	*1%*	*1%*	*	*1%*	*	*	-	*	*	-

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.5C How long have you been with your main mobile phone provider?

Base: All who have a good idea how long they have been with provider

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	4605	532	735	224	498	77	3870	2796	2340	332	67
Weighted Base	5015	578	707	248	443	75*	4308	3081	2598	346	73*
Under 2 years	1159	144	169	70	99	17	990	730	657	49	16
	23%	*25%*	*24%*	*28%*	*22%*	*22%*	*23%*	24%j	25%j	*14%*	*21%*
2 years, up to 4 years	1002	120	119	42	77	12	883	571	459	76	17
	20%	*21%*	*17%*	*17%*	*17%*	*16%*	21%c	*19%*	*18%*	*22%*	*23%*
4 years, up to 6 years	902	112	121	48	68	14	780	533	439	68	13
	18%	*19%*	*17%*	*19%*	*15%*	*19%*	*18%*	*17%*	*17%*	*20%*	*18%*
6 years, up to 10 years	863	108	115	43	70	13	748	524	431	75	9
	17%	*19%*	*16%*	*17%*	*16%*	*17%*	*17%*	*17%*	*17%*	22%hi	*13%*
More than 10 years	1070	93	180	45	127	20	890	712	602	76	16
	21%b	*16%*	25%dg	*18%*	29%dg	*26%*	*21%*	*23%*	*23%*	*22%*	*23%*
Don't Know	20	2	3	1	1	-	17	12	9	1	1
	*	*	*	*	*	-	*	*	*	*	*2%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g - h/i/j/k
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.5C How long have you been with your main mobile phone provider?

Base: All who have a good idea how long they have been with provider

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	4605	4573	1267	1219	123	53	8	21	982	546	79	333	27	292	675
Weighted Base	5015	4986	1385	1335	142	59*	9**	21**	1083	620	79*	343	28**	302	757
Under 2 years	1159	1148	286	280	52	42	6	2	191	121	43	78	4	83	162
	23%	23%h	*21%*	*21%*	37%abchikn	72%abcdhikmn	*71%*	*10%*	*18%*	*19%*	55%abcdhikmn	*23%*	*14%*	27%bchi	*21%*
2 years, up to 4 years	1002	994	258	250	57	14	1	2	156	151	18	89	6	66	124
	20%	20%hn	19%h	19%h	40%abcehijkmn	*23%*	*16%*	*8%*	*14%*	24%abchn	23%h	26%abchn	*23%*	22%h	*16%*
4 years, up to 6 years	902	899	262	253	25	3	1	4	200	132	4	99	5	43	108
	18%	18%ejn	19%ejn	19%ejn	18%ej	*5%*	*13%*	*19%*	18%ejn	21%ejmn	*5%*	29%abcdehijmn	*17%*	14%j	14%j
6 years, up to 10 years	863	861	248	240	6	-	-	4	217	109	3	56	5	58	144
	17%	17%dej	18%dej	18%dej	*4%*	-	-	*17%*	20%adej	18%dej	*4%*	16%dej	*18%*	19%dej	19%dej
More than 10 years	1070	1065	323	306	2	-	-	10	317	105	10	18	7	50	217
	21%	21%deik	23%deijkm	23%deijkm	*1%*	-	-	*46%*	29%abcdeijkm	17%dek	12%dek	*5%*	*25%*	17%dek	29%abcdeijkm
Don't Know	20	18	7	6	-	-	-	-	2	3	-	2	1	2	2
	*	*	*1%*	*	-	-	-	-	*	*	-	*1%*	*3%*	*1%*	*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.5C How long have you been with your main mobile phone provider?

Base: All who have a good idea how long they have been with provider

		Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
	Total	Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	4605	1059	925	811	780	1009	1733	1740	1820	1653	1598	1875	1863	1610
Weighted Base	5015	1159	1002	902	863	1070	1972	1811	2077	1706	1845	1937	2083	1700
Under 2 years	1159	1159	-	-	-	-	462	411	458	415	438	435	458	415
	23%	100%bcde	-	-	-	-	*23%*	*23%*	*22%*	*24%*	*24%*	*22%*	*22%*	*24%*
2 years, up to 4 years	1002	-	1002	-	-	-	390	359	416	334	376	373	425	324
	20%	-	100%acde	-	-	-	*20%*	*20%*	*20%*	*20%*	*20%*	*19%*	*20%*	*19%*
4 years, up to 6 years	902	-	-	902	-	-	328	339	353	314	290	376	364	303
	18%	-	-	100%abde	-	-	*17%*	*19%*	*17%*	*18%*	*16%*	19%j	*17%*	*18%*
6 years, up to 10 years	863	-	-	-	863	-	319	326	347	298	302	343	341	304
	17%	-	-	-	100%abce	-	*16%*	*18%*	*17%*	*17%*	*16%*	*18%*	*16%*	*18%*
More than 10 years	1070	-	-	-	-	1070	469	364	498	334	434	398	490	342
	21%	-	-	-	-	100%abcd	24%g	*20%*	24%i	*20%*	24%k	*21%*	24%m	*20%*
Don't Know	20	-	-	-	-	-	4	12	5	11	5	11	4	12
	*	-	-	-	-	-	*	*1%*	*	*1%*	*	*1%*	*	1%l

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.5C How long have you been with your main mobile phone provider?

Base: All who are not sure how long they have been with provider

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	565	238	327	64	105	84	92	83	82	55	345	220	428	137	510
Weighted Base	585	251	334	81*	118*	93*	107*	98*	52*	37*	399	186	496	89	549
Under 2 years	71	30	41	17	19	11	7	10	5	3	53	17	63	7	68
	12%	*12%*	*12%*	21%fkm	*16%*	*11%*	*7%*	*10%*	*9%*	*7%*	*13%*	*9%*	*13%*	*8%*	*12%*
2 years, up to 4 years	90	33	58	14	22	15	15	10	11	4	65	25	75	15	87
	15%	*13%*	*17%*	*17%*	*19%*	*16%*	*14%*	*11%*	*21%*	*11%*	*16%*	*14%*	*15%*	*17%*	*16%*
4 years, up to 6 years	107	55	52	13	32	12	17	20	8	5	74	33	94	13	102
	18%	*22%*	*15%*	*16%*	27%em	*13%*	*16%*	*20%*	*15%*	*14%*	*19%*	*18%*	*19%*	*15%*	*19%*
6 years, up to 10 years	107	37	70	10	14	21	28	23	7	4	72	34	95	12	102
	18%	*15%*	*21%*	*12%*	*12%*	*23%*	26%cdm	23%d	*14%*	*12%*	*18%*	*18%*	*19%*	*13%*	*19%*
More than 10 years	101	48	52	8	12	22	18	20	12	9	60	41	80	21	92
	17%	*19%*	*16%*	*10%*	*10%*	24%cd	*16%*	21%d	22%cd	24%cd	*15%*	22%cdj	*16%*	23%cdj	*17%*
Don't Know	110	48	62	19	20	12	23	15	10	11	74	36	89	21	99
	19%	*19%*	*19%*	*24%*	*17%*	*13%*	*21%*	*15%*	*18%*	31%degjln	*19%*	*19%*	*18%*	*24%*	*18%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.5C How long have you been with your main mobile phone provider?

Base: All who are not sure how long they have been with provider

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	565	105	129	136	195	234	331	328	145	92	285	280	167	398	524	41	325	240
Weighted Base	585	124*	165	129	167	289	296	347	161	76*	334	251	187	398	558	28*	342	243
Under 2 years	71	11	15	17	28	26	44	36	28	6	32	38	29	42	68	3	24	47
	12%	*9%*	*9%*	*13%*	*17%*	*9%*	15%e	*11%*	18%gi	*8%*	*10%*	*15%*	*15%*	*11%*	*12%*	*11%*	*7%*	19%p
2 years, up to 4 years	90	20	27	17	26	47	43	54	25	11	50	40	35	56	86	4	45	45
	15%	*16%*	*16%*	*13%*	*16%*	*16%*	*15%*	*16%*	*16%*	*15%*	*15%*	*16%*	*19%*	*14%*	*15%*	*15%*	*13%*	*19%*
4 years, up to 6 years	107	21	30	34	22	51	56	69	26	12	67	40	36	71	102	5	68	39
	18%	*17%*	*18%*	26%d	*13%*	*18%*	*19%*	*20%*	*16%*	*16%*	*20%*	*16%*	*19%*	*18%*	*18%*	*17%*	*20%*	*16%*
6 years, up to 10 years	107	25	32	23	26	57	50	61	28	17	71	36	36	71	102	4	69	38
	18%	*20%*	*19%*	*18%*	*16%*	*20%*	*17%*	*18%*	*18%*	*22%*	21%k	*14%*	*19%*	*18%*	*18%*	*16%*	*20%*	*16%*
More than 10 years	101	24	30	24	22	54	47	66	21	14	64	36	24	76	97	3	67	33
	17%	*19%*	*18%*	*19%*	*13%*	*19%*	*16%*	*19%*	*13%*	*18%*	*19%*	*15%*	*13%*	*19%*	*17%*	*12%*	*20%*	*14%*
Don't Know	110	23	31	13	43	54	56	61	33	16	50	60	28	82	102	8	70	40
	19%	*18%*	*19%*	*10%*	26%c	*19%*	*19%*	*18%*	*20%*	*21%*	*15%*	24%j	*15%*	*21%*	*18%*	*28%*	*20%*	*17%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.5C How long have you been with your main mobile phone provider?

Base: All who are not sure how long they have been with provider

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	565	445	120	488	44	31	2	23	51	44	36	45	80	92	69	48	31	44	2
Weighted Base	585	461	125	509	39*	35**	2**	21**	49*	47*	39*	51*	87*	95*	72*	49*	35**	39*	2**
Under 2 years	71	54	17	66	2	2	-	3	5	11	4	3	6	20	8	7	2	2	-
	12%	*12%*	*13%*	*13%*	*4%*	*7%*	-	*13%*	*10%*	23%klq	*11%*	*6%*	*7%*	21%klq	*10%*	*15%*	*7%*	*4%*	-
2 years, up to 4 years	90	73	18	83	5	2	-	2	11	3	4	12	11	20	14	6	2	5	-
	15%	*16%*	*14%*	*16%*	*13%*	*6%*	-	*10%*	*22%*	*7%*	*11%*	24%i	*13%*	*21%*	*19%*	*12%*	*6%*	*13%*	-
4 years, up to 6 years	107	86	21	90	8	9	-	4	9	8	7	11	15	15	11	11	9	8	-
	18%	*19%*	*16%*	*18%*	*20%*	*26%*	-	*21%*	*18%*	*16%*	*19%*	*21%*	*17%*	*16%*	*16%*	*21%*	*26%*	*20%*	-
6 years, up to 10 years	107	83	24	94	9	4	-	6	6	9	11	10	20	8	14	12	4	9	-
	18%	*18%*	*19%*	*18%*	*22%*	*11%*	-	*26%*	*11%*	*18%*	28%m	*19%*	23%m	*9%*	*19%*	25%m	*11%*	22%m	-
More than 10 years	101	79	22	83	9	7	1	1	13	11	6	8	9	12	18	5	7	9	1
	17%	*17%*	*17%*	*16%*	*24%*	*20%*	*48%*	*3%*	27%lmo	*23%*	*17%*	*16%*	*11%*	*13%*	25%l	*10%*	*20%*	*24%*	*48%*
Don't Know	110	86	24	92	7	10	1	6	6	5	5	7	26	20	7	9	10	7	1
	19%	*19%*	*19%*	*18%*	*17%*	*30%*	*52%*	*27%*	*13%*	*11%*	*14%*	*14%*	30%hin	*21%*	*10%*	*17%*	*30%*	*17%*	*52%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.5C How long have you been with your main mobile phone provider?

Base: All who are not sure how long they have been with provider

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	565	29	83	18	61	5	482	289	158	77	46
Weighted Base	585	28**	73*	20**	51*	5**	512	310	174	83*	46*
Under 2 years	71	3	9	3	5	1	62	43	29	6	6
	12%	*10%*	*12%*	*16%*	*9%*	*23%*	*12%*	*14%*	*17%*	*8%*	*14%*
2 years, up to 4 years	90	8	11	4	8	2	79	35	21	8	6
	15%	*30%*	*15%*	*19%*	*16%*	*43%*	*15%*	*11%*	*12%*	*9%*	*13%*
4 years, up to 6 years	107	4	11	5	7	1	96	64	33	25	5
	18%	*14%*	*15%*	*26%*	*13%*	*12%*	*19%*	*21%*	*19%*	30%k	*11%*
6 years, up to 10 years	107	8	12	2	10	-	95	63	46	12	4
	18%	*29%*	*16%*	*10%*	*19%*	-	*19%*	*20%*	26%k	*14%*	*9%*
More than 10 years	101	4	14	2	12	-	87	54	30	17	6
	17%	*15%*	*19%*	*8%*	*23%*	-	*17%*	*17%*	*17%*	*21%*	*12%*
Don't Know	110	1	17	4	10	1	93	52	16	15	18
	19%	*2%*	*23%*	*21%*	*20%*	*22%*	*18%*	17%i	*9%*	18%i	40%hij

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.5C How long have you been with your main mobile phone provider?

Base: All who are not sure how long they have been with provider

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	565	521	160	146	13	3	2	7	100	56	11	17	7	42	76
Weighted Base	585	543	165	151	14**	3**	2**	6**	110*	59*	10**	17**	8**	44*	81*
Under 2 years	71	63	14	13	2	3	-	1	13	5	2	2	-	4	10
	12%	*12%*	*8%*	*8%*	*16%*	*100%*	-	*13%*	*12%*	*9%*	*16%*	*13%*	-	*8%*	*12%*
2 years, up to 4 years	90	85	27	23	3	-	-	-	21	10	3	2	4	9	7
	15%	*16%*	*16%*	*15%*	*23%*	-	-	-	*19%*	*17%*	*29%*	*11%*	*45%*	*20%*	*9%*
4 years, up to 6 years	107	105	41	39	5	-	-	1	13	11	3	6	1	6	17
	18%	*19%*	25%h	26%h	*33%*	-	-	*22%*	*11%*	*19%*	*27%*	*37%*	*10%*	*14%*	*21%*
6 years, up to 10 years	107	106	33	31	-	-	-	1	18	16	1	3	1	12	15
	18%	*19%*	*20%*	*21%*	-	-	-	*17%*	*17%*	*28%*	*7%*	*15%*	*8%*	*27%*	*18%*
More than 10 years	101	100	28	24	-	-	-	3	30	6	1	1	1	5	24
	17%	*18%*	*17%*	*16%*	-	-	-	*47%*	27%acim	*11%*	*5%*	*6%*	*18%*	*11%*	30%abcim
Don't Know	110	84	23	21	4	-	2	-	15	10	1	3	1	9	8
	19%	*15%*	*14%*	*14%*	*28%*	-	*100%*	-	*14%*	*16%*	*15%*	*18%*	*18%*	*19%*	*10%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.5C How long have you been with your main mobile phone provider?

Base: All who are not sure how long they have been with provider

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	565	66	88	99	99	102	147	280	156	271	134	293	176	251
Weighted Base	585	71*	90*	107*	107*	101*	162	279	172	269	151	290	186	255
Under 2 years	71	71	-	-	-	-	18	37	22	33	22	34	34	22
	12%	100%bcde	-	-	-	-	*11%*	*13%*	*13%*	*12%*	*14%*	*12%*	18%m	*9%*
2 years, up to 4 years	90	-	90	-	-	-	21	42	25	38	20	44	23	41
	15%	-	100%acde	-	-	-	*13%*	*15%*	*15%*	*14%*	*13%*	*15%*	*12%*	*16%*
4 years, up to 6 years	107	-	-	107	-	-	33	44	34	43	35	42	28	50
	18%	-	-	100%abde	-	-	*20%*	*16%*	*20%*	*16%*	23%k	*15%*	*15%*	*20%*
6 years, up to 10 years	107	-	-	-	107	-	32	52	28	56	24	60	40	44
	18%	-	-	-	100%abce	-	*19%*	*19%*	*16%*	*21%*	*16%*	*21%*	*21%*	*17%*
More than 10 years	101	-	-	-	-	101	32	46	38	40	30	48	32	46
	17%	-	-	-	-	100%abcd	*20%*	*16%*	*22%*	*15%*	*19%*	*17%*	*17%*	*18%*
Don't Know	110	-	-	-	-	-	25	57	24	59	22	61	30	53
	19%	-	-	-	-	-	*16%*	*21%*	*14%*	*22%*	*14%*	*21%*	*16%*	*21%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.6 Which of the following best describes what you are currently paying for, in your main mobile package?

Base: All who pay monthly for mobile allowance\service

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	5170	2468	2702	668	1017	870	821	768	716	310	3376	1794	4144	1026	4860
Weighted Base	5600	2704	2896	872	1192	1040	959	895	449	193	4063	1537	4958	642	5407
A monthly contract including the handset	3392	1557	1835	578	802	641	563	500	219	89	2584	807	3084	308	3303
	61%	*58%*	63%a	66%fghikl mn	67%efghij klmn	62%ghikm	59%hikm	56%him	*49%*	*46%*	64%fghikm n	53%im	62%ghikm	*48%*	61%ghikm
SIM only - no handset included in the deal - on a 30-day rolling contract	848	437	411	123	180	161	142	134	76	31	606	242	740	108	816
	15%	*16%*	*14%*	*14%*	*15%*	*15%*	*15%*	*15%*	*17%*	*16%*	*15%*	*16%*	*15%*	*17%*	*15%*
SIM only - no handset included in the deal - on a 12-month contract	841	480	362	109	152	165	174	139	78	24	599	242	739	103	817
	15%	18%b	*12%*	*12%*	*13%*	*16%*	18%cdijln	*16%*	17%cd	*13%*	*15%*	16%cd	*15%*	16%cd	*15%*
SIM only - no handset included in the deal - not sure of length of contract	342	162	181	45	41	48	52	81	49	26	186	156	268	75	316
	6%	*6%*	*6%*	*5%*	*3%*	*5%*	5%d	9%cdefjl n	11%cdefjl n	14%cdefgjl n	*5%*	10%cdefjl n	5%d	12%cdefjl n	6%dj
SUMMARY CODE															
ANY SIM-ONLY	2031	1078	953	277	372	374	368	355	203	82	1391	640	1746	285	1950
	36%	40%b	*33%*	*32%*	*31%*	36%d	38%cdj	40%cdjl	45%cdefgj ln	42%cdejln	*34%*	42%cdejl n	35%d	44%cdefg jln	36%cd
SIM ONLY - NO HANDSET INCLUDED IN THE DEAL ON A 30-DAY ROLLING (INC. THOSE WITH 12 MONTH SIM BUT OUT OF CONTRACT)	1059	562	497	145	219	192	193	173	99	37	750	310	923	137	1022
	19%	21%b	*17%*	*17%*	*18%*	*18%*	*20%*	*19%*	22%cjl	*19%*	*18%*	*20%*	*19%*	21%cj	*19%*
Don't Know	177	70	107	17	17	25	28	40	27	22	88	89	128	49	155
	3%	*3%*	4%a	*2%*	*1%*	*2%*	3%d	4%cdejln	6%cdefjl n	11%cdefghj klmn	*2%*	6%cdefjl n	3%d	8%cdefgj ln	3%d

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.6 Which of the following best describes what you are currently paying for, in your main mobile package?

Base: All who pay monthly for mobile allowance\service

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	5170	1098	1480	1193	1399	2578	2592	3084	1416	670	2975	2195	1539	3631	4970	200	3026	2144
Weighted Base	5600	1304	1891	1195	1209	3196	2404	3371	1655	574	3575	2025	1776	3824	5457	143	3267	2333
A monthly contract including the handset	3392	753	1126	755	758	1879	1512	2047	1019	326	2298	1093	1193	2199	3320	72	1887	1504
	61%	*58%*	*60%*	63%a	63%a	*59%*	63%e	*61%*	62%i	*57%*	64%k	*54%*	67%m	*58%*	61%o	*50%*	*58%*	64%p
SIM only - no handset included in the deal - on a 30-day rolling contract	848	219	304	169	156	522	325	505	261	82	504	344	251	597	828	19	499	348
	15%	17%d	16%d	*14%*	*13%*	16%f	*14%*	*15%*	*16%*	*14%*	*14%*	17%j	*14%*	*16%*	*15%*	*13%*	*15%*	*15%*
SIM only - no handset included in the deal - on a 12-month contract	841	216	290	170	165	506	335	516	246	80	539	302	225	616	824	18	521	320
	15%	*17%*	*15%*	*14%*	*14%*	*16%*	*14%*	*15%*	*15%*	*14%*	*15%*	*15%*	*13%*	16%l	*15%*	*12%*	16%q	*14%*
SIM only - no handset included in the deal - not sure of length of contract	342	79	110	69	84	189	153	196	92	54	153	189	65	278	327	15	236	107
	6%	*6%*	*6%*	*6%*	*7%*	*6%*	*6%*	*6%*	*6%*	9%gh	*4%*	9%j	*4%*	7%l	*6%*	11%n	7%q	*5%*
SUMMARY CODE																		
ANY SIM-ONLY	2031	514	704	408	406	1218	814	1217	599	215	1196	835	541	1491	1979	52	1256	775
	36%	39%cd	37%d	*34%*	*34%*	38%f	*34%*	*36%*	*36%*	*37%*	*33%*	41%j	*30%*	39%l	*36%*	*37%*	38%q	*33%*
SIM ONLY - NO HANDSET INCLUDED IN THE DEAL ON A 30-DAY ROLLING (INC. THOSE WITH 12 MONTH SIM BUT OUT OF CONTRACT)	1059	283	376	210	190	659	400	643	312	104	643	416	289	770	1033	26	633	426
	19%	22%cd	20%d	*18%*	*16%*	21%f	*17%*	*19%*	*19%*	*18%*	*18%*	21%j	*16%*	20%l	*19%*	*18%*	*19%*	*18%*
Don't Know	177	37	61	32	46	99	78	108	36	33	81	96	42	135	159	18	124	53
	3%	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*	*3%*	*2%*	6%gh	*2%*	5%j	*2%*	4%l	*3%*	13%n	4%q	*2%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.6 Which of the following best describes what you are currently paying for, in your main mobile package?

Base: All who pay monthly for mobile allowance\service

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	5170	4092	1078	4331	475	244	120	259	589	464	391	440	479	594	729	386	244	475	120
Weighted Base	5600	4438	1162	4722	487	282	108	269	593	479	433	480	532	686	825	426	282	487	108
A monthly contract including the handset	3392	2651	740	2830	304	194	64	181	386	284	272	281	314	382	467	263	194	304	64
	61%	*60%*	64%a	*60%*	*62%*	69%c	*59%*	67%ikl mn	65%kmn	*59%*	63%m	*59%*	*59%*	*56%*	*57%*	*62%*	69%iklmn	62%m	*59%*
SIM only - no handset included in the deal - on a 30-day rolling contract	848	694	154	730	78	37	3	27	65	91	49	55	84	145	149	64	37	78	3
	15%	*16%*	*13%*	15%f	16%f	13%f	*3%*	10%r	11%r	19%ghjkp r	11%r	11%r	16%ghr	21%ghj klopqr	18%ghj kr	15%r	13%r	16%ghr	*3%*
SIM only - no handset included in the deal - on a 12-month contract	841	670	171	710	65	32	34	33	83	71	69	85	77	113	127	53	32	65	34
	15%	*15%*	*15%*	*15%*	*13%*	*11%*	31%cde	*12%*	*14%*	*15%*	*16%*	18%op	*14%*	*16%*	*15%*	*12%*	*11%*	*13%*	31%ghijklmn opq
SIM only - no handset included in the deal - not sure of length of contract	342	280	63	302	26	7	7	15	40	17	30	51	42	21	52	34	7	26	7
	6%	*6%*	*5%*	6%e	*5%*	*3%*	*7%*	*6%*	7%imp	*4%*	7%imp	11%ghimn pq	8%imp	*3%*	6%imp	8%imp	*3%*	*5%*	*7%*
SUMMARY CODE																			
ANY SIM-ONLY	2031	1644	387	1742	169	76	44	75	189	179	148	190	203	279	328	151	76	169	44
	36%	37%b	*33%*	37%e	35%e	*27%*	41%e	*28%*	*32%*	37%gp	*34%*	40%ghp	38%ghp	41%ghp	40%ghp	35%p	*27%*	35%p	41%gp
SIM ONLY - NO HANDSET INCLUDED IN THE DEAL ON A 30-DAY ROLLING (INC. THOSE WITH 12 MONTH SIM BUT OUT OF CONTRACT)	1059	860	199	908	91	42	18	30	86	122	69	73	100	165	185	77	42	91	18
	19%	*19%*	*17%*	*19%*	*19%*	*15%*	*16%*	*11%*	*15%*	26%ghjkl opqr	*16%*	*15%*	19%g	24%ghj klopq	22%ghj kp	18%g	*15%*	19%g	*16%*
Don't Know	177	142	35	150	14	12	*	14	18	16	12	9	15	25	29	13	12	14	*
	3%	*3%*	*3%*	*3%*	*3%*	*4%*	*	5%kr	*3%*	*3%*	*3%*	*2%*	*3%*	*4%*	*4%*	*3%*	*4%*	*3%*	*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.6 Which of the following best describes what you are currently paying for, in your main mobile package?

Base: All who pay monthly for mobile allowance\service

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	5170	561	818	242	559	82	4352	3085	2498	409	113
Weighted Base	5600	606	780	268	494	80*	4820	3392	2772	428	118
A monthly contract including the handset	3392	-	473	175	285	44	2919	3392	2772	428	118
	61%b	-	*61%*	*65%*	*58%*	*54%*	*61%*	*100%*	*100%*	*100%*	*100%*
SIM only - no handset included in the deal - on a 30-day rolling contract	848	-	116	39	78	16	732	-	-	-	-
	15%b	-	*15%*	*14%*	*16%*	*20%*	*15%*	-	-	-	-
SIM only - no handset included in the deal - on a 12-month contract	841	606	91	31	60	9	751	-	-	-	-
	15%	100%a	*12%*	*12%*	*12%*	*11%*	16%ce	-	-	-	-
SIM only - no handset included in the deal - not sure of length of contract	342	-	67	17	46	8	275	-	-	-	-
	6%b	-	9%g	*6%*	9%g	*10%*	*6%*	-	-	-	-
SUMMARY CODE											
ANY SIM-ONLY	2031	606	274	86	185	33	1758	-	-	-	-
	36%	100%a	*35%*	*32%*	*37%*	*41%*	*36%*	-	-	-	-
SIM ONLY - NO HANDSET INCLUDED IN THE DEAL ON A 30-DAY ROLLING (INC. THOSE WITH 12 MONTH SIM BUT OUT OF CONTRACT)	1059	-	140	46	95	19	919	-	-	-	-
	19%b	-	*18%*	*17%*	*19%*	*23%*	*19%*	-	-	-	-
Don't Know	177	-	34	7	25	3	143	-	-	-	-
	3%b	-	4%g	*3%*	5%g	*4%*	*3%*	-	-	-	-

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g - h/i/j/k
*** small base**

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.6 Which of the following best describes what you are currently paying for, in your main mobile package?

Base: All who pay monthly for mobile allowance\service

	Total	Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
		Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	5170	5094	1427	1365	136	56	10	28	1082	602	90	350	34	334	751
Weighted Base	5600	5529	1550	1486	156	61*	11**	27**	1193	679	89*	360	36*	346	838
A monthly contract including the handset	3392	3358	1049	1020	36	29	1	16	791	364	56	214	14	161	581
	61%	61%dilm	68%adeikl m	69%adeikl m	*23%*	48%d	*7%*	*58%*	66%adeikl m	54%d	63%dlm	59%dlm	*38%*	47%d	69%adeiklm
SIM only - no handset included in the deal - on a 30-day rolling contract	848	839	160	148	99	28	9	3	127	116	8	55	9	93	69
	15%	15%bchn	*10%*	*10%*	63%abcehi jklmn	45%abchij kmn	*83%*	*12%*	*11%*	17%bchn	*10%*	15%bchn	25%bchjn	27%abchijk n	*8%*
SIM only - no handset included in the deal - on a 12-month contract	841	839	203	193	6	-	1	4	169	156	15	62	6	54	117
	15%	15%de	13%de	13%de	*4%*	-	*11%*	*13%*	14%de	23%abcdeh kmn	17%de	17%cde	17%de	16%de	14%de
SIM only - no handset included in the deal - not sure of length of contract	342	337	90	84	13	3	-	2	76	30	5	19	4	22	54
	6%	*6%*	*6%*	*6%*	*8%*	*5%*	-	*8%*	*6%*	*4%*	*6%*	*5%*	*11%*	*6%*	*6%*
SUMMARY CODE															
ANY SIM-ONLY	2031	2015	454	426	118	31	10	9	372	302	29	135	19	170	240
	36%	36%bchn	*29%*	*29%*	76%abcehi jklmn	51%abchjn	*93%*	*33%*	*31%*	44%abchjk n	*33%*	38%bchn	53%bchjn	49%abchjk n	*29%*
SIM ONLY - NO HANDSET INCLUDED IN THE DEAL ON A 30-DAY ROLLING (INC. THOSE WITH 12 MONTH SIM BUT OUT OF CONTRACT)	1059	1050	213	195	100	28	9	6	178	155	12	66	12	114	93
	19%	19%bchn	*14%*	*13%*	64%abcehi jklmn	45%abchij kn	*83%*	*22%*	15%n	23%abchn	*13%*	18%bcn	34%abchjk n	33%abchij kn	*11%*
Don't Know	177	156	47	41	2	1	-	3	30	13	4	11	3	15	17
	3%	*3%*	*3%*	*3%*	*1%*	*2%*	-	*9%*	*2%*	*2%*	*4%*	*3%*	9%adhin	4%in	*2%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.6 Which of the following best describes what you are currently paying for, in your main mobile package?

Base: All who pay monthly for mobile allowance\service

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	5170	1125	1013	910	879	1111	1880	2020	1976	1924	1732	2168	2039	1861
Weighted Base	5600	1229	1093	1009	969	1170	2134	2089	2249	1975	1997	2227	2268	1955
A monthly contract including the handset	3392	773	605	597	587	766	1299	1229	1386	1143	1216	1313	1314	1214
	61%	63%b	*55%*	*59%*	61%b	65%bcd	*61%*	*59%*	62%i	*58%*	*61%*	*59%*	*58%*	62%l
SIM only - no handset included in the deal - on a 30-day rolling contract	848	172	221	155	137	146	355	309	363	301	344	321	381	283
	15%	*14%*	20%acde	*15%*	*14%*	*12%*	*17%*	*15%*	*16%*	*15%*	17%k	*14%*	*17%*	*14%*
SIM only - no handset included in the deal - on a 12-month contract	841	184	170	171	159	152	340	289	348	281	319	310	376	253
	15%	*15%*	*16%*	17%e	16%e	*13%*	*16%*	*14%*	*15%*	*14%*	*16%*	*14%*	17%m	*13%*
SIM only - no handset included in the deal - not sure of length of contract	342	67	56	63	62	83	94	165	105	154	82	176	136	123
	6%	*5%*	*5%*	*6%*	*6%*	*7%*	*4%*	8%f	*5%*	8%h	*4%*	8%j	*6%*	*6%*
SUMMARY CODE														
ANY SIM-ONLY	2031	423	447	389	358	381	789	763	816	737	745	807	893	660
	36%	*34%*	41%ae	39%e	*37%*	*33%*	*37%*	*37%*	*36%*	*37%*	*37%*	*36%*	39%m	*34%*
SIM ONLY - NO HANDSET INCLUDED IN THE DEAL ON A 30-DAY ROLLING (INC. THOSE WITH 12 MONTH SIM BUT OUT OF CONTRACT)	1059	205	255	205	177	197	454	377	465	365	440	391	480	350
	19%	*17%*	23%ade	20%a	*18%*	*17%*	21%g	*18%*	*21%*	*19%*	22%k	*18%*	21%m	*18%*
Don't Know	177	34	40	23	24	23	46	97	47	95	36	107	62	81
	3%	*3%*	4%e	*2%*	*3%*	*2%*	*2%*	5%f	*2%*	5%h	*2%*	5%j	*3%*	4%l

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.8 Are you still within your minimum contract period for your mobile phone service from your main mobile phone provider?

Base: All on 12 month sim only contract (and not out of contract) or a combined contract

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	3605	1691	1914	501	768	647	571	506	439	173	2487	1118	2993	612	3432
Weighted Base	3948	1876	2072	650	892	768	667	591	273	106	2978	970	3569	380	3842
Yes, still within minimum contract period	3377	1601	1777	571	774	654	587	493	222	76	2587	791	3080	297	3302
	86%	*85%*	*86%*	88%hikm	87%hikm	85%im	88%ghikm	84%im	81%i	*71%*	87%ghikm	81%i	86%hikm	*78%*	86%hikm
No, I am out of my minimum contract period	428	205	224	56	85	85	61	79	38	25	286	143	365	63	404
	11%	*11%*	*11%*	*9%*	*9%*	*11%*	*9%*	13%cdfjl	14%cdfjln	23%cdefgh jkln	*10%*	15%cdefj ln	*10%*	17%cdefj ln	*11%*
Don't Know	143	70	72	23	33	29	20	18	13	6	105	37	123	19	136
	4%	*4%*	*3%*	*4%*	*4%*	*4%*	*3%*	*3%*	*5%*	*6%*	*4%*	*4%*	*3%*	*5%*	*4%*

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.8 Are you still within your minimum contract period for your mobile phone service from your main mobile phone provider?

Base: All on 12 month sim only contract (and not out of contract) or a combined contract

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	3605	736	1022	859	988	1758	1847	2153	1014	438	2208	1397	1172	2433	3493	112	2037	1568
Weighted Base	3948	887	1322	869	870	2209	1739	2382	1189	378	2645	1303	1350	2598	3866	82*	2234	1714
Yes, still within minimum contract period	3377	760	1149	744	724	1909	1468	2038	1029	310	2309	1068	1171	2206	3312	65	1919	1459
	86%	*86%*	87%d	*86%*	*83%*	*86%*	*84%*	*86%*	87%i	*82%*	87%k	*82%*	*87%*	*85%*	*86%*	*79%*	*86%*	*85%*
No, I am out of my minimum contract period	428	95	132	99	103	227	202	259	113	56	253	175	127	301	412	16	248	181
	11%	*11%*	*10%*	*11%*	*12%*	*10%*	*12%*	*11%*	*10%*	15%gh	*10%*	13%j	*9%*	*12%*	*11%*	20%n	*11%*	*11%*
Don't Know	143	33	41	26	43	74	69	85	46	12	83	60	52	91	141	1	67	75
	4%	*4%*	*3%*	*3%*	5%bc	*3%*	*4%*	*4%*	*4%*	*3%*	*3%*	5%j	*4%*	*3%*	*4%*	*1%*	*3%*	4%p

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.8 Are you still within your minimum contract period for your mobile phone service from your main mobile phone provider?

Base: All on 12 month sim only contract (and not out of contract) or a combined contract

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	3605	2825	780	3000	333	184	88	197	426	303	283	304	331	400	484	272	184	333	88
Weighted Base	3948	3090	858	3304	349	217	78*	207	439	319	317	343	373	468	542	295	217	349	78*
Yes, still within minimum contract period	3377	2650	727	2804	316	182	74	190	390	262	288	282	304	370	469	250	182	316	74
	86%	*86%*	*85%*	*85%*	90%ce	*84%*	95%ce	92%ikl mop	89%iklm	*82%*	91%iklmo p	*82%*	*81%*	*79%*	86%m	*85%*	*84%*	90%iklmo p	95%iklmnop
No, I am out of my minimum contract period	428	326	102	376	28	21	3	14	36	53	26	49	51	62	60	26	21	28	3
	11%	*11%*	*12%*	11%f	*8%*	*10%*	*3%*	*7%*	*8%*	16%ghjnop qr	*8%*	14%ghjq r	14%ghj qr	13%ghq r	11%r	*9%*	*10%*	*8%*	*3%*
Don't Know	143	114	29	123	5	14	1	3	13	5	3	12	19	36	14	19	14	5	1
	4%	*4%*	*3%*	4%d	*1%*	6%d	*1%*	*1%*	*3%*	*1%*	*1%*	3%j	5%gijq	8%ghij knqr	*3%*	6%ghij nq	6%gijnq	*1%*	*1%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.8 Are you still within your minimum contract period for your mobile phone service from your main mobile phone provider?

Base: All on 12 month sim only contract (and not out of contract) or a combined contract

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	3605	561	542	177	359	52	3063	3020	2498	409	113
Weighted Base	3948	606	529	196	324	50*	3419	3318	2772	428	118
Yes, still within minimum contract period	3377	606	458	182	272	43	2919	2772	2772	-	-
	86%	100%a	*87%*	93%ceg	*84%*	*86%*	*85%*	84%jk	100%hjk	-	-
No, I am out of my minimum contract period	428	-	53	10	40	3	375	428	-	428	-
	11%b	-	*10%*	*5%*	12%d	*7%*	11%d	13%ik	-	100%hik	-
Don't Know	143	-	17	4	12	4	125	118	-	-	118
	4%b	-	*3%*	*2%*	*4%*	*8%*	*4%*	4%ij	-	-	100%hij

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g - h/i/j/k
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.8 Are you still within your minimum contract period for your mobile phone service from your main mobile phone provider?

Base: All on 12 month sim only contract (and not out of contract) or a combined contract

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	3605	3570	1076	1042	33	30	2	17	795	422	65	254	17	180	587
Weighted Base	3948	3913	1188	1154	40*	29**	2**	17**	881	472	68*	264	17**	186	665
Yes, still within minimum contract period	3377	3356	1025	999	33	25	2	12	761	395	62	224	15	165	568
	86%	*86%*	*86%*	*87%*	*83%*	*86%*	*100%*	*69%*	*86%*	*84%*	*91%*	*85%*	*88%*	*88%*	*85%*
No, I am out of my minimum contract period	428	421	122	114	6	4	-	5	89	58	4	33	2	15	74
	11%	*11%*	*10%*	*10%*	*15%*	*14%*	-	*31%*	*10%*	*12%*	*6%*	*13%*	*12%*	*8%*	*11%*
Don't Know	143	136	41	41	1	-	-	-	30	19	2	6	-	6	23
	4%	*3%*	*3%*	*4%*	*2%*	-	-	-	*3%*	*4%*	*3%*	*2%*	-	*3%*	*4%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.8 Are you still within your minimum contract period for your mobile phone service from your main mobile phone provider?

Base: All on 12 month sim only contract (and not out of contract) or a combined contract

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	3605	830	664	628	627	796	1360	1371	1433	1298	1251	1480	1420	1311
Weighted Base	3948	914	723	704	696	848	1541	1451	1632	1360	1439	1553	1591	1400
Yes, still within minimum contract period	3377	832	608	587	593	729	1380	1190	1466	1105	1298	1272	1410	1161
	86%	91%bcde	*84%*	*83%*	*85%*	*86%*	90%g	*82%*	90%i	*81%*	90%k	*82%*	89%m	*83%*
No, I am out of my minimum contract period	428	55	83	93	87	93	115	187	122	179	103	198	136	165
	11%	*6%*	12%a	13%a	12%a	11%a	*7%*	13%f	*7%*	13%h	*7%*	13%j	*9%*	12%l
Don't Know	143	26	32	23	16	26	46	73	44	76	37	83	45	74
	4%	*3%*	4%d	*3%*	*2%*	*3%*	*3%*	5%f	*3%*	6%h	*3%*	5%j	*3%*	5%l

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.9A Do you have a good idea of how long you have been in your current contract?

Base: All on 12 month sim only contract or a combined contract and within minimum contract period

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	3059	1427	1632	440	663	550	501	425	357	123	2154	905	2579	480	2936
Weighted Base	3377	1601	1777	571	774	654	587	493	222	76	2587	791	3080	297	3302
Yes, I know the exact month I signed up	1097	489	608	176	267	194	208	165	67	20	845	252	1010	87	1077
	32%	*31%*	34%a	*31%*	*34%*	*30%*	35%m	*34%*	*30%*	*26%*	*33%*	*32%*	*33%*	*29%*	*33%*
Yes, I have a good idea	1990	981	1009	337	444	417	328	291	128	44	1526	464	1817	173	1946
	59%	61%b	*57%*	*59%*	*57%*	64%dfln	*56%*	*59%*	*58%*	*58%*	*59%*	*59%*	*59%*	*58%*	*59%*
No, I am not sure	291	131	160	58	63	43	51	37	26	12	216	75	253	38	279
	9%	*8%*	*9%*	10%e	*8%*	*7%*	*9%*	*7%*	12%egjln	16%defqjkln	*8%*	*9%*	*8%*	13%defgjln	*8%*
SUMMARY CODE															
AT LEAST A GOOD IDEA	3087	1470	1617	513	711	611	536	457	195	64	2371	716	2827	259	3023
	91%	*92%*	*91%*	*90%*	92%im	93%chim	91%im	93%him	*88%*	*84%*	92%him	91%i	92%him	*87%*	92%him

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.9A Do you have a good idea of how long you have been in your current contract?

Base: All on 12 month sim only contract or a combined contract and within minimum contract period

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	3059	626	883	734	816	1509	1550	1825	878	356	1923	1136	1012	2047	2972	87	1730	1329
Weighted Base	3377	760	1149	744	724	1909	1468	2038	1029	310	2309	1068	1171	2206	3312	65*	1919	1459
Yes, I know the exact month I signed up	1097	262	375	236	224	637	460	671	326	100	765	331	377	720	1084	13	623	474
	32%	*34%*	*33%*	*32%*	*31%*	*33%*	*31%*	*33%*	*32%*	*32%*	*33%*	*31%*	*32%*	*33%*	33%o	*20%*	*32%*	*32%*
Yes, I have a good idea	1990	438	705	432	414	1143	847	1208	604	178	1382	608	692	1298	1954	36	1148	842
	59%	*58%*	*61%*	*58%*	*57%*	*60%*	*58%*	*59%*	*59%*	*57%*	*60%*	*57%*	*59%*	*59%*	*59%*	*55%*	*60%*	*58%*
No, I am not sure	291	60	69	76	86	129	162	159	99	32	161	129	102	188	275	16	148	143
	9%	*8%*	*6%*	10%b	12%ab	*7%*	11%e	*8%*	*10%*	*10%*	*7%*	12%j	*9%*	*9%*	*8%*	25%n	*8%*	*10%*
SUMMARY CODE																		
AT LEAST A GOOD IDEA	3087	700	1080	668	638	1780	1307	1879	930	278	2148	939	1069	2018	3038	49	1771	1316
	91%	92%d	94%cd	*90%*	*88%*	93%f	*89%*	*92%*	*90%*	*90%*	93%k	*88%*	*91%*	*91%*	92%o	*75%*	*92%*	*90%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h/i - j/k - l/m - n/o - p/q
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.9A Do you have a good idea of how long you have been in your current contract?

Base: All on 12 month sim only contract or a combined contract and within minimum contract period

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	3059	2399	660	2523	299	153	84	177	377	242	258	248	266	312	413	230	153	299	84
Weighted Base	3377	2650	727	2804	316	182	74*	190	390	262	288	282	304	370	469	250	182	316	74*
Yes, I know the exact month I signed up	1097	840	256	914	100	60	23	90	122	109	108	74	70	86	138	116	60	100	23
	32%	*32%*	*35%*	*33%*	*32%*	*33%*	*30%*	48%hjk lmnpqr	31%lm	42%hklmnq	37%klmn	*26%*	*23%*	*23%*	*29%*	46%hkl mnpqr	33%lm	32%lm	*30%*
Yes, I have a good idea	1990	1590	400	1641	196	102	51	90	230	136	152	197	190	248	293	105	102	196	51
	59%	60%b	*55%*	*59%*	*62%*	*56%*	*69%*	*47%*	59%go	52%o	53%o	70%ghij op	63%gij o	67%ghi jop	62%gij o	*42%*	56%o	62%gijo	69%gijo
No, I am not sure	291	220	70	249	21	20	*	10	37	17	28	11	44	35	38	29	20	21	*
	9%	*8%*	*10%*	9%f	7%f	11%f	*1%*	*5%*	10%kr	6%r	10%kr	*4%*	15%gik nqr	10%kr	8%kr	12%gkr	11%kr	7%r	*1%*
SUMMARY CODE																			
AT LEAST A GOOD IDEA	3087	2430	657	2555	295	162	74	180	352	245	260	271	259	335	431	220	162	295	74
	91%	*92%*	*90%*	*91%*	*93%*	*89%*	99%cde	95%lo	*90%*	94%l	*90%*	96%hjlm nop	*85%*	*90%*	92%l	*88%*	*89%*	93%l	99%hijlmnop q

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.9A Do you have a good idea of how long you have been in your current contract?

Base: All on 12 month sim only contract or a combined contract and within minimum contract period

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	3059	561	461	164	297	46	2598	2498	2498	-	-
Weighted Base	3377	606	458	182	272	43*	2919	2772	2772	-**	-**
Yes, I know the exact month I signed up	1097	170	147	62	89	17	950	927	927	-	-
	32%b	*28%*	*32%*	*34%*	*33%*	*40%*	*33%*	*33%*	*33%*	-	-
Yes, I have a good idea	1990	369	265	105	157	25	1725	1621	1621	-	-
	59%	*61%*	*58%*	*58%*	*58%*	*57%*	*59%*	*58%*	*58%*	-	-
No, I am not sure	291	67	47	15	26	1	244	223	223	-	-
	9%	*11%*	*10%*	*8%*	*9%*	*3%*	*8%*	*8%*	*8%*	-	-
SUMMARY CODE											
AT LEAST A GOOD IDEA	3087	538	412	167	246	42	2675	2548	2548	-	-
	91%	*89%*	*90%*	*92%*	*91%*	*97%*	*92%*	*92%*	*92%*	-	-

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g - h/i/j/k
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.9A Do you have a good idea of how long you have been in your current contract?

Base: All on 12 month sim only contract or a combined contract and within minimum contract period

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	3059	3039	926	898	27	26	2	13	682	354	58	214	15	157	495
Weighted Base	3377	3356	1025	999	33**	25**	2**	12**	761	395	62*	224	15**	165	568
Yes, I know the exact month I signed up	1097	1090	331	325	7	6	2	3	266	130	26	72	3	51	173
	32%	*32%*	*32%*	*33%*	*21%*	*22%*	*100%*	*27%*	*35%*	*33%*	*41%*	*32%*	*22%*	*31%*	*30%*
Yes, I have a good idea	1990	1981	614	597	20	17	-	7	436	239	33	136	10	90	342
	59%	*59%*	*60%*	*60%*	*62%*	*67%*	-	*64%*	*57%*	*60%*	*53%*	*61%*	*64%*	*55%*	*60%*
No, I am not sure	291	284	80	77	5	3	-	1	59	27	3	17	2	23	53
	9%	*8%*	*8%*	*8%*	*16%*	*11%*	-	*9%*	*8%*	*7%*	*5%*	*7%*	*14%*	*14%abchik*	*9%*
SUMMARY CODE															
AT LEAST A GOOD IDEA	3087	3072	945	922	28	23	2	10	702	369	58	208	13	141	515
	91%	*92%m*	*92%m*	*92%m*	*84%*	*89%*	*100%*	*91%*	*92%m*	*93%m*	*95%*	*93%m*	*86%*	*86%*	*91%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.9A Do you have a good idea of how long you have been in your current contract?

Base: All on 12 month sim only contract or a combined contract and within minimum contract period

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	3059	755	552	518	526	681	1213	1115	1285	1043	1125	1203	1252	1076
Weighted Base	3377	832	608	587	593	729	1380	1190	1466	1105	1298	1272	1410	1161
Yes, I know the exact month I signed up	1097	328	174	158	185	249	490	337	516	312	456	371	495	332
	32%	39%bcde	*29%*	*27%*	*31%*	34%bc	36%g	*28%*	35%i	*28%*	35%k	*29%*	35%m	*29%*
Yes, I have a good idea	1990	448	375	379	355	420	802	726	857	670	765	762	809	718
	59%	*54%*	62%a	65%ae	60%a	*58%*	*58%*	*61%*	*58%*	*61%*	*59%*	*60%*	*57%*	62%l
No, I am not sure	291	56	60	49	53	60	89	127	93	123	77	139	106	110
	9%	*7%*	10%a	*8%*	*9%*	*8%*	*6%*	11%f	*6%*	11%h	*6%*	11%j	*7%*	*9%*
SUMMARY CODE														
AT LEAST A GOOD IDEA	3087	776	548	538	540	669	1291	1063	1373	982	1222	1133	1304	1051
	91%	93%b	*90%*	*92%*	*91%*	*92%*	94%g	*89%*	94%i	*89%*	94%k	*89%*	*93%*	*91%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.9B How long have you been on your current contract? (excluding Wave 1)

Base: All on 12 month sim only contract or a combined contract and within minimum contract period

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	2328	1081	1247	333	489	416	390	332	281	87	1628	700	1960	368	2241
Weighted Base	2570	1216	1354	432	574	495	458	385	173	54*	1959	612	2343	227	2517
Less than 1 month	121	62	59	22	35	16	22	15	8	3	95	25	110	10	118
	5%	*5%*	*4%*	*5%*	*6%*	*3%*	*5%*	*4%*	*4%*	*5%*	*5%*	*4%*	*5%*	*5%*	*5%*
1 month up to 3 months	275	130	145	54	51	58	43	45	18	6	205	69	251	24	269
	11%	*11%*	*11%*	*12%*	*9%*	*12%*	*9%*	*12%*	*10%*	*11%*	*10%*	*11%*	*11%*	*11%*	*11%*
3 months up to 6 months	370	190	180	73	89	54	76	56	19	3	291	79	348	23	367
	14%	*16%*	*13%*	17%eim	15%im	*11%*	17%eim	15%i	*11%*	*6%*	15%eim	*13%*	15%eim	*10%*	15%im
6 months up to 12 months	728	356	372	134	181	155	106	98	43	10	577	151	675	53	718
	28%	*29%*	*27%*	31%fikm	32%fikm	31%fikm	*23%*	*26%*	*25%*	*18%*	29%fikm	*25%*	29%fikm	*23%*	29%fim
Over a year, up to 2 years	823	359	464	126	170	179	144	126	58	20	619	204	745	78	803
	32%	*30%*	34%a	*29%*	*30%*	36%cd	*31%*	*33%*	*33%*	*38%*	*32%*	*33%*	*32%*	*35%*	*32%*
More than 2 years	172	79	93	10	36	27	34	34	22	8	107	64	141	31	163
	7%	*7%*	*7%*	*2%*	6%c	5%c	*7%c*	9%cj	13%cdefjln	16%cdefjln	5%c	11%cdejln	6%c	14%cdefgjln	6%c
Don't Know	81	39	42	12	13	6	32	11	5	4	62	19	73	8	78
	3%	*3%*	*3%*	*3%*	*2%*	*1%*	7%cdeghjkln	*3%*	*3%*	7%de	3%e	3%e	3%e	4%e	3%e

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.9B How long have you been on your current contract? (excluding Wave 1)

Base: All on 12 month sim only contract or a combined contract and within minimum contract period

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	2328	489	679	547	613	1168	1160	1407	661	260	1473	855	764	1564	2270	58	1357	971
Weighted Base	2570	593	887	549	542	1479	1091	1567	774	230	1770	800	887	1684	2528	43*	1502	1068
Less than 1 month	121	20	51	22	28	71	50	70	38	13	80	40	37	83	118	3	61	60
	5%	*3%*	*6%*	*4%*	*5%*	*5%*	*5%*	*4%*	*5%*	*6%*	*5%*	*5%*	*4%*	*5%*	*5%*	*7%*	*4%*	*6%*
1 month up to 3 months	275	58	92	61	64	150	125	169	84	22	199	76	99	176	272	3	166	109
	11%	*10%*	*10%*	*11%*	*12%*	*10%*	*11%*	*11%*	*11%*	*9%*	*11%*	*10%*	*11%*	*10%*	*11%*	*6%*	*11%*	*10%*
3 months up to 6 months	370	78	115	102	75	193	177	210	135	25	245	125	118	252	369	1	216	155
	14%	*13%*	*13%*	19%abd	*14%*	*13%*	16%e	*13%*	17%gi	*11%*	*14%*	*16%*	*13%*	*15%*	15%o	*3%*	*14%*	*14%*
6 months up to 12 months	728	170	264	150	144	434	294	439	222	67	515	213	269	459	718	10	401	327
	28%	*29%*	*30%*	*27%*	*27%*	*29%*	*27%*	*28%*	*29%*	*29%*	*29%*	*27%*	*30%*	*27%*	*28%*	*24%*	*27%*	31%p
Over a year, up to 2 years	823	208	280	175	161	488	335	516	229	79	584	239	284	539	811	12	503	320
	32%	*35%*	*32%*	*32%*	*30%*	*33%*	*31%*	*33%*	*30%*	*34%*	*33%*	*30%*	*32%*	*32%*	*32%*	*28%*	*33%*	*30%*
More than 2 years	172	39	59	29	45	98	73	116	40	16	97	75	58	114	163	9	106	65
	7%	*7%*	*7%*	*5%*	8%c	*7%*	*7%*	*7%*	*5%*	*7%*	*5%*	9%j	*7%*	*7%*	*6%*	21%n	*7%*	*6%*
Don't Know	81	19	24	12	25	44	38	46	27	8	49	32	21	61	77	4	49	32
	3%	*3%*	*3%*	*2%*	5%c	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*4%*	*2%*	*4%*	*3%*	10%n	*3%*	*3%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.9B How long have you been on your current contract? (excluding Wave 1)

Base: All on 12 month sim only contract or a combined contract and within minimum contract period

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	2328	1801	527	1919	233	114	62	146	273	179	210	182	200	227	320	182	114	233	62
Weighted Base	2570	1992	578	2137	244	135	55*	158	284	192	237	209	231	270	362	193	135	244	55*
Less than 1 month	121	91	30	100	8	12	1	6	14	4	16	9	10	15	16	10	12	8	1
	5%	*5%*	*5%*	*5%*	*3%*	9%cd	*1%*	*4%*	*5%*	*2%*	7%i	*4%*	*4%*	*5%*	*4%*	*5%*	9%iq	*3%*	*1%*
1 month up to 3 months	275	223	51	218	24	19	14	17	25	20	26	24	21	29	40	16	19	24	14
	11%	*11%*	*9%*	*10%*	*10%*	*14%*	25%cd	*11%*	*9%*	*10%*	*11%*	*11%*	*9%*	*11%*	*11%*	*8%*	*14%*	*10%*	25%ghijklmn oq
3 months up to 6 months	370	283	87	305	37	14	14	21	50	27	33	38	20	34	54	28	14	37	14
	14%	*14%*	*15%*	*14%*	*15%*	*10%*	25%ce	*13%*	17%l	*14%*	*14%*	18%l	*9%*	*13%*	15%l	*14%*	*10%*	15%l	25%gijlmp
6 months up to 12 months	728	565	163	610	66	38	14	41	65	76	70	67	73	73	107	38	38	66	14
	28%	*28%*	*28%*	*29%*	*27%*	*28%*	*26%*	*26%*	*23%*	40%ghjmn oq	29%o	32%ho	32%ho	*27%*	29%o	*20%*	*28%*	*27%*	*26%*
Over a year, up to 2 years	823	627	197	676	97	38	12	63	94	53	71	60	76	90	104	64	38	97	12
	32%	*31%*	*34%*	*32%*	40%cef	*28%*	*22%*	40%ikn r	*33%*	*28%*	*30%*	*29%*	*33%*	*33%*	*29%*	*33%*	*28%*	40%ijknp r	*22%*
More than 2 years	172	144	28	153	12	7	-	3	26	9	16	11	21	20	23	24	7	12	-
	7%	*7%*	*5%*	*7%f*	*5%*	*5%*	-	*2%*	9%gr	*5%*	*7%gr*	*5%*	9%gr	*7%gr*	*6%*	13%qikn pqr	*5%*	*5%*	-
Don't Know	81	59	23	74	-	7	-	6	9	4	5	1	9	10	18	11	7	-	-
	3%	*3%*	*4%*	3%d	-	5%d	-	4%kq	3%q	2%q	2%q	*1%*	4%kq	4%kq	5%kq	6%kq	5%kq	-	-

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.9B How long have you been on your current contract? (excluding Wave 1)

Base: All on 12 month sim only contract or a combined contract and within minimum contract period

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	2328	408	357	122	226	30	1971	1920	1920	-	-
Weighted Base	2570	444	358	136	210	28**	2213	2126	2126	-**	-**
Less than 1 month	121	25	16	8	10	3	105	96	96	-	-
	5%	*6%*	*4%*	*6%*	*5%*	*10%*	*5%*	*5%*	*5%*	-	-
1 month up to 3 months	275	58	33	11	20	3	242	217	217	-	-
	11%	*13%*	*9%*	*8%*	*10%*	*11%*	*11%*	*10%*	*10%*	-	-
3 months up to 6 months	370	100	55	20	34	5	315	270	270	-	-
	14%	23%a	*15%*	*15%*	*16%*	*18%*	*14%*	*13%*	*13%*	-	-
6 months up to 12 months	728	150	82	38	41	3	646	578	578	-	-
	28%	34%a	*23%*	*28%*	*20%*	*11%*	29%ce	*27%*	*27%*	-	-
Over a year, up to 2 years	823	47	125	44	79	11	698	777	777	-	-
	32%b	*11%*	*35%*	*33%*	*38%*	*38%*	*32%*	*37%*	*37%*	-	-
More than 2 years	172	41	30	10	18	3	141	131	131	-	-
	7%	*9%*	*9%*	*8%*	*9%*	*10%*	*6%*	*6%*	*6%*	-	-
Don't Know	81	24	16	5	7	1	65	58	58	-	-
	3%	5%a	*5%*	*4%*	*3%*	*2%*	*3%*	*3%*	*3%*	-	-

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g - h/i/j/k
**** very small base (under 30) ineligible for sig testing**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.9B How long have you been on your current contract? (excluding Wave 1)

Base: All on 12 month sim only contract or a combined contract and within minimum contract period

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	2328	2310	697	682	22	18	2	6	531	262	42	158	9	115	388
Weighted Base	2570	2551	763	749	27**	17**	2**	5**	596	292	45*	163	9**	122	452
Less than 1 month	121	121	44	43	4	-	-	-	19	9	3	4	1	8	25
	5%	*5%*	6%h	6%h	*16%*	-	-	-	*3%*	*3%*	*7%*	*3%*	*11%*	*6%*	*5%*
1 month up to 3 months	275	273	82	80	6	4	1	2	64	36	3	22	-	7	40
	11%	*11%*	*11%*	*11%*	*23%*	*24%*	*62%*	*43%*	*11%*	*12%*	*7%*	*13%*	-	*6%*	*9%*
3 months up to 6 months	370	370	102	101	1	2	-	-	85	46	5	26	1	21	66
	14%	*14%*	*13%*	*13%*	*4%*	*9%*	-	-	*14%*	*16%*	*11%*	*16%*	*10%*	*17%*	*15%*
6 months up to 12 months	728	722	217	213	3	4	1	-	172	87	11	33	3	34	142
	28%	28%k	*28%*	*29%*	*12%*	*25%*	*38%*	-	*29%*	30%k	*25%*	*21%*	*33%*	*28%*	31%k
Over a year, up to 2 years	823	820	240	236	8	7	-	1	214	77	16	60	3	35	149
	32%	*32%*	*31%*	*32%*	*29%*	*39%*	-	*19%*	36%i	*26%*	*36%*	37%i	*34%*	*28%*	*33%*
More than 2 years	172	170	50	47	1	-	-	2	32	32	4	14	1	11	20
	7%	*7%*	*6%*	*6%*	*4%*	-	-	*37%*	*5%*	11%abchn	*9%*	*9%*	*12%*	9%n	*4%*
Don't Know	81	77	29	29	3	1	-	-	11	5	2	3	-	6	12
	3%	*3%*	*4%*	*4%*	*11%*	*3%*	-	-	*2%*	*2%*	*4%*	*2%*	-	5%h	*3%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.9B How long have you been on your current contract? (excluding Wave 1)

Base: All on 12 month sim only contract or a combined contract and within minimum contract period

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	2328	577	408	390	401	530	1213	1115	1285	1043	1125	1203	1252	1076
Weighted Base	2570	637	452	441	450	566	1380	1190	1466	1105	1298	1272	1410	1161
Less than 1 month	121	28	19	17	26	30	68	53	71	49	60	60	72	49
	5%	*4%*	*4%*	*4%*	*6%*	*5%*	*5%*	*4%*	*5%*	*4%*	*5%*	*5%*	*5%*	*4%*
1 month up to 3 months	275	74	49	50	47	54	147	128	161	113	139	136	160	115
	11%	*12%*	*11%*	*11%*	*10%*	*10%*	*11%*	*11%*	*11%*	*10%*	*11%*	*11%*	*11%*	*10%*
3 months up to 6 months	370	108	73	50	69	69	215	155	228	142	195	175	229	141
	14%	17%ce	*16%*	*11%*	*15%*	*12%*	*16%*	*13%*	*16%*	*13%*	*15%*	*14%*	16%m	*12%*
6 months up to 12 months	728	206	125	125	129	139	372	355	401	327	375	353	396	332
	28%	32%e	*28%*	*28%*	*29%*	*25%*	*27%*	*30%*	*27%*	*30%*	*29%*	*28%*	*28%*	*29%*
Over a year, up to 2 years	823	199	141	143	129	206	452	372	470	353	412	412	426	398
	32%	*31%*	*31%*	*32%*	*29%*	36%d	*33%*	*31%*	*32%*	*32%*	*32%*	*32%*	*30%*	34%l
More than 2 years	172	9	36	37	39	51	89	83	93	79	84	88	89	83
	7%	*1%*	8%a	8%a	9%a	9%a	*6%*	*7%*	*6%*	*7%*	*6%*	*7%*	*6%*	*7%*
Don't Know	81	15	10	20	11	17	37	44	41	40	34	47	38	44
	3%	*2%*	*2%*	*5%*	*2%*	*3%*	*3%*	*4%*	*3%*	*4%*	*3%*	*4%*	*3%*	*4%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.9B How long have you been on your current contract? (excluding Wave 1)

Base: All who are not sure of how long they have been in contract

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	210	97	113	34	36	27	39	24	34	16	136	74	160	50	194
Weighted Base	216	99*	117	43*	42*	28**	45*	27**	21*	10**	158	57*	186	30*	206
Less than 1 month	3	2	1	1	1	-	-	-	-	1	2	1	2	1	2
	2%	*2%*	*1%*	*3%*	*2%*	-	-	-	-	*13%*	*1%*	*2%*	*1%*	*4%*	*1%*
1 month up to 3 months	4	2	2	1	1	-	1	-	1	-	3	1	3	1	4
	2%	*2%*	*2%*	*3%*	*2%*	-	*3%*	-	*5%*	-	*2%*	*2%*	*2%*	*3%*	*2%*
3 months up to 6 months	20	14	6	4	5	3	3	3	2	*	15	5	18	2	19
	9%	14%b	*5%*	*9%*	*11%*	*9%*	*7%*	*11%*	*8%*	*5%*	*9%*	*9%*	*10%*	*7%*	*9%*
6 months up to 12 months	43	19	24	11	9	6	5	6	5	1	31	12	37	6	42
	20%	*19%*	*20%*	*26%*	*21%*	*22%*	*10%*	*22%*	*25%*	*7%*	*19%*	*21%*	*20%*	*19%*	*20%*
Over a year, up to 2 years	56	23	33	14	9	12	11	2	5	3	45	11	48	8	53
	26%	*23%*	*28%*	*32%*	*22%*	*42%*	*24%*	*8%*	*25%*	*35%*	*29%*	*19%*	*26%*	*28%*	*26%*
More than 2 years	39	13	25	4	10	4	5	10	5	2	22	16	32	6	37
	18%	*13%*	*22%*	*9%*	*24%*	*12%*	*11%*	*37%*	*23%*	*17%*	*14%*	29%cfj	*17%*	*21%*	*18%*
Don't Know	51	26	25	8	7	4	20	6	3	2	40	11	46	5	49
	24%	*26%*	*22%*	*18%*	*18%*	*15%*	45%cdhjkl mn	*22%*	*14%*	*23%*	*25%*	*19%*	*25%*	*17%*	*24%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.9B How long have you been on your current contract? (excluding Wave 1)

Base: All who are not sure of how long they have been in contract

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	210	38	43	57	72	81	129	119	62	29	105	105	59	151	192	18	117	93
Weighted Base	216	45*	55*	53*	63*	100*	116	119	73*	24**	121*	94*	69*	147	203	13**	116	100*
Less than 1 month	3	-	-	1	2	-	3	3	-	-	2	1	2	1	2	1	1	3
	2%	-	-	*2%*	*4%*	-	*3%*	*3%*	-	-	*2%*	*1%*	*3%*	*1%*	*1%*	*10%*	*	*3%*
1 month up to 3 months	4	-	-	3	2	-	4	3	1	-	2	2	2	2	4	*	2	2
	2%	-	-	*5%*	*3%*	-	*4%*	*3%*	*2%*	-	*2%*	*2%*	*3%*	*1%*	*2%*	*4%*	*2%*	*2%*
3 months up to 6 months	20	2	1	7	10	3	16	9	8	2	10	9	6	14	20	-	9	11
	9%	*4%*	*3%*	*12%*	16%b	*3%*	14%e	*8%*	*12%*	*8%*	*8%*	*10%*	*8%*	*10%*	*10%*	-	*8%*	*11%*
6 months up to 12 months	43	9	16	9	9	25	18	19	18	5	25	18	13	30	41	2	23	20
	20%	*20%*	*28%*	*17%*	*14%*	*25%*	*16%*	*16%*	*25%*	*23%*	*20%*	*19%*	*18%*	*21%*	*20%*	*12%*	*20%*	*20%*
Over a year, up to 2 years	56	15	14	13	14	30	26	30	18	8	32	24	20	36	54	2	30	26
	26%	*34%*	*27%*	*24%*	*22%*	*30%*	*23%*	*25%*	*25%*	*34%*	*27%*	*25%*	*29%*	*25%*	*27%*	*15%*	*26%*	*26%*
More than 2 years	39	9	8	10	11	17	21	21	13	5	19	19	12	26	34	4	22	17
	18%	*21%*	*14%*	*19%*	*17%*	*17%*	*18%*	*18%*	*18%*	*20%*	*16%*	*21%*	*18%*	*18%*	*17%*	*32%*	*19%*	*17%*
Don't Know	51	9	15	11	15	25	26	33	14	4	31	21	14	37	48	3	30	21
	24%	*21%*	*28%*	*21%*	*24%*	*25%*	*23%*	*28%*	*20%*	*15%*	*25%*	*22%*	*21%*	*25%*	*23%*	*27%*	*26%*	*21%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.9B How long have you been on your current contract? (excluding Wave 1)

Base: All who are not sure of how long they have been in contract

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	210	164	46	178	19	13	-	9	29	14	24	5	23	25	27	22	13	19	-
Weighted Base	216	167	49*	185	17**	13**	-**	9**	28**	13**	24**	6**	26**	26**	31**	22**	13**	17**	-**
Less than 1 month	3	3	-	3	1	-	-	-	1	-	2	-	-	-	-	-	-	1	-
	2%	*2%*	-	*2%*	*3%*	-	-	-	*4%*	-	*7%*	-	-	-	-	-	-	*3%*	-
1 month up to 3 months	4	3	1	3	-	1	-	-	-	-	*	-	-	2	1	-	1	-	-
	2%	*2%*	*2%*	*2%*	-	*8%*	-	-	-	-	*2%*	-	-	*8%*	*2%*	-	*8%*	-	-
3 months up to 6 months	20	14	6	15	5	-	-	1	1	*	2	-	4	2	2	3	-	5	-
	9%	*8%*	*12%*	*8%*	*27%*	-	-	*14%*	*3%*	*3%*	*10%*	-	*14%*	*7%*	*6%*	*12%*	-	*27%*	-
6 months up to 12 months	43	34	9	37	2	5	-	1	6	5	2	1	7	2	7	6	5	2	-
	20%	*20%*	*18%*	*20%*	*10%*	*34%*	-	*11%*	*20%*	*39%*	*9%*	*23%*	*26%*	*8%*	*21%*	*26%*	*34%*	*10%*	-
Over a year, up to 2 years	56	43	13	44	8	5	-	4	7	1	8	2	7	6	4	5	5	8	-
	26%	*26%*	*27%*	*24%*	*45%*	*34%*	-	*45%*	*25%*	*9%*	*34%*	*27%*	*25%*	*24%*	*14%*	*22%*	*34%*	*45%*	-
More than 2 years	39	34	5	35	3	1	-	1	7	5	3	2	5	5	4	2	1	3	-
	18%	*20%*	*10%*	*19%*	*15%*	*5%*	-	*11%*	*26%*	*36%*	*15%*	*31%*	*20%*	*19%*	*14%*	*9%*	*5%*	*15%*	-
Don't Know	51	36	15	49	-	2	-	2	6	2	5	1	4	9	13	7	2	-	-
	24%	*22%*	*30%*	*26%*	-	*18%*	-	*20%*	*21%*	*13%*	*23%*	*19%*	*14%*	*34%*	*43%*	*31%*	*18%*	-	-

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.9B How long have you been on your current contract? (excluding Wave 1)

Base: All who are not sure of how long they have been in contract

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	210	49	36	9	22	1	174	161	161	-	-
Weighted Base	216	51*	36*	11**	20**	1**	180	165	165	-**	-**
Less than 1 month	3	-	-	-	-	-	3	3	3	-	-
	2%	-	-	-	-	-	*2%*	*2%*	*2%*	-	-
1 month up to 3 months	4	*	-	-	-	-	4	4	4	-	-
	2%	*1%*	-	-	-	-	*2%*	*2%*	*2%*	-	-
3 months up to 6 months	20	9	4	1	4	1	15	10	10	-	-
	9%	*19%*	*12%*	*11%*	*21%*	*100%*	*9%*	*6%*	*6%*	-	-
6 months up to 12 months	43	10	5	2	3	-	38	33	33	-	-
	20%	*20%*	*13%*	*18%*	*13%*	-	*21%*	*20%*	*20%*	-	-
Over a year, up to 2 years	56	10	10	2	7	-	46	46	46	-	-
	26%	*20%*	*29%*	*21%*	*33%*	-	*25%*	*28%*	*28%*	-	-
More than 2 years	39	9	4	1	2	-	35	29	29	-	-
	18%	*18%*	*10%*	*10%*	*8%*	-	*19%*	*18%*	*18%*	-	-
Don't Know	51	12	13	4	5	-	38	39	39	-	-
	24%	*24%*	*36%*	*40%*	*25%*	-	*21%*	*24%*	*24%*	-	-

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.9B How long have you been on your current contract? (excluding Wave 1)

Base: All who are not sure of how long they have been in contract

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	210	206	59	57	5	2	-	2	43	18	2	13	-	13	39
Weighted Base	216	211	60*	59*	5**	2**	-**	1**	43*	18**	2**	11**	-**	14**	45*
Less than 1 month	3	3	2	2	-	-	-	-	-	1	-	1	-	-	-
	2%	*2%*	*3%*	*3%*	-	-	-	-	-	*6%*	-	*5%*	-	-	-
1 month up to 3 months	4	4	2	2	1	-	-	-	*	-	-	-	-	-	1
	2%	*2%*	*2%*	*3%*	*21%*	-	-	-	*1%*	-	-	-	-	-	*3%*
3 months up to 6 months	20	20	6	6	1	-	-	-	4	1	-	-	-	5	2
	9%	*9%*	*10%*	*10%*	*22%*	-	-	-	*8%*	*6%*	-	-	-	*33%*	*3%*
6 months up to 12 months	43	41	9	9	-	1	-	-	9	5	-	3	-	2	12
	20%	*20%*	*15%*	*16%*	-	*64%*	-	-	*21%*	*26%*	-	*26%*	-	*13%*	*26%*
Over a year, up to 2 years	56	56	14	14	1	-	-	-	15	4	-	5	-	3	12
	26%	*27%*	*23%*	*23%*	*11%*	-	-	-	*34%*	*22%*	-	*45%*	-	*23%*	*27%*
More than 2 years	39	39	9	8	1	-	-	1	8	5	-	1	-	1	9
	18%	*18%*	*16%*	*14%*	*20%*	-	-	*100%*	*18%*	*30%*	-	*11%*	-	*6%*	*20%*
Don't Know	51	48	19	19	1	1	-	-	8	2	2	1	-	3	10
	24%	*23%*	*31%*	*32%*	*27%*	*36%*	-	-	*18%*	*10%*	*100%*	*13%*	-	*24%*	*21%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.9B How long have you been on your current contract? (excluding Wave 1)

Base: All who are not sure of how long they have been in contract

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	210	40	37	34	36	53	84	126	89	121	72	138	99	111
Weighted Base	216	41*	36*	36*	41*	51*	89*	127	93*	123	77*	139	106*	110
Less than 1 month	3	-	2	-	1	1	2	1	2	1	2	1	2	1
	2%	-	*5%*	-	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*3%*	*1%*	*2%*	*1%*
1 month up to 3 months	4	2	1	*	1	-	3	1	3	1	3	1	3	1
	2%	*4%*	*3%*	*1%*	*3%*	-	*4%*	*1%*	*3%*	*1%*	*4%*	*1%*	*3%*	*1%*
3 months up to 6 months	20	3	7	-	6	3	8	12	9	11	8	12	10	10
	9%	*8%*	20%c	-	15%c	*6%*	*9%*	*10%*	*9%*	*9%*	*11%*	*8%*	*9%*	*9%*
6 months up to 12 months	43	15	4	8	12	4	12	31	11	32	9	34	19	24
	20%	36%be	*10%*	*23%*	29%e	*8%*	*14%*	*24%*	*11%*	26%h	*11%*	24%j	*18%*	*22%*
Over a year, up to 2 years	56	14	9	13	2	17	18	38	17	39	16	40	26	30
	26%	34%d	26%d	35%d	*6%*	33%d	*21%*	*30%*	*18%*	32%h	*21%*	*29%*	*24%*	*28%*
More than 2 years	39	3	7	3	11	14	17	21	21	18	15	23	19	20
	18%	*6%*	*19%*	*7%*	27%ac	28%ac	*20%*	*17%*	*22%*	*15%*	*20%*	*17%*	*18%*	*18%*
Don't Know	51	5	7	12	7	12	28	23	31	20	23	28	27	24
	24%	*13%*	*18%*	34%a	*17%*	*23%*	32%g	*18%*	33%i	*17%*	*30%*	*20%*	*25%*	*22%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.9B How long have you been on your current contract?

Base: All who have at least a good idea of how long they have been in contract

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	2775	1298	1477	394	606	509	457	393	313	103	1966	809	2359	416	2672
Weighted Base	3087	1470	1617	513	711	611	536	457	195	64*	2371	716	2827	259	3023
Less than 1 month	166	83	83	26	44	37	29	19	9	2	136	31	155	12	164
	5%	*6%*	*5%*	*5%*	*6%*	*6%*	*5%*	*4%*	*5%*	*4%*	*6%*	*4%*	*5%*	*4%*	*5%*
1 month up to 3 months	354	172	182	70	77	67	56	54	22	8	270	84	324	29	346
	11%	*12%*	*11%*	*14%*	*11%*	*11%*	*11%*	*12%*	*11%*	*12%*	*11%*	*12%*	*11%*	*11%*	*11%*
3 months up to 6 months	442	224	218	80	110	68	95	61	23	5	353	89	414	28	437
	14%	*15%*	*13%*	*16%*	15%em	*11%*	18%ehikm	*13%*	*12%*	*8%*	15%em	*12%*	15%em	*11%*	*14%*
6 months up to 12 months	895	434	461	164	217	192	127	130	51	14	700	195	830	65	881
	29%	*30%*	*29%*	32%fm	31%f	31%fm	*24%*	*28%*	*26%*	*23%*	30%f	*27%*	29%f	*25%*	29%f
Over a year, up to 2 years	1004	447	557	155	218	207	181	153	67	22	762	242	915	89	982
	33%	*30%*	34%a	*30%*	*31%*	*34%*	*34%*	*33%*	*34%*	*35%*	*32%*	*34%*	*32%*	*34%*	*32%*
More than 2 years	183	93	90	10	38	35	35	33	22	10	118	65	151	32	173
	6%	*6%*	*6%*	*2%*	5%c	6%c	7%c	7%c	11%cdefjln	15%cdefgjln	5%c	9%cdejln	5%c	12%cdefgjln	6%c
Don't Know	42	17	25	7	7	5	13	6	2	2	32	10	38	4	40
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*	*1%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.9B How long have you been on your current contract?

Base: All who have at least a good idea of how long they have been in contract

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	2775	575	829	653	718	1404	1371	1668	791	316	1781	994	921	1854	2710	65	1582	1193
Weighted Base	3087	700	1080	668	638	1780	1307	1879	930	278	2148	939	1069	2018	3038	49*	1771	1316
Less than 1 month	166	38	69	30	30	107	60	104	47	16	120	46	57	109	161	5	88	78
	5%	*5%*	*6%*	*5%*	*5%*	*6%*	*5%*	*6%*	*5%*	*6%*	*6%*	*5%*	*5%*	*5%*	*5%*	*11%*	*5%*	*6%*
1 month up to 3 months	354	79	117	75	83	195	158	217	110	26	255	99	129	224	348	6	205	149
	11%	*11%*	*11%*	*11%*	*13%*	*11%*	*12%*	*12%*	*12%*	*9%*	*12%*	*11%*	*12%*	*11%*	*11%*	*12%*	*12%*	*11%*
3 months up to 6 months	442	97	137	113	94	235	207	251	151	39	295	147	141	301	439	3	253	189
	14%	*14%*	*13%*	17%b	*15%*	*13%*	*16%*	*13%*	*16%*	*14%*	*14%*	*16%*	*13%*	*15%*	*14%*	*7%*	*14%*	*14%*
6 months up to 12 months	895	197	332	192	173	530	366	544	270	80	635	260	317	578	885	11	491	405
	29%	*28%*	*31%*	*29%*	*27%*	*30%*	*28%*	*29%*	*29%*	*29%*	*30%*	*28%*	*30%*	*29%*	*29%*	*22%*	*28%*	*31%*
Over a year, up to 2 years	1004	240	339	225	200	579	425	618	293	94	706	298	351	653	987	17	593	412
	33%	*34%*	*31%*	*34%*	*31%*	*33%*	*33%*	*33%*	*31%*	*34%*	*33%*	*32%*	*33%*	*32%*	*32%*	*35%*	*33%*	*31%*
More than 2 years	183	37	71	28	46	108	75	126	40	17	112	71	62	121	178	5	115	68
	6%	*5%*	*7%*	*4%*	7%c	*6%*	*6%*	7%h	*4%*	*6%*	*5%*	8%j	*6%*	*6%*	*6%*	*11%*	*6%*	*5%*
Don't Know	42	13	14	3	12	27	15	19	18	5	24	18	10	32	41	1	26	16
	1%	2%c	*1%*	*	2%c	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.9B How long have you been on your current contract?

Base: All who have at least a good idea of how long they have been in contract

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	2775	2182	593	2282	276	134	83	167	338	225	229	239	225	279	378	202	134	276	83
Weighted Base	3087	2430	657	2555	295	162	74*	180	352	245	260	271	259	335	431	220	162	295	74*
Less than 1 month	166	130	36	142	11	12	1	9	18	7	14	16	17	21	28	13	12	11	1
	5%	*5%*	*5%*	*6%*	*4%*	8%f	*1%*	*5%*	*5%*	*3%*	*5%*	*6%*	*6%*	*6%*	*6%*	*6%*	8%ir	*4%*	*1%*
1 month up to 3 months	354	283	71	287	28	22	17	21	37	28	31	34	25	41	51	18	22	28	17
	11%	*12%*	*11%*	*11%*	*9%*	*14%*	23%cd	*12%*	*10%*	*11%*	*12%*	*12%*	*10%*	*12%*	*12%*	*8%*	*14%*	*9%*	23%ghijklmnoq
3 months up to 6 months	442	339	103	361	41	18	21	24	60	30	38	47	21	41	65	35	18	41	21
	14%	*14%*	*16%*	*14%*	*14%*	*11%*	29%cde	*13%*	17%l	*12%*	15%l	17%l	*8%*	*12%*	15%l	16%l	*11%*	14%l	29%ghijklmnopq
6 months up to 12 months	895	709	186	736	87	52	20	45	85	94	82	85	83	92	121	48	52	87	20
	29%	*29%*	*28%*	*29%*	*30%*	*32%*	*27%*	*25%*	*24%*	38%ghmnoq	31%o	31%o	32%ho	*28%*	*28%*	*22%*	32%o	*30%*	*27%*
Over a year, up to 2 years	1004	788	217	830	116	45	13	74	122	74	79	72	88	113	135	74	45	116	13
	33%	*32%*	*33%*	32%f	39%cef	*28%*	*18%*	41%ijknpr	35%kr	30%r	30%r	*27%*	34%r	34%r	31%r	33%r	*28%*	39%ijknpr	*18%*
More than 2 years	183	151	32	161	12	8	2	2	26	10	15	14	20	24	25	25	8	12	2
	6%	*6%*	*5%*	*6%*	*4%*	*5%*	*2%*	*1%*	7%g	*4%*	6%g	5%g	8%g	7%g	6%g	11%gijknpqr	*5%*	*4%*	*2%*
Don't Know	42	30	12	37	-	5	-	6	4	2	1	2	6	1	7	7	5	-	-
	1%	*1%*	*2%*	*1%*	-	3%d	-	3%mq	*1%*	*1%*	*1%*	*1%*	2%q	*	2%q	3%jmq	3%mq	-	-

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.9B How long have you been on your current contract?

Base: All who have at least a good idea of how long they have been in contract

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	2775	495	414	152	268	45	2361	2280	2280	-	-
Weighted Base	3087	538	412	167	246	42*	2675	2548	2548	-**	-**
Less than 1 month	166	37	19	11	12	4	147	129	129	-	-
	5%	*7%*	*5%*	*6%*	*5%*	*11%*	*6%*	*5%*	*5%*	-	-
1 month up to 3 months	354	82	47	16	27	4	306	271	271	-	-
	11%	15%a	*11%*	*9%*	*11%*	*9%*	*11%*	*11%*	*11%*	-	-
3 months up to 6 months	442	121	63	25	40	7	379	321	321	-	-
	14%	22%a	*15%*	*15%*	*16%*	*17%*	*14%*	*13%*	*13%*	-	-
6 months up to 12 months	895	191	99	45	51	5	796	705	705	-	-
	29%	35%a	*24%*	27%f	*21%*	*12%*	30%cef	*28%*	*28%*	-	-
Over a year, up to 2 years	1004	50	144	58	90	16	860	955	955	-	-
	33%b	*9%*	*35%*	*35%*	*37%*	*37%*	*32%*	*37%*	*37%*	-	-
More than 2 years	183	43	33	13	21	5	150	141	141	-	-
	6%	*8%*	*8%*	*8%*	*9%*	*12%*	*6%*	*6%*	*6%*	-	-
Don't Know	42	15	6	1	5	1	36	27	27	-	-
	1%	3%a	*2%*	*	*2%*	*1%*	*1%*	*1%*	*1%*	-	-

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.9B How long have you been on your current contract?

Base: All who have at least a good idea of how long they have been in contract

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	2775	2760	846	822	22	23	2	11	621	328	55	196	13	136	448
Weighted Base	3087	3072	945	922	28**	23**	2**	10**	702	369	58*	208	13**	141	515
Less than 1 month	166	166	61	59	4	-	-	-	26	14	5	9	2	11	32
	5%	*5%*	6%h	6%h	*16%*	-	-	-	*4%*	*4%*	*8%*	*4%*	*14%*	*8%*	*6%*
1 month up to 3 months	354	351	111	108	7	4	1	3	80	47	4	23	-	13	50
	11%	*11%*	*12%*	*12%*	*24%*	*18%*	*62%*	*27%*	*11%*	*13%*	*7%*	*11%*	-	*10%*	*10%*
3 months up to 6 months	442	441	121	119	-	2	-	2	111	55	7	37	1	17	74
	14%	*14%*	*13%*	*13%*	-	*7%*	-	*16%*	*16%*	*15%*	*11%*	*18%*	*7%*	*12%*	*14%*
6 months up to 12 months	895	890	275	270	4	6	1	1	207	110	14	53	4	38	159
	29%	*29%*	*29%*	*29%*	*15%*	*28%*	*38%*	*7%*	*29%*	*30%*	*24%*	*25%*	*34%*	*27%*	*31%*
Over a year, up to 2 years	1004	1001	308	301	9	10	-	2	237	107	21	68	5	45	176
	33%	*33%*	*33%*	*33%*	*34%*	*46%*	-	*20%*	*34%*	*29%*	*36%*	*33%*	*37%*	*32%*	*34%*
More than 2 years	183	181	57	52	1	-	-	3	34	31	8	16	1	12	19
	6%	*6%*	*6%*	*6%*	*5%*	-	-	*31%*	*5%*	8%hn	13%abchn	8%n	*9%*	8%n	*4%*
Don't Know	42	40	13	13	2	-	-	-	7	5	-	1	-	5	5
	1%	*1%*	*1%*	*1%*	*6%*	-	-	-	*1%*	*1%*	-	*1%*	-	4%ah	*1%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.9B How long have you been on your current contract?

Base: All who have at least a good idea of how long they have been in contract

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	2775	702	491	472	478	618	1129	989	1196	922	1053	1065	1153	965
Weighted Base	3087	776	548	538	540	669	1291	1063	1373	982	1222	1133	1304	1051
Less than 1 month	166	34	27	26	36	44	66	52	69	48	58	59	70	48
	5%	*4%*	*5%*	*5%*	*7%*	*7%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*
1 month up to 3 months	354	101	59	64	61	67	144	127	158	113	136	135	157	114
	11%	*13%*	*11%*	*12%*	*11%*	*10%*	*11%*	*12%*	*12%*	*11%*	*11%*	*12%*	*12%*	*11%*
3 months up to 6 months	442	124	81	77	75	83	208	143	219	131	187	164	219	131
	14%	*16%*	*15%*	*14%*	*14%*	*12%*	*16%*	*13%*	*16%*	*13%*	*15%*	*14%*	17%m	*12%*
6 months up to 12 months	895	249	156	150	158	177	360	325	390	295	366	319	377	308
	29%	32%e	*29%*	*28%*	*29%*	*26%*	*28%*	*31%*	*28%*	*30%*	*30%*	*28%*	*29%*	*29%*
Over a year, up to 2 years	1004	249	176	173	166	234	433	334	453	314	396	372	400	367
	33%	*32%*	*32%*	*32%*	*31%*	*35%*	*34%*	*31%*	*33%*	*32%*	*32%*	*33%*	*31%*	35%l
More than 2 years	183	9	42	36	37	59	71	62	72	61	69	65	70	63
	6%	*1%*	8%a	7%a	7%a	9%a	*5%*	*6%*	*5%*	*6%*	*6%*	*6%*	*5%*	*6%*
Don't Know	42	10	6	11	8	5	9	21	11	20	11	20	11	19
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	2%f	*1%*	2%h	*1%*	*2%*	*1%*	*2%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.10 Do you have a good idea of when your contract will end?

Base: All on 12 month sim only contract or a combined contract and within minimum contract period

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	3059	1427	1632	440	663	550	501	425	357	123	2154	905	2579	480	2936
Weighted Base	3377	1601	1777	571	774	654	587	493	222	76	2587	791	3080	297	3302
Yes, I know the exact month it will end	1121	524	598	174	288	211	196	165	70	18	868	253	1033	88	1103
	33%	*33%*	*34%*	*30%*	37%cikm	*32%*	*33%*	*33%*	*32%*	*24%*	34%i	*32%*	34%i	*30%*	33%i
Yes, I have a good idea of when it will end	1772	867	905	320	398	365	291	261	108	32	1373	400	1633	139	1741
	52%	*54%*	*51%*	56%him	*51%*	56%fhim	*49%*	53%i	*49%*	*42%*	53%im	*51%*	53%im	*47%*	53%im
No, I am not sure when it ends	484	210	274	78	89	78	101	68	44	26	346	138	414	70	458
	14%	*13%*	*15%*	*14%*	*11%*	*12%*	17%dejl	*14%*	20%cdegjl n	34%cdefgh jklmn	*13%*	17%dejln	*13%*	23%cdefg jkln	*14%*
SUMMARY CODE															
AT LEAST A GOOD IDEA	2894	1391	1503	494	685	576	486	425	178	50	2241	653	2666	228	2844
	86%	*87%*	*85%*	86%him	89%fhikm	88%fhikm	83%im	86%him	80%i	*66%*	87%fhikm	83%im	87%fhikm	*77%i*	86%hikm

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.10 Do you have a good idea of when your contract will end?

Base: All on 12 month sim only contract or a combined contract and within minimum contract period

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	3059	626	883	734	816	1509	1550	1825	878	356	1923	1136	1012	2047	2972	87	1730	1329
Weighted Base	3377	760	1149	744	724	1909	1468	2038	1029	310	2309	1068	1171	2206	3312	65*	1919	1459
Yes, I know the exact month it will end	1121	261	393	239	228	654	467	717	306	99	806	316	396	725	1104	17	631	491
	33%	*34%*	*34%*	*32%*	*32%*	*34%*	*32%*	35%h	*30%*	*32%*	35%k	*30%*	*34%*	*33%*	*33%*	*27%*	*33%*	*34%*
Yes, I have a good idea of when it will end	1772	379	632	404	357	1012	761	1053	568	151	1232	540	628	1144	1748	24	1026	747
	52%	*50%*	55%d	*54%*	*49%*	*53%*	*52%*	*52%*	*55%*	*49%*	*53%*	*51%*	*54%*	*52%*	53%o	*37%*	*53%*	*51%*
No, I am not sure when it ends	484	120	124	101	139	243	240	268	155	60	271	212	147	337	460	23	262	221
	14%	16%b	*11%*	*14%*	19%bc	*13%*	16%e	*13%*	*15%*	19%g	*12%*	20%j	*13%*	15%l	*14%*	36%n	*14%*	*15%*
SUMMARY CODE																		
AT LEAST A GOOD IDEA	2894	640	1026	643	585	1666	1228	1770	874	250	2038	856	1024	1869	2852	41	1656	1237
	86%	*84%*	89%ad	86%d	*81%*	87%f	*84%*	87%i	*85%*	*81%*	88%k	*80%*	87%m	*85%*	86%o	*64%*	*86%*	*85%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.10 Do you have a good idea of when your contract will end?

Base: All on 12 month sim only contract or a combined contract and within minimum contract period

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	3059	2399	660	2523	299	153	84	177	377	242	258	248	266	312	413	230	153	299	84
Weighted Base	3377	2650	727	2804	316	182	74*	190	390	262	288	282	304	370	469	250	182	316	74*
Yes, I know the exact month it will end	1121	859	262	929	107	63	22	87	128	112	104	73	74	94	145	113	63	107	22
	33%	*32%*	*36%*	*33%*	*34%*	*35%*	*30%*	46%hjk lmnpqr	33%lm	43%hklmn qr	36%klm	*26%*	*24%*	*25%*	*31%*	45%hkl mnpqr	35%lm	34%lm	*30%*
Yes, I have a good idea of when it will end	1772	1405	368	1447	182	93	50	80	195	120	145	171	170	220	255	91	93	182	50
	52%	*53%*	*51%*	*52%*	*57%*	*51%*	68%ce	*42%*	50%o	*46%*	50%o	61%ghij o	56%gio	59%ghi jo	54%gio	*37%*	51%o	57%gio	68%ghijnop
No, I am not sure when it ends	484	387	97	428	28	26	2	22	67	30	39	38	59	56	69	46	26	28	2
	14%	*15%*	*13%*	15%df	*9%*	14%f	*3%*	12%r	17%qr	12%r	14%r	14%r	20%giq r	15%qr	15%qr	18%iqr	14%r	*9%*	*3%*
SUMMARY CODE																			
AT LEAST A GOOD IDEA	2894	2264	630	2376	288	156	72	168	323	232	249	244	244	314	400	204	156	288	72
	86%	*85%*	*87%*	*85%*	91%c	*86%*	97%ce	88%l	*83%*	88%lo	*86%*	*86%*	*80%*	*85%*	*85%*	*82%*	*86%*	91%hlmno	97%ghijklmn op

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.10 Do you have a good idea of when your contract will end?

Base: All on 12 month sim only contract or a combined contract and within minimum contract period

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	3059	561	461	164	297	46	2598	2498	2498	-	-
Weighted Base	3377	606	458	182	272	43*	2919	2772	2772	-**	-**
Yes, I know the exact month it will end	1121	167	146	53	89	15	975	954	954	-	-
	33%b	*28%*	*32%*	*29%*	*33%*	*34%*	*33%*	*34%*	*34%*	-	-
Yes, I have a good idea of when it will end	1772	326	236	101	136	25	1536	1446	1446	-	-
	52%	*54%*	*51%*	*56%*	*50%*	*57%*	*53%*	*52%*	*52%*	-	-
No, I am not sure when it ends	484	112	76	28	47	4	408	371	371	-	-
	14%	19%a	*17%*	*15%*	*17%*	*10%*	*14%*	*13%*	*13%*	-	-
SUMMARY CODE											
AT LEAST A GOOD IDEA	2894	493	382	154	225	39	2511	2401	2401	-	-
	86%b	*81%*	*83%*	*85%*	*83%*	*90%*	*86%*	*87%*	*87%*	-	-

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.10 Do you have a good idea of when your contract will end?

Base: All on 12 month sim only contract or a combined contract and within minimum contract period

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	3059	3039	926	898	27	26	2	13	682	354	58	214	15	157	495
Weighted Base	3377	3356	1025	999	33**	25**	2**	12**	761	395	62*	224	15**	165	568
Yes, I know the exact month it will end	1121	1117	343	335	10	6	2	3	282	135	18	75	4	49	171
	33%	*33%*	*33%*	*34%*	*31%*	*24%*	*100%*	*30%*	37%n	*34%*	*29%*	*33%*	*29%*	*30%*	*30%*
Yes, I have a good idea of when it will end	1772	1765	547	534	14	13	-	6	381	213	27	118	7	89	326
	52%	*53%*	*53%*	*53%*	*43%*	*52%*	-	*53%*	*50%*	*54%*	*43%*	*53%*	*46%*	*54%*	57%hj
No, I am not sure when it ends	484	474	135	130	9	6	-	2	98	48	17	31	4	26	72
	14%	*14%*	*13%*	*13%*	*26%*	*24%*	-	*16%*	*13%*	*12%*	28%abchik n	*14%*	*26%*	*16%*	*13%*
SUMMARY CODE															
AT LEAST A GOOD IDEA	2894	2882	890	869	24	19	2	10	663	347	45	193	11	138	496
	86%	86%j	87%j	87%j	*74%*	*76%*	*100%*	*84%*	87%j	88%j	*72%*	86%j	*74%*	*84%*	87%j

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.10 Do you have a good idea of when your contract will end?

Base: All on 12 month sim only contract or a combined contract and within minimum contract period

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	3059	755	552	518	526	681	1213	1115	1285	1043	1125	1203	1252	1076
Weighted Base	3377	832	608	587	593	729	1380	1190	1466	1105	1298	1272	1410	1161
Yes, I know the exact month it will end	1121	307	180	176	196	261	501	339	527	313	464	376	504	337
	33%	37%bc	*30%*	*30%*	*33%*	36%bc	36%g	*29%*	36%i	*28%*	36%k	*30%*	36%m	*29%*
Yes, I have a good idea of when it will end	1772	422	328	309	327	377	746	624	793	577	702	667	736	634
	52%	*51%*	*54%*	*53%*	*55%*	*52%*	*54%*	*52%*	*54%*	*52%*	*54%*	*52%*	*52%*	*55%*
No, I am not sure when it ends	484	103	101	103	70	91	133	227	146	215	132	229	170	191
	14%	*12%*	17%ade	18%ade	*12%*	*12%*	*10%*	19%f	*10%*	19%h	*10%*	18%j	*12%*	16%l
SUMMARY CODE														
AT LEAST A GOOD IDEA	2894	729	508	484	523	638	1247	963	1320	890	1167	1043	1240	970
	86%	88%bc	*83%*	*82%*	88%bc	88%bc	90%g	*81%*	90%i	*81%*	90%k	*82%*	88%m	*84%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.11 How long do you have to go until your current contract ends? (excluding Wave 1)

Base: All on 12 month sim only contract or a combined contract and within minimum contract period

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	2328	1081	1247	333	489	416	390	332	281	87	1628	700	1960	368	2241
Weighted Base	2570	1216	1354	432	574	495	458	385	173	54*	1959	612	2343	227	2517
Less than 1 month	63	27	36	9	16	12	13	9	3	1	51	13	60	4	62
	2%	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*
1 month up to 3 months	183	85	97	32	45	40	25	25	14	2	142	40	167	16	180
	7%	*7%*	*7%*	*8%*	*8%*	*8%*	*5%*	*6%*	*8%*	*4%*	*7%*	*7%*	*7%*	*7%*	*7%*
3 months up to 6 months	390	192	198	40	79	84	82	71	29	5	285	105	356	34	385
	15%	*16%*	*15%*	*9%*	*14%*	17%c	18%c	19%ci	17%c	*9%*	15%c	17%c	15%c	15%c	15%c
6 months up to 12 months	841	401	440	149	182	177	141	125	51	17	648	193	774	68	824
	33%	*33%*	*33%*	*34%*	*32%*	*36%*	*31%*	*33%*	*29%*	*31%*	*33%*	*32%*	*33%*	*30%*	*33%*
Over a year, up to 2 years	771	363	408	154	202	137	120	98	49	11	613	158	711	60	760
	30%	*30%*	*30%*	36%efgikm	35%efgikl mn	*28%*	*26%*	*26%*	*28%*	*21%*	31%gik	*26%*	30%k	*26%*	30%k
More than 2 years	74	39	35	3	16	14	17	13	7	4	51	24	64	11	70
	3%	*3%*	*3%*	*1%*	3%c	3%c	4%c	3%c	4%c	7%cdejln	3%c	4%c	3%c	5%cj	3%c
Don't Know	248	108	140	44	34	31	60	43	22	14	169	79	212	36	234
	10%	*9%*	*10%*	10%d	*6%*	*6%*	13%dejln	11%de	13%dejl	25%cdefghj klmn	*9%*	13%dejln	9%d	16%cdejln	9%d

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k/l/m/n
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.11 How long do you have to go until your current contract ends? (excluding Wave 1)

Base: All on 12 month sim only contract or a combined contract and within minimum contract period

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	2328	489	679	547	613	1168	1160	1407	661	260	1473	855	764	1564	2270	58	1357	971
Weighted Base	2570	593	887	549	542	1479	1091	1567	774	230	1770	800	887	1684	2528	43*	1502	1068
Less than 1 month	63	11	22	11	19	33	30	40	16	8	44	19	29	35	62	2	38	25
	2%	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*	*3%*	*3%*	*2%*	*3%*	*2%*	*2%*	*4%*	*3%*	*2%*
1 month up to 3 months	183	35	73	34	41	109	74	110	56	17	117	66	74	108	182	1	113	70
	7%	*6%*	*8%*	*6%*	*7%*	*7%*	*7%*	*7%*	*7%*	*7%*	*7%*	*8%*	*8%*	*6%*	*7%*	*2%*	*8%*	*7%*
3 months up to 6 months	390	106	130	83	71	236	154	244	112	34	289	101	117	273	387	3	248	142
	15%	18%d	*15%*	*15%*	*13%*	*16%*	*14%*	*16%*	*14%*	*15%*	16%k	*13%*	*13%*	*16%*	*15%*	*8%*	16%q	*13%*
6 months up to 12 months	841	198	288	195	160	486	355	534	248	60	592	249	294	547	831	11	497	345
	33%	*33%*	*32%*	36%d	*29%*	*33%*	*33%*	34%i	*32%*	*26%*	*33%*	*31%*	*33%*	*33%*	*33%*	*25%*	*33%*	*32%*
Over a year, up to 2 years	771	159	277	167	167	437	334	462	236	73	550	221	289	482	762	9	426	345
	30%	*27%*	*31%*	*30%*	*31%*	*30%*	*31%*	*29%*	*30%*	*32%*	*31%*	*28%*	*33%*	*29%*	*30%*	*21%*	*28%*	32%p
More than 2 years	74	17	20	18	20	36	38	50	18	7	50	24	22	53	70	4	40	34
	3%	*3%*	*2%*	*3%*	*4%*	*2%*	*3%*	*3%*	*2%*	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*	10%n	*3%*	*3%*
Don't Know	248	66	76	41	65	142	106	126	90	32	127	121	63	185	235	13	141	107
	10%	11%c	*9%*	*7%*	12%bc	*10%*	*10%*	*8%*	12%g	14%g	*7%*	15%j	*7%*	11%l	*9%*	31%n	*9%*	*10%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h/i - j/k - l/m - n/o - p/q
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.11 How long do you have to go until your current contract ends? (excluding Wave 1)

Base: All on 12 month sim only contract or a combined contract and within minimum contract period

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	2328	1801	527	1919	233	114	62	146	273	179	210	182	200	227	320	182	114	233	62
Weighted Base	2570	1992	578	2137	244	135	55*	158	284	192	237	209	231	270	362	193	135	244	55*
Less than 1 month	63	51	13	51	7	5	1	8	6	2	3	1	5	11	9	6	5	7	1
	2%	*3%*	*2%*	*2%*	*3%*	*3%*	*1%*	5%ijk	*2%*	*1%*	*1%*	*1%*	*2%*	4%k	*2%*	*3%*	*3%*	*3%*	*1%*
1 month up to 3 months	183	137	45	144	25	13	1	19	18	15	12	9	17	12	27	14	13	25	1
	7%	*7%*	*8%*	*7%*	10%f	*10%*	*2%*	12%jkmr	*6%*	*8%*	*5%*	*5%*	*7%*	*4%*	*7%*	*7%*	*10%*	10%jkmr	*2%*
3 months up to 6 months	390	321	69	332	31	21	7	17	54	29	35	28	30	40	65	34	21	31	7
	15%	16%b	*12%*	*16%*	*13%*	*16%*	*12%*	*11%*	19%g	*15%*	*15%*	*14%*	*13%*	*15%*	*18%*	*18%*	*16%*	*13%*	*12%*
6 months up to 12 months	841	620	221	707	79	33	22	46	77	75	72	69	89	103	120	55	33	79	22
	33%	*31%*	38%a	*33%*	*32%*	*25%*	41%e	*29%*	*27%*	39%hop	*30%*	*33%*	39%hop	38%hop	*33%*	*28%*	*25%*	*32%*	41%hp
Over a year, up to 2 years	771	609	162	621	87	39	23	51	91	53	89	71	51	74	91	49	39	87	23
	30%	*31%*	*28%*	*29%*	36%c	*29%*	42%c	32%l	32%l	*28%*	38%ilmno	34%ln	*22%*	*27%*	*25%*	*26%*	*29%*	36%lno	42%ilmno
More than 2 years	74	57	18	67	3	3	1	2	12	3	8	8	13	5	13	3	3	3	1
	3%	*3%*	*3%*	*3%*	*1%*	*2%*	*1%*	*2%*	*4%*	*2%*	*3%*	*4%*	5%q	*2%*	*4%*	*2%*	*2%*	*1%*	*1%*
Don't Know	248	197	51	215	13	21	-	15	25	14	19	22	26	25	37	31	21	13	-
	10%	*10%*	*9%*	10%df	*5%*	15%df	-	10%r	9%r	7%r	8%r	10%r	11%qr	9%r	10%qr	16%hij mqr	15%ijqr	*5%*	-

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.11 How long do you have to go until your current contract ends? (excluding Wave 1)

Base: All on 12 month sim only contract or a combined contract and within minimum contract period

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	2328	408	357	122	226	30	1971	1920	1920	-	-
Weighted Base	2570	444	358	136	210	28**	2213	2126	2126	-**	-**
Less than 1 month	63	8	9	3	4	1	54	55	55	-	-
	2%	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*3%*	-	-
1 month up to 3 months	183	46	28	12	13	4	154	136	136	-	-
	7%	10%a	*8%*	*9%*	*6%*	*14%*	*7%*	*6%*	*6%*	-	-
3 months up to 6 months	390	96	49	17	32	5	341	295	295	-	-
	15%	22%a	*14%*	*12%*	*15%*	*16%*	*15%*	*14%*	*14%*	-	-
6 months up to 12 months	841	195	107	39	65	5	735	646	646	-	-
	33%	44%a	*30%*	*28%*	*31%*	*17%*	*33%*	*30%*	*30%*	-	-
Over a year, up to 2 years	771	26	107	47	64	13	664	745	745	-	-
	30%b	*6%*	*30%*	*35%*	*30%*	*45%*	*30%*	*35%*	*35%*	-	-
More than 2 years	74	14	12	2	8	-	63	61	61	-	-
	3%	*3%*	*3%*	*1%*	*4%*	-	*3%*	*3%*	*3%*	-	-
Don't Know	248	60	46	17	24	1	202	188	188	-	-
	10%	14%a	13%g	*13%*	*11%*	*4%*	*9%*	*9%*	*9%*	-	-

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.11 How long do you have to go until your current contract ends? (excluding Wave 1)

Base: All on 12 month sim only contract or a combined contract and within minimum contract period

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	2328	2310	697	682	22	18	2	6	531	262	42	158	9	115	388
Weighted Base	2570	2551	763	749	27**	17**	2**	5**	596	292	45*	163	9**	122	452
Less than 1 month	63	63	24	24	2	-	-	-	12	8	-	4	-	1	12
	2%	*2%*	*3%*	*3%*	*6%*	-	-	-	*2%*	*3%*	-	*3%*	-	*1%*	*3%*
1 month up to 3 months	183	182	54	53	6	-	-	1	43	21	4	10	1	4	38
	7%	*7%*	*7%*	*7%*	*23%*	-	-	*13%*	*7%*	*7%*	*8%*	*6%*	*10%*	*4%*	*8%*
3 months up to 6 months	390	389	109	106	2	2	-	1	97	35	5	31	1	19	80
	15%	*15%*	*14%*	*14%*	*8%*	*12%*	-	*19%*	*16%*	*12%*	*11%*	*19%*	*15%*	*16%*	*18%*
6 months up to 12 months	841	839	233	229	7	5	1	1	197	108	14	43	3	39	165
	33%	*33%*	*30%*	*31%*	*26%*	*31%*	*62%*	*15%*	*33%*	37%k	*31%*	*27%*	*35%*	*32%*	36%k
Over a year, up to 2 years	771	768	252	248	4	6	1	2	180	87	12	50	2	36	123
	30%	*30%*	*33%*	*33%*	*16%*	*37%*	*38%*	*37%*	*30%*	*30%*	*28%*	*31%*	*20%*	*30%*	*27%*
More than 2 years	74	74	20	20	-	-	-	-	26	7	-	5	-	9	6
	3%	*3%*	*3%*	*3%*	-	-	-	-	4%n	*3%*	-	*3%*	-	*7%*abcin	*1%*
Don't Know	248	235	71	69	6	3	-	1	41	25	10	19	2	14	29
	10%	*9%*	*9%*	*9%*	*22%*	*20%*	-	*15%*	*7%*	*9%*	21%abchin	*12%*	*19%*	*11%*	*6%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.11 How long do you have to go until your current contract ends? (excluding Wave 1)

Base: All on 12 month sim only contract or a combined contract and within minimum contract period

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	2328	577	408	390	401	530	1213	1115	1285	1043	1125	1203	1252	1076
Weighted Base	2570	637	452	441	450	566	1380	1190	1466	1105	1298	1272	1410	1161
Less than 1 month	63	10	11	5	14	23	31	32	32	32	30	33	30	34
	2%	*2%*	*3%*	*1%*	*3%*	*4%ac*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*
1 month up to 3 months	183	42	32	33	35	39	107	76	108	75	92	91	107	75
	7%	*7%*	*7%*	*8%*	*8%*	*7%*	*8%*	*6%*	*7%*	*7%*	*7%*	*7%*	*8%*	*7%*
3 months up to 6 months	390	85	70	65	77	90	217	173	229	161	187	203	215	175
	15%	*13%*	*16%*	*15%*	*17%*	*16%*	*16%*	*15%*	*16%*	*15%*	*14%*	*16%*	*15%*	*15%*
6 months up to 12 months	841	242	129	154	142	170	448	394	474	368	433	408	451	391
	33%	*38%bde*	*28%*	*35%*	*32%*	*30%*	*32%*	*33%*	*32%*	*33%*	*33%*	*32%*	*32%*	*34%*
Over a year, up to 2 years	771	198	151	124	128	168	445	325	479	292	425	346	459	312
	30%	*31%*	*33%*	*28%*	*28%*	*30%*	*32%g*	*27%*	*33%i*	*26%*	*33%k*	*27%*	*33%m*	*27%*
More than 2 years	74	10	9	13	17	26	33	42	40	34	31	44	38	37
	3%	*2%*	*2%*	*3%*	*4%a*	*5%ab*	*2%*	*4%*	*3%*	*3%*	*2%*	*3%*	*3%*	*3%*
Don't Know	248	50	50	47	38	51	99	148	105	143	100	148	111	137
	10%	*8%*	*11%*	*11%*	*8%*	*9%*	*7%*	*12%f*	*7%*	*13%h*	*8%*	*12%j*	*8%*	*12%l*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.11 How long do you have to go until your current contract ends? (excluding Wave 1)

Base: All who are not sure when their contract will end

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	349	153	196	43	53	52	75	41	55	30	223	126	264	85	319
Weighted Base	360	152	209	55*	62*	56*	88*	47*	34*	19**	261	100	307	53*	342
Less than 1 month	1	-	1	-	-	-	-	1	-	-	-	1	1	-	1
	*	-	*	-	-	-	-	2%j	-	-	-	1%	*	-	*
1 month up to 3 months	3	3	-	1	1	-	-	-	1	-	2	1	2	1	3
	1%	2%	-	2%	2%	-	-	-	2%	-	1%	1%	1%	1%	1%
3 months up to 6 months	14	5	8	4	-	1	4	3	2	1	9	5	11	2	13
	4%	4%	4%	7%	-	3%	4%	5%	5%	3%	3%	5%	4%	4%	4%
6 months up to 12 months	66	27	39	10	15	11	22	3	4	*	59	7	61	5	66
	18%	18%	19%	18%	25%gkm	20%gk	25%gkm	5%	12%	2%	23%gkm	7%	20%gkm	9%	19%gkm
Over a year, up to 2 years	46	21	25	6	12	6	5	6	7	4	29	16	35	11	42
	13%	14%	12%	10%	20%f	11%	6%	12%	20%f	21%	11%	16%f	11%	20%fjl	12%
More than 2 years	27	17	11	-	5	10	3	6	2	2	17	10	23	4	26
	8%	11%	5%	-	7%	18%cfjln	3%	12%c	7%c	9%	7%	10%c	8%	8%c	7%
Don't Know	204	79	125	35	28	27	55	29	19	12	144	60	173	31	192
	57%	52%	60%	63%	46%	48%	62%	63%	54%	64%	55%	60%	56%	58%	56%

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.11 How long do you have to go until your current contract ends? (excluding Wave 1)

Base: All who are not sure when their contract will end

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	349	78	83	78	110	161	188	201	97	51	178	171	91	258	323	26	199	150
Weighted Base	360	93*	100*	71*	96	193	168	206	111*	43*	210	151	106*	254	341	19**	201	159
Less than 1 month	1	-	-	-	1	-	1	1	-	-	-	1	-	1	1	-	1	-
	*	-	-	-	1%	-	1%	*	-	-	-	1%	-	*	*	-	*	-
1 month up to 3 months	3	1	-	-	2	1	2	2	1	-	1	2	1	2	3	-	1	2
	1%	1%	-	-	2%	*	1%	1%	1%	-	*	1%	1%	1%	1%	-	*	1%
3 months up to 6 months	14	7	3	2	2	10	3	9	4	1	9	5	3	11	14	-	10	3
	4%	7%	3%	2%	2%	5%	2%	4%	4%	1%	4%	3%	2%	4%	4%	-	5%	2%
6 months up to 12 months	66	14	18	17	16	33	33	42	17	7	51	15	23	44	64	2	35	31
	18%	16%	18%	25%	16%	17%	20%	20%	15%	17%	24%k	10%	21%	17%	19%	9%	17%	19%
Over a year, up to 2 years	46	8	14	9	15	21	25	26	13	7	27	19	15	31	42	3	26	20
	13%	8%	14%	13%	16%	11%	15%	12%	12%	17%	13%	12%	14%	12%	12%	18%	13%	13%
More than 2 years	27	7	4	9	7	11	16	21	4	2	16	11	9	18	25	2	16	11
	8%	8%	4%	13%b	8%	6%	10%	10%	4%	4%	8%	7%	8%	7%	7%	12%	8%	7%
Don't Know	204	56	61	34	53	117	87	106	72	26	105	99	57	147	192	12	113	91
	57%	60%	61%	48%	55%	61%	52%	51%	65%g	60%	50%	65%j	53%	58%	56%	62%	56%	57%

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.11 How long do you have to go until your current contract ends? (excluding Wave 1)

Base: All who are not sure when their contract will end

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	349	283	66	307	22	18	2	17	47	19	29	28	37	40	55	35	18	22	2
Weighted Base	360	291	69*	320	20**	18**	1**	17**	44*	18**	30**	32**	38*	44*	60*	36*	18**	20**	1**
Less than 1 month	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
	*	*	-	-	4%	-	-	-	-	-	-	-	-	-	-	-	-	4%	-
1 month up to 3 months	3	2	1	3	-	-	-	-	-	-	-	-	1	-	2	-	-	-	-
	1%	1%	2%	1%	-	-	-	-	-	-	-	-	2%	-	3%	-	-	-	-
3 months up to 6 months	14	11	3	12	1	1	-	1	2	-	-	-	1	3	4	-	1	1	-
	4%	4%	4%	4%	6%	5%	-	3%	5%	-	-	-	2%	8%	7%	-	5%	6%	-
6 months up to 12 months	66	54	12	59	6	1	*	2	5	6	4	6	11	12	7	6	1	6	*
	18%	19%	17%	18%	28%	6%	27%	9%	12%	36%	13%	18%	28%	27%	12%	16%	6%	28%	27%
Over a year, up to 2 years	46	37	9	41	3	1	1	2	9	1	6	6	3	5	5	5	1	3	1
	13%	13%	13%	13%	14%	7%	73%	9%	21%	5%	19%	18%	7%	12%	8%	13%	7%	14%	73%
More than 2 years	27	25	3	25	1	1	-	-	4	-	2	1	5	5	9	-	1	1	-
	8%	8%	4%	8%	4%	6%	-	-	10%	-	5%	3%	12%o	11%	14%o	-	6%	4%	-
Don't Know	204	163	41	181	9	14	-	14	22	10	19	20	18	19	33	26	14	9	-
	57%	56%	60%	57%	44%	76%	-	79%	51%	58%	63%	60%	48%	42%	56%	71%m	76%	44%	-

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.11 How long do you have to go until your current contract ends? (excluding Wave 1)

Base: All who are not sure when their contract will end

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	349	80	60	19	37	2	289	269	269	-	-
Weighted Base	360	85*	56*	20**	32*	1**	305	275	275	-**	-**
Less than 1 month	1	-	-	-	-	-	1	1	1	-	-
	*	-	-	-	-	-	*	*	*	-	-
1 month up to 3 months	3	1	-	-	-	-	3	2	2	-	-
	1%	*1%*	-	-	-	-	*1%*	*1%*	*1%*	-	-
3 months up to 6 months	14	7	1	-	1	-	13	6	6	-	-
	4%	*9%*	*1%*	-	*3%*	-	*4%*	*2%*	*2%*	-	-
6 months up to 12 months	66	16	8	3	4	-	58	50	50	-	-
	18%	*18%*	*14%*	*16%*	*13%*	-	*19%*	*18%*	*18%*	-	-
Over a year, up to 2 years	46	5	5	*	5	-	41	41	41	-	-
	13%	*5%*	*9%*	*2%*	*14%*	-	*13%*	*15%*	*15%*	-	-
More than 2 years	27	7	4	-	3	-	24	21	21	-	-
	8%	*8%*	*6%*	-	*9%*	-	*8%*	*7%*	*7%*	-	-
Don't Know	204	50	39	16	19	1	165	154	154	-	-
	57%	*58%*	69%g	*82%*	*61%*	*100%*	*54%*	*56%*	*56%*	-	-

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g - h/i/j/k
*** small base; ** very small base (under 30) ineligible for sig testing**

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.11 How long do you have to go until your current contract ends? (excluding Wave 1)

Base: All who are not sure when their contract will end

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	349	342	104	100	6	5	-	2	68	35	11	25	2	15	49
Weighted Base	360	352	106*	103*	7**	4**	-**	1**	73*	38*	10**	23**	2**	15**	52*
Less than 1 month	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	*4%*	-	-	-
1 month up to 3 months	3	3	-	-	1	-	-	-	2	-	-	-	-	-	-
	1%	*1%*	-	-	*17%*	-	-	-	*2%*	-	-	-	-	-	-
3 months up to 6 months	14	14	3	3	1	-	-	-	2	4	-	-	-	1	2
	4%	*4%*	*3%*	*3%*	*12%*	-	-	-	*2%*	12%abc	-	-	-	*5%*	*3%*
6 months up to 12 months	66	66	18	18	-	1	-	-	15	9	1	3	-	-	17
	18%	*19%*	*17%*	*18%*	-	*13%*	-	-	*20%*	*24%*	*12%*	*13%*	-	-	32%ab
Over a year, up to 2 years	46	46	13	13	1	1	-	*	14	1	1	3	-	4	7
	13%	*13%*	*12%*	*12%*	*9%*	*13%*	-	*38%*	19%i	*4%*	*10%*	*14%*	-	*25%*	*13%*
More than 2 years	27	27	12	12	-	-	-	-	6	4	-	1	-	-	3
	8%	*8%*	*12%*	*12%*	-	-	-	-	*8%*	*11%*	-	*7%*	-	-	*5%*
Don't Know	204	196	60	57	4	3	-	1	36	19	8	14	2	10	24
	57%	*56%*	*57%*	*56%*	*62%*	*73%*	-	*62%*	*49%*	*50%*	*78%*	*61%*	*100%*	*70%*	*47%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.11 How long do you have to go until your current contract ends? (excluding Wave 1)

Base: All who are not sure when their contract will end

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	349	68	71	71	51	75	128	221	138	211	123	226	161	188
Weighted Base	360	73*	71*	78*	55*	71*	133	227	146	215	132	229	170	191
Less than 1 month	1	-	1	-	-	-	-	1	-	1	-	1	-	1
	*	-	1%	-	-	-	-	*	-	*	-	*	-	*
1 month up to 3 months	3	2	1	-	-	-	1	2	1	2	1	2	2	1
	1%	3%	1%	-	-	-	1%	1%	1%	1%	1%	1%	1%	*
3 months up to 6 months	14	4	4	1	1	2	7	7	6	8	7	7	10	4
	4%	5%	6%	2%	2%	3%	5%	3%	4%	4%	5%	3%	6%	2%
6 months up to 12 months	66	15	12	21	9	10	20	46	22	44	20	46	27	39
	18%	20%	17%	27%	16%	14%	15%	20%	15%	20%	15%	20%	16%	20%
Over a year, up to 2 years	46	12	8	12	9	6	17	29	20	26	15	31	27	19
	13%	16%	11%	15%	16%	8%	13%	13%	13%	12%	11%	13%	16%	10%
More than 2 years	27	2	3	7	7	8	14	14	16	12	14	14	16	11
	8%	2%	4%	9%	13%a	11%a	10%	6%	11%	5%	10%	6%	10%	6%
Don't Know	204	39	42	37	30	44	75	129	81	123	75	129	88	116
	57%	54%	60%	47%	54%	63%	56%	57%	56%	57%	57%	56%	52%	61%

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.11 How long do you have to go until your current contract ends?

Base: All who have at least a good idea of when their contract will end

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	2586	1216	1370	379	583	478	414	366	286	80	1854	732	2220	366	2506
Weighted Base	2894	1391	1503	494	685	576	486	425	178	50*	2241	653	2666	228	2844
Less than 1 month	77	33	44	10	24	14	16	9	3	1	64	13	73	4	76
	3%	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*
1 month up to 3 months	239	113	126	39	54	54	30	41	17	5	176	63	217	22	234
	8%	*8%*	*8%*	*8%*	*8%*	*9%*	*6%*	*10%*	*10%*	*11%*	*8%*	10%f	*8%*	*10%*	*8%*
3 months up to 6 months	482	235	247	57	98	105	97	80	38	6	357	125	438	44	476
	17%	*17%*	*16%*	*12%*	*14%*	18%c	20%cd	19%c	22%cdjln	*12%*	16%c	19%cd	16%c	19%cd	17%c
6 months up to 12 months	1038	505	534	188	234	210	172	154	58	22	804	234	959	80	1016
	36%	*36%*	*36%*	*38%*	*34%*	*36%*	*35%*	*36%*	*33%*	*44%*	*36%*	*36%*	*36%*	*35%*	*36%*
Over a year, up to 2 years	925	427	498	183	252	172	143	113	51	11	750	175	863	62	914
	32%	*31%*	*33%*	37%efghikm	37%efghiklmn	*30%*	*29%*	*27%*	*29%*	*23%*	33%gikm	*27%*	32%gk	*27%*	32%gk
More than 2 years	75	40	36	8	16	10	21	12	6	3	55	21	66	9	73
	3%	*3%*	*2%*	*2%*	*2%*	*2%*	4%cejln	*3%*	*4%*	5%ce	*2%*	*3%*	*2%*	4%ce	*3%*
Don't Know	57	38	19	9	8	11	7	16	4	2	35	22	51	6	55
	2%	3%b	*1%*	*2%*	*1%*	*2%*	*2%*	4%dfjln	*2%*	*3%*	*2%*	3%djln	*2%*	*3%*	*2%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.11 How long do you have to go until your current contract ends?

Base: All who have at least a good idea of when their contract will end

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	2586	524	780	626	656	1304	1282	1563	741	282	1688	898	882	1704	2531	55	1470	1116
Weighted Base	2894	640	1026	643	585	1666	1228	1770	874	250	2038	856	1024	1869	2852	41*	1656	1237
Less than 1 month	77	11	28	15	23	40	37	49	20	8	56	21	35	43	75	2	41	36
	3%	*2%*	*3%*	*2%*	4%a	*2%*	*3%*	*3%*	*2%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*4%*	*2%*	*3%*
1 month up to 3 months	239	47	88	48	55	135	104	141	78	21	147	92	89	150	237	2	149	90
	8%	*7%*	*9%*	*8%*	*9%*	*8%*	*8%*	*8%*	*9%*	*8%*	*7%*	11%j	*9%*	*8%*	*8%*	*6%*	*9%*	*7%*
3 months up to 6 months	482	119	162	105	97	280	202	295	139	48	348	134	150	332	477	5	292	190
	17%	*19%*	*16%*	*16%*	*17%*	*17%*	*16%*	*17%*	*16%*	*19%*	*17%*	*16%*	*15%*	*18%*	*17%*	*13%*	*18%*	*15%*
6 months up to 12 months	1038	240	367	244	188	607	432	642	321	76	736	302	363	675	1022	16	600	438
	36%	*37%*	*36%*	38%d	*32%*	*36%*	*35%*	*36%*	*37%*	*30%*	*36%*	*35%*	*35%*	*36%*	*36%*	*39%*	*36%*	*35%*
Over a year, up to 2 years	925	196	336	203	190	532	393	562	277	86	663	262	351	574	912	12	493	432
	32%	*31%*	*33%*	*32%*	*33%*	*32%*	*32%*	*32%*	*32%*	*34%*	*33%*	*31%*	*34%*	*31%*	*32%*	*30%*	*30%*	35%p
More than 2 years	75	16	24	18	18	40	35	51	19	5	55	20	24	51	73	2	42	34
	3%	*2%*	*2%*	*3%*	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*3%*	*6%*	*3%*	*3%*
Don't Know	57	11	21	11	14	32	25	31	20	7	31	26	12	45	56	1	39	18
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	3%j	*1%*	*2%*	*2%*	*3%*	*2%*	*1%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h/i - j/k - l/m - n/o - p/q
*** small base**

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.11 How long do you have to go until your current contract ends?

Base: All who have at least a good idea of when their contract will end

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	2586	2021	565	2107	269	129	81	155	304	211	220	214	207	262	347	187	129	269	81
Weighted Base	2894	2264	630	2376	288	156	72*	168	323	232	249	244	244	314	400	204	156	288	72*
Less than 1 month	77	62	15	62	9	5	1	8	9	2	6	2	8	13	9	6	5	9	1
	3%	*3%*	*2%*	*3%*	*3%*	*3%*	*1%*	5%ik	*3%*	*1%*	*2%*	*1%*	*3%*	4%ik	*2%*	*3%*	*3%*	*3%*	*1%*
1 month up to 3 months	239	181	58	187	31	20	1	21	24	22	13	17	20	18	30	20	20	31	1
	8%	*8%*	*9%*	8%f	11%f	13%f	*1%*	12%jmr	*8%*	9%r	*5%*	*7%*	8%r	*6%*	*8%*	10%r	13%jmr	11%jmr	*1%*
3 months up to 6 months	482	396	86	411	35	26	10	23	67	36	42	35	39	45	84	42	26	35	10
	17%	17%b	*14%*	17%d	*12%*	*16%*	*14%*	*14%*	21%q	*15%*	*17%*	*14%*	*16%*	*14%*	21%mq	20%q	*16%*	*12%*	*14%*
6 months up to 12 months	1038	787	251	860	99	45	33	54	105	92	83	92	95	125	145	71	45	99	33
	36%	*35%*	40%a	*36%*	*34%*	*29%*	46%e	*32%*	*32%*	40%p	*33%*	*38%*	*39%*	40%p	*36%*	*35%*	*29%*	*34%*	46%ghjp
Over a year, up to 2 years	925	736	189	745	102	51	26	57	102	72	99	80	64	101	114	57	51	102	26
	32%	*33%*	*30%*	*31%*	*35%*	*33%*	*36%*	*34%*	*31%*	*31%*	40%lno	*33%*	*26%*	*32%*	*29%*	*28%*	*33%*	35%l	*36%*
More than 2 years	75	56	19	66	6	2	1	3	12	5	6	11	10	4	12	3	2	6	1
	3%	*2%*	*3%*	*3%*	*2%*	*1%*	*1%*	*2%*	*4%*	*2%*	*3%*	5%m	*4%*	*1%*	*3%*	*1%*	*1%*	*2%*	*1%*
Don't Know	57	45	12	44	5	8	-	3	4	4	-	6	8	8	6	5	8	5	-
	2%	*2%*	*2%*	*2%*	*2%*	5%c	-	*2%*	*1%*	*2%*	-	3%j	3%j	2%j	*2%*	3%j	5%hjn	*2%*	-

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.11 How long do you have to go until your current contract ends?

Base: All who have at least a good idea of when their contract will end

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	2586	454	378	138	241	41	2208	2132	2132	-	-
Weighted Base	2894	493	382	154	225	39*	2511	2401	2401	-**	-**
Less than 1 month	77	11	10	4	5	1	67	66	66	-	-
	3%	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*3%*	*3%*	-	-
1 month up to 3 months	239	57	37	17	16	5	202	182	182	-	-
	8%	12%a	*10%*	*11%*	*7%*	*12%*	*8%*	*8%*	*8%*	-	-
3 months up to 6 months	482	119	62	25	39	6	420	363	363	-	-
	17%	24%a	*16%*	*16%*	*17%*	*16%*	*17%*	*15%*	*15%*	-	-
6 months up to 12 months	1038	244	126	47	77	10	912	794	794	-	-
	36%	50%a	*33%*	*31%*	*34%*	*24%*	*36%*	*33%*	*33%*	-	-
Over a year, up to 2 years	925	34	129	58	76	18	795	891	891	-	-
	32%b	*7%*	*34%*	*38%*	*34%*	*45%*	*32%*	*37%*	*37%*	-	-
More than 2 years	75	10	8	2	5	-	67	65	65	-	-
	3%	*2%*	*2%*	*1%*	*2%*	-	*3%*	*3%*	*3%*	-	-
Don't Know	57	17	10	1	7	-	47	40	40	-	-
	2%	*3%*	*3%*	*1%*	*3%*	-	*2%*	*2%*	*2%*	-	-

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.11 How long do you have to go until your current contract ends?

Base: All who have at least a good idea of when their contract will end

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	2586	2574	792	771	19	18	2	10	587	310	41	180	11	131	426
Weighted Base	2894	2882	890	869	24**	19**	2**	10**	663	347	45*	193	11**	138	496
Less than 1 month	77	77	27	27	3	-	-	-	15	12	-	3	-	1	15
	3%	*3%*	*3%*	*3%*	*12%*	-	-	-	*2%*	*3%*	-	*2%*	-	*1%*	*3%*
1 month up to 3 months	239	239	79	77	6	1	-	1	48	30	4	16	1	8	43
	8%	*8%*	*9%*	*9%*	*26%*	*3%*	-	*7%*	*7%*	*9%*	*8%*	*8%*	*8%*	*6%*	*9%*
3 months up to 6 months	482	481	139	136	1	2	-	2	112	50	5	42	1	25	95
	17%	*17%*	*16%*	*16%*	*6%*	*11%*	-	*17%*	*17%*	*14%*	*11%*	22%bci	*13%*	*18%*	*19%*
6 months up to 12 months	1038	1036	304	296	8	6	1	4	247	132	16	54	5	53	186
	36%	36%k	*34%*	*34%*	*34%*	*31%*	*62%*	*40%*	37%k	38%k	*35%*	*28%*	*41%*	*38%*	37%k
Over a year, up to 2 years	925	922	310	304	4	10	1	2	208	104	18	64	4	37	147
	32%	*32%*	*35%*	*35%*	*15%*	*52%*	*38%*	*24%*	*31%*	*30%*	*39%*	*33%*	*38%*	*27%*	*30%*
More than 2 years	75	75	16	15	-	-	-	1	28	7	1	8	-	10	4
	3%	3%n	*2%*	*2%*	-	-	-	*13%*	4%bcn	*2%*	*3%*	4%cn	-	8%abcin	*1%*
Don't Know	57	53	14	14	2	*	-	-	6	12	1	5	-	5	6
	2%	*2%*	*2%*	*2%*	*7%*	*2%*	-	-	*1%*	4%hn	*3%*	*2%*	-	4%h	*1%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.11 How long do you have to go until your current contract ends?

Base: All who have at least a good idea of when their contract will end

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	2586	658	448	423	461	586	1085	894	1147	832	1002	977	1091	888
Weighted Base	2894	729	508	484	523	638	1247	963	1320	890	1167	1043	1240	970
Less than 1 month	77	11	17	7	15	27	31	31	32	31	30	32	30	33
	3%	*2%*	*3%*	*2%*	*3%*	*4%ac*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*2%*	*3%*
1 month up to 3 months	239	55	40	46	46	51	106	74	106	74	91	89	105	75
	8%	*8%*	*8%*	*9%*	*9%*	*8%*	*8%*	*8%*	*8%*	*8%*	*8%*	*9%*	*8%*	*8%*
3 months up to 6 months	482	111	82	85	94	109	210	166	223	153	181	196	205	171
	17%	*15%*	*16%*	*18%*	*18%*	*17%*	*17%*	*17%*	*17%*	*17%*	*15%*	*19%*	*17%*	*18%*
6 months up to 12 months	1038	280	170	179	185	221	428	347	451	324	413	362	423	352
	36%	*38%*	*33%*	*37%*	*35%*	*35%*	*34%*	*36%*	*34%*	*36%*	*35%*	*35%*	*34%*	*36%*
Over a year, up to 2 years	925	245	180	148	154	196	428	297	459	266	410	315	432	293
	32%	*34%*	*35%*	*31%*	*29%*	*31%*	*34%*	*31%*	*35%i*	*30%*	*35%k*	*30%*	*35%m*	*30%*
More than 2 years	75	15	9	7	18	27	19	28	24	23	17	30	21	26
	3%	*2%*	*2%*	*1%*	*3%*	*4%abc*	*2%*	*3%f*	*2%*	*3%*	*1%*	*3%j*	*2%*	*3%*
Don't Know	57	13	10	13	12	9	25	19	23	20	24	19	23	21
	2%	*2%*	*2%*	*3%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.14A Do you have a good idea when your minimum contract period ended?

Base: All who are out of contract

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	605	312	293	59	106	98	97	99	97	49	360	245	459	146	556
Weighted Base	640	330	310	78*	124	116*	111*	118*	61*	31*	430	210	548	92	609
Yes, I know the exact month	155	78	77	23	32	28	35	21	9	7	118	38	139	16	148
	24%	*24%*	*25%*	*29%*	*25%*	*24%*	31%ghkm	*18%*	*15%*	*22%*	27%hkm	*18%*	25%hk	*18%*	*24%*
Yes, I have a good idea	239	134	106	27	42	44	46	50	22	8	159	80	209	31	231
	37%	*40%*	*34%*	*34%*	*34%*	*38%*	*42%*	*42%*	*36%*	*27%*	*37%*	*38%*	*38%*	*33%*	*38%*
No, I'm not really sure	245	119	127	29	51	44	30	47	30	16	153	92	200	45	230
	38%	*36%*	*41%*	*37%*	41%f	*38%*	*27%*	*40%*	48%fjl	51%fj	*36%*	44%f	*37%*	49%fjln	38%f
SUMMARY CODE															
AT LEAST A GOOD IDEA	394	211	183	50	73	72	81	71	32	15	276	118	348	47	379
	62%	*64%*	*59%*	*63%*	*59%*	*62%*	73%dhikmn	*60%*	*52%*	*49%*	64%him	*56%*	63%hm	*51%*	62%m

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.14A Do you have a good idea when your minimum contract period ended?

Base: All who are out of contract

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	605	137	166	142	160	303	302	374	140	91	330	275	148	457	573	32	367	238
Weighted Base	640	159	204	140	137	363	276	397	165	78*	393	247	165	475	617	23**	382	258
Yes, I know the exact month	155	37	54	33	30	92	63	88	46	21	104	51	48	108	153	2	84	71
	24%	*24%*	*27%*	*24%*	*22%*	*25%*	*23%*	*22%*	*28%*	*27%*	*26%*	*21%*	*29%*	*23%*	*25%*	*8%*	*22%*	*28%*
Yes, I have a good idea	239	59	85	46	50	143	96	156	58	25	159	80	57	182	230	9	151	88
	37%	*37%*	*41%*	*33%*	*37%*	*39%*	*35%*	*39%*	*35%*	*32%*	*40%*	*32%*	*35%*	*38%*	*37%*	*40%*	*40%*	*34%*
No, I'm not really sure	245	63	65	61	56	128	117	153	61	32	130	115	60	185	233	12	147	99
	38%	*40%*	*32%*	44%b	*41%*	*35%*	*42%*	*38%*	*37%*	*41%*	*33%*	47%j	*37%*	*39%*	*38%*	*52%*	*38%*	*38%*
SUMMARY CODE																		
AT LEAST A GOOD IDEA	394	96	139	79	80	235	159	245	104	46	263	132	105	290	383	11	235	159
	62%	*60%*	68%c	*56%*	*59%*	*65%*	*58%*	*62%*	*63%*	*59%*	67%k	*53%*	*63%*	*61%*	*62%*	*48%*	*62%*	*62%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.14A Do you have a good idea when your minimum contract period ended?

Base: All who are out of contract

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	605	467	138	521	42	24	18	19	56	86	40	61	64	71	89	35	24	42	18
Weighted Base	640	492	148	554	41*	27**	18**	18**	57*	84*	46*	67*	66*	83*	96*	39*	27**	41*	18**
Yes, I know the exact month	155	125	30	136	8	8	4	8	17	28	9	16	10	15	24	11	8	8	4
	24%	*25%*	*21%*	*25%*	*18%*	*28%*	*21%*	*44%*	*30%*	33%lm	*19%*	*24%*	*15%*	*18%*	*25%*	*27%*	*28%*	*18%*	*21%*
Yes, I have a good idea	239	179	61	201	17	10	12	6	19	34	23	26	20	30	34	8	10	17	12
	37%	*36%*	*41%*	*36%*	*41%*	*36%*	*69%*	*36%*	*34%*	41%o	50%lo	*40%*	*30%*	*36%*	*35%*	*21%*	*36%*	*41%*	*69%*
No, I'm not really sure	245	189	57	217	17	10	2	3	20	22	14	24	36	38	38	20	10	17	2
	38%	*38%*	*38%*	*39%*	*41%*	*36%*	*10%*	*19%*	*36%*	*26%*	*31%*	*37%*	55%hij k	46%i	*40%*	52%i	*36%*	*41%*	*10%*
SUMMARY CODE																			
AT LEAST A GOOD IDEA	394	303	91	337	24	17	16	14	36	62	32	42	30	44	57	19	17	24	16
	62%	*62%*	*62%*	*61%*	*59%*	*64%*	*90%*	*81%*	64%l	74%lmo	69%l	63%l	*45%*	*54%*	*60%*	*48%*	*64%*	*59%*	*90%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.14A Do you have a good idea when your minimum contract period ended?

Base: All who are out of contract

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	605	-	86	17	66	6	519	409	-	409	-
Weighted Base	640	-**	77*	18**	57*	6**	562	428	-**	428	-**
Yes, I know the exact month	155	-	13	2	11	-	142	95	-	95	-
	24%	-	*17%*	*9%*	*20%*	-	*25%*	*22%*	-	*22%*	-
Yes, I have a good idea	239	-	30	8	19	2	210	148	-	148	-
	37%	-	*38%*	*43%*	*34%*	*37%*	*37%*	*35%*	-	*35%*	-
No, I'm not really sure	245	-	35	9	26	4	211	185	-	185	-
	38%	-	*45%*	*48%*	*46%*	*63%*	*37%*	*43%*	-	*43%*	-
SUMMARY CODE											
AT LEAST A GOOD IDEA	394	-	43	9	30	2	352	243	-	243	-
	62%	-	*55%*	*52%*	*54%*	*37%*	*63%*	*57%*	-	*57%*	-

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.14A Do you have a good idea when your minimum contract period ended?

Base: All who are out of contract

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	605	597	161	150	7	4	-	6	130	85	9	43	5	31	96
Weighted Base	640	632	174	161	7**	4**	-**	8**	140	98*	8**	44*	5**	36**	98*
Yes, I know the exact month	155	155	47	45	-	2	-	1	41	22	2	13	-	9	17
	24%	*24%*	*27%*	*28%*	-	*41%*	-	*17%*	*29%*	*22%*	*21%*	*29%*	-	*25%*	*18%*
Yes, I have a good idea	239	239	61	54	3	1	-	4	55	42	3	17	3	13	36
	37%	*38%*	*35%*	*33%*	*40%*	*29%*	-	*53%*	*39%*	*43%*	*42%*	*39%*	*50%*	*37%*	*36%*
No, I'm not really sure	245	239	66	62	4	1	-	2	45	35	3	14	3	14	45
	38%	*38%*	*38%*	*38%*	*60%*	*30%*	-	*30%*	*32%*	*35%*	*37%*	*32%*	*50%*	*38%*	46%h
SUMMARY CODE															
AT LEAST A GOOD IDEA	394	394	107	99	3	3	-	5	95	63	5	30	3	22	53
	62%	*62%*	*62%*	*62%*	*40%*	*70%*	-	*70%*	68%n	*65%*	*63%*	*68%*	*50%*	*62%*	*54%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.14A Do you have a good idea when your minimum contract period ended?

Base: All who are out of contract

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	605	80	114	132	124	139	192	252	200	244	179	265	216	228
Weighted Base	640	89*	117	144	127	144	213	254	224	244	199	268	235	232
Yes, I know the exact month	155	34	21	32	30	38	58	55	65	48	60	53	61	52
	24%	38%bcd	*18%*	*22%*	*24%*	*26%*	*27%*	*22%*	29%i	*20%*	30%k	*20%*	*26%*	*22%*
Yes, I have a good idea	239	28	57	50	52	50	88	88	92	84	81	95	95	81
	37%	*31%*	49%ace	*34%*	*41%*	*34%*	*41%*	*35%*	*41%*	*34%*	*41%*	*35%*	*40%*	*35%*
No, I'm not really sure	245	27	39	62	44	57	67	112	67	111	59	120	80	99
	38%	*31%*	*33%*	*43%*	*35%*	*39%*	*31%*	44%f	*30%*	46%h	*29%*	45%j	*34%*	*43%*
SUMMARY CODE														
AT LEAST A GOOD IDEA	394	61	78	82	83	87	146	143	157	132	141	148	155	133
	62%	*69%*	*67%*	*57%*	*65%*	*61%*	69%g	*56%*	70%i	*54%*	71%k	*55%*	*66%*	*57%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.14B How long ago did your minimum contract period run out?

Base: All who are out of contract

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	605	312	293	59	106	98	97	99	97	49	360	245	459	146	556
Weighted Base	640	330	310	78*	124	116*	111*	118*	61*	31*	430	210	548	92	609
Less than 1 month ago	70	36	34	11	15	12	15	11	4	3	53	17	64	6	67
	11%	*11%*	*11%*	*15%*	*12%*	*10%*	*13%*	*9%*	*6%*	*9%*	*12%*	*8%*	*12%*	*7%*	*11%*
1 month up to 3 months ago	73	36	37	14	14	14	11	15	3	2	53	20	68	5	71
	11%	*11%*	*12%*	18%hm	*11%*	*12%*	*9%*	13%m	*5%*	*6%*	12%hm	*10%*	12%hm	*5%*	12%m
3 months up to 6 months ago	74	38	36	5	18	10	16	15	6	4	48	25	64	10	69
	12%	*11%*	*12%*	*6%*	*14%*	*8%*	*15%*	*13%*	*10%*	*14%*	*11%*	*12%*	*12%*	*11%*	*11%*
6 months up to 12 months ago	112	66	46	18	25	23	20	15	9	2	86	26	101	11	110
	18%	*20%*	*15%*	23%i	*20%*	*20%*	*18%*	*13%*	*14%*	*7%*	20%ikm	*13%*	*18%*	*12%*	*18%*
Over a year, up to 2 years ago	99	47	52	11	17	21	20	19	9	3	69	30	87	12	96
	15%	*14%*	*17%*	*14%*	*14%*	*18%*	*18%*	*16%*	*15%*	*10%*	*16%*	*14%*	*16%*	*13%*	*16%*
More than 2 years ago	86	41	44	-	12	9	14	28	15	8	35	51	63	23	78
	13%	*12%*	*14%*	-	9%c	7%c	13%c	24%cdejln	25%cdefjln	25%cdejln	8%c	24%cdefjln	11%c	25%cdefjln	13%cj
Don't Know	127	67	60	20	23	28	16	15	16	9	87	40	102	25	118
	20%	*20%*	*19%*	*25%*	*19%*	24%g	*14%*	*13%*	26%fg	29%fg	*20%*	*19%*	*19%*	27%fgln	*19%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.14B How long ago did your minimum contract period run out?

Base: All who are out of contract

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	605	137	166	142	160	303	302	374	140	91	330	275	148	457	573	32	367	238
Weighted Base	640	159	204	140	137	363	276	397	165	78*	393	247	165	475	617	23**	382	258
Less than 1 month ago	70	18	26	7	20	44	26	41	20	10	48	22	20	50	69	2	29	41
	11%	*11%*	13%c	*5%*	14%c	*12%*	*9%*	*10%*	*12%*	*13%*	*12%*	*9%*	*12%*	*11%*	*11%*	*7%*	*8%*	16%p
1 month up to 3 months ago	73	21	31	15	6	52	21	41	24	8	52	20	21	52	73	-	46	27
	11%	13%d	15%d	11%d	*4%*	14%f	*8%*	*10%*	*15%*	*10%*	*13%*	*8%*	*13%*	*11%*	*12%*	-	*12%*	*10%*
3 months up to 6 months ago	74	21	24	17	13	45	29	46	16	11	49	25	18	55	71	2	46	27
	12%	*13%*	*12%*	*12%*	*9%*	*12%*	*11%*	*12%*	*10%*	*14%*	*12%*	*10%*	*11%*	*12%*	*12%*	*10%*	*12%*	*11%*
6 months up to 12 months ago	112	19	30	34	29	49	63	67	33	12	74	38	29	83	110	2	58	54
	18%	*12%*	*15%*	24%ab	21%a	*13%*	23%e	*17%*	*20%*	*15%*	*19%*	*15%*	*17%*	*18%*	*18%*	*10%*	*15%*	*21%*
Over a year, up to 2 years ago	99	19	31	21	28	50	49	63	23	13	56	43	28	71	95	4	63	36
	15%	*12%*	*15%*	*15%*	*21%*	*14%*	*18%*	*16%*	*14%*	*17%*	*14%*	*17%*	*17%*	*15%*	*15%*	*16%*	*17%*	*14%*
More than 2 years ago	86	30	31	13	12	60	25	63	13	10	40	45	14	72	82	3	67	19
	13%	19%cd	*15%*	*9%*	*9%*	17%f	*9%*	16%h	*8%*	*13%*	*10%*	18%j	*8%*	15%l	*13%*	*14%*	17%q	*7%*
Don't Know	127	32	32	34	29	63	63	78	35	14	73	53	36	91	117	10	73	54
	20%	*20%*	*16%*	*24%*	*22%*	*17%*	*23%*	*20%*	*21%*	*18%*	*19%*	*22%*	*22%*	*19%*	*19%*	*43%*	*19%*	*21%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.14B How long ago did your minimum contract period run out?

Base: All who are out of contract

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	605	467	138	521	42	24	18	19	56	86	40	61	64	71	89	35	24	42	18
Weighted Base	640	492	148	554	41*	27**	18**	18**	57*	84*	46*	67*	66*	83*	96*	39*	27**	41*	18**
Less than 1 month ago	70	56	14	60	9	1	-	3	8	4	2	11	9	7	12	3	1	9	-
	11%	*11%*	*9%*	*11%*	22%c	*3%*	-	*16%*	*15%*	*5%*	*5%*	17%i	*13%*	*9%*	*13%*	*8%*	*3%*	22%ij	-
1 month up to 3 months ago	73	59	14	61	5	5	2	1	8	11	7	1	3	6	17	6	5	5	2
	11%	*12%*	*10%*	*11%*	*11%*	*19%*	*13%*	*7%*	15%k	14%k	15%k	*2%*	*5%*	*7%*	18%klm	15%k	*19%*	*11%*	*13%*
3 months up to 6 months ago	74	49	24	60	3	3	7	2	5	11	11	5	5	11	6	4	3	3	7
	12%	*10%*	17%a	*11%*	*8%*	*12%*	*41%*	*14%*	*8%*	*13%*	24%hkln	*7%*	*7%*	*13%*	*7%*	*9%*	*12%*	*8%*	*41%*
6 months up to 12 months ago	112	95	17	101	7	1	3	2	11	21	7	13	12	18	16	-	1	7	3
	18%	19%b	*11%*	*18%*	*17%*	*5%*	*15%*	*12%*	20%o	25%o	15%o	20%o	18%o	22%o	17%o	-	*5%*	17%o	*15%*
Over a year, up to 2 years ago	99	73	26	89	5	2	3	3	11	15	11	6	8	12	18	6	2	5	3
	15%	*15%*	*17%*	*16%*	*12%*	*8%*	*16%*	*14%*	*20%*	*17%*	*23%*	*9%*	*12%*	*15%*	*19%*	*15%*	*8%*	*12%*	*16%*
More than 2 years ago	86	69	17	75	4	5	2	4	5	8	4	14	10	9	12	10	5	4	2
	13%	*14%*	*11%*	*13%*	*10%*	*18%*	*11%*	*21%*	*9%*	*9%*	*10%*	*21%*	*15%*	*10%*	*12%*	25%hi	*18%*	*10%*	*11%*
Don't Know	127	91	36	108	8	9	1	3	8	13	4	17	19	19	15	11	9	8	1
	20%	*18%*	*24%*	*20%*	*19%*	*35%*	*4%*	*15%*	*14%*	*16%*	*8%*	25%j	29%jn	*23%*	*15%*	28%j	*35%*	*19%*	*4%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.14B How long ago did your minimum contract period run out?

Base: All who are out of contract

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	605	-	86	17	66	6	519	409	-	409	-
Weighted Base	640	-**	77*	18**	57*	6**	562	428	-**	428	-**
Less than 1 month ago	70	-	5	2	4	1	65	49	-	49	-
	11%	-	*7%*	*13%*	*7%*	*20%*	*12%*	*12%*	-	*12%*	-
1 month up to 3 months ago	73	-	5	1	4	-	68	48	-	48	-
	11%	-	*6%*	*7%*	*6%*	-	*12%*	*11%*	-	*11%*	-
3 months up to 6 months ago	74	-	8	2	3	-	66	37	-	37	-
	12%	-	*10%*	*11%*	*6%*	-	*12%*	*9%*	-	*9%*	-
6 months up to 12 months ago	112	-	12	2	9	-	100	72	-	72	-
	18%	-	*16%*	*13%*	*16%*	-	*18%*	*17%*	-	*17%*	-
Over a year, up to 2 years ago	99	-	14	4	9	2	85	68	-	68	-
	15%	-	*18%*	*22%*	*16%*	*42%*	*15%*	*16%*	-	*16%*	-
More than 2 years ago	86	-	19	2	15	1	67	59	-	59	-
	13%	-	*24%g*	*11%*	*27%g*	*17%*	*12%*	*14%*	-	*14%*	-
Don't Know	127	-	15	4	12	1	111	96	-	96	-
	20%	-	*20%*	*23%*	*21%*	*21%*	*20%*	*22%*	-	*22%*	-

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.14B How long ago did your minimum contract period run out?

Base: All who are out of contract

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	605	597	161	150	7	4	-	6	130	85	9	43	5	31	96
Weighted Base	640	632	174	161	7**	4**	-**	8**	140	98*	8**	44*	5**	36**	98*
Less than 1 month ago	70	70	17	17	1	-	-	-	19	12	1	4	-	2	11
	11%	*11%*	*10%*	*11%*	*17%*	-	-	-	*14%*	*12%*	*15%*	*10%*	-	*5%*	*11%*
1 month up to 3 months ago	73	73	13	13	2	-	-	-	23	6	-	11	-	6	9
	11%	*12%*	*7%*	*8%*	*22%*	-	-	-	17%bci	*6%*	-	26%abcin	-	*17%*	*10%*
3 months up to 6 months ago	74	72	22	22	-	1	-	-	20	7	1	3	-	5	11
	12%	*11%*	*13%*	*14%*	-	*24%*	-	-	*14%*	*7%*	*15%*	*6%*	-	*13%*	*11%*
6 months up to 12 months ago	112	111	35	32	1	2	-	-	23	23	-	9	3	3	14
	18%	*18%*	*20%*	*20%*	*18%*	*46%*	-	-	*16%*	*23%*	-	*20%*	*50%*	*9%*	*15%*
Over a year, up to 2 years ago	99	97	30	27	-	-	-	4	17	12	3	6	-	4	24
	15%	*15%*	*18%*	*17%*	-	-	-	*48%*	*12%*	*12%*	*42%*	*12%*	-	*11%*	24%ahi
More than 2 years ago	86	86	20	17	1	1	-	3	16	21	1	7	-	8	8
	13%	*14%*	*11%*	*10%*	*10%*	*30%*	-	*36%*	*11%*	22%bchn	*10%*	*15%*	-	*22%*	*8%*
Don't Know	127	123	37	33	2	-	-	1	21	17	1	5	3	8	21
	20%	*19%*	*21%*	*21%*	*34%*	-	-	*16%*	*15%*	*18%*	*18%*	*11%*	*50%*	*23%*	*21%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.14B How long ago did your minimum contract period run out?

Base: All who are out of contract

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	605	80	114	132	124	139	192	252	200	244	179	265	216	228
Weighted Base	640	89*	117	144	127	144	213	254	224	244	199	268	235	232
Less than 1 month ago	70	17	13	10	11	18	25	30	29	26	23	32	28	28
	11%	19%c	*11%*	*7%*	*9%*	*12%*	*12%*	*12%*	*13%*	*11%*	*12%*	*12%*	*12%*	*12%*
1 month up to 3 months ago	73	14	13	16	18	11	20	32	25	27	19	33	34	18
	11%	*16%*	*11%*	*11%*	*14%*	*8%*	*9%*	*13%*	*11%*	*11%*	*9%*	*12%*	14%m	*8%*
3 months up to 6 months ago	74	12	14	21	13	13	30	24	34	20	32	22	30	24
	12%	*14%*	*12%*	*14%*	*11%*	*9%*	*14%*	*10%*	15%i	*8%*	16%k	*8%*	*13%*	*10%*
6 months up to 12 months ago	112	12	28	26	29	18	37	47	37	48	40	45	42	42
	18%	*14%*	24%e	*18%*	23%e	*12%*	*17%*	*19%*	*16%*	*20%*	*20%*	*17%*	*18%*	*18%*
Over a year, up to 2 years ago	99	8	27	19	19	25	35	29	35	29	32	32	34	30
	15%	*9%*	23%a	*13%*	*15%*	*17%*	*16%*	*11%*	*16%*	*12%*	*16%*	*12%*	*15%*	*13%*
More than 2 years ago	86	6	8	20	19	31	29	35	32	32	25	39	31	33
	13%	*7%*	*7%*	*14%*	*15%*	22%ab	*14%*	*14%*	*14%*	*13%*	*12%*	*15%*	*13%*	*14%*
Don't Know	127	19	16	32	17	28	36	57	32	61	29	65	36	57
	20%	*22%*	*13%*	*22%*	*14%*	*20%*	*17%*	*22%*	*14%*	25%h	*14%*	24%j	*15%*	25%l

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.14B How long ago did your minimum contract period run out?

Base: All who have a good idea when their minimum contract period ended

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	367	199	168	36	63	60	71	59	52	26	230	137	289	78	341
Weighted Base	394	211	183	50*	73*	72*	81*	71*	32*	15**	276	118	348	47*	379
Less than 1 month ago	61	32	29	7	15	10	14	8	4	3	47	15	55	6	59
	16%	*15%*	*16%*	*15%*	*21%*	*14%*	*17%*	*12%*	*11%*	*19%*	*17%*	*12%*	*16%*	*14%*	*15%*
1 month up to 3 months ago	62	29	33	13	8	12	11	15	2	1	44	19	59	3	61
	16%	*14%*	*18%*	26%hm	*11%*	*17%*	*13%*	22%m	*7%*	*7%*	*16%*	*16%*	17%m	*7%*	*16%*
3 months up to 6 months ago	61	30	31	5	14	7	16	11	4	4	42	19	53	8	58
	16%	*14%*	*17%*	*9%*	*19%*	*10%*	*20%*	*15%*	*14%*	*24%*	*15%*	*16%*	*15%*	*17%*	*15%*
6 months up to 12 months ago	79	45	34	12	15	16	16	11	6	2	60	19	70	8	77
	20%	*21%*	*18%*	*24%*	*20%*	*23%*	*20%*	*15%*	*20%*	*14%*	*22%*	*16%*	*20%*	*18%*	*20%*
Over a year, up to 2 years ago	67	36	32	11	9	15	14	11	5	1	50	18	61	6	66
	17%	*17%*	*17%*	*22%*	*13%*	*21%*	*18%*	*16%*	*17%*	*7%*	*18%*	*15%*	*17%*	*14%*	*17%*
More than 2 years ago	44	27	17	-	7	7	5	13	8	4	19	26	32	12	40
	11%	*13%*	*9%*	-	*9%*	*9%*	*6%*	19%cfjl	26%cdefjln	*25%*	*7%*	22%cdefjln	*9%*	26%cdefjln	11%c
Don't Know	19	11	8	2	5	4	5	1	1	1	16	3	17	2	18
	5%	*5%*	*4%*	*4%*	*7%*	*5%*	*6%*	*2%*	*4%*	*4%*	*6%*	*3%*	*5%*	*4%*	*5%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.14B How long ago did your minimum contract period run out?

Base: All who have a good idea when their minimum contract period ended

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	367	81	113	80	93	194	173	226	89	52	220	147	93	274	352	15	222	145
Weighted Base	394	96*	139	79*	80*	235	159	245	104*	46*	263	132	105*	290	383	11**	235	159
Less than 1 month ago	61	18	21	5	17	39	23	38	15	9	44	17	18	44	60	2	26	35
	16%	19%c	*15%*	*7%*	21%c	*17%*	*14%*	*16%*	*14%*	*19%*	*17%*	*13%*	*17%*	*15%*	*16%*	*15%*	*11%*	22%p
1 month up to 3 months ago	62	20	28	12	4	47	15	36	19	7	46	17	17	46	62	-	41	21
	16%	20%d	20%d	15%d	*5%*	20%f	*10%*	*15%*	*18%*	*16%*	*17%*	*13%*	*16%*	*16%*	*16%*	-	*17%*	*13%*
3 months up to 6 months ago	61	17	18	15	12	35	27	35	16	10	42	19	15	47	60	2	38	24
	16%	*17%*	*13%*	*19%*	*15%*	*15%*	*17%*	*14%*	*16%*	*21%*	*16%*	*15%*	*14%*	*16%*	*16%*	*16%*	*16%*	*15%*
6 months up to 12 months ago	79	13	22	24	19	35	44	48	24	7	53	26	20	59	77	2	43	35
	20%	*14%*	*16%*	31%ab	*24%*	*15%*	27%e	*20%*	*23%*	*16%*	*20%*	*20%*	*19%*	*20%*	*20%*	*15%*	*18%*	*22%*
Over a year, up to 2 years ago	67	12	24	11	20	36	31	43	18	7	38	29	20	47	65	3	46	21
	17%	*13%*	*17%*	*14%*	25%a	*15%*	*20%*	*17%*	*17%*	*14%*	*14%*	*22%*	*19%*	*16%*	*17%*	*23%*	*20%*	*13%*
More than 2 years ago	44	12	21	6	5	32	12	30	8	5	23	21	9	35	42	2	30	14
	11%	*12%*	*15%*	*8%*	*7%*	*14%*	*7%*	*12%*	*8%*	*12%*	*9%*	16%j	*8%*	*12%*	*11%*	*22%*	*13%*	*9%*
Don't Know	19	5	6	6	3	11	8	14	4	1	17	2	7	11	18	1	10	9
	5%	*5%*	*4%*	*7%*	*3%*	*5%*	*5%*	*6%*	*4%*	*2%*	7%k	*1%*	*7%*	*4%*	*5%*	*8%*	*4%*	*6%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.14B How long ago did your minimum contract period run out?

Base: All who have a good idea when their minimum contract period ended

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	367	282	85	313	23	15	16	14	36	64	27	38	30	38	50	16	15	23	16
Weighted Base	394	303	91*	337	24**	17**	16**	14**	36*	62*	32**	42*	30**	44*	57*	19**	17**	24**	16**
Less than 1 month ago	61	49	13	54	7	1	-	3	6	2	1	11	9	7	12	3	1	7	-
	16%	*16%*	*14%*	*16%*	*28%*	*4%*	-	*20%*	15%i	*3%*	*4%*	26%i	*30%*	17%i	21%i	*17%*	*4%*	*28%*	-
1 month up to 3 months ago	62	51	12	50	5	5	2	1	7	9	4	1	3	4	16	5	5	5	2
	16%	*17%*	*13%*	*15%*	*19%*	*30%*	*14%*	*9%*	19%k	*14%*	*14%*	*3%*	*9%*	*9%*	28%km	*27%*	*30%*	*19%*	*14%*
3 months up to 6 months ago	61	39	22	47	3	3	7	2	4	10	9	3	4	7	5	2	3	3	7
	16%	*13%*	25%a	*14%*	*14%*	*19%*	*46%*	*17%*	*11%*	*16%*	*30%*	*8%*	*13%*	*16%*	*9%*	*12%*	*19%*	*14%*	*46%*
6 months up to 12 months ago	79	64	15	71	4	1	3	2	7	19	6	11	6	10	10	-	1	4	3
	20%	*21%*	*16%*	*21%*	*15%*	*8%*	*16%*	*15%*	*20%*	*30%*	*18%*	*26%*	*21%*	*22%*	*18%*	-	*8%*	*15%*	*16%*
Over a year, up to 2 years ago	67	51	16	60	4	1	2	3	8	12	8	3	6	8	9	4	1	4	2
	17%	*17%*	*18%*	*18%*	*16%*	*7%*	*12%*	*18%*	*21%*	*20%*	*25%*	*7%*	*20%*	*19%*	*16%*	*19%*	*7%*	*16%*	*12%*
More than 2 years ago	44	39	5	39	1	2	2	2	3	5	3	10	2	6	4	3	2	1	2
	11%	*13%*	*6%*	*12%*	*5%*	*12%*	*12%*	*15%*	*9%*	*9%*	*10%*	23%n	*8%*	*12%*	*7%*	*16%*	*12%*	*5%*	*12%*
Don't Know	19	11	8	15	1	3	-	1	1	5	-	2	-	2	1	2	3	1	-
	5%	*4%*	*9%*	*4%*	*4%*	*20%*	-	*6%*	*4%*	*8%*	-	*6%*	-	*4%*	*2%*	*10%*	*20%*	*4%*	-

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.14B How long ago did your minimum contract period run out?

Base: All who have a good idea when their minimum contract period ended

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	367	-	46	8	35	2	321	229	-	229	-
Weighted Base	394	-**	43*	9**	30*	2**	352	243	-**	243	-**
Less than 1 month ago	61	-	5	2	4	1	56	43	-	43	-
	16%	-	*12%*	*25%*	*13%*	*55%*	*16%*	*18%*	-	*18%*	-
1 month up to 3 months ago	62	-	5	1	4	-	58	38	-	38	-
	16%	-	*11%*	*14%*	*12%*	-	*16%*	*16%*	-	*16%*	-
3 months up to 6 months ago	61	-	6	2	3	-	55	31	-	31	-
	16%	-	*14%*	*22%*	*9%*	-	*16%*	*13%*	-	*13%*	-
6 months up to 12 months ago	79	-	10	1	8	-	69	49	-	49	-
	20%	-	*23%*	*12%*	*26%*	-	*20%*	*20%*	-	*20%*	-
Over a year, up to 2 years ago	67	-	9	3	6	1	58	42	-	42	-
	17%	-	*21%*	*27%*	*18%*	*45%*	*17%*	*17%*	-	*17%*	-
More than 2 years ago	44	-	7	-	6	-	37	30	-	30	-
	11%	-	*16%*	-	*19%*	-	*11%*	*12%*	-	*12%*	-
Don't Know	19	-	1	-	1	-	18	10	-	10	-
	5%	-	*2%*	-	*2%*	-	*5%*	*4%*	-	*4%*	-

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.14B How long ago did your minimum contract period run out?

Base: All who have a good idea when their minimum contract period ended

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	367	366	100	93	3	3	-	4	86	54	6	28	3	18	53
Weighted Base	394	394	107*	99*	3**	3**	-**	5**	95*	63*	5**	30**	3**	22**	53*
Less than 1 month ago	61	61	16	16	-	-	-	-	17	11	1	4	-	2	9
	16%	*16%*	*15%*	*16%*	-	-	-	-	*17%*	*17%*	*24%*	*14%*	-	*8%*	*16%*
1 month up to 3 months ago	62	62	11	11	2	-	-	-	21	4	-	10	-	6	6
	16%	*16%*	*10%*	*11%*	*54%*	-	-	-	22%bi	*6%*	-	*34%*	-	*28%*	*12%*
3 months up to 6 months ago	61	61	17	17	-	1	-	-	15	7	1	3	-	4	11
	16%	*16%*	*16%*	*17%*	-	*34%*	-	-	*16%*	*11%*	*24%*	*9%*	-	*18%*	*20%*
6 months up to 12 months ago	79	79	26	23	1	2	-	-	17	13	-	7	3	2	9
	20%	*20%*	*24%*	*24%*	*46%*	*66%*	-	-	*18%*	*20%*	-	*22%*	*100%*	*10%*	*17%*
Over a year, up to 2 years ago	67	67	20	18	-	-	-	3	13	10	2	4	-	4	13
	17%	*17%*	*19%*	*18%*	-	-	-	*48%*	*14%*	*16%*	*33%*	*13%*	-	*18%*	*25%*
More than 2 years ago	44	44	13	10	-	-	-	3	6	14	-	1	-	3	5
	11%	*11%*	*12%*	*10%*	-	-	-	*52%*	*6%*	22%ah	-	*5%*	-	*12%*	*9%*
Don't Know	19	18	5	5	-	-	-	-	5	5	1	1	-	1	-
	5%	*5%*	*4%*	*5%*	-	-	-	-	*6%*	*8%*	*19%*	*3%*	-	*6%*	-

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.14B How long ago did your minimum contract period run out?

Base: All who have a good idea when their minimum contract period ended

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	367	54	73	76	80	82	129	141	137	133	126	144	140	130
Weighted Base	394	61*	78*	82*	83*	87*	146	143	157	132	141	148	155	133
Less than 1 month ago	61	12	10	10	11	16	23	27	28	22	21	30	24	26
	16%	*19%*	*13%*	*13%*	*14%*	*19%*	*16%*	*19%*	*18%*	*17%*	*15%*	*20%*	*15%*	*20%*
1 month up to 3 months ago	62	13	11	11	17	9	20	26	25	21	19	27	31	15
	16%	*22%*	*14%*	*14%*	*20%*	*10%*	*14%*	*18%*	*16%*	*16%*	*13%*	*18%*	*20%*	*11%*
3 months up to 6 months ago	61	9	12	16	11	13	25	20	28	17	28	17	23	22
	16%	*15%*	*16%*	*20%*	*13%*	*15%*	*17%*	*14%*	*18%*	*13%*	*20%*	*12%*	*15%*	*16%*
6 months up to 12 months ago	79	12	18	17	21	11	26	32	26	32	28	31	29	29
	20%	*19%*	*23%*	*21%*	25%e	*12%*	*18%*	*23%*	*16%*	*25%*	*20%*	*21%*	*19%*	*22%*
Over a year, up to 2 years ago	67	7	22	14	14	11	27	17	27	17	25	19	26	18
	17%	*11%*	28%ae	*17%*	*17%*	*13%*	*18%*	*12%*	*17%*	*13%*	*18%*	*13%*	*17%*	*14%*
More than 2 years ago	44	2	5	9	8	20	16	13	17	11	15	13	14	15
	11%	*2%*	*7%*	*12%*	*10%*	23%abd	*11%*	*9%*	*11%*	*9%*	*11%*	*9%*	*9%*	*11%*
Don't Know	19	7	-	4	1	7	10	7	5	11	5	11	9	8
	5%	11%bd	-	*5%*	*1%*	8%bd	*7%*	*5%*	*3%*	*8%*	*4%*	*8%*	*5%*	*6%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.14B How long ago did your minimum contract period run out?

Base: All who are not sure when their minimum contract period ended

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	238	113	125	23	43	38	26	40	45	23	130	108	170	68	215
Weighted Base	245	119	127	29**	51*	44*	30**	47*	30*	16**	153	92*	200	45*	230
Less than 1 month ago	9	4	5	4	-	1	1	2	-	-	6	2	9	-	9
	4%	*3%*	*4%*	*14%*	-	*3%*	*4%*	*5%*	-	-	*4%*	*3%*	*4%*	-	*4%*
1 month up to 3 months ago	10	7	4	1	6	1	-	-	1	1	9	1	9	1	10
	4%	*6%*	*3%*	*4%*	13%gkn	*3%*	-	-	*2%*	*5%*	*6%*	*2%*	*4%*	*3%*	*4%*
3 months up to 6 months ago	12	7	5	-	4	2	-	4	1	1	6	6	10	2	12
	5%	*6%*	*4%*	-	*7%*	*5%*	-	*9%*	*5%*	*4%*	*4%*	*7%*	*5%*	*4%*	*5%*
6 months up to 12 months ago	33	21	12	6	10	6	4	5	2	-	26	7	31	2	33
	13%	*17%*	*10%*	*20%*	19%m	*15%*	*13%*	*10%*	*8%*	-	17%km	*8%*	15%m	*5%*	*14%*
Over a year, up to 2 years ago	32	11	21	-	8	6	5	8	3	2	19	13	26	5	30
	13%	*9%*	*17%*	-	*15%*	*14%*	*17%*	*16%*	*12%*	*13%*	*12%*	*14%*	*13%*	*12%*	*13%*
More than 2 years ago	42	14	28	-	5	2	9	15	7	4	16	25	31	11	38
	17%	*12%*	22%a	-	*9%*	*4%*	*31%*	31%dejln	24%ej	*24%*	*10%*	28%dejln	*15%*	24%ej	*16%*
Don't Know	108	56	52	18	18	25	11	14	15	8	71	37	84	23	99
	44%	*47%*	*41%*	*62%*	*36%*	56%g	*35%*	*29%*	*50%*	*54%*	*46%*	*40%*	*42%*	51%g	*43%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.14B How long ago did your minimum contract period run out?

Base: All who are not sure when their minimum contract period ended

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	238	56	53	62	67	109	129	148	51	39	110	128	55	183	221	17	145	93
Weighted Base	245	63*	65*	61*	56*	128	117	153	61*	32*	130	115	60*	185	233	12**	147	99*
Less than 1 month ago	9	-	5	1	2	5	4	2	5	1	3	5	2	6	9	-	3	6
	4%	-	8%a	*2%*	*4%*	*4%*	*3%*	*2%*	8%g	*4%*	*3%*	*5%*	*4%*	*3%*	*4%*	-	*2%*	*6%*
1 month up to 3 months ago	10	1	3	4	2	5	6	4	5	1	7	4	4	7	10	-	5	5
	4%	*2%*	*5%*	*6%*	*3%*	*4%*	*5%*	*3%*	*9%*	*3%*	*5%*	*3%*	*6%*	*4%*	*4%*	-	*3%*	*6%*
3 months up to 6 months ago	12	4	6	2	1	10	2	11	-	1	7	5	4	9	12	1	9	4
	5%	*7%*	*9%*	*3%*	*1%*	*8%*	*2%*	*7%*	-	*4%*	*5%*	*5%*	*6%*	*5%*	*5%*	*5%*	*6%*	*4%*
6 months up to 12 months ago	33	5	8	10	10	14	19	19	10	4	21	12	9	24	33	1	14	19
	13%	*9%*	*13%*	*16%*	*17%*	*11%*	*17%*	*12%*	*16%*	*14%*	*16%*	*10%*	*15%*	*13%*	*14%*	*5%*	*10%*	19%p
Over a year, up to 2 years ago	32	7	7	10	8	14	18	20	5	6	19	13	8	24	31	1	17	15
	13%	*11%*	*11%*	*16%*	*14%*	*11%*	*15%*	*13%*	*9%*	*20%*	*14%*	*11%*	*13%*	*13%*	*13%*	*9%*	*12%*	*15%*
More than 2 years ago	42	18	10	6	7	28	13	32	5	4	17	24	5	36	41	1	36	5
	17%	29%cd	*15%*	*11%*	*12%*	22%f	*11%*	21%h	*8%*	*14%*	*13%*	*21%*	*9%*	*19%*	*17%*	*6%*	25%q	*5%*
Don't Know	108	26	26	28	27	53	55	64	31	13	56	52	28	80	99	9	63	44
	44%	*42%*	*40%*	*46%*	*48%*	*41%*	*47%*	*42%*	*51%*	*41%*	*43%*	*45%*	*46%*	*43%*	*42%*	*75%*	*43%*	*45%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.14B How long ago did your minimum contract period run out?

Base: All who are not sure when their minimum contract period ended

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	238	185	53	208	19	9	2	5	20	22	13	23	34	33	39	19	9	19	2
Weighted Base	245	189	57*	217	17**	10**	2**	3**	20**	22**	14**	24**	36*	38**	38*	20**	10**	17**	2**
Less than 1 month ago	9	8	1	6	2	-	-	-	3	2	1	-	-	-	-	-	-	2	-
	4%	*4%*	*2%*	*3%*	*14%*	-	-	-	*14%*	*11%*	*8%*	-	-	-	-	-	-	*14%*	-
1 month up to 3 months ago	10	8	3	10	-	-	-	-	1	3	2	-	1	1	1	1	-	-	-
	4%	*4%*	*5%*	*5%*	-	-	-	-	*6%*	*12%*	*18%*	-	*2%*	*4%*	*3%*	*5%*	-	-	-
3 months up to 6 months ago	12	10	2	12	-	-	-	-	1	1	1	1	1	4	1	1	-	-	-
	5%	*5%*	*4%*	*6%*	-	-	-	-	*3%*	*7%*	*10%*	*6%*	*2%*	*10%*	*4%*	*7%*	-	-	-
6 months up to 12 months ago	33	31	2	30	3	-	-	-	4	2	1	2	6	9	6	-	-	3	-
	13%	17%b	*3%*	*14%*	*20%*	-	-	-	*19%*	*10%*	*9%*	*8%*	*16%*	*23%*	*15%*	-	-	*20%*	-
Over a year, up to 2 years ago	32	22	10	29	1	1	1	-	4	2	3	3	2	4	9	2	1	1	1
	13%	*12%*	*17%*	*13%*	*7%*	*9%*	*54%*	-	*18%*	*11%*	*20%*	*11%*	*6%*	*10%*	23%l	*11%*	*9%*	*7%*	*54%*
More than 2 years ago	42	30	11	36	3	3	-	2	1	2	1	4	8	3	8	7	3	3	-
	17%	*16%*	*20%*	*16%*	*18%*	*28%*	-	*50%*	*7%*	*11%*	*9%*	*16%*	*21%*	*8%*	*20%*	*33%*	*28%*	*18%*	-
Don't Know	108	79	28	94	7	6	1	2	7	8	4	14	19	17	14	9	6	7	1
	44%	*42%*	*49%*	*43%*	*41%*	*63%*	*46%*	*50%*	*33%*	*37%*	*27%*	*59%*	*53%*	*45%*	*36%*	*44%*	*63%*	*41%*	*46%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.14B How long ago did your minimum contract period run out?

Base: All who are not sure when their minimum contract period ended

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	238	-	40	9	31	4	198	180	-	180	-
Weighted Base	245	-**	35*	9**	26**	4**	211	185	-**	185	-**
Less than 1 month ago	9	-	-	-	-	-	9	6	-	6	-
	4%	-	-	-	-	-	*4%*	*3%*	-	*3%*	-
1 month up to 3 months ago	10	-	-	-	-	-	10	9	-	9	-
	4%	-	-	-	-	-	*5%*	*5%*	-	*5%*	-
3 months up to 6 months ago	12	-	1	-	1	-	11	5	-	5	-
	5%	-	*4%*	-	*2%*	-	*5%*	*3%*	-	*3%*	-
6 months up to 12 months ago	33	-	3	1	1	-	31	23	-	23	-
	13%	-	*7%*	*13%*	*5%*	-	*15%*	*12%*	-	*12%*	-
Over a year, up to 2 years ago	32	-	5	1	4	1	27	26	-	26	-
	13%	-	*14%*	*17%*	*14%*	*41%*	*13%*	*14%*	-	*14%*	-
More than 2 years ago	42	-	12	2	9	1	30	29	-	29	-
	17%	-	33%g	*24%*	*36%*	*26%*	*14%*	*16%*	-	*16%*	-
Don't Know	108	-	14	4	11	1	93	86	-	86	-
	44%	-	*41%*	*47%*	*42%*	*33%*	*44%*	*46%*	-	*46%*	-

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.14B How long ago did your minimum contract period run out?

Base: All who are not sure when their minimum contract period ended

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	238	231	61	57	4	1	-	2	44	31	3	15	2	13	43
Weighted Base	245	239	66*	62*	4**	1**	-**	2**	45*	35**	3**	14**	3**	14**	45*
Less than 1 month ago	9	9	1	1	1	-	-	-	3	1	-	-	-	-	2
	4%	*4%*	*2%*	*2%*	*28%*	-	-	-	*6%*	*3%*	-	-	-	-	*5%*
1 month up to 3 months ago	10	10	1	1	-	-	-	-	2	2	-	1	-	-	3
	4%	*4%*	*2%*	*2%*	-	-	-	-	*5%*	*7%*	-	*9%*	-	-	*7%*
3 months up to 6 months ago	12	11	6	6	-	-	-	-	5	-	-	-	-	1	-
	5%	*5%*	*9%*	*9%*	-	-	-	-	10%n	-	-	-	-	*4%*	-
6 months up to 12 months ago	33	32	9	9	-	-	-	-	5	10	-	2	-	1	5
	13%	*14%*	*13%*	*14%*	-	-	-	-	*11%*	*29%*	-	*16%*	-	*6%*	*12%*
Over a year, up to 2 years ago	32	30	10	9	-	-	-	1	4	1	2	2	-	-	10
	13%	*13%*	*15%*	*15%*	-	-	-	*47%*	*9%*	*4%*	*58%*	*12%*	-	-	*22%*
More than 2 years ago	42	42	7	7	1	1	-	-	9	7	1	5	-	5	4
	17%	*17%*	*10%*	*11%*	*16%*	*100%*	-	-	*21%*	*21%*	*26%*	*38%*	-	*38%*	*8%*
Don't Know	108	105	32	28	2	-	-	1	16	12	*	4	3	7	21
	44%	*44%*	*49%*	*46%*	*56%*	-	-	*53%*	*36%*	*36%*	*16%*	*26%*	*100%*	*51%*	*46%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.14B How long ago did your minimum contract period run out?

Base: All who are not sure when their minimum contract period ended

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	238	26	41	56	44	57	63	111	63	111	53	121	76	98
Weighted Base	245	27**	39*	62*	44*	57*	67*	112*	67*	111*	59*	120	80*	99*
Less than 1 month ago	9	5	2	-	-	1	2	3	1	4	2	3	4	1
	4%	*19%*	*6%*	*-*	*-*	*2%*	*3%*	*2%*	*2%*	*4%*	*4%*	*2%*	*5%*	*1%*
1 month up to 3 months ago	10	1	2	4	1	2	-	6	-	6	-	6	3	3
	4%	*3%*	*5%*	*7%*	*3%*	*3%*	*-*	*5%*	*-*	*5%*	*-*	*5%*	*4%*	*3%*
3 months up to 6 months ago	12	3	1	5	3	1	5	4	6	4	4	5	7	3
	5%	*11%*	*4%*	*8%*	*6%*	*1%*	*8%*	*4%*	*8%*	*3%*	*7%*	*4%*	*8%*	*3%*
6 months up to 12 months ago	33	*	9	9	8	7	11	15	11	15	12	14	13	13
	13%	*2%*	*24%*	*14%*	*17%*	*12%*	*17%*	*13%*	*16%*	*14%*	*21%*	*12%*	*16%*	*13%*
Over a year, up to 2 years ago	32	2	6	6	5	14	8	12	8	12	7	13	8	11
	13%	*6%*	*14%*	*9%*	*10%*	*24%c*	*12%*	*10%*	*12%*	*11%*	*12%*	*11%*	*11%*	*12%*
More than 2 years ago	42	4	3	11	11	11	14	22	14	21	10	26	17	18
	17%	*16%*	*7%*	*17%*	*25%b*	*20%*	*20%*	*20%*	*21%*	*19%*	*16%*	*22%*	*22%*	*18%*
Don't Know	108	12	16	28	17	21	26	50	27	50	23	53	27	49
	44%	*44%*	*40%*	*45%*	*37%*	*37%*	*39%*	*45%*	*40%*	*45%*	*40%*	*44%*	*34%*	*50%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.15 Which one of the following best describes your current situation, now that your minimum contract period has ended?

Base: All on a combined contract and out of minimum contract period

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	409	198	211	43	75	71	53	66	61	40	242	167	308	101	369
Weighted Base	428	205	224	56*	85*	85*	61*	79*	38*	25*	286	143	365	63*	404
I am paying a similar amount each month compared to when I signed up	202	90	112	30	43	38	28	36	16	12	139	64	175	28	191
	47%	*44%*	*50%*	*53%*	*51%*	*45%*	*46%*	*45%*	*42%*	*47%*	*49%*	*45%*	*48%*	*44%*	*47%*
I am now paying less each month compared to when I signed up	110	56	54	19	20	22	13	20	9	6	75	36	95	15	105
	26%	*27%*	*24%*	*33%*	*24%*	*27%*	*22%*	*26%*	*25%*	*23%*	*26%*	*25%*	*26%*	*24%*	*26%*
I am now paying more each month compared to when I signed up	62	28	34	6	13	7	8	15	9	4	34	28	49	13	58
	14%	*14%*	*15%*	*11%*	*15%*	*8%*	*14%*	*18%*	*23%ejl*	*17%*	*12%*	*19%ej*	*13%*	*21%ej*	*14%*
SUMMARY CODES															
PRICE HAS CHANGED	172	84	88	25	33	30	22	35	18	10	109	63	144	28	163
	40%	*41%*	*39%*	*44%*	*39%*	*35%*	*36%*	*44%*	*48%*	*40%*	*38%*	*44%*	*39%*	*45%*	*40%*
PRICE HAS GONE UP OR STAYED THE SAME	265	118	146	36	56	45	36	50	25	16	173	91	224	41	249
	62%	*58%*	*65%*	*64%*	*66%*	*54%*	*59%*	*64%*	*66%*	*63%*	*61%*	*64%*	*61%*	*65%*	*62%*
Don't Know	54	31	23	1	9	17	11	8	4	3	38	15	47	7	50
	13%	*15%*	*10%*	*3%*	*10%*	*20%c*	*18%c*	*11%*	*10%*	*14%c*	*13%c*	*11%*	*13%*	*11%*	*12%*

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.15 Which one of the following best describes your current situation, now that your minimum contract period has ended?

Base: All on a combined contract and out of minimum contract period

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	409	81	107	99	122	188	221	247	97	65	213	196	114	295	386	23	240	169
Weighted Base	428	95*	132	99*	103	227	202	259	113*	56*	253	175	127	301	412	16**	248	181
I am paying a similar amount each month compared to when I signed up	202	37	67	44	54	104	98	123	49	31	121	81	63	139	196	6	118	85
	47%	*39%*	*51%*	*45%*	*53%*	*46%*	*49%*	*47%*	*43%*	*56%*	*48%*	*46%*	*50%*	*46%*	*48%*	*37%*	*48%*	*47%*
I am now paying less each month compared to when I signed up	110	28	41	25	16	69	41	62	36	12	64	46	24	86	109	1	65	45
	26%	29%d	31%d	*25%*	*16%*	31%f	*20%*	*24%*	*32%*	*22%*	*25%*	*26%*	*19%*	*29%*	*26%*	*7%*	*26%*	*25%*
I am now paying more each month compared to when I signed up	62	11	13	18	20	24	38	36	17	9	30	32	16	46	58	4	35	27
	14%	*12%*	*10%*	*19%*	*19%*	*11%*	19%e	*14%*	*15%*	*16%*	*12%*	*18%*	*12%*	*15%*	*14%*	*27%*	*14%*	*15%*
SUMMARY CODES																		
PRICE HAS CHANGED	172	39	54	43	36	93	79	98	54	21	95	78	40	133	167	6	100	72
	40%	*42%*	*41%*	*44%*	*35%*	*41%*	*39%*	*38%*	*47%*	*38%*	*37%*	*44%*	*31%*	44%l	*40%*	*34%*	*40%*	*40%*
PRICE HAS GONE UP OR STAYED THE SAME	265	49	79	63	74	128	136	158	66	40	152	113	79	186	254	10	153	112
	62%	*51%*	*60%*	*63%*	72%a	*57%*	68%e	*61%*	*58%*	*72%*	*60%*	*64%*	*62%*	*62%*	*62%*	*64%*	*62%*	*62%*
Don't Know	54	18	11	12	13	29	24	39	11	4	37	16	25	29	49	5	30	24
	13%	19%b	*9%*	*12%*	*12%*	*13%*	*12%*	*15%*	*10%*	*6%*	*15%*	*9%*	19%m	*10%*	*12%*	*29%*	*12%*	*13%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.15 Which one of the following best describes your current situation, now that your minimum contract period has ended?

Base: All on a combined contract and out of minimum contract period

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	409	316	93	359	28	19	3	16	35	56	23	44	49	54	58	24	19	28	3
Weighted Base	428	326	102*	376	28**	21**	3**	14**	36*	53*	26**	49*	51*	62*	60*	26**	21**	28**	3**
I am paying a similar amount each month compared to when I signed up	202	150	53	179	12	10	1	3	18	25	14	20	32	26	30	12	10	12	1
	47%	*46%*	*52%*	*48%*	*43%*	*47%*	*35%*	*24%*	*50%*	*47%*	*51%*	*40%*	63%km	*42%*	*50%*	*46%*	*47%*	*43%*	*35%*
I am now paying less each month compared to when I signed up	110	92	18	97	7	5	1	5	10	7	9	15	10	18	12	9	5	7	1
	26%	28%b	*17%*	*26%*	*26%*	*23%*	*35%*	*38%*	*28%*	*14%*	*35%*	*31%*	*20%*	*30%*	*20%*	*36%*	*23%*	*26%*	*35%*
I am now paying more each month compared to when I signed up	62	53	9	55	5	1	1	4	6	11	2	8	6	10	7	1	1	5	1
	14%	*16%*	*9%*	*15%*	*18%*	*7%*	*30%*	*27%*	*17%*	*20%*	*9%*	*16%*	*12%*	*16%*	*12%*	*2%*	*7%*	*18%*	*30%*
SUMMARY CODES																			
PRICE HAS CHANGED	172	146	27	152	13	6	2	9	16	18	11	23	16	28	20	10	6	13	2
	40%	45%b	*26%*	*40%*	*44%*	*30%*	*65%*	*65%*	*45%*	*34%*	*44%*	*47%*	*32%*	*46%*	*33%*	*38%*	*30%*	*44%*	*65%*
PRICE HAS GONE UP OR STAYED THE SAME	265	203	62	234	17	11	2	7	24	35	16	28	38	36	37	13	11	17	2
	62%	*62%*	*60%*	*62%*	*61%*	*54%*	*65%*	*51%*	*67%*	*67%*	*60%*	*57%*	*75%*	*58%*	*63%*	*48%*	*54%*	*61%*	*65%*
Don't Know	54	31	23	45	4	5	-	2	2	10	1	6	2	8	10	4	5	4	-
	13%	*9%*	22%a	*12%*	*13%*	*22%*	-	*11%*	*5%*	19%l	*5%*	*13%*	*5%*	*12%*	*17%*	*16%*	*22%*	*13%*	-

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.15 Which one of the following best describes your current situation, now that your minimum contract period has ended?

Base: All on a combined contract and out of minimum contract period

		DISABILITY				
	Total	Any Disability (a)	Any mental or learing disability (b)	Any physical disability (c)	Both mental\learing and physical disablity (d)	No disability (e)
Unweighted Base	409	60	10	47	3	349
Weighted Base	428	53*	10**	40*	3**	375
I am paying a similar amount each month compared to when I signed up	202	29	6	20	1	173
	47%	*55%*	*60%*	*50%*	*37%*	*46%*
I am now paying less each month compared to when I signed up	110	12	3	11	1	98
	26%	*23%*	*24%*	*27%*	*29%*	*26%*
I am now paying more each month compared to when I signed up	62	8	2	6	1	54
	14%	*16%*	*15%*	*16%*	*35%*	*14%*
SUMMARY CODES						
PRICE HAS CHANGED	172	21	4	17	2	152
	40%	*39%*	*40%*	*42%*	*63%*	*40%*
PRICE HAS GONE UP OR STAYED THE SAME	265	38	8	26	2	227
	62%	*71%*	*76%*	*65%*	*71%*	*60%*
Don't Know	54	3	-	3	-	50
	13%	*6%*	-	*8%*	-	*13%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.15 Which one of the following best describes your current situation, now that your minimum contract period has ended?

Base: All on a combined contract and out of minimum contract period

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	409	401	112	106	5	4	-	4	84	51	5	33	2	16	71
Weighted Base	428	421	122	114*	6**	4**	-**	5**	89*	58*	4**	33**	2**	15**	74*
I am paying a similar amount each month compared to when I signed up	202	200	61	57	4	2	-	4	37	31	2	16	1	4	34
	47%	*48%*	*51%*	*50%*	*60%*	*54%*	-	*72%*	*42%*	*53%*	*38%*	*47%*	*54%*	*27%*	*46%*
I am now paying less each month compared to when I signed up	110	108	23	22	1	1	-	1	30	13	2	12	-	6	18
	26%	*26%*	*19%*	*19%*	*12%*	*29%*	-	*28%*	34%bc	*22%*	*40%*	*35%*	-	*41%*	*25%*
I am now paying more each month compared to when I signed up	62	61	18	17	2	1	-	-	13	12	-	3	1	4	8
	14%	*14%*	*15%*	*15%*	*28%*	*17%*	-	-	*14%*	*20%*	-	*9%*	*46%*	*28%*	*11%*
SUMMARY CODES															
PRICE HAS CHANGED	172	169	41	39	2	2	-	1	43	24	2	15	1	11	27
	40%	*40%*	*34%*	*34%*	*40%*	*46%*	-	*28%*	*48%*	*42%*	*40%*	*44%*	*46%*	*70%*	*36%*
PRICE HAS GONE UP OR STAYED THE SAME	265	261	80	74	5	3	-	4	50	42	2	19	2	9	42
	62%	*62%*	*66%*	*65%*	*88%*	*71%*	-	*72%*	*56%*	*73%*	*38%*	*56%*	*100%*	*56%*	*57%*
Don't Know	54	52	19	19	-	-	-	-	10	3	1	3	-	*	13
	13%	*12%*	*15%*	*16%*	-	-	-	-	*11%*	*5%*	*22%*	*9%*	-	*3%*	18%i

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.15 Which one of the following best describes your current situation, now that your minimum contract period has ended?

Base: All on a combined contract and out of minimum contract period

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	409	52	81	86	86	90	105	185	110	180	93	197	125	165
Weighted Base	428	55*	83*	93*	87*	93*	115*	187	122	179	103*	198	136	165
I am paying a similar amount each month compared to when I signed up	202	26	40	52	41	37	45	93	49	88	42	96	57	80
	47%	*47%*	*48%*	*56%*	*47%*	*40%*	*39%*	*50%*	*40%*	*49%*	*40%*	*48%*	*42%*	*48%*
I am now paying less each month compared to when I signed up	110	4	30	20	30	23	40	41	42	38	35	45	49	31
	26%	*6%*	36%ac	21%a	34%a	25%a	35%g	*22%*	34%i	*21%*	*34%*	*23%*	36%m	*19%*
I am now paying more each month compared to when I signed up	62	15	8	5	13	17	15	27	15	27	11	31	17	26
	14%	27%bc	*10%*	*5%*	*15%*	18%c	*13%*	*14%*	*13%*	*15%*	*11%*	*16%*	*12%*	*16%*
SUMMARY CODES														
PRICE HAS CHANGED	172	19	38	25	43	41	55	68	57	66	47	76	66	57
	40%	*34%*	46%c	*27%*	49%c	44%c	*48%*	*36%*	*47%*	*37%*	*45%*	*38%*	48%m	*34%*
PRICE HAS GONE UP OR STAYED THE SAME	265	41	48	57	53	54	60	120	64	116	53	127	74	106
	62%	*74%*	*58%*	*61%*	*61%*	*58%*	*52%*	*64%*	*53%*	*64%*	*51%*	64%j	*54%*	*64%*
Don't Know	54	11	5	16	4	15	15	27	16	26	15	26	13	29
	13%	19%bd	*6%*	18%bd	*4%*	16%bd	*13%*	*14%*	*13%*	*14%*	*15%*	*13%*	*10%*	*17%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.17A Why have you not made any changes since your contract ended?

Base: All on combined contract and out of minimum contract period

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	409	198	211	43	75	71	53	66	61	40	242	167	308	101	369
Weighted Base	428	205	224	56*	85*	85*	61*	79*	38*	25*	286	143	365	63*	404
I am happy with my current phone and will wait until I need or want a new one before looking in	157	74	83	26	29	37	16	24	18	7	108	49	132	25	150
	37%	*36%*	*37%*	47%f	*34%*	*43%*	*26%*	*31%*	46%f	*28%*	*38%*	*34%*	*36%*	*39%*	*37%*
I am happy with the price I am currently paying	86	38	48	3	15	21	15	17	9	5	55	32	72	14	81
	20%	*19%*	*21%*	*6%*	*18%*	24%c	25%c	22%c	23%c	21%c	19%c	22%c	20%c	22%c	20%c
I just haven't got round to it yet	71	35	36	10	15	9	11	16	6	3	46	25	62	9	68
	17%	*17%*	*16%*	*19%*	*18%*	*11%*	*18%*	*20%*	*15%*	*14%*	*16%*	*17%*	*17%*	*15%*	*17%*
It's too time consuming to compare deals	29	10	19	3	5	7	8	4	1	-	23	6	28	1	29
	7%	*5%*	*9%*	*5%*	*6%*	*8%*	14%ikm	*5%*	*3%*	-	8%m	*4%*	*8%*	*2%*	*7%*
Looking for a better deal isn't a priority	28	16	12	5	6	1	4	7	1	3	16	12	23	5	25
	7%	*8%*	*5%*	*8%*	*7%*	*2%*	*7%*	9%e	*4%*	13%e	*6%*	8%e	*6%*	*7%*	*6%*
It is difficult to compare all the different deals available	23	11	11	-	5	6	2	5	3	2	13	9	18	5	21
	5%	*6%*	*5%*	-	*6%*	*7%*	*4%*	*6%*	7%c	8%c	*5%*	*7%*	*5%*	7%c	*5%*
I trust that my provider makes sure I am on their best deal	15	8	7	3	2	2	2	2	1	2	10	5	12	3	13
	3%	*4%*	*3%*	*5%*	*3%*	*3%*	*4%*	*3%*	*3%*	*7%*	*3%*	*3%*	*3%*	*5%*	*3%*
I am not confident enough to make any changes	11	2	9	3	-	4	1	2	-	1	8	3	10	1	10
	3%	*1%*	*4%*	*5%*	-	*5%*	*2%*	*3%*	-	*2%*	*3%*	*2%*	*3%*	*1%*	*3%*
I am waiting for the launch of a new phone	9	5	4	-	1	4	2	1	1	*	7	2	8	1	9
	2%	*2%*	*2%*	-	*1%*	*5%*	*4%*	*1%*	*1%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*
I don't want to have to speak to my provider	8	1	7	2	2	-	2	-	-	2	7	2	7	2	7
	2%	*1%*	*3%*	*4%*	*2%*	-	*4%*	-	-	6%egk	*2%*	*1%*	*2%*	*2%*	*2%*
I don't want to tie myself to my provider	7	2	5	-	-	3	2	-	2	1	5	2	5	2	7
	2%	*1%*	*2%*	-	-	*3%*	*4%*	-	4%dg	*2%*	*2%*	*2%*	*1%*	*3%*	*2%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k/l/m/n
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.17A Why have you not made any changes since your contract ended?

Base: All on combined contract and out of minimum contract period

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	409	198	211	43	75	71	53	66	61	40	242	167	308	101	369
Weighted Base	428	205	224	56*	85*	85*	61*	79*	38*	25*	286	143	365	63*	404
I value the flexibility of being out of contract	6	5	2	-	1	4	1	-	1	-	6	1	6	1	6
	1%	*2%*	*1%*	-	*1%*	5%k	*2%*	-	*1%*	-	*2%*	*	*2%*	*1%*	*2%*
I can't afford to take a new deal that includes a phone	5	4	1	1	1	3	-	-	-	-	5	-	5	-	5
	1%	*2%*	*	*3%*	*1%*	3%k	-	-	-	-	*2%*	-	*1%*	-	*1%*
Other reason	49	26	23	4	9	11	8	13	2	3	32	18	44	5	47
	12%	*13%*	*10%*	*7%*	*11%*	*13%*	*13%*	*16%*	*6%*	*11%*	*11%*	*12%*	*12%*	*8%*	*12%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.17A Why have you not made any changes since your contract ended?

Base: All on combined contract and out of minimum contract period

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	409	81	107	99	122	188	221	247	97	65	213	196	114	295	386	23	240	169
Weighted Base	428	95*	132	99*	103	227	202	259	113*	56*	253	175	127	301	412	16**	248	181
I am happy with my current phone and will wait until I need or want a new one before looking in	157	22	52	38	45	74	83	96	46	14	91	66	55	102	151	6	79	78
	37%	*23%*	39%a	39%a	44%a	*32%*	*41%*	*37%*	*41%*	*26%*	*36%*	*38%*	*44%*	*34%*	*37%*	*39%*	*32%*	43%p
I am happy with the price I am currently paying	86	18	25	22	22	43	44	50	24	13	57	29	28	58	84	2	48	38
	20%	*19%*	*19%*	*22%*	*21%*	*19%*	*22%*	*19%*	*21%*	*23%*	*22%*	*17%*	*22%*	*19%*	*20%*	*13%*	*19%*	*21%*
I just haven't got round to it yet	71	13	27	15	16	40	31	46	14	11	45	26	16	55	69	2	42	29
	17%	*13%*	*20%*	*15%*	*16%*	*17%*	*16%*	*18%*	*12%*	*21%*	*18%*	*15%*	*12%*	*18%*	*17%*	*12%*	*17%*	*16%*
It's too time consuming to compare deals	29	12	9	3	5	21	8	17	6	6	20	8	11	18	27	2	16	13
	7%	12%c	*7%*	*3%*	*5%*	9%f	*4%*	*7%*	*5%*	*10%*	*8%*	*5%*	*8%*	*6%*	*7%*	*11%*	*6%*	*7%*
Looking for a better deal isn't a priority	28	6	7	11	5	13	15	17	7	4	16	12	2	26	26	2	22	6
	7%	*6%*	*5%*	*11%*	*4%*	*6%*	*8%*	*7%*	*7%*	*7%*	*6%*	*7%*	*2%*	9%l	*6%*	*10%*	9%q	*3%*
It is difficult to compare all the different deals available	23	3	5	6	8	8	15	13	5	5	12	11	9	14	19	3	10	12
	5%	*3%*	*4%*	*7%*	*8%*	*4%*	*7%*	*5%*	*5%*	*9%*	*5%*	*6%*	*7%*	*5%*	*5%*	*21%*	*4%*	*7%*
I trust that my provider makes sure I am on their best deal	15	4	4	3	4	8	7	8	3	4	7	7	3	11	15	-	10	4
	3%	*4%*	*3%*	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*	*7%*	*3%*	*4%*	*3%*	*4%*	*4%*	-	*4%*	*2%*
I am not confident enough to make any changes	11	5	1	1	4	6	5	5	4	2	4	7	7	4	11	-	4	7
	3%	*5%*	*1%*	*1%*	*4%*	*3%*	*2%*	*2%*	*4%*	*4%*	*1%*	*4%*	5%m	*1%*	*3%*	-	*2%*	*4%*
I am waiting for the launch of a new phone	9	4	1	-	4	6	4	7	2	-	7	2	1	8	9	-	6	4
	2%	*5%*	*1%*	-	*3%*	*3%*	*2%*	*3%*	*2%*	-	*3%*	*1%*	*1%*	*3%*	*2%*	-	*2%*	*2%*
I don't want to have to speak to my provider	8	1	3	3	2	4	5	4	3	1	2	6	2	6	8	1	3	6
	2%	*1%*	*2%*	*3%*	*2%*	*2%*	*2%*	*1%*	*3%*	*2%*	*1%*	*3%*	*2%*	*2%*	*2%*	*3%*	*1%*	*3%*
I don't want to tie myself to my provider	7	4	1	1	2	5	2	5	1	1	4	3	4	3	7	1	4	3
	2%	*4%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*3%*	*1%*	*2%*	*4%*	*2%*	*2%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.17A Why have you not made any changes since your contract ended?

Base: All on combined contract and out of minimum contract period

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	409	81	107	99	122	188	221	247	97	65	213	196	114	295	386	23	240	169
Weighted Base	428	95*	132	99*	103	227	202	259	113*	56*	253	175	127	301	412	16**	248	181
I value the flexibility of being out of contract	6	1	1	2	2	2	4	5	1	-	5	2	2	5	6	-	3	3
	1%	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	-	*2%*	*1%*	*1%*	*2%*	*2%*	-	*1%*	*2%*
I can't afford to take a new deal that includes a phone	5	3	-	1	1	3	2	2	3	-	3	2	2	3	5	-	2	4
	1%	*3%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	-	*1%*	*1%*	*2%*	*1%*	*1%*	-	*1%*	*2%*
Other reason	49	22	18	7	2	40	9	33	12	5	33	16	11	38	48	2	36	13
	12%	23%cd	14%d	*7%*	*2%*	18%f	*5%*	*13%*	*10%*	*8%*	*13%*	*9%*	*9%*	*13%*	*12%*	*10%*	15%q	*7%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.17A Why have you not made any changes since your contract ended?

Base: All on combined contract and out of minimum contract period

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	409	316	93	359	28	19	3	16	35	56	23	44	49	54	58	24	19	28	3
Weighted Base	428	326	102*	376	28**	21**	3**	14**	36*	53*	26**	49*	51*	62*	60*	26**	21**	28**	3**
I am happy with my current phone and will wait until I need or want a new one before looking in	157	116	41	142	7	7	1	3	7	11	6	26	26	27	23	13	7	7	1
	37%	*35%*	*41%*	*38%*	*26%*	*31%*	*35%*	*20%*	*21%*	*22%*	*23%*	*53%hi*	*51%hi*	*43%hi*	*39%*	*50%*	*31%*	*26%*	*35%*
I am happy with the price I am currently paying	86	70	16	79	4	3	-	2	9	19	7	7	8	12	8	6	3	4	-
	20%	*22%*	*16%*	*21%*	*15%*	*13%*	-	*17%*	*25%*	*36%kln*	*27%*	*14%*	*16%*	*20%*	*14%*	*22%*	*13%*	*15%*	-
I just haven't got round to it yet	71	57	14	64	2	3	1	*	5	5	8	11	3	9	21	4	3	2	1
	17%	*17%*	*14%*	*17%*	*8%*	*16%*	*30%*	*3%*	*13%*	*9%*	*30%*	*21%l*	*6%*	*14%*	*35%hilm*	*14%*	*16%*	*8%*	*30%*
It's too time consuming to compare deals	29	21	8	24	4	1	-	2	1	3	2	1	5	1	6	2	1	4	-
	7%	*7%*	*7%*	*6%*	*15%*	*5%*	-	*11%*	*4%*	*6%*	*9%*	*3%*	*9%*	*2%*	*10%*	*6%*	*5%*	*15%*	-
Looking for a better deal isn't a priority	28	23	5	26	1	1	1	5	5	2	1	2	5	2	1	2	1	1	1
	7%	*7%*	*5%*	*7%*	*3%*	*3%*	*35%*	*38%*	*15%n*	*3%*	*3%*	*5%*	*9%*	*4%*	*2%*	*8%*	*3%*	*3%*	*35%*
It is difficult to compare all the different deals available	23	19	4	22	1	-	-	-	2	5	1	4	2	2	6	-	-	1	-
	5%	*6%*	*4%*	*6%*	*3%*	-	-	-	*5%*	*9%*	*5%*	*7%*	*5%*	*4%*	*9%*	-	-	*3%*	-
I trust that my provider makes sure I am on their best deal	15	12	3	14	-	1	-	-	1	5	1	2	2	-	3	1	1	-	-
	3%	*4%*	*3%*	*4%*	-	*3%*	-	-	*2%*	*9%m*	*5%*	*3%*	*4%*	-	*5%*	*2%*	*3%*	-	-
I am not confident enough to make any changes	11	9	2	10	-	1	-	-	2	2	-	1	4	-	1	-	1	-	-
	3%	*3%*	*2%*	*3%*	-	*6%*	-	-	*5%*	*4%*	-	*3%*	*7%*	-	*1%*	-	*6%*	-	-
I am waiting for the launch of a new phone	9	6	4	7	1	2	-	*	-	2	-	-	2	1	1	-	2	1	-
	2%	*2%*	*4%*	*2%*	*4%*	*7%*	-	*3%*	-	*4%*	-	-	*4%*	*1%*	*2%*	-	*7%*	*4%*	-
I don't want to have to speak to my provider	8	5	3	8	1	-	-	-	-	4	-	-	2	1	1	-	-	1	-
	2%	*2%*	*3%*	*2%*	*2%*	-	-	-	-	*7%*	-	-	*3%*	*1%*	*2%*	-	-	*2%*	-
I don't want to tie myself to my provider	7	6	1	7	-	-	-	-	1	3	1	-	1	1	-	-	-	-	-
	2%	*2%*	*1%*	*2%*	-	-	-	-	*2%*	*6%*	*5%*	-	*2%*	*2%*	-	-	-	-	-

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.17A Why have you not made any changes since your contract ended?

Base: All on combined contract and out of minimum contract period

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	409	316	93	359	28	19	3	16	35	56	23	44	49	54	58	24	19	28	3
Weighted Base	428	326	102*	376	28**	21**	3**	14**	36*	53*	26**	49*	51*	62*	60*	26**	21**	28**	3**
I value the flexibility of being out of contract	6	4	3	6	-	-	-	1	-	-	-	3	-	2	1	-	-	-	-
	1%	*1%*	*3%*	*2%*	-	-	-	*9%*	-	-	-	*6%*	-	*3%*	*1%*	-	-	-	-
I can't afford to take a new deal that includes a phone	5	1	4	4	-	2	-	-	-	2	-	-	1	-	-	-	2	-	-
	1%	*	4%a	*1%*	-	*7%*	-	-	-	*4%*	-	-	*3%*	-	-	-	*7%*	-	-
Other reason	49	34	15	34	10	5	-	*	5	3	-	2	4	12	5	3	5	10	-
	12%	*10%*	*15%*	*9%*	*35%*	*25%*	-	*3%*	*15%*	*5%*	-	*4%*	*7%*	19%ik	*8%*	*11%*	*25%*	*35%*	-

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.17A Why have you not made any changes since your contract ended?

Base: All on combined contract and out of minimum contract period

		DISABILITY				
	Total	Any Disability (a)	Any mental or learing disability (b)	Any physical disability (c)	Both mental\learing and physical disablity (d)	No disability (e)
Unweighted Base	409	60	10	47	3	349
Weighted Base	428	53*	10**	40*	3**	375
I am happy with my current phone and will wait until I need or want a new one before looking in	157 *37%*	15 *29%*	2 *24%*	12 *31%*	1 *37%*	142 *38%*
I am happy with the price I am currently paying	86 *20%*	10 *18%*	1 *13%*	8 *21%*	1 *29%*	76 *20%*
I just haven't got round to it yet	71 *17%*	4 *8%*	1 *8%*	3 *8%*	- -	67 *18%*
It's too time consuming to compare deals	29 *7%*	8 14%e	3 *26%*	4 *9%*	- -	21 *6%*
Looking for a better deal isn't a priority	28 *7%*	6 *11%*	- -	3 *8%*	- -	22 *6%*
It is difficult to compare all the different deals available	23 *5%*	3 *6%*	1 *7%*	2 *6%*	- -	20 *5%*
I trust that my provider makes sure I am on their best deal	15 *3%*	1 *2%*	- -	1 *3%*	- -	13 *4%*
I am not confident enough to make any changes	11 *3%*	1 *2%*	- -	1 *2%*	- -	10 *3%*
I am waiting for the launch of a new phone	9 *2%*	2 *3%*	1 *11%*	* *1%*	- -	8 *2%*
I don't want to have to speak to my provider	8 *2%*	1 *2%*	- -	1 *2%*	- -	7 *2%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.17A Why have you not made any changes since your contract ended?

Base: All on combined contract and out of minimum contract period

		DISABILITY				
	Total	Any Disability (a)	Any mental or learing disability (b)	Any physical disability (c)	Both mental\learing and physical disablity (d)	No disability (e)
Unweighted Base	409	60	10	47	3	349
Weighted Base	428	53*	10**	40*	3**	375
I don't want to tie myself to my provider	7	3	-	3	-	4
	2%	5%e	-	7%e	-	*1%*
I value the flexibility of being out of contract	6	1	1	1	1	5
	1%	*2%*	*11%*	*3%*	*35%*	*1%*
I can't afford to take a new deal that includes a phone	5	-	-	-	-	5
	1%	-	-	-	-	*1%*
Other reason	49	6	-	6	-	43
	12%	*11%*	-	*15%*	-	*12%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.17A Why have you not made any changes since your contract ended?

Base: All on combined contract and out of minimum contract period

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	409	401	112	106	5	4	-	4	84	51	5	33	2	16	71
Weighted Base	428	421	122	114*	6**	4**	-**	5**	89*	58*	4**	33**	2**	15**	74*
I am happy with my current phone and will wait until I need or want a new one before looking in	157	154	53	52	2	1	-	-	30	22	3	13	1	6	20
	37%	*37%*	44%n	45%n	*40%*	*30%*	-	-	*33%*	*39%*	*62%*	*40%*	*54%*	*41%*	*27%*
I am happy with the price I am currently paying	86	85	15	14	1	2	-	-	23	12	-	6	1	1	21
	20%	*20%*	*12%*	*12%*	*13%*	*46%*	-	-	26%bc	*20%*	-	*19%*	*46%*	*6%*	29%bc
I just haven't got round to it yet	71	71	12	12	-	-	-	-	19	11	1	7	-	3	14
	17%	*17%*	*10%*	*10%*	-	-	-	-	21%bc	*19%*	*18%*	*21%*	-	*18%*	*19%*
It's too time consuming to compare deals	29	29	9	9	-	-	-	-	6	1	-	2	-	2	8
	7%	*7%*	*7%*	*8%*	-	-	-	-	*7%*	*2%*	-	*7%*	-	*10%*	*11%*
Looking for a better deal isn't a priority	28	26	8	6	1	-	-	1	5	2	-	4	-	2	4
	7%	*6%*	*6%*	*6%*	*12%*	-	-	*24%*	*6%*	*4%*	-	*11%*	-	*11%*	*5%*
It is difficult to compare all the different deals available	23	22	5	5	-	-	-	-	8	2	-	1	-	1	4
	5%	*5%*	*4%*	*4%*	-	-	-	-	*9%*	*3%*	-	*2%*	-	*7%*	*6%*
I trust that my provider makes sure I am on their best deal	15	15	7	7	-	-	-	-	3	1	-	-	-	-	2
	3%	*3%*	*6%*	*6%*	-	-	-	-	*4%*	*2%*	-	-	-	-	*3%*
I am not confident enough to make any changes	11	11	3	3	-	1	-	-	2	1	-	-	-	-	3
	3%	*3%*	*3%*	*3%*	-	*24%*	-	-	*2%*	*2%*	-	-	-	-	*4%*
I am waiting for the launch of a new phone	9	9	2	2	-	-	-	-	2	-	-	2	-	-	3
	2%	*2%*	*2%*	*2%*	-	-	-	-	*2%*	-	-	*6%*	-	-	*5%*
I don't want to have to speak to my provider	8	8	-	-	2	-	-	-	2	1	*	1	-	-	1
	2%	*2%*	-	-	*40%*	-	-	-	*2%*	*2%*	*10%*	*3%*	-	-	*2%*
I don't want to tie myself to my provider	7	7	1	1	-	-	-	-	1	1	-	-	-	-	4
	2%	*2%*	*1%*	*1%*	-	-	-	-	*1%*	*2%*	-	-	-	-	6%a

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.17A Why have you not made any changes since your contract ended?

Base: All on combined contract and out of minimum contract period

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	409	401	112	106	5	4	-	4	84	51	5	33	2	16	71
Weighted Base	428	421	122	114*	6**	4**	-**	5**	89*	58*	4**	33**	2**	15**	74*
I value the flexibility of being out of contract	6	6	1	1	-	-	-	-	2	1	2	-	-	-	-
	1%	*2%*	*1%*	*1%*	-	-	-	-	*3%*	*2%*	*40%*	-	-	-	-
I can't afford to take a new deal that includes a phone	5	5	1	1	-	-	-	-	2	-	-	-	-	-	2
	1%	*1%*	*1%*	*1%*	-	-	-	-	*3%*	-	-	-	-	-	*2%*
Other reason	49	49	16	12	1	-	-	4	8	4	*	3	-	3	14
	12%	*12%*	*13%*	*10%*	*21%*	-	-	*76%*	*9%*	*7%*	*10%*	*8%*	-	*17%*	*18%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.17A Why have you not made any changes since your contract ended?

Base: All on combined contract and out of minimum contract period

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	409	52	81	86	86	90	105	185	110	180	93	197	125	165
Weighted Base	428	55*	83*	93*	87*	93*	115*	187	122	179	103*	198	136	165
I am happy with my current phone and will wait until I need or want a new one before looking in	157	23	30	37	36	26	37	70	38	69	35	73	49	59
	37%	*42%*	*36%*	*39%*	*41%*	*28%*	*32%*	*38%*	*31%*	*39%*	*34%*	*37%*	*36%*	*36%*
I am happy with the price I am currently paying	86	15	15	14	20	19	34	35	31	38	25	43	39	30
	20%	*28%*	*17%*	*15%*	*23%*	*20%*	30%g	*18%*	*25%*	*21%*	*25%*	*22%*	28%m	*18%*
I just haven't got round to it yet	71	5	12	14	10	25	13	36	17	33	14	36	20	30
	17%	*10%*	*15%*	*15%*	*12%*	27%ad	*11%*	*19%*	*14%*	*18%*	*13%*	*18%*	*14%*	*18%*
It's too time consuming to compare deals	29	2	7	4	9	6	10	14	12	11	5	19	8	16
	7%	*4%*	*8%*	*4%*	*11%*	*7%*	*8%*	*7%*	*10%*	*6%*	*5%*	*9%*	*6%*	*9%*
Looking for a better deal isn't a priority	28	4	5	6	4	8	4	17	9	12	5	16	11	10
	7%	*8%*	*6%*	*7%*	*4%*	*8%*	*4%*	*9%*	*7%*	*7%*	*5%*	*8%*	*8%*	*6%*
It is difficult to compare all the different deals available	23	3	6	6	4	4	2	16	3	14	3	14	2	16
	5%	*5%*	*8%*	*7%*	*4%*	*4%*	*1%*	9%f	*2%*	*8%*	*3%*	*7%*	*1%*	10%l
I trust that my provider makes sure I am on their best deal	15	1	4	1	3	6	2	8	4	6	2	8	3	8
	3%	*2%*	*4%*	*1%*	*3%*	*7%*	*2%*	*4%*	*3%*	*3%*	*2%*	*4%*	*2%*	*5%*
I am not confident enough to make any changes	11	1	4	2	1	2	3	7	4	5	3	7	4	6
	3%	*2%*	*5%*	*3%*	*2%*	*3%*	*3%*	*4%*	*4%*	*3%*	*2%*	*4%*	*3%*	*4%*
I am waiting for the launch of a new phone	9	1	1	1	3	2	2	5	2	5	2	5	2	5
	2%	*2%*	*2%*	*1%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*
I don't want to have to speak to my provider	8	1	2	-	4	-	1	5	1	5	-	6	1	5
	2%	*2%*	*2%*	-	*4%*	-	*1%*	*3%*	*1%*	*3%*	-	*3%*	*1%*	*3%*
I don't want to tie myself to my provider	7	-	3	1	1	2	1	6	1	6	-	7	3	5
	2%	-	*4%*	*1%*	*2%*	*2%*	*1%*	*3%*	*1%*	*3%*	-	*4%*	*2%*	*3%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.17A Why have you not made any changes since your contract ended?

Base: All on combined contract and out of minimum contract period

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	409	52	81	86	86	90	105	185	110	180	93	197	125	165
Weighted Base	428	55*	83*	93*	87*	93*	115*	187	122	179	103*	198	136	165
I value the flexibility of being out of contract	6	1	2	-	-	3	2	1	2	1	2	1	2	1
	1%	*2%*	*3%*	-	-	*3%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*
I can't afford to take a new deal that includes a phone	5	1	3	-	-	2	2	4	3	2	3	2	3	2
	1%	*2%*	*3%*	-	-	*2%*	*1%*	*2%*	*2%*	*1%*	*3%*	*1%*	*2%*	*1%*
Other reason	49	2	7	11	11	17	20	12	21	11	17	16	20	13
	12%	*3%*	*8%*	*12%*	*12%*	19%a	18%g	*7%*	18%i	*6%*	17%k	*8%*	*15%*	*8%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.17B Do any of these reasons apply?

Base: All on combined contract and out of minimum contract period

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	409	198	211	43	75	71	53	66	61	40	242	167	308	101	369
Weighted Base	428	205	224	56*	85*	85*	61*	79*	38*	25*	286	143	365	63*	404
I am happy with my current phone and will wait until I need or want a new one before looking in	102	48	54	14	16	22	12	17	11	9	65	37	82	20	93
	24%	*23%*	*24%*	*26%*	*19%*	*26%*	*20%*	*22%*	*28%*	*35%*	*23%*	*26%*	*22%*	*31%*	*23%*
I am happy with the price I am currently paying	48	26	22	6	10	9	7	10	5	1	31	17	42	7	47
	11%	*13%*	*10%*	*11%*	*12%*	*10%*	*11%*	*13%*	*14%*	*5%*	*11%*	*12%*	*11%*	*10%*	*12%*
I just haven't got round to it yet	48	21	27	4	12	9	8	9	4	2	33	15	42	6	46
	11%	*10%*	*12%*	*8%*	*14%*	*11%*	*13%*	*11%*	*11%*	*8%*	*12%*	*10%*	*11%*	*10%*	*11%*
Looking for a better deal isn't a priority	31	18	13	5	7	4	3	5	5	2	19	11	24	7	29
	7%	*9%*	*6%*	*9%*	*8%*	*5%*	*6%*	*6%*	*13%*	*7%*	*7%*	*8%*	*7%*	*11%*	*7%*
I trust that my provider makes sure I am on their best deal	17	6	11	-	1	3	5	4	3	1	9	7	13	4	16
	4%	*3%*	*5%*	-	*2%*	*4%*	*8%*	*4%*	8%cd	*3%*	*3%*	*5%*	*4%*	*6%*	*4%*
It is difficult to compare all the different deals available	16	10	6	-	4	3	3	4	1	1	10	7	14	3	15
	4%	*5%*	*3%*	-	*4%*	*3%*	*5%*	*5%*	*3%*	*5%*	*3%*	*5%*	*4%*	*4%*	*4%*
It's too time consuming to compare deals	13	9	4	2	1	-	1	4	2	2	5	9	8	5	11
	3%	*4%*	*2%*	*4%*	*2%*	-	*2%*	*5%*	6%ej	9%dejln	*2%*	6%ejl	*2%*	8%ejln	*3%*
I value the flexibility of being out of contract	10	4	6	2	2	1	3	1	-	1	8	3	9	1	9
	2%	*2%*	*3%*	*3%*	*2%*	*2%*	*5%*	*2%*	-	*5%*	*3%*	*2%*	*2%*	*2%*	*2%*
I don't want to tie myself to my provider	10	4	6	2	2	3	-	2	1	*	6	3	9	1	9
	2%	*2%*	*3%*	*3%*	*2%*	*3%*	-	*3%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*
I can't afford to take a new deal that includes a phone	8	3	5	-	1	3	2	1	*	*	6	2	7	1	8
	2%	*2%*	*2%*	-	*1%*	*4%*	*3%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*
I am not confident enough to make any changes	7	1	6	1	-	-	3	1	1	-	5	3	6	1	7
	2%	*1%*	*3%*	*2%*	-	-	6%de	*2%*	*3%*	-	*2%*	*2%*	*2%*	*2%*	*2%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.17B Do any of these reasons apply?

Base: All on combined contract and out of minimum contract period

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	409	198	211	43	75	71	53	66	61	40	242	167	308	101	369
Weighted Base	428	205	224	56*	85*	85*	61*	79*	38*	25*	286	143	365	63*	404
I am waiting for the launch of a new phone	5	4	1	-	2	2	1	-	-	-	5	-	5	-	5
	1%	*2%*	*	-	*3%*	*2%*	*2%*	-	-	-	*2%*	-	*1%*	-	*1%*
I don't want to have to speak to my provider	3	3	1	1	1	-	-	1	-	-	2	1	3	-	3
	1%	*1%*	*	*3%*	*1%*	-	-	*1%*	-	-	*1%*	*1%*	*1%*	-	*1%*
None	159	71	88	21	31	39	22	27	13	6	113	47	140	19	153
	37%	*35%*	*39%*	*38%*	*37%*	46%im	*36%*	*34%*	*34%*	*25%*	*39%*	*33%*	*38%*	*30%*	*38%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.17B Do any of these reasons apply?

Base: All on combined contract and out of minimum contract period

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	409	81	107	99	122	188	221	247	97	65	213	196	114	295	386	23	240	169
Weighted Base	428	95*	132	99*	103	227	202	259	113*	56*	253	175	127	301	412	16**	248	181
I am happy with my current phone and will wait until I need or want a new one before looking in	102	16	33	25	27	49	53	52	28	21	48	54	27	75	98	3	60	41
	24%	*17%*	*25%*	*26%*	*26%*	*22%*	*26%*	*20%*	*25%*	38%g	*19%*	31%j	*21%*	*25%*	*24%*	*20%*	*24%*	*23%*
I am happy with the price I am currently paying	48	17	11	9	11	28	20	30	13	6	28	21	7	41	46	2	26	22
	11%	*18%*	*9%*	*9%*	*10%*	*12%*	*10%*	*11%*	*11%*	*10%*	*11%*	*12%*	*6%*	14%l	*11%*	*15%*	*11%*	*12%*
I just haven't got round to it yet	48	12	10	11	16	22	26	32	10	6	30	18	20	28	47	1	22	26
	11%	*12%*	*8%*	*11%*	*15%*	*10%*	*13%*	*12%*	*8%*	*12%*	*12%*	*10%*	*16%*	*9%*	*12%*	*4%*	*9%*	*14%*
Looking for a better deal isn't a priority	31	10	11	3	6	21	10	20	8	3	23	8	4	26	29	1	18	13
	7%	*11%*	*8%*	*3%*	*6%*	*9%*	*5%*	*8%*	*7%*	*5%*	*9%*	*5%*	*3%*	*9%*	*7%*	*7%*	*7%*	*7%*
I trust that my provider makes sure I am on their best deal	17	2	6	1	8	8	8	8	5	4	8	9	5	11	17	-	7	10
	4%	*2%*	*5%*	*1%*	7%c	*4%*	*4%*	*3%*	*4%*	*7%*	*3%*	*5%*	*4%*	*4%*	*4%*	-	*3%*	*6%*
It is difficult to compare all the different deals available	16	4	2	6	4	6	10	11	4	1	11	5	6	10	14	2	9	7
	4%	*4%*	*2%*	*6%*	*4%*	*3%*	*5%*	*4%*	*3%*	*2%*	*4%*	*3%*	*5%*	*3%*	*3%*	*12%*	*4%*	*4%*
It's too time consuming to compare deals	13	6	2	2	4	8	6	7	4	2	5	9	2	11	13	-	9	5
	3%	*6%*	*1%*	*2%*	*4%*	*3%*	*3%*	*3%*	*4%*	*4%*	*2%*	*5%*	*2%*	*4%*	*3%*	-	*3%*	*3%*
I value the flexibility of being out of contract	10	-	6	2	3	6	5	3	5	2	6	4	3	7	10	-	6	5
	2%	-	*4%*	*2%*	*3%*	*2%*	*2%*	*1%*	5%g	*4%*	*2%*	*3%*	*3%*	*2%*	*3%*	-	*2%*	*3%*
I don't want to tie myself to my provider	10	1	6	1	2	7	3	7	3	-	7	3	4	6	10	-	4	5
	2%	*1%*	*4%*	*1%*	*2%*	*3%*	*2%*	*3%*	*2%*	-	*3%*	*2%*	*3%*	*2%*	*2%*	-	*2%*	*3%*
I can't afford to take a new deal that includes a phone	8	1	1	-	6	2	6	5	3	*	4	4	3	5	8	*	5	4
	2%	*1%*	*1%*	-	6%bc	*1%*	*3%*	*2%*	*3%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.17B Do any of these reasons apply?

Base: All on combined contract and out of minimum contract period

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	409	81	107	99	122	188	221	247	97	65	213	196	114	295	386	23	240	169
Weighted Base	428	95*	132	99*	103	227	202	259	113*	56*	253	175	127	301	412	16**	248	181
I am not confident enough to make any changes	7	4	2	-	1	6	1	5	2	-	4	4	-	7	7	-	5	2
	2%	*4%*	*2%*	*-*	*1%*	*3%*	*	*2%*	*2%*	*-*	*1%*	*2%*	*-*	*2%*	*2%*	*-*	*2%*	*1%*
I am waiting for the launch of a new phone	5	-	2	2	1	2	4	2	2	1	4	1	2	3	5	-	1	4
	1%	*-*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*-*	*1%*	*2%*
I don't want to have to speak to my provider	3	3	-	1	-	3	1	1	1	1	-	3	1	3	3	-	1	2
	1%	*3%*	*-*	*1%*	*-*	*1%*	*	*	*1%*	*1%*	*-*	*2%j*	*1%*	*1%*	*1%*	*-*	*	*1%*
None	159	31	54	42	33	84	75	106	44	10	105	54	57	103	153	7	95	64
	37%	*32%*	*41%*	*43%*	*32%*	*37%*	*37%*	*41%i*	*39%i*	*17%*	*42%k*	*31%*	*44%*	*34%*	*37%*	*40%*	*39%*	*35%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.17B Do any of these reasons apply?

Base: All on combined contract and out of minimum contract period

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	409	316	93	359	28	19	3	16	35	56	23	44	49	54	58	24	19	28	3
Weighted Base	428	326	102*	376	28**	21**	3**	14**	36*	53*	26**	49*	51*	62*	60*	26**	21**	28**	3**
I am happy with my current phone and will wait until I need or want a new one before looking in	102	80	22	92	7	2	1	6	10	24	7	5	11	10	16	2	2	7	1
	24%	*24%*	*21%*	*24%*	*23%*	*9%*	*35%*	*39%*	*29%k*	*45%klm*	*27%*	*10%*	*23%*	*17%*	*27%k*	*9%*	*9%*	*23%*	*35%*
I am happy with the price I am currently paying	48	38	10	41	5	1	1	-	4	4	4	6	3	5	10	5	1	5	1
	11%	*12%*	*10%*	*11%*	*17%*	*6%*	*35%*	-	*12%*	*8%*	*15%*	*12%*	*7%*	*8%*	*16%*	*20%*	*6%*	*17%*	*35%*
I just haven't got round to it yet	48	35	13	38	5	5	-	2	4	4	2	11	5	3	5	2	5	5	-
	11%	*11%*	*13%*	*10%*	*18%*	*21%*	-	*15%*	*12%*	*7%*	*9%*	*22%m*	*9%*	*4%*	*9%*	*8%*	*21%*	*18%*	-
Looking for a better deal isn't a priority	31	26	5	31	-	-	-	1	4	2	2	5	6	4	5	1	-	-	-
	7%	*8%*	*5%*	*8%*	-	-	-	*9%*	*12%*	*4%*	*8%*	*10%*	*12%*	*6%*	*9%*	*3%*	-	-	-
I trust that my provider makes sure I am on their best deal	17	13	3	15	1	1	-	-	3	4	1	2	1	1	4	-	1	1	-
	4%	*4%*	*3%*	*4%*	*4%*	*3%*	-	-	*7%*	*8%*	*5%*	*4%*	*2%*	*1%*	*6%*	-	*3%*	*4%*	-
It is difficult to compare all the different deals available	16	7	9	13	2	1	-	-	*	2	1	2	1	3	2	1	1	2	-
	4%	*2%*	*9%a*	*3%*	*7%*	*7%*	-	-	*1%*	*4%*	*5%*	*3%*	*2%*	*5%*	*3%*	*5%*	*7%*	*7%*	-
It's too time consuming to compare deals	13	13	-	13	-	-	-	-	1	3	-	3	3	1	2	1	-	-	-
	3%	*4%*	-	*4%*	-	-	-	-	*3%*	*6%*	-	*6%*	*5%*	*1%*	*3%*	*4%*	-	-	-
I value the flexibility of being out of contract	10	8	3	10	-	-	-	2	1	1	1	1	2	-	2	-	-	-	-
	2%	*2%*	*2%*	*3%*	-	-	-	*11%*	*2%*	*2%*	*5%*	*3%*	*4%*	-	*4%*	-	-	-	-
I don't want to tie myself to my provider	10	8	2	9	-	1	-	-	-	2	1	1	4	1	-	-	1	-	-
	2%	*2%*	*2%*	*2%*	-	*5%*	-	-	-	*4%*	*4%*	*2%*	*8%n*	*1%*	-	-	*5%*	-	-
I can't afford to take a new deal that includes a phone	8	5	3	5	2	-	1	-	*	2	-	2	-	-	-	-	-	2	1
	2%	*2%*	*3%*	*1%*	*8%*	-	*30%*	-	*1%*	*4%*	-	*5%*	-	-	-	-	-	*8%*	*30%*
I am not confident enough to make any changes	7	6	1	7	-	-	-	-	-	3	-	-	1	-	1	1	-	-	-
	2%	*2%*	*1%*	*2%*	-	-	-	-	-	*7%*	-	-	*2%*	-	*2%*	*6%*	-	-	-

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.17B Do any of these reasons apply?

Base: All on combined contract and out of minimum contract period

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	409	316	93	359	28	19	3	16	35	56	23	44	49	54	58	24	19	28	3
Weighted Base	428	326	102*	376	28**	21**	3**	14**	36*	53*	26**	49*	51*	62*	60*	26**	21**	28**	3**
I am waiting for the launch of a new phone	5	3	2	4	-	1	-	-	-	2	-	-	-	2	-	-	1	-	-
	1%	*1%*	*2%*	*1%*	-	*6%*	-	-	-	*4%*	-	-	-	*3%*	-	-	*6%*	-	-
I don't want to have to speak to my provider	3	3	-	2	1	-	-	-	-	-	-	-	1	-	1	-	-	1	-
	1%	*1%*	-	*1%*	*4%*	-	-	-	-	-	-	-	*3%*	-	*1%*	-	-	*4%*	-
None	159	114	46	142	8	9	-	6	11	14	8	17	19	34	20	13	9	8	-
	37%	*35%*	*45%*	*38%*	*30%*	*43%*	-	*42%*	*31%*	*26%*	*30%*	*34%*	*37%*	55%hin	*34%*	*51%*	*43%*	*30%*	-

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.17B Do any of these reasons apply?

Base: All on combined contract and out of minimum contract period

		DISABILITY				
	Total	Any Disability (a)	Any mental or learing disability (b)	Any physical disability (c)	Both mental\learing and physical disablity (d)	No disability (e)
Unweighted Base	409	60	10	47	3	349
Weighted Base	428	53*	10**	40*	3**	375
I am happy with my current phone and will wait until I need or want a new one before looking in	102 *24%*	15 *28%*	4 *37%*	9 *22%*	- -	87 *23%*
I am happy with the price I am currently paying	48 *11%*	5 *10%*	- -	3 *8%*	- -	43 *11%*
I just haven't got round to it yet	48 *11%*	7 *13%*	1 *11%*	5 *12%*	1 *35%*	41 *11%*
Looking for a better deal isn't a priority	31 *7%*	2 *5%*	- -	2 *6%*	- -	28 *8%*
I trust that my provider makes sure I am on their best deal	17 *4%*	5 9%e	1 *12%*	5 12%e	1 *37%*	12 *3%*
It is difficult to compare all the different deals available	16 *4%*	5 9%e	1 *12%*	5 12%e	1 *37%*	12 *3%*
It's too time consuming to compare deals	13 *3%*	3 *5%*	- -	3 *7%*	- -	10 *3%*
I value the flexibility of being out of contract	10 *2%*	2 *3%*	2 *15%*	- -	- -	9 *2%*
I don't want to tie myself to my provider	10 *2%*	* *1%*	- -	* *1%*	- -	9 *2%*
I can't afford to take a new deal that includes a phone	8 *2%*	3 6%e	2 *16%*	3 7%e	1 *37%*	5 *1%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.17B Do any of these reasons apply?

Base: All on combined contract and out of minimum contract period

		DISABILITY				
	Total	Any Disability (a)	Any mental or learing disability (b)	Any physical disability (c)	Both mental\learing and physical disablity (d)	No disability (e)
Unweighted Base	409	60	10	47	3	349
Weighted Base	428	53*	10**	40*	3**	375
I am not confident enough to make any changes	7	1	-	1	-	6
	2%	*3%*	-	*4%*	-	*2%*
I am waiting for the launch of a new phone	5	-	-	-	-	5
	1%	-	-	-	-	*1%*
I don't want to have to speak to my provider	3	2	2	-	-	1
	1%	*4%e*	*19%*	-	-	*
None	159	14	2	12	1	146
	37%	*26%*	*21%*	*31%*	*29%*	*39%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.17B Do any of these reasons apply?

Base: All on combined contract and out of minimum contract period

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	409	401	112	106	5	4	-	4	84	51	5	33	2	16	71
Weighted Base	428	421	122	114*	6**	4**	-**	5**	89*	58*	4**	33**	2**	15**	74*
I am happy with my current phone and will wait until I need or want a new one before looking in	102	99	29	25	-	1	-	3	22	9	-	7	1	5	20
	24%	*23%*	*23%*	*22%*	-	*24%*	-	*51%*	*24%*	*16%*	-	*21%*	*46%*	*32%*	*27%*
I am happy with the price I am currently paying	48	47	10	7	-	1	-	1	13	4	-	8	1	2	8
	11%	*11%*	*8%*	*6%*	-	*24%*	-	*21%*	*15%*	*6%*	-	*25%*	*54%*	*11%*	*11%*
I just haven't got round to it yet	48	48	16	16	2	2	-	-	8	8	2	7	-	1	2
	11%	11%n	13%n	14%n	*34%*	*59%*	-	-	*9%*	14%n	*40%*	*20%*	-	*9%*	*3%*
Looking for a better deal isn't a priority	31	31	7	7	-	-	-	-	11	3	-	2	-	-	4
	7%	*7%*	*5%*	*6%*	-	-	-	-	*13%*	*5%*	-	*7%*	-	-	*6%*
I trust that my provider makes sure I am on their best deal	17	17	6	6	-	1	-	-	6	-	-	1	-	1	-
	4%	*4%*	*5%*	*6%*	-	*24%*	-	-	7%n	-	-	*3%*	-	*4%*	-
It is difficult to compare all the different deals available	16	16	3	3	-	-	-	-	3	3	2	1	-	-	4
	4%	*4%*	*2%*	*2%*	-	-	-	-	*3%*	*6%*	*50%*	*3%*	-	-	*6%*
It's too time consuming to compare deals	13	13	1	1	1	-	-	-	5	1	*	1	-	1	3
	3%	*3%*	*1%*	*1%*	*12%*	-	-	-	*6%*	*1%*	*10%*	*2%*	-	*8%*	*4%*
I value the flexibility of being out of contract	10	10	2	2	-	-	-	-	1	4	1	-	-	2	1
	2%	*2%*	*2%*	*2%*	-	-	-	-	*1%*	*7%*	*18%*	-	-	*10%*	*2%*
I don't want to tie myself to my provider	10	10	3	3	2	-	-	-	1	-	*	1	-	1	2
	2%	*2%*	*2%*	*2%*	*28%*	-	-	-	*1%*	-	*10%*	*3%*	-	*9%*	*3%*
I can't afford to take a new deal that includes a phone	8	8	2	2	-	1	-	-	2	2	-	1	-	-	-
	2%	*2%*	*2%*	*2%*	-	*24%*	-	-	*2%*	*4%*	-	*3%*	-	-	-
I am not confident enough to make any changes	7	7	1	1	-	-	-	-	-	-	-	4	-	-	1
	2%	*2%*	*1%*	*1%*	-	-	-	-	-	-	-	*11%*	-	-	*2%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.17B Do any of these reasons apply?

Base: All on combined contract and out of minimum contract period

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	409	401	112	106	5	4	-	4	84	51	5	33	2	16	71
Weighted Base	428	421	122	114*	6**	4**	-**	5**	89*	58*	4**	33**	2**	15**	74*
I am waiting for the launch of a new phone	5	5	-	-	-	-	-	-	3	3	-	-	-	-	-
	1%	*1%*	-	-	-	-	-	-	*3%*	5%bc	-	-	-	-	-
I don't want to have to speak to my provider	3	3	-	-	-	-	-	-	1	-	-	-	-	-	2
	1%	*1%*	-	-	-	-	-	-	*2%*	-	-	-	-	-	*3%*
None	159	156	51	50	2	1	-	1	27	25	1	10	-	4	31
	37%	*37%*	*42%*	*43%*	*26%*	*17%*	-	*28%*	*30%*	*43%*	*22%*	*29%*	-	*28%*	*42%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.17B Do any of these reasons apply?

Base: All on combined contract and out of minimum contract period

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	409	52	81	86	86	90	105	185	110	180	93	197	125	165
Weighted Base	428	55*	83*	93*	87*	93*	115*	187	122	179	103*	198	136	165
I am happy with my current phone and will wait until I need or want a new one before looking in	102 *24%*	14 *25%*	28 34%c	15 *16%*	19 *22%*	24 *25%*	26 *22%*	49 *26%*	29 *24%*	46 *26%*	22 *21%*	53 *27%*	28 *20%*	47 *29%*
I am happy with the price I am currently paying	48 *11%*	5 *10%*	6 *7%*	9 *10%*	17 20%b	10 *11%*	13 *11%*	18 *10%*	14 *12%*	17 *9%*	12 *11%*	19 *10%*	18 *13%*	13 *8%*
I just haven't got round to it yet	48 *11%*	10 18%e	14 17%e	14 15%e	6 *7%*	5 *5%*	13 *11%*	24 *13%*	14 *12%*	22 *12%*	11 *11%*	25 *13%*	18 *13%*	19 *11%*
Looking for a better deal isn't a priority	31 *7%*	5 *9%*	3 *3%*	7 *7%*	7 *8%*	9 *10%*	5 *5%*	15 *8%*	7 *5%*	13 *7%*	4 *4%*	16 *8%*	10 *7%*	10 *6%*
I trust that my provider makes sure I am on their best deal	17 *4%*	4 *7%*	2 *3%*	5 *5%*	3 *4%*	2 *3%*	3 *2%*	12 *6%*	4 *3%*	11 *6%*	3 *3%*	12 *6%*	3 *2%*	11 *7%*
It is difficult to compare all the different deals available	16 *4%*	2 *4%*	5 *6%*	3 *3%*	4 *4%*	1 *1%*	2 *2%*	11 *6%*	1 *1%*	12 7%h	1 *1%*	12 *6%*	6 *4%*	7 *4%*
It's too time consuming to compare deals	13 *3%*	2 *4%*	3 *3%*	4 *5%*	2 *3%*	2 *2%*	3 *3%*	7 *4%*	5 *4%*	6 *3%*	3 *3%*	8 *4%*	7 *5%*	3 *2%*
I value the flexibility of being out of contract	10 *2%*	1 *2%*	2 *3%*	- -	6 7%ce	1 *1%*	4 *4%*	4 *2%*	4 *4%*	4 *2%*	4 *4%*	4 *2%*	8 6%m	1 *
I don't want to tie myself to my provider	10 *2%*	1 *2%*	3 *3%*	2 *2%*	* *	2 *2%*	3 *3%*	1 *1%*	3 *3%*	1 *1%*	2 *2%*	3 *1%*	2 *1%*	3 *2%*
I can't afford to take a new deal that includes a phone	8 *2%*	3 *5%*	2 *2%*	- -	2 *2%*	2 *2%*	2 *2%*	4 *2%*	2 *2%*	4 *2%*	2 *2%*	4 *2%*	- -	7 4%l

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.17B Do any of these reasons apply?

Base: All on combined contract and out of minimum contract period

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	409	52	81	86	86	90	105	185	110	180	93	197	125	165
Weighted Base	428	55*	83*	93*	87*	93*	115*	187	122	179	103*	198	136	165
I am not confident enough to make any changes	7	1	-	3	1	2	1	2	1	2	-	4	3	1
	2%	*2%*	-	*3%*	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*	-	*2%*	*2%*	*1%*
I am waiting for the launch of a new phone	5	1	-	2	2	-	3	1	3	1	3	1	3	1
	1%	*2%*	-	*2%*	*3%*	-	*3%*	*1%*	*2%*	*1%*	*3%*	*	*2%*	*1%*
I don't want to have to speak to my provider	3	-	3	1	-	-	1	2	3	1	3	1	3	1
	1%	-	*3%*	*1%*	-	-	*1%*	*1%*	*2%*	*	*2%*	*	*2%*	*
None	159	21	21	36	29	41	45	67	44	67	40	71	47	64
	37%	*38%*	*26%*	*39%*	*33%*	44%b	*39%*	*36%*	*36%*	*37%*	*39%*	*36%*	*35%*	*39%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.17A\17B Why have you not made any changes since your contract ended - prompted and unprompted (TOTAL)

Base: All on combined contract and out of minimum contract period

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	409	198	211	43	75	71	53	66	61	40	242	167	308	101	369
Weighted Base	428	205	224	56*	85*	85*	61*	79*	38*	25*	286	143	365	63*	404
It is difficult to compare all the different deals available	39	21	17	-	8	9	5	9	4	3	23	16	32	7	36
	9%	*10%*	*8%*	-	10%c	11%c	9%c	11%c	10%c	13%c	*8%*	11%c	9%c	11%c	9%c
Looking for a better deal isn't a priority	59	34	25	10	13	5	8	12	7	5	35	24	47	12	54
	14%	*17%*	*11%*	*18%*	*15%*	*6%*	*13%*	*15%*	17%e	20%e	*12%*	17%e	*13%*	18%e	*13%*
It's too time consuming to compare deals	42	19	24	5	7	7	10	8	4	2	28	14	36	6	40
	10%	*9%*	*11%*	*9%*	*8%*	*8%*	*16%*	*10%*	*9%*	*9%*	*10%*	*10%*	*10%*	*9%*	*10%*
I am happy with the price I am currently paying	134	64	70	9	25	30	22	28	14	6	86	48	114	21	128
	31%	*31%*	*31%*	*17%*	*30%*	35%c	36%c	35%c	37%c	*25%*	*30%*	34%c	*31%*	*33%*	32%c
I trust that my provider makes sure I am on their best deal	31	14	17	3	4	5	7	6	4	2	19	12	25	7	29
	7%	*7%*	*8%*	*5%*	*4%*	*6%*	*11%*	*7%*	*12%*	*9%*	*7%*	*9%*	*7%*	*11%*	*7%*
I can't afford to take a new deal that includes a phone	13	7	6	1	2	6	2	1	*	*	11	2	13	1	13
	3%	*4%*	*3%*	*3%*	*2%*	7%k	*3%*	*1%*	*1%*	*2%*	*4%*	*1%*	*3%*	*1%*	*3%*
I am waiting for the launch of a new phone	15	9	5	-	3	6	4	1	1	*	12	2	14	1	14
	3%	*4%*	*2%*	-	*4%*	*7%*	*6%*	*1%*	*1%*	*2%*	*4%*	*2%*	*4%*	*2%*	*3%*
I am not confident enough to make any changes	18	3	15	4	-	4	5	4	1	1	13	5	17	2	18
	4%	*2%*	7%a	7%d	-	*5%*	8%d	*5%*	*3%*	*2%*	*4%*	*4%*	*5%*	*3%*	*4%*
I don't want to have to speak to my provider	12	4	8	4	3	-	2	1	-	2	9	3	10	2	10
	3%	*2%*	*4%*	7%e	*3%*	-	*4%*	*1%*	-	6%e	*3%*	*2%*	*3%*	*2%*	*3%*
I don't want to tie myself to my provider	17	6	11	2	2	5	2	2	2	1	11	6	14	3	16
	4%	*3%*	*5%*	*3%*	*2%*	*6%*	*4%*	*3%*	*6%*	*4%*	*4%*	*4%*	*4%*	*5%*	*4%*
I value the flexibility of being out of contract	17	9	8	2	2	5	4	1	1	1	14	3	15	2	15
	4%	*4%*	*3%*	*3%*	*3%*	*6%*	*7%*	*2%*	*1%*	*5%*	*5%*	*2%*	*4%*	*3%*	*4%*
I just haven't got round to it yet	119	57	62	15	27	19	19	24	10	5	79	40	104	15	114
	28%	*28%*	*28%*	*27%*	*32%*	*22%*	*31%*	*31%*	*26%*	*22%*	*28%*	*28%*	*28%*	*24%*	*28%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k/l/m/n
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.17A\17B Why have you not made any changes since your contract ended - prompted and unprompted (TOTAL)

Base: All on combined contract and out of minimum contract period

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	409	198	211	43	75	71	53	66	61	40	242	167	308	101	369
Weighted Base	428	205	224	56*	85*	85*	61*	79*	38*	25*	286	143	365	63*	404
I am happy with my current phone and will wait until I need or want a new one before looking in	259	122	137	41	45	59	28	42	28	16	173	86	214	44	243
	60%	*59%*	*61%*	73%dfg	*54%*	69%f	*46%*	*53%*	74%dfgln	*64%*	*60%*	*60%*	*59%*	70%dfg	*60%*
Other reason	49	26	23	4	9	11	8	13	2	3	32	18	44	5	47
	12%	*13%*	*10%*	*7%*	*11%*	*13%*	*13%*	*16%*	*6%*	*11%*	*11%*	*12%*	*12%*	*8%*	*12%*
None	159	71	88	21	31	39	22	27	13	6	113	47	140	19	153
	37%	*35%*	*39%*	*38%*	*37%*	46%im	*36%*	*34%*	*34%*	*25%*	*39%*	*33%*	*38%*	*30%*	*38%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.17A\17B Why have you not made any changes since your contract ended - prompted and unprompted (TOTAL)

Base: All on combined contract and out of minimum contract period

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	409	81	107	99	122	188	221	247	97	65	213	196	114	295	386	23	240	169
Weighted Base	428	95*	132	99*	103	227	202	259	113*	56*	253	175	127	301	412	16**	248	181
It is difficult to compare all the different deals available	39	7	7	12	13	14	25	24	9	6	23	16	15	24	34	5	19	20
	9%	*8%*	*5%*	*12%*	*12%*	*6%*	*12%e*	*9%*	*8%*	*11%*	*9%*	*9%*	*12%*	*8%*	*8%*	*33%*	*8%*	*11%*
Looking for a better deal isn't a priority	59	16	17	14	11	34	25	37	15	7	38	21	7	52	56	3	40	18
	14%	*17%*	*13%*	*14%*	*11%*	*15%*	*12%*	*14%*	*14%*	*12%*	*15%*	*12%*	*5%*	*17%l*	*14%*	*17%*	*16%*	*10%*
It's too time consuming to compare deals	42	18	11	5	9	28	14	24	10	8	25	17	13	30	40	2	24	18
	10%	*19%bc*	*8%*	*5%*	*8%*	*13%*	*7%*	*9%*	*9%*	*15%*	*10%*	*10%*	*10%*	*10%*	*10%*	*11%*	*10%*	*10%*
I am happy with the price I am currently paying	134	35	36	31	33	71	63	80	36	18	84	50	36	98	130	5	74	60
	31%	*37%*	*27%*	*31%*	*32%*	*31%*	*31%*	*31%*	*32%*	*32%*	*33%*	*29%*	*28%*	*33%*	*31%*	*28%*	*30%*	*33%*
I trust that my provider makes sure I am on their best deal	31	6	11	4	12	16	15	16	7	8	15	17	8	23	31	-	17	15
	7%	*6%*	*8%*	*4%*	*11%c*	*7%*	*7%*	*6%*	*7%*	*15%g*	*6%*	*9%*	*7%*	*8%*	*8%*	-	*7%*	*8%*
I can't afford to take a new deal that includes a phone	13	4	1	1	7	5	8	7	6	*	7	7	5	8	13	*	6	7
	3%	*4%*	*1%*	*1%*	*7%bc*	*2%*	*4%*	*3%*	*5%*	*1%*	*3%*	*4%*	*4%*	*3%*	*3%*	*3%*	*2%*	*4%*
I am waiting for the launch of a new phone	15	4	3	2	5	7	7	9	4	1	11	3	4	11	15	-	7	7
	3%	*5%*	*2%*	*2%*	*5%*	*3%*	*4%*	*4%*	*4%*	*2%*	*5%*	*2%*	*3%*	*4%*	*4%*	-	*3%*	*4%*
I am not confident enough to make any changes	18	9	4	1	5	13	6	10	6	2	7	11	7	11	18	-	9	9
	4%	*10%c*	*3%*	*1%*	*5%*	*6%*	*3%*	*4%*	*5%*	*4%*	*3%*	*6%*	*5%*	*4%*	*4%*	-	*4%*	*5%*
I don't want to have to speak to my provider	12	3	3	3	2	6	5	5	5	2	2	9	3	9	11	1	4	8
	3%	*3%*	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*	*4%*	*4%*	*1%*	*5%j*	*2%*	*3%*	*3%*	*3%*	*1%*	*4%*
I don't want to tie myself to my provider	17	5	7	2	4	12	5	12	4	1	11	6	7	10	16	1	8	9
	4%	*5%*	*5%*	*2%*	*4%*	*5%*	*3%*	*5%*	*4%*	*1%*	*4%*	*3%*	*6%*	*3%*	*4%*	*4%*	*3%*	*5%*
I value the flexibility of being out of contract	17	1	7	4	5	8	9	8	7	2	11	6	5	12	17	-	9	8
	4%	*1%*	*5%*	*4%*	*5%*	*3%*	*4%*	*3%*	*6%*	*4%*	*4%*	*3%*	*4%*	*4%*	*4%*	-	*4%*	*4%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.17A\17B Why have you not made any changes since your contract ended - prompted and unprompted (TOTAL)

Base: All on combined contract and out of minimum contract period

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	409	81	107	99	122	188	221	247	97	65	213	196	114	295	386	23	240	169
Weighted Base	428	95*	132	99*	103	227	202	259	113*	56*	253	175	127	301	412	16**	248	181
I just haven't got round to it yet	119	24	37	26	32	61	58	78	23	18	75	44	36	83	116	3	64	55
	28%	*26%*	*28%*	*26%*	*31%*	*27%*	*29%*	*30%*	*21%*	*32%*	*30%*	*25%*	*28%*	*28%*	*28%*	*16%*	*26%*	*30%*
I am happy with my current phone and will wait until I need or want a new one before looking in	259	38	85	64	72	123	136	148	74	36	139	120	82	176	249	10	139	119
	60%	*40%*	64%a	64%a	70%a	*54%*	67%e	*57%*	*65%*	*64%*	*55%*	68%j	*65%*	*59%*	*60%*	*59%*	*56%*	*66%*
Other reason	49	22	18	7	2	40	9	33	12	5	33	16	11	38	48	2	36	13
	12%	23%cd	14%d	*7%*	*2%*	18%f	*5%*	*13%*	*10%*	*8%*	*13%*	*9%*	*9%*	*13%*	*12%*	*10%*	15%q	*7%*
None	159	31	54	42	33	84	75	106	44	10	105	54	57	103	153	7	95	64
	37%	*32%*	*41%*	*43%*	*32%*	*37%*	*37%*	41%i	39%i	*17%*	42%k	*31%*	*44%*	*34%*	*37%*	*40%*	*39%*	*35%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.17A\17B Why have you not made any changes since your contract ended - prompted and unprompted (TOTAL)

Base: All on combined contract and out of minimum contract period

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	409	316	93	359	28	19	3	16	35	56	23	44	49	54	58	24	19	28	3
Weighted Base	428	326	102*	376	28**	21**	3**	14**	36*	53*	26**	49*	51*	62*	60*	26**	21**	28**	3**
It is difficult to compare all the different deals available	39	25	14	35	3	1	-	-	2	7	3	5	4	6	7	1	1	3	-
	9%	*8%*	*13%*	*9%*	*10%*	*7%*	-	-	*6%*	*13%*	*10%*	*11%*	*7%*	*9%*	*12%*	*5%*	*7%*	*10%*	-
Looking for a better deal isn't a priority	59	48	10	56	1	1	1	7	10	4	3	7	11	6	7	3	1	1	1
	14%	*15%*	*10%*	*15%*	*3%*	*3%*	*35%*	*46%*	*26%i*	*7%*	*12%*	*14%*	*21%*	*10%*	*12%*	*11%*	*3%*	*3%*	*35%*
It's too time consuming to compare deals	42	34	8	37	4	1	-	2	3	6	2	4	7	2	7	3	1	4	-
	10%	*11%*	*7%*	*10%*	*15%*	*5%*	-	*11%*	*7%*	*12%*	*9%*	*9%*	*14%*	*4%*	*12%*	*10%*	*5%*	*15%*	-
I am happy with the price I am currently paying	134	108	26	120	9	4	1	2	13	23	11	13	12	17	18	11	4	9	1
	31%	*33%*	*25%*	*32%*	*32%*	*20%*	*35%*	*17%*	*36%*	*44%l*	*42%*	*26%*	*23%*	*28%*	*30%*	*41%*	*20%*	*32%*	*35%*
I trust that my provider makes sure I am on their best deal	31	25	6	29	1	1	-	-	3	9	3	3	3	1	7	1	1	1	-
	7%	*8%*	*6%*	*8%*	*4%*	*7%*	-	-	*9%*	*17%m*	*10%*	*7%*	*6%*	*1%*	*11%m*	*2%*	*7%*	*4%*	-
I can't afford to take a new deal that includes a phone	13	7	7	9	2	2	1	-	*	5	-	2	1	-	-	-	2	2	1
	3%	*2%*	*7%a*	*2%*	*8%*	*7%*	*30%*	-	*1%*	*9%mn*	-	*5%*	*3%*	-	-	-	*7%*	*8%*	*30%*
I am waiting for the launch of a new phone	15	8	6	11	1	3	-	*	-	4	-	-	2	2	1	-	3	1	-
	3%	*3%*	*6%*	*3%*	*4%*	*13%*	-	*3%*	-	*9%*	-	-	*4%*	*4%*	*2%*	-	*13%*	*4%*	-
I am not confident enough to make any changes	18	15	3	17	-	1	-	-	2	6	-	1	5	-	2	1	1	-	-
	4%	*5%*	*3%*	*4%*	-	*6%*	-	-	*5%*	*11%m*	-	*3%*	*10%m*	-	*3%*	*6%*	*6%*	-	-
I don't want to have to speak to my provider	12	9	3	10	2	-	-	-	-	4	-	-	3	1	2	-	-	2	-
	3%	*3%*	*3%*	*3%*	*6%*	-	-	-	-	*7%*	-	-	*6%*	*1%*	*4%*	-	-	*6%*	-
I don't want to tie myself to my provider	17	14	3	16	-	1	-	-	1	5	2	1	5	2	-	-	1	-	-
	4%	*4%*	*3%*	*4%*	-	*5%*	-	-	*2%*	*10%n*	*9%*	*2%*	*11%n*	*3%*	-	-	*5%*	-	-
I value the flexibility of being out of contract	17	11	5	17	-	-	-	3	1	1	1	4	2	2	3	-	-	-	-
	4%	*3%*	*5%*	*4%*	-	-	-	*20%*	*2%*	*2%*	*5%*	*8%*	*4%*	*3%*	*5%*	-	-	-	-

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.17A\17B Why have you not made any changes since your contract ended - prompted and unprompted (TOTAL)

Base: All on combined contract and out of minimum contract period

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	409	316	93	359	28	19	3	16	35	56	23	44	49	54	58	24	19	28	3
Weighted Base	428	326	102*	376	28**	21**	3**	14**	36*	53*	26**	49*	51*	62*	60*	26**	21**	28**	3**
I just haven't got round to it yet	119	91	28	103	8	8	1	3	9	8	10	21	7	11	26	6	8	8	1
	28%	*28%*	*27%*	*27%*	*27%*	*38%*	*30%*	*18%*	*25%*	*16%*	*39%*	44%ilm	*15%*	*18%*	44%ilm	*23%*	*38%*	*27%*	*30%*
I am happy with my current phone and will wait until I need or want a new one before looking in	259	195	63	234	14	8	2	8	18	35	13	31	37	37	39	15	8	14	2
	60%	*60%*	*62%*	*62%*	*49%*	*40%*	*70%*	*59%*	*50%*	*67%*	*51%*	*63%*	74%h	*60%*	*66%*	*59%*	*40%*	*49%*	*70%*
Other reason	49	34	15	34	10	5	-	*	5	3	-	2	4	12	5	3	5	10	-
	12%	*10%*	*15%*	*9%*	*35%*	*25%*	-	*3%*	*15%*	*5%*	-	*4%*	*7%*	19%ik	*8%*	*11%*	*25%*	*35%*	-
None	159	114	46	142	8	9	-	6	11	14	8	17	19	34	20	13	9	8	-
	37%	*35%*	*45%*	*38%*	*30%*	*43%*	-	*42%*	*31%*	*26%*	*30%*	*34%*	*37%*	55%hin	*34%*	*51%*	*43%*	*30%*	-

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.17A\17B Why have you not made any changes since your contract ended - prompted and unprompted (TOTAL)

Base: All on combined contract and out of minimum contract period

		DISABILITY				
	Total	Any Disability (a)	Any mental or learing disability (b)	Any physical disability (c)	Both mental\learing and physical disablity (d)	No disability (e)
Unweighted Base	409	60	10	47	3	349
Weighted Base	428	53*	10**	40*	3**	375
It is difficult to compare all the different deals available	39	8	2	7	1	31
	9%	*14%*	*19%*	*17%*	*37%*	*8%*
Looking for a better deal isn't a priority	59	8	-	6	-	51
	14%	*15%*	-	*15%*	-	*13%*
It's too time consuming to compare deals	42	10	3	6	-	32
	10%	19%e	*26%*	*16%*	-	*8%*
I am happy with the price I am currently paying	134	15	1	12	1	119
	31%	*28%*	*13%*	*29%*	*29%*	*32%*
I trust that my provider makes sure I am on their best deal	31	6	1	6	1	25
	7%	*11%*	*12%*	*15%*	*37%*	*7%*
I can't afford to take a new deal that includes a phone	13	3	2	3	1	10
	3%	*6%*	*16%*	*7%*	*37%*	*3%*
I am waiting for the launch of a new phone	15	2	1	*	-	13
	3%	*3%*	*11%*	*1%*	-	*3%*
I am not confident enough to make any changes	18	2	-	2	-	16
	4%	*5%*	-	*6%*	-	*4%*
I don't want to have to speak to my provider	12	3	2	1	-	9
	3%	*6%*	*19%*	*2%*	-	*2%*
I don't want to tie myself to my provider	17	3	-	3	-	14
	4%	*6%*	-	*8%*	-	*4%*
I value the flexibility of being out of contract	17	3	3	1	1	14
	4%	*5%*	*26%*	*3%*	*35%*	*4%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.17A\17B Why have you not made any changes since your contract ended - prompted and unprompted (TOTAL)

Base: All on combined contract and out of minimum contract period

		DISABILITY				
	Total	Any Disability (a)	Any mental or learing disability (b)	Any physical disability (c)	Both mental\learing and physical disablity (d)	No disability (e)
Unweighted Base	409	60	10	47	3	349
Weighted Base	428	53*	10**	40*	3**	375
I just haven't got round to it yet	119	11	2	8	1	108
	28%	*21%*	*19%*	*20%*	*35%*	*29%*
I am happy with my current phone and will wait until I need or want a new one before looking in	259	30	6	21	1	228
	60%	*57%*	*61%*	*53%*	*37%*	*61%*
Other reason	49	6	-	6	-	43
	12%	*11%*	-	*15%*	-	*12%*
None	159	14	2	12	1	146
	37%	*26%*	*21%*	*31%*	*29%*	*39%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.17A\17B Why have you not made any changes since your contract ended - prompted and unprompted (TOTAL)

Base: All on combined contract and out of minimum contract period

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	409	401	112	106	5	4	-	4	84	51	5	33	2	16	71
Weighted Base	428	421	122	114*	6**	4**	-**	5**	89*	58*	4**	33**	2**	15**	74*
It is difficult to compare all the different deals available	39	38	8	8	-	-	-	-	11	5	2	2	-	1	9
	9%	*9%*	*6%*	*7%*	-	-	-	-	*12%*	*8%*	*50%*	*5%*	-	*7%*	*12%*
Looking for a better deal isn't a priority	59	56	14	13	1	-	-	1	16	5	-	6	-	2	8
	14%	*13%*	*12%*	*11%*	*12%*	-	-	*24%*	*18%*	*8%*	-	*17%*	-	*11%*	*11%*
It's too time consuming to compare deals	42	42	10	10	1	-	-	-	12	2	*	3	-	3	11
	10%	*10%*	*8%*	*9%*	*12%*	-	-	-	*13%*	*4%*	*10%*	*8%*	-	*18%*	*15%*
I am happy with the price I am currently paying	134	131	25	21	1	3	-	1	37	15	-	14	2	3	30
	31%	31%bc	*20%*	*19%*	*13%*	*70%*	-	*21%*	41%bc	*26%*	-	*43%*	*100%*	*17%*	40%bc
I trust that my provider makes sure I am on their best deal	31	31	14	14	-	1	-	-	10	1	-	1	-	1	2
	7%	*7%*	11%n	12%n	-	*24%*	-	-	*11%*	*2%*	-	*3%*	-	*4%*	*3%*
I can't afford to take a new deal that includes a phone	13	13	3	3	-	1	-	-	4	2	-	1	-	-	2
	3%	*3%*	*3%*	*3%*	-	*24%*	-	-	*5%*	*4%*	-	*3%*	-	-	*2%*
I am waiting for the launch of a new phone	15	15	2	2	-	-	-	-	4	3	-	2	-	-	3
	3%	*3%*	*2%*	*2%*	-	-	-	-	*5%*	*5%*	-	*6%*	-	-	*5%*
I am not confident enough to make any changes	18	18	5	5	-	1	-	-	2	1	-	4	-	-	4
	4%	*4%*	*4%*	*4%*	-	*24%*	-	-	*2%*	*2%*	-	*11%*	-	-	*6%*
I don't want to have to speak to my provider	12	12	-	-	2	-	-	-	3	1	*	1	-	-	3
	3%	*3%*	-	-	*40%*	-	-	-	*3%*	*2%*	*10%*	*3%*	-	-	5%bc
I don't want to tie myself to my provider	17	17	4	4	2	-	-	-	1	1	*	1	-	1	7
	4%	*4%*	*3%*	*3%*	*28%*	-	-	-	*1%*	*2%*	*10%*	*3%*	-	*9%*	9%h
I value the flexibility of being out of contract	17	17	3	3	-	-	-	-	3	5	2	-	-	2	1
	4%	*4%*	*3%*	*3%*	-	-	-	-	*3%*	*9%*	*57%*	-	-	*10%*	*2%*
I just haven't got round to it yet	119	119	27	27	2	2	-	-	27	19	2	14	-	4	17
	28%	*28%*	*22%*	*24%*	*34%*	*59%*	-	-	*30%*	*33%*	*57%*	*42%*	-	*28%*	*22%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.17A\17B Why have you not made any changes since your contract ended - prompted and unprompted (TOTAL)

Base: All on combined contract and out of minimum contract period

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	409	401	112	106	5	4	-	4	84	51	5	33	2	16	71
Weighted Base	428	421	122	114*	6**	4**	-**	5**	89*	58*	4**	33**	2**	15**	74*
I am happy with my current phone and will wait until I need or want a new one before looking in	259	252	82	77	2	2	-	3	51	32	3	20	2	11	40
	60%	*60%*	*67%*	*67%*	*40%*	*54%*	-	*51%*	*57%*	*55%*	*62%*	*61%*	*100%*	*73%*	*54%*
Other reason	49	49	16	12	1	-	-	4	8	4	*	3	-	3	14
	12%	*12%*	*13%*	*10%*	*21%*	-	-	*76%*	*9%*	*7%*	*10%*	*8%*	-	*17%*	*18%*
None	159	156	51	50	2	1	-	1	27	25	1	10	-	4	31
	37%	*37%*	*42%*	*43%*	*26%*	*17%*	-	*28%*	*30%*	*43%*	*22%*	*29%*	-	*28%*	*42%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.17A\17B Why have you not made any changes since your contract ended - prompted and unprompted (TOTAL)

Base: All on combined contract and out of minimum contract period

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	409	52	81	86	86	90	105	185	110	180	93	197	125	165
Weighted Base	428	55*	83*	93*	87*	93*	115*	187	122	179	103*	198	136	165
It is difficult to compare all the different deals available	39 *9%*	5 *9%*	11 *13%*	9 *10%*	7 *8%*	5 *6%*	4 *3%*	27 15%f	4 *3%*	27 15%h	4 *4%*	26 13%j	7 *5%*	23 14%l
Looking for a better deal isn't a priority	59 *14%*	9 *17%*	8 *9%*	13 *14%*	11 *13%*	17 *18%*	10 *8%*	31 *17%*	15 *13%*	25 *14%*	9 *9%*	32 *16%*	21 *15%*	20 *12%*
It's too time consuming to compare deals	42 *10%*	4 *8%*	10 *12%*	8 *9%*	12 *13%*	8 *9%*	13 *11%*	21 *11%*	17 *14%*	17 *10%*	8 *7%*	27 *13%*	15 *11%*	19 *12%*
I am happy with the price I am currently paying	134 *31%*	21 *38%*	21 *25%*	24 *25%*	37 43%bc	29 *31%*	47 41%g	53 *28%*	45 *37%*	55 *30%*	37 *36%*	62 *32%*	57 42%m	42 *26%*
I trust that my provider makes sure I am on their best deal	31 *7%*	5 *9%*	6 *7%*	5 *6%*	6 *7%*	8 *9%*	5 *4%*	20 *11%*	8 *7%*	17 *9%*	5 *4%*	20 *10%*	6 *4%*	19 11%l
I can't afford to take a new deal that includes a phone	13 *3%*	4 6%c	4 5%c	- -	2 *2%*	4 *4%*	4 *3%*	8 *4%*	5 *4%*	7 *4%*	5 *5%*	7 *3%*	3 *2%*	9 *5%*
I am waiting for the launch of a new phone	15 *3%*	2 *4%*	1 *2%*	2 *3%*	5 *6%*	2 *2%*	5 *4%*	6 *3%*	5 *4%*	6 *3%*	5 *5%*	6 *3%*	5 *4%*	6 *4%*
I am not confident enough to make any changes	18 *4%*	2 *4%*	4 *5%*	5 *6%*	2 *3%*	5 *5%*	4 *4%*	9 *5%*	6 *5%*	8 *4%*	3 *2%*	11 *5%*	7 *5%*	7 *4%*
I don't want to have to speak to my provider	12 *3%*	1 *2%*	4 5%e	1 *1%*	4 *4%*	- -	2 *2%*	8 *4%*	3 *3%*	6 *3%*	3 *2%*	7 *3%*	3 *2%*	6 *4%*
I don't want to tie myself to my provider	17 *4%*	1 *2%*	6 *7%*	4 *4%*	2 *2%*	3 *4%*	4 *4%*	7 *4%*	4 *4%*	7 *4%*	2 *2%*	10 *5%*	5 *3%*	7 *4%*
I value the flexibility of being out of contract	17 *4%*	2 *4%*	5 5%c	- -	6 7%c	3 *4%*	7 *6%*	6 *3%*	7 *6%*	6 *3%*	7 *7%*	6 *3%*	11 8%m	2 *1%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.17A\17B Why have you not made any changes since your contract ended - prompted and unprompted (TOTAL)

Base: All on combined contract and out of minimum contract period

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	409	52	81	86	86	90	105	185	110	180	93	197	125	165
Weighted Base	428	55*	83*	93*	87*	93*	115*	187	122	179	103*	198	136	165
I just haven't got round to it yet	119	15	27	27	16	29	26	60	31	55	25	61	38	48
	28%	*28%*	*32%*	*29%*	*18%*	*31%*	*23%*	*32%*	*25%*	*31%*	*24%*	*31%*	*28%*	*29%*
I am happy with my current phone and will wait until I need or want a new one before looking in	259	37	58	51	55	49	63	120	67	115	56	126	77	106
	60%	*66%*	*70%e*	*55%*	*63%*	*53%*	*55%*	*64%*	*55%*	*64%*	*54%*	*64%*	*56%*	*64%*
Other reason	49	2	7	11	11	17	20	12	21	11	17	16	20	13
	12%	*3%*	*8%*	*12%*	*12%*	19%a	18%g	*7%*	18%i	*6%*	17%k	*8%*	*15%*	*8%*
None	159	21	21	36	29	41	45	67	44	67	40	71	47	64
	37%	*38%*	*26%*	*39%*	*33%*	44%b	*39%*	*36%*	*36%*	*37%*	*39%*	*36%*	*35%*	*39%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.18 Which of these, if any, limit your daily activities or the work you can do?

Base: All who own or have use of a personal mobile phone

	Total	GENDER		AGE												
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	7589	3673	3916	915	1322	1152	1079	1072	1223	826	4468	3121	5540	2049	6763
Weighted Base	7808	3799	4010	1178	1530	1353	1244	1234	756	512	5306	2503	6540	1268	7296
Breathlessness or chest pains	276	122	154	13	18	26	42	72	55	51	99	178	171	106	225
	4%	*3%*	*4%*	*1%*	*1%*	*2%*	3%cdej	6%cdefjln	7%cdefjln	10%cdefghj kln	*2%*	7%cdefjln	3%cdj	8%cdefgj ln	3%cdej
Poor vision, partial sight or blindness	154	66	88	16	6	13	23	40	24	32	58	96	98	56	122
	2%	*2%*	*2%*	1%d	*	*1%*	2%d	3%cdefjln	3%cdefjln	6%cdefghj kln	1%d	4%cdefjl n	1%d	4%cdefjl n	2%dj
Difficulty in speaking or communicating	27	13	14	5	6	3	4	5	2	3	17	10	23	5	25
	*	*	*	*	*	*	*	*	*	*1%*	*	*	*	*	*
Poor hearing, partial hearing or deafness	156	76	80	7	7	6	18	35	40	44	38	118	72	84	112
	2%	*2%*	*2%*	*1%*	*	*	1%dej	3%cdefjln	5%cdefgjl n	9%cdefghj kln	*1%*	5%cdefgj ln	1%dej	7%cdefgj kln	2%cdejl
Cannot walk at all\ use a wheelchair	43	14	29	2	2	3	7	12	7	10	14	29	26	17	33
	1%	*	1%a	*	*	*	*1%*	1%cdejln	1%cdejln	2%cdefhjl n	*	1%cdejln	*	1%cdefjl n	*
Cannot walk very far or manage stairs or can only do so with difficulty	466	170	297	8	14	35	71	128	94	116	129	338	256	210	350
	6%	*4%*	7%a	*1%*	*1%*	3%cd	6%cdejl	10%cdefjl n	12%cdefjl n	23%cdefghj klmn	2%cd	13%cdefgj ln	4%cdej	17%cdefgh jkln	5%cdejl
Limited ability to reach or hold objects	89	38	51	3	6	10	10	25	14	20	29	60	54	34	68
	1%	*1%*	*1%*	*	*	*1%*	*1%*	2%cdefjln	2%cdefjln	4%cdefghj kln	*1%*	2%cdefjl n	*1%*	3%cdefjl n	1%j
Mental health problems or difficulties	259	101	158	47	58	52	48	44	7	3	205	55	249	10	256
	3%	*3%*	4%a	4%hikm	4%hikm	4%hikm	4%hikm	4%hikm	*1%*	*1%*	4%hikm	2%him	4%hikm	*1%*	4%hikm
Dyslexia	136	74	62	32	42	21	17	17	4	2	113	23	130	6	134
	2%	*2%*	*2%*	3%fghikm	3%fghikmn	2%him	1%him	1%him	*1%*	*	2%hikm	*1%*	2%hikm	*	2%hikm
Learning difficulties	47	25	22	15	11	8	7	1	2	2	41	5	43	4	45
	1%	*1%*	*1%*	1%ghkmn	1%gk	*1%*	1%g	*	*	*	1%gkm	*	1%gk	*	1%gk
Difficulty using a telephone handset, television remote control, computer keyboard etc.	36	18	19	3	1	7	3	6	7	8	15	21	21	15	28
	*	*	*	*	*	1%d	*	*1%*	1%dfjln	2%cdefgjk ln	*	1%dfjln	*	1%cdfjln	*

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.18 Which of these, if any, limit your daily activities or the work you can do?

Base: All who own or have use of a personal mobile phone

	Total	GENDER		AGE												
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	7589	3673	3916	915	1322	1152	1079	1072	1223	826	4468	3121	5540	2049	6763
Weighted Base	7808	3799	4010	1178	1530	1353	1244	1234	756	512	5306	2503	6540	1268	7296
Other illnesses\ health problems which limit your daily activities\ work you can do	254	109	145	19	17	27	53	68	34	35	116	138	185	69	219
	3%	*3%*	*4%*	*2%*	*1%*	*2%*	4%cdejln	6%cdejln	5%cdejln	7%cdefhjln	2%d	5%cdejln	3%cd	5%cdejln	3%cdj
SUMMARY CODES															
ANY DISABILITY	1270	558	712	117	140	148	192	278	188	206	598	672	876	394	1064
	16%	*15%*	18%a	*10%*	*9%*	*11%*	15%cdej	23%cdefjln	25%cdefjln	40%cdefghjklmn	11%d	27%cdefgjln	13%cdej	31%cdefghjkln	15%cdej
ANY MENTAL OR LEARNING DISABILITY	388	173	215	81	94	74	63	57	13	7	312	77	369	20	381
	5%	*5%*	*5%*	7%ghikm	6%hikm	5%hikm	5%hikm	5%hikm	*2%*	*1%*	6%hikm	3%him	6%hikm	*2%*	5%hikm
ANY PHYSICAL DISABILITY	864	361	503	42	46	83	124	214	166	189	295	569	509	355	675
	11%	*10%*	13%a	*4%*	*3%*	6%cd	10%cdejl	17%cdefjln	22%cdefgjln	37%cdefghjklmn	6%cd	23%cdefgjln	8%cdj	28%cdefghjkln	9%cdejl
BOTH MENTAL\LEARNING AND PHYSICAL DISABLITY	121	43	78	16	12	23	25	31	9	6	76	45	107	15	116
	2%	*1%*	2%a	*1%*	*1%*	2%d	2%d	2%dhijmn	*1%*	*1%*	*1%*	2%d	2%d	*1%*	2%d
NO DISABILITY	6538	3241	3297	1061	1390	1206	1051	956	568	306	4708	1830	5664	874	6232
	84%	85%b	*82%*	90%fghiklmn	91%fghijklmn	89%fghiklmn	85%ghikm	77%ikm	75%im	*60%*	89%fghiklmn	73%im	87%ghikm	69%i	85%ghikm
None	6303	3131	3172	1021	1351	1164	1017	907	547	296	4554	1749	5460	842	6007
	81%	82%b	*79%*	87%fghiklmn	88%fghijklmn	86%fghiklmn	82%ghikm	73%ikm	72%im	*58%*	86%fghiklmn	70%im	83%ghikm	66%i	82%ghikm
Refused	237	110	127	40	39	41	34	49	22	11	154	83	204	34	226
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	4%im	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k/l/m/n

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.18 Which of these, if any, limit your daily activities or the work you can do?

Base: All who own or have use of a personal mobile phone

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	7589	1413	1918	1701	2557	3331	4258	4312	2085	1192	3713	3876	2020	5569	6862	727	4244	3345
Weighted Base	7808	1620	2381	1652	2155	4002	3807	4514	2351	944	4416	3392	2301	5508	7307	502	4299	3510
Breathlessness or chest pains	276	35	45	41	155	80	196	110	77	89	53	224	47	229	209	68	112	165
	4%	*2%*	*2%*	*2%*	7%abc	*2%*	5%e	*2%*	*3%*	9%gh	*1%*	7%j	*2%*	4%l	*3%*	13%n	*3%*	5%p
Poor vision, partial sight or blindness	154	23	39	21	71	62	92	57	54	43	33	121	18	136	123	31	84	70
	2%	*1%*	*2%*	*1%*	3%abc	*2%*	2%e	*1%*	2%g	5%gh	*1%*	4%j	*1%*	2%l	*2%*	6%n	*2%*	*2%*
Difficulty in speaking or communicating	27	5	1	2	20	5	22	10	13	4	5	22	5	23	24	3	12	16
	*	*b	*	*	1%abc	*	1%e	*	1%g	*	*	1%j	*	*	*	*1%*	*	*
Poor hearing, partial hearing or deafness	156	29	35	26	66	64	92	78	28	50	38	118	14	142	119	37	100	56
	2%	*2%*	*1%*	*2%*	3%abc	*2%*	2%e	*2%*	*1%*	5%gh	*1%*	3%j	*1%*	3%l	*2%*	7%n	2%q	*2%*
Cannot walk at all\ use a wheelchair	43	5	10	8	21	15	28	16	11	16	2	41	2	40	29	14	19	24
	1%	*	*	*	1%ab	*	1%e	*	*	2%gh	*	1%j	*	1%l	*	3%n	*	*1%*
Cannot walk very far or manage stairs or can only do so with difficulty	466	56	89	74	248	145	321	188	107	171	66	401	49	418	352	114	224	242
	6%	*3%*	*4%*	*4%*	11%abc	*4%*	8%e	*4%*	*5%*	18%gh	*1%*	12%j	*2%*	8%l	*5%*	23%n	*5%*	7%p
Limited ability to reach or hold objects	89	15	11	12	51	26	63	32	24	33	8	80	13	75	72	17	48	41
	1%	*1%*	*	*1%*	2%abc	*1%*	2%e	*1%*	*1%*	4%gh	*	2%j	*1%*	1%l	*1%*	3%n	*1%*	*1%*
Mental health problems or difficulties	259	15	60	30	155	75	185	89	120	50	61	198	72	187	240	19	81	179
	3%	*1%*	3%a	2%a	7%abc	*2%*	5%e	*2%*	5%g	5%g	*1%*	6%j	*3%*	*3%*	*3%*	*4%*	*2%*	5%p
Dyslexia	136	24	41	28	44	65	71	61	59	17	73	63	46	90	129	7	60	77
	2%	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	2%g	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	2%p
Learning difficulties	47	2	9	3	33	11	36	14	28	4	13	34	10	37	44	3	9	38
	1%	*	*	*	2%abc	*	1%e	*	1%gi	*	*	1%j	*	*1%*	*1%*	*1%*	*	1%p
Difficulty using a telephone handset, television remote control, computer keyboard etc.	36	7	5	3	21	13	23	14	11	12	6	30	4	32	33	4	22	14
	*	*	*	*	1%bc	*	*1%*	*	*	1%gh	*	1%j	*	1%l	*	*1%*	*1%*	*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.18 Which of these, if any, limit your daily activities or the work you can do?

Base: All who own or have use of a personal mobile phone

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	7589	1413	1918	1701	2557	3331	4258	4312	2085	1192	3713	3876	2020	5569	6862	727	4244	3345
Weighted Base	7808	1620	2381	1652	2155	4002	3807	4514	2351	944	4416	3392	2301	5508	7307	502	4299	3510
Other illnesses\ health problems which limit your daily activities\ work you can do	254	33	66	47	107	100	154	117	72	64	68	186	48	206	219	35	118	136
	3%	*2%*	*3%*	*3%*	5%abc	*2%*	4%e	*3%*	*3%*	7%gh	*2%*	5%j	*2%*	4%l	*3%*	7%n	*3%*	4%p
SUMMARY CODES																		
ANY DISABILITY	1270	173	295	209	594	468	802	554	382	334	334	936	232	1038	1053	217	592	679
	16%	*11%*	*12%*	*13%*	28%abc	*12%*	21%e	*12%*	16%g	35%gh	*8%*	28%j	*10%*	19%l	*14%*	43%n	*14%*	19%p
ANY MENTAL OR LEARNING DISABILITY	388	35	99	56	198	134	254	144	182	63	126	262	105	283	361	28	137	252
	5%	*2%*	4%a	3%a	9%abc	*3%*	7%e	*3%*	8%g	7%g	*3%*	8%j	*5%*	*5%*	*5%*	*6%*	*3%*	7%p
ANY PHYSICAL DISABILITY	864	126	173	134	431	299	565	373	214	277	174	690	118	747	683	181	430	434
	11%	*8%*	*7%*	*8%*	20%abc	*7%*	15%e	*8%*	*9%*	29%gh	*4%*	20%j	*5%*	14%l	*9%*	36%n	*10%*	12%p
BOTH MENTAL\LEARNING AND PHYSICAL DISABLITY	121	11	18	12	80	29	92	37	51	33	19	103	23	99	110	12	46	76
	2%	*1%*	*1%*	*1%*	4%abc	*1%*	2%e	*1%*	2%g	3%gh	*	3%j	*1%*	2%l	*2%*	*2%*	*1%*	2%p
NO DISABILITY	6538	1448	2086	1443	1561	3534	3005	3959	1969	610	4082	2457	2068	4470	6254	284	3707	2831
	84%	89%d	88%d	87%d	*72%*	88%f	*79%*	88%hi	84%i	*65%*	92%k	*72%*	90%m	*81%*	86%o	*57%*	86%q	*81%*
None	6303	1417	2007	1390	1490	3423	2879	3848	1864	591	3953	2350	1999	4303	6038	265	3591	2711
	81%	87%bcd	84%d	84%d	*69%*	86%f	*76%*	85%hi	79%i	*63%*	90%k	*69%*	87%m	*78%*	83%o	*53%*	84%q	*77%*
Refused	237	32	79	53	72	111	126	113	104	20	129	108	69	168	218	19	118	120
	3%	*2%*	3%a	3%a	3%a	*3%*	*3%*	*2%*	4%gi	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h/i - j/k - l/m - n/o - p/q
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.18 Which of these, if any, limit your daily activities or the work you can do?

Base: All who own or have use of a personal mobile phone

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	7589	5979	1610	6337	670	356	226	395	885	650	550	662	707	908	1034	546	356	670	226
Weighted Base	7808	6180	1628	6588	649	389	182	391	835	647	577	692	753	1005	1119	570	389	649	182
Breathlessness or chest pains	276	226	51	217	33	15	11	19	34	28	27	24	20	21	23	22	15	33	11
	4%	*4%*	*3%*	*3%*	5%c	*4%*	6%c	5%mn	4%mn	4%mn	5%mn	*3%*	*3%*	*2%*	*2%*	4%mn	*4%*	5%lmn	6%lmn
Poor vision, partial sight or blindness	154	118	36	131	16	5	2	6	18	16	9	15	11	12	21	20	5	16	2
	2%	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*3%*	*2%*	*2%*	*1%*	*1%*	*2%*	4%lm	*1%*	*2%*	*1%*
Difficulty in speaking or communicating	27	21	7	25	*	2	*	2	3	3	2	1	1	6	4	3	2	*	*
	*	*	*	*	*	*	*	*1%*	*	*	*	*	*	1%	*	*1%*	*	*	*
Poor hearing, partial hearing or deafness	156	124	32	126	20	9	1	8	29	8	19	13	12	9	20	9	9	20	1
	2%	*2%*	*2%*	*2%*	3%f	*2%*	*1%*	*2%*	3%ilmnor	*1%*	3%imr	*2%*	*2%*	*1%*	*2%*	*2%*	2%m	3%imr	*1%*
Cannot walk at all\ use a wheelchair	43	35	8	33	6	4	*	2	3	4	3	1	6	8	2	5	4	6	*
	1%	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*	*1%*	*	*	*1%*	*1%*	*	*1%*	1%kn	1%kn	*
Cannot walk very far or manage stairs or can only do so with difficulty	466	354	112	380	45	34	7	22	80	29	36	38	40	31	57	47	34	45	7
	6%	*6%*	*7%*	*6%*	*7%*	9%cf	*4%*	6%m	10%gijklmnr	*4%*	6%m	6%m	5%m	*3%*	5%m	8%imnr	9%ilmnr	7%m	*4%*
Limited ability to reach or hold objects	89	66	23	67	15	6	*	6	13	9	6	2	8	9	13	1	6	15	*
	1%	*1%*	*1%*	*1%*	2%c	*2%*	*	2%ko	2%ko	1%ko	*1%*	*	*1%*	*1%*	*1%*	*	2%ko	2%kmo	*
Mental health problems or difficulties	259	197	62	212	28	13	6	17	39	26	14	24	17	19	44	11	13	28	6
	3%	*3%*	*4%*	*3%*	*4%*	*3%*	*4%*	4%mo	5%jlmo	4%m	*2%*	*3%*	*2%*	*2%*	4%m	*2%*	*3%*	4%lmo	*4%*
Dyslexia	136	100	36	115	12	7	2	6	11	9	21	9	10	18	25	8	7	12	2
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	4%hiklmo	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*
Learning difficulties	47	34	12	42	3	1	-	2	6	7	5	6	1	5	9	1	1	3	-
	1%	*1%*	*1%*	*1%*	*	*	-	*1%*	*1%*	1%l	1%l	*1%*	*	*	*1%*	*	*	*	-
Difficulty using a telephone handset, television remote control, computer keyboard etc.	36	26	10	31	4	1	-	2	3	3	2	2	2	5	8	4	1	4	-
	*	*	*1%*	*	*1%*	*	-	*1%*	*	*1%*	*	*	*	1%	*1%*	*1%*	*	*1%*	-

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.18 Which of these, if any, limit your daily activities or the work you can do?

Base: All who own or have use of a personal mobile phone

		AREA		COUNTRY				GOVERNMENT REGIONS										
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	7589	5979	1610	6337	670	356	226	395	885	650	550	662	707	908	1034	546	356	670	226
Weighted Base	7808	6180	1628	6588	649	389	182	391	835	647	577	692	753	1005	1119	570	389	649	182
Other illnesses\ health problems which limit your daily activities\ work you can do	254	198	56	205	28	16	5	13	33	20	14	16	21	24	29	34	16	28	5
	3%	*3%*	*3%*	*3%*	*4%*	*4%*	*3%*	*3%*	*4%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	6%ijkl mn	*4%*	4%km	*3%*
SUMMARY CODES																			
ANY DISABILITY	1270	967	303	1036	123	76	36	63	174	105	104	112	92	105	168	114	76	123	36
	16%	*16%*	19%a	*16%*	19%c	*20%*	*20%*	16%m	21%iklmn	16%lm	18%lm	16%lm	*12%*	*10%*	15%m	20%lmn	20%lm	19%lmn	20%lm
ANY MENTAL OR LEARNING DISABILITY	388	295	93	323	41	16	9	22	52	35	34	37	26	37	65	17	16	41	9
	5%	*5%*	*6%*	*5%*	*6%*	*4%*	*5%*	6%o	6%lmo	5%o	6%o	5%o	*3%*	*4%*	6%lmo	*3%*	*4%*	6%lmo	*5%*
ANY PHYSICAL DISABILITY	864	666	198	699	91	53	22	43	124	69	71	76	65	65	102	83	53	91	22
	11%	*11%*	*12%*	*11%*	14%c	*13%*	*12%*	11%m	15%iklmn	11%m	12%lm	11%m	*9%*	*7%*	9%m	15%lmn	13%lmn	14%lmn	12%m
BOTH MENTAL\LEARNING AND PHYSICAL DISABLITY	121	95	26	100	15	6	*	8	17	12	8	9	12	11	16	6	6	15	*
	2%	*2%*	*2%*	*2%*	*2%*	*1%*	*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*
NO DISABILITY	6538	5213	1326	5552	527	313	146	328	660	542	473	580	661	900	951	457	313	527	146
	84%	84%b	*81%*	84%d	*81%*	*80%*	*80%*	*84%*	*79%*	84%h	*82%*	84%h	88%hij kopqr	90%ghi jknopq r	85%hoq	*80%*	*80%*	*81%*	*80%*
None	6303	5023	1280	5339	515	304	145	319	639	521	460	570	625	828	935	443	304	515	145
	81%	81%b	*79%*	*81%*	*79%*	*78%*	*80%*	*82%*	*77%*	*81%*	*80%*	82%ho	83%ho	82%ho	84%hop q	*78%*	*78%*	*79%*	*80%*
Refused	237	191	46	215	12	10	1	9	22	21	13	10	37	72	17	14	10	12	1
	3%	*3%*	*3%*	3%f	*2%*	*2%*	*1%*	*2%*	*3%*	3%knr	*2%*	*1%*	5%ghjk noqr	7%ghij knopqr	*2%*	*2%*	*2%*	*2%*	*1%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.18 Which of these, if any, limit your daily activities or the work you can do?

Base: All who own or have use of a personal mobile phone

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	7589	561	1426	358	1045	126	6163	3085	2498	409	113
Weighted Base	7808	606	1270	388	864	121	6538	3392	2772	428	118
Breathlessness or chest pains	276	14	276	46	276	46	-	85	76	6	2
	4%	*2%*	22%dg	12%g	32%cdg	38%cdg	-	*3%*	*3%*	*1%*	*2%*
Poor vision, partial sight or blindness	154	4	154	33	154	33	-	42	38	3	1
	2%b	*1%*	12%g	9%g	18%cdg	27%cdeg	-	*1%*	*1%*	*1%*	*1%*
Difficulty in speaking or communicating	27	1	27	11	27	11	-	9	7	1	-
	*	*	2%g	3%g	3%g	9%cdeg	-	*	*	*	-
Poor hearing, partial hearing or deafness	156	8	156	17	156	17	-	51	44	7	1
	2%	*1%*	12%dg	4%g	18%cdg	14%dg	-	*2%*	*2%*	*2%*	*1%*
Cannot walk at all\ use a wheelchair	43	3	43	12	43	12	-	13	9	3	1
	1%	*	3%g	3%g	5%g	10%cdeg	-	*	*	*1%*	*1%*
Cannot walk very far or manage stairs or can only do so with difficulty	466	22	466	71	466	71	-	141	111	19	6
	6%b	*4%*	37%dg	18%g	54%cdg	58%cdg	-	*4%*	*4%*	*4%*	*5%*
Limited ability to reach or hold objects	89	5	89	27	89	27	-	28	23	5	-
	1%	*1%*	7%g	7%g	10%cg	22%cdeg	-	*1%*	*1%*	*1%*	-
Mental health problems or difficulties	259	15	259	259	91	91	-	109	97	7	2
	3%	*2%*	20%eg	67%ceg	10%g	75%ceg	-	*3%*	*4%*	*2%*	*2%*
Dyslexia	136	8	136	136	34	34	-	69	66	2	-
	2%	*1%*	11%eg	35%ceg	4%g	28%ceg	-	2%j	2%j	*1%*	-
Learning difficulties	47	2	47	47	16	16	-	14	12	1	-
	1%	*	4%eg	12%ceg	2%g	13%ceg	-	*	*	*	-
Difficulty using a telephone handset, television remote control, computer keyboard etc.	36	1	36	14	36	14	-	11	4	6	-
	*	*	3%g	4%g	4%g	12%cdeg	-	*	*	1%hi	-

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.18 Which of these, if any, limit your daily activities or the work you can do?

Base: All who own or have use of a personal mobile phone

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	7589	561	1426	358	1045	126	6163	3085	2498	409	113
Weighted Base	7808	606	1270	388	864	121	6538	3392	2772	428	118
Other illnesses\ health problems which limit your daily activities\ work you can do	254	8	254	34	106	25	-	106	86	12	5
	3%b	*1%*	20%deg	9%g	12%g	21%deg	-	*3%*	*3%*	*3%*	*4%*
SUMMARY CODES											
ANY DISABILITY	1270	61	1270	388	864	121	-	473	397	53	12
	16%b	*10%*	100%g	100%g	100%g	100%g	-	*14%*	*14%*	*12%*	*10%*
ANY MENTAL OR LEARNING DISABILITY	388	21	388	388	121	121	-	175	160	10	2
	5%	*4%*	31%eg	100%ceg	14%g	100%ceg	-	5%j	6%j	*2%*	*2%*
ANY PHYSICAL DISABILITY	864	40	864	121	864	121	-	285	232	40	9
	11%b	*7%*	68%dg	31%g	100%cdg	100%cdg	-	*8%*	*8%*	*9%*	*7%*
BOTH MENTAL\LEARNING AND PHYSICAL DISABLITY	121	5	121	121	121	121	-	44	38	3	2
	2%	*1%*	10%g	31%ceg	14%cg	100%cdeg	-	*1%*	*1%*	*1%*	*2%*
NO DISABILITY	6538	545	-	-	-	-	6538	2919	2374	375	106
	84%	90%a	-	-	-	-	100%cdef	*86%*	*86%*	*88%*	*90%*
None	6303	525	-	-	-	-	6303	2800	2285	355	97
	81%	87%a	-	-	-	-	96%cdef	*83%*	*82%*	*83%*	*82%*
Refused	237	20	2	1	2	1	236	119	89	20	9
	3%	*3%*	*	*	*	*	4%cde	*4%*	*3%*	*5%*	8%hi

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.18 Which of these, if any, limit your daily activities or the work you can do?

Base: All who own or have use of a personal mobile phone

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	7589	5094	1427	1365	136	56	10	28	1082	602	90	350	34	334	751
Weighted Base	7808	5529	1550	1486	156	61*	11**	27**	1193	679	89*	360	36*	346	838
Breathlessness or chest pains	276	147	40	39	3	3	-	2	37	9	2	11	-	11	21
	4%	*3%*	*3%*	*3%*	*2%*	6%i	-	*7%*	3%i	*1%*	*2%*	*3%*	-	*3%*	*2%*
Poor vision, partial sight or blindness	154	78	17	14	-	2	-	1	13	8	4	12	2	6	10
	2%	*1%*	*1%*	*1%*	-	4%cd	-	*4%*	*1%*	*1%*	4%bcdh	3%abcdhin	5%bcdh	*2%*	*1%*
Difficulty in speaking or communicating	27	15	7	7	1	-	-	-	1	3	1	1	-	1	-
	*	*	*	*	1%n	-	-	-	*	*	1%hn	*	-	*	-
Poor hearing, partial hearing or deafness	156	90	26	25	2	*	-	1	17	10	3	11	-	6	13
	2%	*2%*	*2%*	*2%*	*1%*	*1%*	-	*4%*	*1%*	*1%*	*4%*	3%ah	-	*2%*	*1%*
Cannot walk at all\ use a wheelchair	43	25	9	9	-	-	-	-	4	3	1	2	-	1	3
	1%	*	*1%*	*1%*	-	-	-	-	*	*	*2%*	*1%*	-	*	*
Cannot walk very far or manage stairs or can only do so with difficulty	466	245	69	67	4	*	-	2	52	22	10	24	-	15	31
	6%	*4%*	*4%*	*5%*	*3%*	*1%*	-	*7%*	*4%*	*3%*	12%abcdehi lmn	7%in	-	*4%*	*4%*
Limited ability to reach or hold objects	89	47	17	17	-	-	-	-	8	6	2	2	-	3	7
	1%	*1%*	*1%*	*1%*	-	-	-	-	*1%*	*1%*	*3%*	*1%*	-	*1%*	*1%*
Mental health problems or difficulties	259	171	47	45	4	3	-	-	43	21	6	10	3	12	17
	3%	*3%*	*3%*	*3%*	*3%*	*6%*	-	-	4%n	*3%*	7%abckn	*3%*	7%n	*3%*	*2%*
Dyslexia	136	103	33	31	6	1	-	-	22	12	1	8	2	5	12
	2%	*2%*	*2%*	*2%*	*4%*	*2%*	-	-	*2%*	*2%*	*1%*	*2%*	*5%*	*2%*	*1%*
Learning difficulties	47	22	5	5	3	-	-	-	6	1	-	1	-	5	1
	1%	*	*	*	2%abcin	-	-	-	*	*	-	*	-	1%abcin	*
Difficulty using a telephone handset, television remote control, computer keyboard etc.	36	18	6	4	-	1	-	1	4	2	-	1	-	3	1
	*	*	*	*	-	2%n	-	*5%*	*	*	-	*	-	1%n	*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.18 Which of these, if any, limit your daily activities or the work you can do?

Base: All who own or have use of a personal mobile phone

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	7589	5094	1427	1365	136	56	10	28	1082	602	90	350	34	334	751
Weighted Base	7808	5529	1550	1486	156	61*	11**	27**	1193	679	89*	360	36*	346	838
Other illnesses\ health problems which limit your daily activities\ work you can do	254	173	53	51	-	3	-	1	37	14	8	10	-	12	27
	3%	3%d	3%d	3%d	-	4%d	-	*4%*	3%d	*2%*	9%abcdhik mn	*3%*	-	3%d	3%d
SUMMARY CODES															
ANY DISABILITY	1270	759	218	209	18	13	-	6	170	69	20	60	3	54	96
	16%	14%i	14%i	14%i	*11%*	21%i	-	*24%*	14%i	*10%*	23%abcdhi n	17%in	*7%*	16%i	*11%*
ANY MENTAL OR LEARNING DISABILITY	388	263	74	72	9	5	-	-	65	30	8	17	3	20	28
	5%	*5%*	*5%*	*5%*	*6%*	*8%*	-	-	5%n	*4%*	9%n	*5%*	*7%*	*6%*	*3%*
ANY PHYSICAL DISABILITY	864	480	131	123	9	8	-	6	99	42	16	46	2	33	64
	11%	9%i	*8%*	*8%*	*6%*	*12%*	-	*24%*	*8%*	*6%*	18%abcdhi mn	13%abcdhin	*5%*	*9%*	*8%*
BOTH MENTAL\LEARNING AND PHYSICAL DISABLITY	121	79	23	21	1	1	-	-	16	10	6	6	2	4	6
	2%	*1%*	*1%*	*1%*	*1%*	*2%*	-	-	*1%*	*1%*	6%abcdhik mn	*2%*	5%n	*1%*	*1%*
NO DISABILITY	6538	4769	1331	1277	138	49	11	21	1023	610	68	300	33	292	742
	84%	86%j	86%j	86%j	89%j	*79%*	*100%*	*76%*	86%j	90%abcehj km	*77%*	*83%*	*93%*	*84%*	89%jk
None	6303	4596	1270	1219	130	48	10	19	992	596	67	298	32	280	710
	81%	*83%*	*82%*	*82%*	*83%*	*78%*	*91%*	*68%*	*83%*	88%abchjk m	*75%*	*83%*	*90%*	*81%*	85%j
Refused	237	175	61	58	9	1	1	2	33	14	2	2	1	12	33
	3%	3%k	4%ik	4%ik	5%ik	*1%*	*9%*	*8%*	3%k	*2%*	*2%*	*1%*	*3%*	3%k	4%k

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.18 Which of these, if any, limit your daily activities or the work you can do?

Base: All who own or have use of a personal mobile phone

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	7589	1125	1013	910	879	1111	2415	3315	2499	3231	2239	3491	2767	2963
Weighted Base	7808	1229	1093	1009	969	1170	2688	3192	2795	3085	2536	3344	2968	2912
Breathlessness or chest pains	276	32	30	21	24	41	58	161	66	153	43	177	69	150
	4%	*3%*	*3%*	*2%*	*2%*	*4%*	*2%*	*5%f*	*2%*	*5%h*	*2%*	*5%j*	*2%*	*5%l*
Poor vision, partial sight or blindness	154	14	14	11	14	22	33	77	37	73	23	87	36	74
	2%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%f*	*1%*	*2%h*	*1%*	*3%j*	*1%*	*3%l*
Difficulty in speaking or communicating	27	4	4	1	3	3	5	16	4	17	2	20	7	14
	*	*	*	*	*	*	*	*1%*	*	*1%h*	*	*1%j*	*	*
Poor hearing, partial hearing or deafness	156	20	20	13	15	21	36	87	40	83	29	93	39	83
	2%	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*3%f*	*1%*	*3%h*	*1%*	*3%j*	*1%*	*3%l*
Cannot walk at all\ use a wheelchair	43	6	2	8	3	7	4	29	5	28	4	28	7	26
	1%	*	*	*1%b*	*	*1%*	*	*1%f*	*	*1%h*	*	*1%j*	*	*1%l*
Cannot walk very far or manage stairs or can only do so with difficulty	466	57	34	43	43	72	90	264	90	264	74	281	109	246
	6%	*5%*	*3%*	*4%*	*4%*	*6%b*	*3%*	*8%f*	*3%*	*9%h*	*3%*	*8%j*	*4%*	*8%l*
Limited ability to reach or hold objects	89	11	3	10	9	16	20	46	18	48	13	53	22	43
	1%	*1%*	*	*1%b*	*1%*	*1%b*	*1%*	*1%f*	*1%*	*2%h*	*1%*	*2%j*	*1%*	*1%l*
Mental health problems or difficulties	259	54	28	32	26	31	48	127	53	123	46	130	41	134
	3%	*4%be*	*3%*	*3%*	*3%*	*3%*	*2%*	*4%f*	*2%*	*4%h*	*2%*	*4%j*	*1%*	*5%l*
Dyslexia	136	22	19	24	18	19	38	63	52	50	39	62	25	76
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*3%l*
Learning difficulties	47	8	3	3	3	4	9	24	14	20	8	26	6	28
	1%	*1%*	*	*	*	*	*	*1%f*	*	*1%*	*	*1%j*	*	*1%l*
Difficulty using a telephone handset, television remote control, computer keyboard etc.	36	3	4	3	3	5	6	20	4	22	7	19	9	17
	*	*	*	*	*	*	*	*1%f*	*	*1%h*	*	*1%*	*	*1%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.18 Which of these, if any, limit your daily activities or the work you can do?

Base: All who own or have use of a personal mobile phone

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	7589	1125	1013	910	879	1111	2415	3315	2499	3231	2239	3491	2767	2963
Weighted Base	7808	1229	1093	1009	969	1170	2688	3192	2795	3085	2536	3344	2968	2912
Other illnesses\ health problems which limit your daily activities\ work you can do	254	33	27	29	29	54	57	127	62	122	53	131	72	112
	3%	*3%*	*3%*	*3%*	*3%*	5%abc	*2%*	4%f	*2%*	4%h	*2%*	4%j	*2%*	4%l
SUMMARY CODES														
ANY DISABILITY	1270	178	130	133	127	193	291	665	317	640	248	708	323	633
	16%	*14%*	*12%*	*13%*	*13%*	17%bcd	*11%*	21%f	*11%*	21%h	*10%*	21%j	*11%*	22%l
ANY MENTAL OR LEARNING DISABILITY	388	73	46	53	45	46	86	189	104	170	81	193	66	208
	5%	6%e	*4%*	*5%*	*5%*	*4%*	*3%*	6%f	*4%*	6%h	*3%*	6%j	*2%*	7%l
ANY PHYSICAL DISABILITY	864	104	85	75	80	138	192	469	202	458	152	508	227	433
	11%	*8%*	*8%*	*7%*	*8%*	12%abcd	*7%*	15%f	*7%*	15%h	*6%*	15%j	*8%*	15%l
BOTH MENTAL\LEARNING AND PHYSICAL DISABLITY	121	18	14	15	13	20	22	58	30	50	21	59	19	61
	2%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	2%f	*1%*	*2%*	*1%*	2%j	*1%*	2%l
NO DISABILITY	6538	1052	962	876	842	977	2397	2527	2478	2445	2288	2635	2646	2278
	84%	*86%*	88%e	87%e	87%e	*83%*	89%g	*79%*	89%i	*79%*	90%k	*79%*	89%m	*78%*
None	6303	1013	928	846	805	947	2326	2418	2404	2340	2214	2531	2562	2182
	81%	*82%*	85%e	*84%*	*83%*	*81%*	87%g	*76%*	86%i	*76%*	87%k	*76%*	86%m	*75%*
Refused	237	39	35	31	39	29	71	110	74	107	75	106	83	98
	3%	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.20 In relation to mobile phone services, how confident are you about each of following I read out. - Summary table (excluding Wave 1)
Base: All who own or have use of a personal mobile phone

	Comparing costs	Speaking to your current provider about new deals	Understanding the language and terminology used by providers
Unweighted Base	5730	5730	5730
Weighted Base	5880	5880	5880
Very confident	2688	2795	2536
	46%	*48%*	*43%*
Fairly confident	2119	2006	2259
	36%	*34%*	*38%*
Not very confident	664	656	684
	11%	*11%*	*12%*
Not at all confident	267	276	307
	5%	*5%*	*5%*
Don't know	141	148	94
	2%	*3%*	*2%*
SUMMARY CODES			
VERY CONFIDENT	2688	2795	2536
	46%	*48%*	*43%*
NOT VERY CONFIDENT	3192	3085	3344
	54%	*52%*	*57%*

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.20A In relation to mobile phone services, how confident are you about each of following I read out. - Comparing costs (excluding Wave 1)
Base: All who own or have use of a personal mobile phone

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	5730	2760	2970	668	975	871	831	811	949	625	3345	2385	4156	1574	5105
Weighted Base	5880	2848	3032	858	1133	1025	960	934	582	388	3977	1903	4910	970	5492
Very confident	2688	1451	1237	444	625	564	463	363	166	64	2095	593	2458	230	2624
	46%	51%b	*41%*	52%ghikm	55%fghikl mn	55%fghikl mn	48%ghikm	39%hikm	29%im	*17%*	53%fghikl mn	31%im	50%ghikm n	24%i	48%ghikm
Fairly confident	2119	998	1121	331	401	366	342	348	215	115	1441	678	1789	330	2005
	36%	*35%*	*37%*	39%im	35%i	36%i	36%i	37%i	37%i	*30%*	36%i	36%i	36%i	*34%*	36%i
Not very confident	664	245	419	72	84	67	98	136	113	95	321	344	456	208	569
	11%	*9%*	14%a	*8%*	*7%*	*6%*	10%dej	15%cdefjl n	19%cdefgj ln	25%cdefghj kln	*8%*	18%cdefgj ln	9%e	21%cdefg jkln	10%dej
Not at all confident	267	88	179	9	17	12	30	69	62	68	67	200	136	130	198
	5%	*3%*	6%a	*1%*	*1%*	*1%*	3%cdej	7%cdefjl n	11%cdefgj ln	18%cdefghj klmn	*2%*	10%cdefgj ln	3%cdej	13%cdefgh jkln	4%cdejl
Don't know	141	65	76	2	6	16	27	18	26	45	52	89	70	71	96
	2%	*2%*	*3%*	*	*1%*	2%cd	3%cdjln	2%cd	4%cdeqil n	12%cdefghj klmn	1%c	5%cdefgj ln	1%cd	7%cdefgh jkln	2%cd
SUMMARY CODES															
VERY CONFIDENT	2688	1451	1237	444	625	564	463	363	166	64	2095	593	2458	230	2624
	46%	51%b	*41%*	52%ghikm	55%fghikl mn	55%fghikl mn	48%ghikm	39%hikm	29%im	*17%*	53%fghikl mn	31%im	50%ghikm n	24%i	48%ghikm
NOT VERY CONFIDENT	3192	1396	1795	415	508	461	497	571	416	324	1881	1310	2452	740	2868
	54%	*49%*	59%a	*48%*	*45%*	*45%*	52%dej	61%cdefjl n	71%cdefgj ln	83%cdefgh jklmn	*47%*	69%cdefg jln	50%dej	76%cdefg hjkln	52%dejl

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.20A In relation to mobile phone services, how confident are you about each of following I read out. - Comparing costs (excluding Wave 1)
Base: All who own or have use of a personal mobile phone

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	5730	1087	1465	1278	1900	2552	3178	3294	1562	874	2815	2915	1506	4224	5187	543	3306	2424
Weighted Base	5880	1244	1819	1229	1588	3063	2817	3435	1752	692	3352	2528	1723	4157	5507	373	3327	2553
Very confident	2688	626	941	543	578	1568	1121	1644	852	192	1790	899	911	1777	2637	51	1542	1147
	46%	50%cd	52%cd	44%d	*36%*	51%f	*40%*	48%i	49%i	*28%*	53%k	*36%*	53%m	*43%*	48%o	*14%*	*46%*	*45%*
Fairly confident	2119	417	618	472	613	1035	1084	1216	658	245	1199	921	615	1504	2013	107	1141	978
	36%	*34%*	*34%*	38%ab	39%ab	*34%*	38%e	*35%*	*38%*	*35%*	*36%*	*36%*	*36%*	*36%*	37%o	*29%*	*34%*	38%p
Not very confident	664	123	178	135	228	301	363	366	172	125	258	406	141	524	562	102	387	277
	11%	*10%*	*10%*	*11%*	14%abc	*10%*	13%e	*11%*	*10%*	18%gh	*8%*	16%j	*8%*	13%l	*10%*	27%n	*12%*	*11%*
Not at all confident	267	45	51	53	117	96	170	126	50	91	57	210	34	232	185	81	162	105
	5%	*4%*	*3%*	4%b	7%abc	*3%*	6%e	*4%*	*3%*	13%gh	*2%*	8%j	*2%*	6%l	*3%*	22%n	*5%*	*4%*
Don't know	141	32	30	27	53	62	79	83	20	39	49	92	22	119	110	31	96	45
	2%	*3%*	*2%*	*2%*	3%b	*2%*	*3%*	2%h	*1%*	6%gh	*1%*	4%j	*1%*	3%l	*2%*	8%n	3%q	*2%*
SUMMARY CODES																		
VERY CONFIDENT	2688	626	941	543	578	1568	1121	1644	852	192	1790	899	911	1777	2637	51	1542	1147
	46%	50%cd	52%cd	44%d	*36%*	51%f	*40%*	48%i	49%i	*28%*	53%k	*36%*	53%m	*43%*	48%o	*14%*	*46%*	*45%*
NOT VERY CONFIDENT	3192	618	877	687	1010	1495	1697	1791	901	500	1562	1630	812	2379	2870	322	1785	1406
	54%	*50%*	*48%*	56%ab	64%abc	*49%*	60%e	*52%*	*51%*	72%gh	*47%*	64%j	*47%*	57%l	*52%*	86%n	*54%*	*55%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.20A In relation to mobile phone services, how confident are you about each of following I read out. - Comparing costs (excluding Wave 1)
Base: All who own or have use of a personal mobile phone

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	5730	4475	1255	4787	502	268	173	302	650	492	426	499	526	684	785	423	268	502	173
Weighted Base	5880	4619	1261	4965	485	290	140	297	610	484	452	521	565	750	851	435	290	485	140
Very confident	2688	2165	523	2239	240	146	64	136	253	203	199	189	250	351	450	207	146	240	64
	46%	47%b	*41%*	*45%*	*49%*	*50%*	*46%*	46%k	*41%*	*42%*	44%k	*36%*	44%k	47%k	53%hij klm	48%k	50%hik	49%hik	46%k
Fairly confident	2119	1647	472	1858	136	76	49	117	206	219	183	225	209	288	289	121	76	136	49
	36%	*36%*	*37%*	37%de	*28%*	*26%*	*35%*	39%opq	34%opq	45%hlmno pqr	41%hnopq	43%hnop q	37%opq	38%opq	34%opq	*28%*	*26%*	*28%*	*35%*
Not very confident	664	487	177	534	65	40	25	23	81	46	52	71	68	73	73	47	40	65	25
	11%	*11%*	14%a	*11%*	*13%*	*14%*	18%c	*8%*	13%gn	*10%*	*11%*	14%gmn	12%n	*10%*	*9%*	*11%*	14%gn	13%gn	18%gijmno
Not at all confident	267	208	59	210	36	19	1	12	55	11	11	25	21	18	24	34	19	36	1
	5%	*5%*	*5%*	4%f	7%cf	7%f	*1%*	*4%*	9%gijklmn r	*2%*	*2%*	5%imr	*4%*	*2%*	*3%*	8%ijlm nr	7%ijmnr	7%ijlmnr	*1%*
Don't know	141	111	30	125	9	8	-	9	16	5	8	10	17	19	15	27	8	9	-
	2%	*2%*	*2%*	3%f	*2%*	3%f	-	3%r	3%r	*1%*	*2%*	*2%*	3%ir	3%r	*2%*	6%hijk lmnqr	3%r	*2%*	-
SUMMARY CODES																			
VERY CONFIDENT	2688	2165	523	2239	240	146	64	136	253	203	199	189	250	351	450	207	146	240	64
	46%	47%b	*41%*	*45%*	*49%*	*50%*	*46%*	46%k	*41%*	*42%*	44%k	*36%*	44%k	47%k	53%hij klm	48%k	50%hik	49%hik	46%k
NOT VERY CONFIDENT	3192	2454	738	2727	245	144	75	161	357	281	253	332	315	399	401	228	144	245	75
	54%	*53%*	59%a	*55%*	*51%*	*50%*	*54%*	*54%*	59%npq	58%npq	56%n	64%gjlm nopqr	56%n	53%n	*47%*	*52%*	*50%*	*51%*	*54%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.20A In relation to mobile phone services, how confident are you about each of following I read out. - Comparing costs (excluding Wave 1)
Base: All who own or have use of a personal mobile phone

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	5730	408	1077	254	795	82	4653	2304	1920	290	94
Weighted Base	5880	444	956	275	660	80*	4924	2528	2126	302	101*
Very confident	2688	237	291	86	192	22	2397	1299	1143	115	41
	46%	53%a	*30%*	*31%*	*29%*	*27%*	49%cdef	51%j	54%jk	*38%*	*41%*
Fairly confident	2119	166	337	101	229	25	1783	934	759	134	41
	36%	*37%*	*35%*	*37%*	*35%*	*32%*	*36%*	*37%*	*36%*	44%hi	*41%*
Not very confident	664	38	185	57	124	16	479	211	166	32	13
	11%	*8%*	19%g	21%g	19%g	20%g	*10%*	*8%*	*8%*	*11%*	*13%*
Not at all confident	267	2	104	26	84	14	162	63	42	17	4
	5%b	*	11%g	10%g	13%g	18%dg	*3%*	*2%*	*2%*	6%hi	*4%*
Don't know	141	1	38	5	32	2	103	22	16	4	2
	2%b	*	4%g	*2%*	5%dg	*3%*	*2%*	*1%*	*1%*	*1%*	*2%*
SUMMARY CODES											
VERY CONFIDENT	2688	237	291	86	192	22	2397	1299	1143	115	41
	46%	53%a	*30%*	*31%*	*29%*	*27%*	49%cdef	51%j	54%jk	*38%*	*41%*
NOT VERY CONFIDENT	3192	207	665	189	469	58	2527	1229	983	187	59
	54%b	*47%*	70%g	69%g	71%g	73%g	*51%*	*49%*	*46%*	62%hi	59%i

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g - h/i/j/k
*** small base**

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.20A In relation to mobile phone services, how confident are you about each of following I read out. - Comparing costs (excluding Wave 1)
Base: All who own or have use of a personal mobile phone

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	5730	3839	1079	1040	101	42	8	17	812	451	68	261	22	254	578
Weighted Base	5880	4165	1160	1122	111*	46*	9**	16**	902	509	67*	266	22**	263	652
Very confident	2688	2113	599	585	60	22	1	4	480	300	25	113	9	116	313
	46%	51%jkm	52%jkm	52%jkm	54%j	*49%*	*12%*	*25%*	53%jkm	59%abcjkmn	*37%*	*42%*	*43%*	*44%*	*48%*
Fairly confident	2119	1528	416	400	37	18	6	6	310	162	29	109	11	107	271
	36%	*37%*	*36%*	*36%*	*34%*	*38%*	*71%*	*35%*	*34%*	*32%*	*43%*	41%i	*48%*	41%i	42%abchi
Not very confident	664	367	97	93	8	3	-	2	80	37	6	31	2	34	51
	11%	*9%*	*8%*	*8%*	*7%*	*5%*	-	*11%*	*9%*	*7%*	*9%*	*12%*	*9%*	13%abcin	*8%*
Not at all confident	267	114	31	28	5	4	-	3	25	8	5	10	-	5	11
	5%	*3%*	*3%*	*3%*	5%i	8%imn	-	*16%*	*3%*	*2%*	7%abcimn	*4%*	-	*2%*	*2%*
Don't know	141	43	17	15	-	-	1	2	6	3	2	3	-	2	6
	2%	*1%*	*1%*	*1%*	-	-	*17%*	*12%*	*1%*	*1%*	*3%*	*1%*	-	*1%*	*1%*
SUMMARY CODES															
VERY CONFIDENT	2688	2113	599	585	60	22	1	4	480	300	25	113	9	116	313
	46%	51%jkm	52%jkm	52%jkm	54%j	*49%*	*12%*	*25%*	53%jkm	59%abcjkmn	*37%*	*42%*	*43%*	*44%*	*48%*
NOT VERY CONFIDENT	3192	2052	561	537	50	24	8	12	422	209	42	153	13	148	339
	54%	49%i	48%i	48%i	*46%*	*51%*	*88%*	*75%*	*47%*	*41%*	63%abcdhi	58%abchi	*57%*	56%abchi	52%i

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.20A In relation to mobile phone services, how confident are you about each of following I read out. - Comparing costs (excluding Wave 1)
Base: All who own or have use of a personal mobile phone

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	5730	849	750	668	665	869	2415	3315	2499	3231	2239	3491	2767	2963
Weighted Base	5880	929	813	744	728	910	2688	3192	2795	3085	2536	3344	2968	2912
Very confident	2688	480	412	361	350	501	2688	-	2394	294	2238	450	2030	658
	46%	*52%*	*51%*	*49%*	*48%*	55%cd	100%g	-	86%i	*10%*	88%k	*13%*	68%m	*23%*
Fairly confident	2119	327	296	283	289	310	-	2119	344	1776	249	1870	658	1462
	36%	*35%*	*36%*	*38%*	40%e	*34%*	-	66%f	*12%*	58%h	*10%*	56%j	*22%*	50%l
Not very confident	664	82	73	75	66	62	-	664	35	629	31	634	160	505
	11%	*9%*	*9%*	10%e	*9%*	*7%*	-	21%f	*1%*	20%h	*1%*	19%j	*5%*	17%l
Not at all confident	267	32	22	20	15	26	-	267	15	252	10	256	76	190
	5%	*3%*	*3%*	*3%*	*2%*	*3%*	-	8%f	*1%*	8%h	*	8%j	*3%*	7%l
Don't know	141	7	10	6	8	12	-	141	7	135	8	133	45	96
	2%	*1%*	*1%*	*1%*	*1%*	*1%*	-	4%f	*	4%h	*	4%j	*2%*	3%l
SUMMARY CODES														
VERY CONFIDENT	2688	480	412	361	350	501	2688	-	2394	294	2238	450	2030	658
	46%	*52%*	*51%*	*49%*	*48%*	55%cd	100%g	-	86%i	*10%*	88%k	*13%*	68%m	*23%*
NOT VERY CONFIDENT	3192	448	401	383	378	409	-	3192	401	2791	298	2894	938	2253
	54%	*48%*	*49%*	51%e	52%e	*45%*	-	100%f	*14%*	90%h	*12%*	87%j	*32%*	77%l

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.20B In relation to mobile phone services, how confident are you about each of following I read out. - Speaking to your current provider about new deals (excluding Wave 1)
Base: All who own or have use of a personal mobile phone

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	5730	2760	2970	668	975	871	831	811	949	625	3345	2385	4156	1574	5105
Weighted Base	5880	2848	3032	858	1133	1025	960	934	582	388	3977	1903	4910	970	5492
Very confident	2795	1491	1304	464	654	572	475	403	169	60	2163	632	2566	229	2735
	48%	52%b	*43%*	54%ghikmn	58%fghiklmn	56%fghikmn	49%ghikm	43%hikm	29%im	*15%*	54%fghikmn	33%him	52%ghikmn	24%i	50%ghikm
Fairly confident	2006	925	1080	287	379	344	341	316	220	118	1352	654	1668	337	1888
	34%	*32%*	36%a	*33%*	*33%*	*34%*	36%i	*34%*	38%ijln	*30%*	*34%*	*34%*	*34%*	*35%*	*34%*
Not very confident	656	267	389	85	70	75	93	127	109	98	323	333	449	207	558
	11%	*9%*	13%a	10%d	*6%*	*7%*	10%d	14%cdefjln	19%cdefgjln	25%cdefghjkln	*8%*	18%cdefgjln	9%d	21%cdefgjkln	10%dej
Not at all confident	276	93	182	11	19	15	25	70	58	77	70	205	141	135	199
	5%	*3%*	6%a	*1%*	*2%*	*1%*	*3%*	8%cdefjln	10%cdefjln	20%cdefghjklmn	*2%*	11%cdefgjln	3%cdej	14%cdefghjkln	4%cdejl
Don't know	148	71	77	12	11	21	26	17	26	36	69	79	86	62	112
	3%	*3%*	*3%*	*1%*	*1%*	*2%*	3%d	*2%*	4%cdefgjln	9%cdefghjklmn	*2%*	4%cdegjln	*2%*	6%cdefghjkln	2%d
SUMMARY CODES															
VERY CONFIDENT	2795	1491	1304	464	654	572	475	403	169	60	2163	632	2566	229	2735
	48%	52%b	*43%*	54%ghikmn	58%fghiklmn	56%fghikmn	49%ghikm	43%hikm	29%im	*15%*	54%fghikmn	33%him	52%ghikmn	24%i	50%ghikm
NOT VERY CONFIDENT	3085	1357	1728	395	479	454	485	531	413	328	1813	1272	2344	741	2757
	52%	*48%*	57%a	*46%*	*42%*	*44%*	51%dej	57%cdefjln	71%cdefgjkln	85%cdefghjklmn	*46%*	67%cdefgjln	48%d	76%cdefghjkln	50%cdejl

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.20B In relation to mobile phone services, how confident are you about each of following I read out. - Speaking to your current provider about new deals (excluding Wave 1)
Base: All who own or have use of a personal mobile phone

	Total	SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	5730	1087	1465	1278	1900	2552	3178	3294	1562	874	2815	2915	1506	4224	5187	543	3306	2424
Weighted Base	5880	1244	1819	1229	1588	3063	2817	3435	1752	692	3352	2528	1723	4157	5507	373	3327	2553
Very confident	2795	667	973	556	598	1641	1154	1698	891	206	1852	943	941	1854	2747	48	1585	1210
	48%	54%cd	54%cd	45%d	*38%*	54%f	*41%*	49%i	51%i	*30%*	55%k	*37%*	55%m	*45%*	50%o	*13%*	*48%*	*47%*
Fairly confident	2006	379	587	452	588	966	1040	1159	618	228	1145	861	575	1430	1895	110	1097	909
	34%	*30%*	*32%*	37%ab	37%ab	*32%*	37%e	*34%*	*35%*	*33%*	*34%*	*34%*	*33%*	*34%*	34%o	*30%*	*33%*	36%p
Not very confident	656	119	162	135	240	281	375	362	159	134	234	422	144	511	558	98	383	273
	11%	*10%*	*9%*	*11%*	15%abc	*9%*	13%e	*11%*	*9%*	19%gh	*7%*	17%j	*8%*	12%l	*10%*	26%n	*12%*	*11%*
Not at all confident	276	47	55	56	118	102	173	129	52	95	59	216	33	243	188	88	166	110
	5%	*4%*	*3%*	5%b	7%abc	*3%*	6%e	*4%*	*3%*	14%gh	*2%*	9%j	*2%*	6%l	*3%*	24%n	*5%*	*4%*
Don't know	148	32	41	31	44	73	75	87	32	29	62	86	30	118	120	28	96	52
	3%	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*	4%gh	*2%*	3%j	*2%*	3%l	*2%*	8%n	3%q	*2%*
SUMMARY CODES																		
VERY CONFIDENT	2795	667	973	556	598	1641	1154	1698	891	206	1852	943	941	1854	2747	48	1585	1210
	48%	54%cd	54%cd	45%d	*38%*	54%f	*41%*	49%i	51%i	*30%*	55%k	*37%*	55%m	*45%*	50%o	*13%*	*48%*	*47%*
NOT VERY CONFIDENT	3085	577	845	673	990	1422	1663	1737	862	486	1499	1586	782	2303	2761	324	1742	1343
	52%	*46%*	*46%*	55%ab	62%abc	*46%*	59%e	*51%*	*49%*	70%gh	*45%*	63%j	*45%*	55%l	*50%*	87%n	*52%*	*53%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h/i - j/k - l/m - n/o - p/q
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.20B In relation to mobile phone services, how confident are you about each of following I read out. - Speaking to your current provider about new deals (excluding Wave 1)
Base: All who own or have use of a personal mobile phone

	Total	AREA		COUNTRY				GOVERNMENT REGIONS											
		Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	5730	4475	1255	4787	502	268	173	302	650	492	426	499	526	684	785	423	268	502	173
Weighted Base	5880	4619	1261	4965	485	290	140	297	610	484	452	521	565	750	851	435	290	485	140
Very confident	2795	2244	551	2346	241	143	65	143	269	210	203	202	269	365	471	214	143	241	65
	48%	49%b	*44%*	*47%*	*50%*	*49%*	*47%*	48%k	*44%*	*43%*	*45%*	*39%*	48%k	49%k	55%ghijklm	49%k	49%k	50%k	*47%*
Fairly confident	2006	1556	450	1736	141	82	46	103	205	206	177	214	191	266	257	116	82	141	46
	34%	*34%*	*36%*	35%de	*29%*	*28%*	*33%*	35%o	34%o	43%ghlmnopqr	39%nopq	41%hlnopq	34%o	36%nopq	*30%*	*27%*	*28%*	*29%*	*33%*
Not very confident	656	484	172	532	55	43	26	33	67	47	42	69	63	79	88	44	43	55	26
	11%	*10%*	14%a	*11%*	*11%*	15%c	19%cd	*11%*	*11%*	*10%*	*9%*	*13%*	*11%*	*11%*	*10%*	*10%*	15%ij	*11%*	19%ghijlmnoq
Not at all confident	276	216	59	218	37	19	2	10	54	13	15	24	28	17	24	32	19	37	2
	5%	*5%*	*5%*	*4%*	8%cf	*7%f*	*1%*	*3%*	9%gijklmnr	*3%*	*3%*	5%m	5%mnr	*2%*	*3%*	7%gijmnr	7%imnr	8%gijmnr	*1%*
Don't know	148	119	29	134	12	3	-	8	15	7	15	12	13	23	12	28	3	12	-
	3%	*3%*	*2%*	3%f	*2%*	*1%*	-	3%r	*2%*	*2%*	3%nr	*2%*	*2%*	3%r	*1%*	6%ghiklmnpqr	*1%*	*2%*	-
SUMMARY CODES																			
VERY CONFIDENT	2795	2244	551	2346	241	143	65	143	269	210	203	202	269	365	471	214	143	241	65
	48%	49%b	*44%*	*47%*	*50%*	*49%*	*47%*	48%k	*44%*	*43%*	*45%*	*39%*	48%k	49%k	55%ghijklm	49%k	49%k	50%k	*47%*
NOT VERY CONFIDENT	3085	2375	710	2620	244	147	74	155	341	274	249	319	296	385	381	220	147	244	74
	52%	*51%*	56%a	*53%*	*50%*	*51%*	*53%*	52%n	56%n	57%n	55%n	61%glmnopq	52%n	51%n	*45%*	*51%*	*51%*	*50%*	*53%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.20B In relation to mobile phone services, how confident are you about each of following I read out. - Speaking to your current provider about new deals (excluding Wave 1)
Base: All who own or have use of a personal mobile phone

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	5730	408	1077	254	795	82	4653	2304	1920	290	94
Weighted Base	5880	444	956	275	660	80*	4924	2528	2126	302	101*
Very confident	2795	242	317	104	202	30	2478	1386	1224	122	39
	48%	54%a	*33%*	38%e	*31%*	*37%*	50%cdef	55%jk	58%jk	*40%*	*39%*
Fairly confident	2006	163	306	88	205	22	1700	878	706	130	42
	34%	*37%*	*32%*	*32%*	*31%*	*27%*	*35%*	*35%*	*33%*	43%hi	*42%*
Not very confident	656	33	188	50	134	10	467	183	144	25	14
	11%b	*7%*	20%g	18%g	20%g	*13%*	*9%*	*7%*	*7%*	*8%*	14%hi
Not at all confident	276	4	109	27	91	14	166	60	37	20	3
	5%b	*1%*	11%g	10%g	14%g	18%dg	*3%*	*2%*	*2%*	7%hi	*3%*
Don't know	148	2	36	6	29	4	112	21	15	5	2
	3%b	*	4%g	*2%*	4%g	*5%*	*2%*	*1%*	*1%*	*2%*	*2%*
SUMMARY CODES											
VERY CONFIDENT	2795	242	317	104	202	30	2478	1386	1224	122	39
	48%	54%a	*33%*	38%e	*31%*	*37%*	50%cdef	55%jk	58%jk	*40%*	*39%*
NOT VERY CONFIDENT	3085	203	640	170	458	50	2445	1143	902	179	61
	52%b	*46%*	67%g	62%g	69%dg	63%g	*50%*	*45%*	*42%*	60%hi	61%hi

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g - h/i/j/k
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.20B In relation to mobile phone services, how confident are you about each of following I read out. - Speaking to your current provider about new deals (excluding Wave 1)
Base: All who own or have use of a personal mobile phone

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	5730	3839	1079	1040	101	42	8	17	812	451	68	261	22	254	578
Weighted Base	5880	4165	1160	1122	111*	46*	9**	16**	902	509	67*	266	22**	263	652
Very confident	2795	2228	630	615	60	23	-	5	512	302	27	126	10	123	342
	48%	53%jm	54%jm	55%jkm	*54%*	*50%*	-	*29%*	57%jkm	59%ajkmn	*40%*	*47%*	*44%*	*47%*	*53%*
Fairly confident	2006	1441	412	397	35	16	4	5	283	157	26	102	10	99	243
	34%	*35%*	*36%*	*35%*	*31%*	*34%*	*42%*	*31%*	*31%*	*31%*	*40%*	38%hi	*43%*	*38%*	37%hi
Not very confident	656	333	71	67	7	5	3	2	77	36	7	29	3	32	48
	11%	8%c	*6%*	*6%*	*7%*	*11%*	*30%*	*11%*	9%c	*7%*	*10%*	11%bc	*12%*	12%abcin	*7%*
Not at all confident	276	114	30	27	6	3	-	3	25	6	5	8	-	6	14
	5%	3%i	*3%*	*2%*	6%i	6%i	-	*17%*	*3%*	*1%*	7%abcin	*3%*	-	*2%*	*2%*
Don't know	148	49	17	15	3	-	2	2	5	9	2	*	-	3	5
	3%	*1%*	*1%*	*1%*	2%k	-	*28%*	*12%*	*1%*	2%h	3%k	*	-	*1%*	*1%*
SUMMARY CODES															
VERY CONFIDENT	2795	2228	630	615	60	23	-	5	512	302	27	126	10	123	342
	48%	53%jm	54%jm	55%jkm	*54%*	*50%*	-	*29%*	57%jkm	59%ajkmn	*40%*	*47%*	*44%*	*47%*	*53%*
NOT VERY CONFIDENT	3085	1937	530	507	51	23	9	11	390	208	40	140	12	140	310
	52%	47%i	*46%*	*45%*	*46%*	*50%*	*100%*	*71%*	*43%*	*41%*	60%abchi	53%chi	*56%*	53%abchi	47%i

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.20B In relation to mobile phone services, how confident are you about each of following I read out. - Speaking to your current provider about new deals (excluding Wave 1)
Base: All who own or have use of a personal mobile phone

		Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
	Total	Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	5730	849	750	668	665	869	2415	3315	2499	3231	2239	3491	2767	2963
Weighted Base	5880	929	813	744	728	910	2688	3192	2795	3085	2536	3344	2968	2912
Very confident	2795	480	441	387	375	536	2394	401	2795	-	2277	518	2059	736
	48%	*52%*	*54%*	*52%*	*51%*	59%acd	89%g	*13%*	100%i	-	90%k	*15%*	69%m	*25%*
Fairly confident	2006	316	258	264	284	287	228	1778	-	2006	189	1816	596	1409
	34%	*34%*	*32%*	*36%*	39%be	*31%*	*8%*	56%f	-	65%h	*7%*	54%j	*20%*	48%l
Not very confident	656	96	79	61	42	53	34	622	-	656	42	614	185	471
	11%	10%de	10%de	*8%*	*6%*	*6%*	*1%*	19%f	-	21%h	*2%*	18%j	*6%*	16%l
Not at all confident	276	28	23	25	18	20	15	261	-	276	16	260	77	198
	5%	*3%*	*3%*	*3%*	*2%*	*2%*	*1%*	8%f	-	9%h	*1%*	8%j	*3%*	7%l
Don't know	148	9	12	6	9	14	18	130	-	148	12	136	51	97
	3%	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	4%f	-	5%h	*	4%j	*2%*	3%l
SUMMARY CODES														
VERY CONFIDENT	2795	480	441	387	375	536	2394	401	2795	-	2277	518	2059	736
	48%	*52%*	*54%*	*52%*	*51%*	59%acd	89%g	*13%*	100%i	-	90%k	*15%*	69%m	*25%*
NOT VERY CONFIDENT	3085	448	372	357	354	374	294	2791	-	3085	259	2826	909	2176
	52%	48%e	*46%*	48%e	49%e	*41%*	*11%*	87%f	-	100%h	*10%*	85%j	*31%*	75%l

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.20C In relation to mobile phone services, how confident are you about each of following I read out. - Understanding the language and terminology used by providers (excluding Wave 1)
Base: All who own or have use of a personal mobile phone

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	5730	2760	2970	668	975	871	831	811	949	625	3345	2385	4156	1574	5105
Weighted Base	5880	2848	3032	858	1133	1025	960	934	582	388	3977	1903	4910	970	5492
Very confident	2536	1408	1128	459	620	528	427	326	132	45	2034	502	2360	176	2491
	43%	49%b	*37%*	53%fghikl mn	55%fghikl mn	51%fghikm n	45%ghikm	35%hikm	23%im	*12%*	51%fghikl mn	26%him	48%ghikm n	18%i	45%ghikm
Fairly confident	2259	1027	1232	322	440	398	376	363	245	114	1536	723	1899	360	2144
	38%	*36%*	41%a	37%i	39%i	39%i	39%i	39%i	42%ikm	*29%*	39%i	38%i	39%i	37%i	39%i
Not very confident	684	267	417	65	49	73	101	160	120	115	289	395	449	235	569
	12%	*9%*	14%a	8%d	*4%*	7%d	11%dej	17%cdefjl n	21%cdefjl n	30%cdefghj klmn	7%d	21%cdefgj ln	9%dj	24%cdefg hjkln	10%cdej
Not at all confident	307	107	200	9	17	15	34	71	71	90	75	232	146	161	217
	5%	*4%*	7%a	*1%*	*2%*	*1%*	4%cdej	8%cdefjl n	12%cdefgj ln	23%cdefghj klmn	*2%*	12%cdefgj ln	3%cdej	17%cdefgh jkln	4%cdejl
Don't know	94	39	55	3	6	13	21	14	13	24	43	51	56	38	70
	2%	*1%*	*2%*	*	*1%*	*1%*	2%cdjln	1%cd	2%cdjln	6%cdefghj klmn	*1%*	3%cdeqjl n	*1%*	4%cdefgh jkln	1%c
SUMMARY CODES															
VERY CONFIDENT	2536	1408	1128	459	620	528	427	326	132	45	2034	502	2360	176	2491
	43%	49%b	*37%*	53%fghikl mn	55%fghikl mn	51%fghikm n	45%ghikm	35%hikm	23%im	*12%*	51%fghikl mn	26%him	48%ghikm n	18%i	45%ghikm
NOT VERY CONFIDENT	3344	1440	1904	399	513	498	533	608	450	343	1942	1401	2550	793	3000
	57%	*51%*	63%a	*47%*	*45%*	*49%*	55%cdej	65%cdefjl n	77%cdefgj kln	88%cdefgh jklmn	*49%*	74%cdefg jln	52%cdj	82%cdefg hjkln	55%cdejl

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.20C In relation to mobile phone services, how confident are you about each of following I read out. - Understanding the language and terminology used by providers (excluding Wave 1)
Base: All who own or have use of a personal mobile phone

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	5730	1087	1465	1278	1900	2552	3178	3294	1562	874	2815	2915	1506	4224	5187	543	3306	2424
Weighted Base	5880	1244	1819	1229	1588	3063	2817	3435	1752	692	3352	2528	1723	4157	5507	373	3327	2553
Very confident	2536	590	888	504	554	1478	1058	1523	848	165	1696	841	882	1654	2495	42	1398	1139
	43%	47%cd	49%cd	41%d	*35%*	48%f	*38%*	44%i	48%gi	*24%*	51%k	*33%*	51%m	*40%*	45%o	*11%*	*42%*	*45%*
Fairly confident	2259	453	694	512	600	1146	1112	1325	683	250	1306	953	651	1608	2154	105	1241	1018
	38%	*36%*	*38%*	42%ad	*38%*	*37%*	*39%*	*39%*	*39%*	*36%*	*39%*	*38%*	*38%*	*39%*	39%o	*28%*	*37%*	*40%*
Not very confident	684	125	160	138	260	285	399	392	152	141	247	437	132	552	570	114	435	250
	12%	*10%*	*9%*	11%b	16%abc	*9%*	14%e	11%h	*9%*	20%gh	*7%*	17%j	*8%*	13%l	*10%*	31%n	13%q	*10%*
Not at all confident	307	55	57	56	139	112	195	137	55	114	66	241	35	272	213	94	190	117
	5%	*4%*	*3%*	*5%*	9%abc	*4%*	7%e	*4%*	*3%*	16%gh	*2%*	10%j	*2%*	7%l	*4%*	25%n	*6%*	*5%*
Don't know	94	21	19	19	35	40	54	58	14	22	37	57	23	71	76	18	64	30
	2%	*2%*	*1%*	*2%*	2%b	*1%*	*2%*	2%h	*1%*	3%gh	*1%*	2%j	*1%*	*2%*	*1%*	5%n	2%q	*1%*
SUMMARY CODES																		
VERY CONFIDENT	2536	590	888	504	554	1478	1058	1523	848	165	1696	841	882	1654	2495	42	1398	1139
	43%	47%cd	49%cd	41%d	*35%*	48%f	*38%*	44%i	48%gi	*24%*	51%k	*33%*	51%m	*40%*	45%o	*11%*	*42%*	*45%*
NOT VERY CONFIDENT	3344	654	930	726	1034	1584	1760	1912	904	527	1656	1688	841	2503	3013	331	1930	1414
	57%	*53%*	*51%*	59%ab	65%abc	*52%*	62%e	56%h	*52%*	76%gh	*49%*	67%j	*49%*	60%l	*55%*	89%n	*58%*	*55%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.20C In relation to mobile phone services, how confident are you about each of following I read out. - Understanding the language and terminology used by providers (excluding Wave 1)
Base: All who own or have use of a personal mobile phone

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	5730	4475	1255	4787	502	268	173	302	650	492	426	499	526	684	785	423	268	502	173
Weighted Base	5880	4619	1261	4965	485	290	140	297	610	484	452	521	565	750	851	435	290	485	140
Very confident	2536	2051	485	2123	217	134	63	119	227	186	181	170	249	366	421	204	134	217	63
	43%	44%b	*38%*	*43%*	*45%*	*46%*	*45%*	40%k	*37%*	*38%*	40%k	*33%*	44%hk	49%ghijk	49%ghijk	47%hik	46%hk	45%hk	45%k
Fairly confident	2259	1754	505	1964	166	85	44	118	242	231	199	235	202	284	317	136	85	166	44
	38%	*38%*	*40%*	40%def	*34%*	*29%*	*31%*	40%op	40%op	48%ghlmnopqr	44%lnopqr	45%lmnopqr	*36%*	38%op	37%p	*31%*	*29%*	*34%*	*31%*
Not very confident	684	503	181	551	60	42	30	38	82	45	50	78	79	62	76	42	42	60	30
	12%	*11%*	14%a	*11%*	*12%*	*15%*	22%cd	13%m	13%imn	*9%*	*11%*	15%imno	14%imn	*8%*	*9%*	*10%*	15%imn	12%m	22%ghijklmnoq
Not at all confident	307	232	76	241	35	29	2	16	52	18	15	30	26	22	29	34	29	35	2
	5%	*5%*	*6%*	*5%*	7%cf	10%cf	*2%*	*5%*	8%ijlmnr	*4%*	*3%*	6%mr	*5%*	*3%*	*3%*	8%ijlmnr	10%gijklmnr	7%ijmnr	*2%*
Don't know	94	79	15	87	7	-	-	7	8	4	7	8	10	16	9	18	-	7	-
	2%	*2%*	*1%*	2%e	*1%*	-	-	2%p	*1%*	*1%*	*1%*	*1%*	2%p	2%p	*1%*	4%hijklnpqr	-	*1%*	-
SUMMARY CODES																			
VERY CONFIDENT	2536	2051	485	2123	217	134	63	119	227	186	181	170	249	366	421	204	134	217	63
	43%	44%b	*38%*	*43%*	*45%*	*46%*	*45%*	40%k	*37%*	*38%*	40%k	*33%*	44%hk	49%ghijk	49%ghijk	47%hik	46%hk	45%hk	45%k
NOT VERY CONFIDENT	3344	2568	776	2843	268	156	76	178	383	298	271	351	316	384	430	231	156	268	76
	57%	*56%*	62%a	*57%*	*55%*	*54%*	*55%*	60%mn	63%lmnopq	62%mno	60%mn	67%gjlmnopqr	*56%*	*51%*	*51%*	*53%*	*54%*	*55%*	*55%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.20C In relation to mobile phone services, how confident are you about each of following I read out. - Understanding the language and terminology used by providers (excluding Wave 1)
Base: All who own or have use of a personal mobile phone

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	5730	408	1077	254	795	82	4653	2304	1920	290	94
Weighted Base	5880	444	956	275	660	80*	4924	2528	2126	302	101*
Very confident	2536	220	248	81	152	21	2288	1216	1078	103	34
	43%	50%a	*26%*	30%e	*23%*	*26%*	46%cdef	48%jk	51%jk	*34%*	*33%*
Fairly confident	2259	189	377	118	249	31	1882	990	800	148	42
	38%	*43%*	*39%*	*43%*	*38%*	*39%*	*38%*	*39%*	*38%*	49%hi	*42%*
Not very confident	684	32	179	46	134	15	505	230	180	31	19
	12%b	*7%*	19%g	17%g	20%g	19%g	*10%*	*9%*	*8%*	*10%*	19%hij
Not at all confident	307	4	135	28	111	12	172	82	60	17	4
	5%b	*1%*	14%g	10%g	17%dg	15%g	*3%*	*3%*	*3%*	6%hi	*4%*
Don't know	94	-	18	2	14	1	76	11	8	2	1
	2%b	-	*2%*	*1%*	*2%*	*1%*	*2%*	*	*	*1%*	*1%*
SUMMARY CODES											
VERY CONFIDENT	2536	220	248	81	152	21	2288	1216	1078	103	34
	43%	50%a	*26%*	30%e	*23%*	*26%*	46%cdef	48%jk	51%jk	*34%*	*33%*
NOT VERY CONFIDENT	3344	224	708	193	508	59	2635	1313	1048	198	67
	57%b	*50%*	74%g	70%g	77%dg	74%g	*54%*	*52%*	*49%*	66%hi	67%hi

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g - h/i/j/k
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.20C In relation to mobile phone services, how confident are you about each of following I read out. - Understanding the language and terminology used by providers (excluding Wave 1)
Base: All who own or have use of a personal mobile phone

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	5730	3839	1079	1040	101	42	8	17	812	451	68	261	22	254	578
Weighted Base	5880	4165	1160	1122	111*	46*	9**	16**	902	509	67*	266	22**	263	652
Very confident	2536	1976	563	549	56	19	2	5	443	283	26	101	10	108	299
	43%	47%k	49%km	49%km	51%k	*41%*	*29%*	*29%*	49%km	56%abchjkmn	*39%*	*38%*	*46%*	*41%*	46%k
Fairly confident	2259	1648	456	440	44	17	6	7	349	173	29	114	9	111	280
	38%	40%i	*39%*	*39%*	*40%*	*37%*	*71%*	*44%*	*39%*	*34%*	*43%*	43%i	*41%*	42%i	43%i
Not very confident	684	372	91	87	4	4	-	1	82	38	7	41	3	29	54
	12%	*9%*	*8%*	*8%*	*4%*	*9%*	-	*7%*	*9%*	*7%*	*11%*	15%abcdhin	*13%*	11%d	*8%*
Not at all confident	307	142	40	36	6	6	-	3	22	12	4	9	-	13	17
	5%	*3%*	*3%*	*3%*	*6%*	12%abchikn	-	*20%*	*2%*	*2%*	*6%*	*3%*	-	*5%*	*3%*
Don't know	94	27	9	9	-	-	-	-	6	3	1	1	-	3	2
	2%	*1%*	*1%*	*1%*	-	-	-	-	*1%*	*1%*	*1%*	*	-	*1%*	*
SUMMARY CODES															
VERY CONFIDENT	2536	1976	563	549	56	19	2	5	443	283	26	101	10	108	299
	43%	47%k	49%km	49%km	51%k	*41%*	*29%*	*29%*	49%km	56%abchjkmn	*39%*	*38%*	*46%*	*41%*	46%k
NOT VERY CONFIDENT	3344	2189	596	573	54	27	6	11	458	227	40	165	12	156	353
	57%	53%i	51%i	51%i	*49%*	*59%*	*71%*	*71%*	51%i	*44%*	61%i	62%abcdhin	*54%*	59%bchi	54%i

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.20C In relation to mobile phone services, how confident are you about each of following I read out. - Understanding the language and terminology used by providers (excluding Wave 1)
Base: All who own or have use of a personal mobile phone

		Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
	Total	Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	5730	849	750	668	665	869	2415	3315	2499	3231	2239	3491	2767	2963
Weighted Base	5880	929	813	744	728	910	2688	3192	2795	3085	2536	3344	2968	2912
Very confident	2536	459	396	325	325	464	2238	298	2277	259	2536	-	1937	599
	43%	49%c	*49%*	*44%*	*45%*	51%cd	83%g	*9%*	81%i	*8%*	100%k	-	65%m	*21%*
Fairly confident	2259	341	303	317	316	343	375	1884	417	1841	-	2259	759	1499
	38%	*37%*	*37%*	43%a	43%abe	*38%*	*14%*	59%f	*15%*	60%h	-	68%j	*26%*	51%l
Not very confident	684	86	82	74	54	67	56	629	76	609	-	684	158	526
	12%	*9%*	*10%*	*10%*	*7%*	*7%*	*2%*	20%f	*3%*	20%h	-	20%j	*5%*	18%l
Not at all confident	307	38	25	25	27	29	16	292	23	284	-	307	89	218
	5%	*4%*	*3%*	*3%*	*4%*	*3%*	*1%*	9%f	*1%*	9%h	-	9%j	*3%*	7%l
Don't know	94	5	7	4	5	7	4	90	2	92	-	94	25	69
	2%	*	*1%*	*	*1%*	*1%*	*	3%f	*	3%h	-	3%j	*1%*	2%l
SUMMARY CODES														
VERY CONFIDENT	2536	459	396	325	325	464	2238	298	2277	259	2536	-	1937	599
	43%	49%c	*49%*	*44%*	*45%*	51%cd	83%g	*9%*	81%i	*8%*	100%k	-	65%m	*21%*
NOT VERY CONFIDENT	3344	469	417	419	403	446	450	2894	518	2826	-	3344	1031	2312
	57%	*51%*	*51%*	56%ae	55%e	*49%*	*17%*	91%f	*19%*	92%h	-	100%j	*35%*	79%l

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.21 And which of these options best describes how you feel about your ability to use maths in your day-to-day life? (excluding Wave 1)

Base: All who own or have use of a personal mobile phone

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	5730	2760	2970	668	975	871	831	811	949	625	3345	2385	4156	1574	5105
Weighted Base	5880	2848	3032	858	1133	1025	960	934	582	388	3977	1903	4910	970	5492
Very confident	2968	1617	1351	444	585	569	514	457	260	139	2112	856	2569	399	2830
	50%	57%b	*45%*	52%hikm	52%hikm	55%ghikmn	54%hikm	49%im	45%i	*36%*	53%ghikm	45%im	52%hikm	41%i	52%hikm
Fairly confident	2236	1001	1235	311	442	376	352	345	247	163	1480	756	1825	411	2073
	38%	*35%*	41%a	*36%*	*39%*	*37%*	*37%*	*37%*	43%cefgjln	42%cefjln	*37%*	*40%*	*37%*	42%cefgjln	*38%*
Not very confident	478	160	318	86	77	55	71	89	48	51	290	189	379	100	427
	8%	*6%*	10%a	10%dejl	*7%*	*5%*	*7%*	10%dej	8%e	13%defghjkln	*7%*	10%defjln	8%e	10%defjln	8%e
Not at all confident	151	48	103	18	24	16	14	36	21	21	72	79	108	43	129
	3%	*2%*	3%a	*2%*	*2%*	*2%*	*1%*	4%defjln	4%defjln	6%cdefjln	*2%*	4%cdefjln	*2%*	4%cdefjln	*2%*
Don't know	46	22	24	-	4	10	9	6	4	13	23	23	29	18	33
	1%	*1%*	*1%*	-	*	1%c	1%c	1%c	1%c	3%cdefghjklmn	*1%*	1%cdjln	*1%*	2%cdghjln	1%c
SUMMARY CODES															
VERY CONFIDENT	2968	1617	1351	444	585	569	514	457	260	139	2112	856	2569	399	2830
	50%	57%b	*45%*	52%hikm	52%hikm	55%ghikmn	54%hikm	49%im	45%i	*36%*	53%ghikm	45%im	52%hikm	41%i	52%hikm
NOT VERY CONFIDENT	2912	1231	1681	415	548	456	446	476	321	249	1865	1047	2341	571	2662
	50%	*43%*	55%a	*48%*	*48%*	*45%*	*46%*	51%ej	55%cdefiln	64%cdefghjklmn	*47%*	55%cdefjln	*48%*	59%cdefgjkln	48%e

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.21 And which of these options best describes how you feel about your ability to use maths in your day-to-day life? (excluding Wave 1)

Base: All who own or have use of a personal mobile phone

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	5730	1087	1465	1278	1900	2552	3178	3294	1562	874	2815	2915	1506	4224	5187	543	3306	2424
Weighted Base	5880	1244	1819	1229	1588	3063	2817	3435	1752	692	3352	2528	1723	4157	5507	373	3327	2553
Very confident	2968	784	1027	561	597	1811	1158	1843	852	274	1852	1116	904	2065	2870	98	1766	1203
	50%	63%bcd	56%cd	46%d	*38%*	59%f	*41%*	54%hi	49%i	*40%*	55%k	*44%*	*52%*	*50%*	52%o	*26%*	53%q	*47%*
Fairly confident	2236	375	664	519	678	1039	1197	1249	693	294	1231	1005	638	1598	2082	154	1235	1001
	38%	*30%*	37%a	42%ab	43%ab	*34%*	42%e	*36%*	40%g	42%g	*37%*	40%j	*37%*	*38%*	*38%*	*41%*	*37%*	*39%*
Not very confident	478	60	99	112	208	159	320	252	153	73	201	277	142	336	410	68	232	247
	8%	*5%*	*5%*	9%ab	13%abc	*5%*	11%e	*7%*	*9%*	11%g	*6%*	11%j	*8%*	*8%*	*7%*	18%n	*7%*	10%p
Not at all confident	151	19	21	29	82	40	111	70	44	37	48	103	30	121	110	41	68	83
	3%	*2%*	*1%*	2%b	5%abc	*1%*	4%e	*2%*	*2%*	5%gh	*1%*	4%j	*2%*	3%l	*2%*	11%n	*2%*	3%p
Don't know	46	7	7	9	23	14	32	21	11	14	19	27	9	37	35	11	26	20
	1%	*1%*	*	*1%*	1%ab	*	1%e	*1%*	*1%*	2%gh	*1%*	1%j	*1%*	*1%*	*1%*	3%n	*1%*	*1%*
SUMMARY CODES																		
VERY CONFIDENT	2968	784	1027	561	597	1811	1158	1843	852	274	1852	1116	904	2065	2870	98	1766	1203
	50%	63%bcd	56%cd	46%d	*38%*	59%f	*41%*	54%hi	49%i	*40%*	55%k	*44%*	*52%*	*50%*	52%o	*26%*	53%q	*47%*
NOT VERY CONFIDENT	2912	460	792	668	992	1252	1660	1592	901	419	1500	1412	820	2092	2637	275	1562	1350
	50%	*37%*	44%a	54%ab	62%abc	*41%*	59%e	*46%*	51%g	60%gh	*45%*	56%j	*48%*	*50%*	*48%*	74%n	*47%*	53%p

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.21 And which of these options best describes how you feel about your ability to use maths in your day-to-day life? (excluding Wave 1)

Base: All who own or have use of a personal mobile phone

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	5730	4475	1255	4787	502	268	173	302	650	492	426	499	526	684	785	423	268	502	173
Weighted Base	5880	4619	1261	4965	485	290	140	297	610	484	452	521	565	750	851	435	290	485	140
Very confident	2968	2360	608	2495	244	160	70	163	284	225	213	200	281	409	487	233	160	244	70
	50%	*51%*	*48%*	*50%*	*50%*	*55%*	*50%*	55%hik	46%k	46%k	47%k	*38%*	50%k	55%hijk	57%hijklq	54%hik	55%hik	50%k	50%k
Fairly confident	2236	1718	518	1911	169	97	59	105	251	216	188	231	216	274	277	152	97	169	59
	38%	*37%*	41%a	*38%*	*35%*	*33%*	*42%*	*35%*	41%npq	45%glmnopq	42%npq	44%gmnopq	38%n	*37%*	*33%*	*35%*	*33%*	*35%*	42%n
Not very confident	478	374	104	401	45	25	7	23	49	35	33	71	54	43	64	30	25	45	7
	8%	*8%*	*8%*	*8%*	*9%*	*8%*	*5%*	*8%*	*8%*	*7%*	*7%*	14%ghijlmnopqr	9%m	*6%*	*7%*	*7%*	*8%*	9%m	*5%*
Not at all confident	151	130	21	116	23	8	4	5	20	7	13	15	11	15	19	11	8	23	4
	3%	3%b	*2%*	*2%*	5%c	*3%*	*3%*	*2%*	*3%*	*1%*	*3%*	*3%*	*2%*	*2%*	*2%*	*2%*	*3%*	5%gilmn	*3%*
Don't know	46	37	9	42	3	1	-	1	7	2	4	4	4	8	4	9	1	3	-
	1%	*1%*	*1%*	*1%*	*1%*	*	-	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	2%inp	*	*1%*	-
SUMMARY CODES																			
VERY CONFIDENT	2968	2360	608	2495	244	160	70	163	284	225	213	200	281	409	487	233	160	244	70
	50%	*51%*	*48%*	*50%*	*50%*	*55%*	*50%*	55%hik	46%k	46%k	47%k	*38%*	50%k	55%hijk	57%hijklq	54%hik	55%hik	50%k	50%k
NOT VERY CONFIDENT	2912	2259	653	2470	241	130	70	134	326	259	239	321	284	341	364	202	130	241	70
	50%	*49%*	*52%*	*50%*	*50%*	*45%*	*50%*	*45%*	54%gmnop	54%gmnop	53%mn	62%ghijlmnopqr	50%n	*45%*	*43%*	*46%*	*45%*	50%n	*50%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.21 And which of these options best describes how you feel about your ability to use maths in your day-to-day life? (excluding Wave 1)

Base: All who own or have use of a personal mobile phone

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	5730	408	1077	254	795	82	4653	2304	1920	290	94
Weighted Base	5880	444	956	275	660	80*	4924	2528	2126	302	101*
Very confident	2968	272	323	66	227	19	2646	1314	1138	136	40
	50%	61%a	34%d	*24%*	34%d	*23%*	54%cdef	52%jk	54%jk	*45%*	*39%*
Fairly confident	2236	153	413	123	282	27	1823	973	792	140	40
	38%	*34%*	43%g	45%g	43%g	*34%*	*37%*	*38%*	*37%*	46%hi	*40%*
Not very confident	478	15	153	63	98	21	325	185	150	18	17
	8%b	*3%*	16%g	23%ceg	15%g	27%ceg	*7%*	*7%*	*7%*	*6%*	17%hij
Not at all confident	151	4	56	20	44	11	95	54	45	6	3
	3%b	*1%*	6%g	*7%*g	7%g	14%ceg	*2%*	*2%*	*2%*	*2%*	*3%*
Don't know	46	-	11	2	9	1	35	2	*	1	1
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	*	1%hi
SUMMARY CODES											
VERY CONFIDENT	2968	272	323	66	227	19	2646	1314	1138	136	40
	50%	61%a	34%d	*24%*	34%d	*23%*	54%cdef	52%jk	54%jk	*45%*	*39%*
NOT VERY CONFIDENT	2912	173	633	208	433	61	2278	1214	988	165	61
	50%b	*39%*	66%g	76%ceg	66%g	77%g	*46%*	*48%*	*46%*	55%hi	61%hi

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g - h/i/j/k
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.21 And which of these options best describes how you feel about your ability to use maths in your day-to-day life? (excluding Wave 1)

Base: All who own or have use of a personal mobile phone

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	5730	3839	1079	1040	101	42	8	17	812	451	68	261	22	254	578
Weighted Base	5880	4165	1160	1122	111*	46*	9**	16**	902	509	67*	266	22**	263	652
Very confident	2968	2242	615	595	55	21	2	9	498	297	35	130	10	133	357
	50%	*54%*	*53%*	*53%*	*50%*	*46%*	*29%*	*60%*	*55%*	58%k	*52%*	*49%*	*45%*	*51%*	*55%*
Fairly confident	2236	1552	434	417	45	17	4	6	337	173	27	99	10	102	252
	38%	*37%*	*37%*	*37%*	*41%*	*37%*	*43%*	*40%*	*37%*	*34%*	*40%*	*37%*	*47%*	*39%*	*39%*
Not very confident	478	281	88	86	8	5	1	-	49	27	5	29	2	21	32
	8%	*7%*	*8%*	8%n	*7%*	*11%*	*17%*	-	*5%*	*5%*	*8%*	11%ahin	*8%*	*8%*	*5%*
Not at all confident	151	79	18	18	2	2	1	-	15	12	-	9	-	6	10
	3%	*2%*	*2%*	*2%*	*2%*	*5%*	*11%*	-	*2%*	*2%*	-	*3%*	-	*2%*	*2%*
Don't know	46	11	5	5	-	-	-	-	2	1	-	-	-	1	1
	1%	*	*	*	-	-	-	-	*	*	-	-	-	*	*
SUMMARY CODES															
VERY CONFIDENT	2968	2242	615	595	55	21	2	9	498	297	35	130	10	133	357
	50%	*54%*	*53%*	*53%*	*50%*	*46%*	*29%*	*60%*	*55%*	58%k	*52%*	*49%*	*45%*	*51%*	*55%*
NOT VERY CONFIDENT	2912	1923	545	527	55	25	6	6	403	212	32	136	12	130	295
	50%	*46%*	*47%*	*47%*	*50%*	*54%*	*71%*	*40%*	*45%*	*42%*	*48%*	51%i	*55%*	*49%*	*45%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q.21 And which of these options best describes how you feel about your ability to use maths in your day-to-day life? (excluding Wave 1)

Base: All who own or have use of a personal mobile phone

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	5730	849	750	668	665	869	2415	3315	2499	3231	2239	3491	2767	2963
Weighted Base	5880	929	813	744	728	910	2688	3192	2795	3085	2536	3344	2968	2912
Very confident	2968	491	448	391	381	522	2030	938	2059	909	1937	1031	2968	-
	50%	*53%*	*55%*	*53%*	*52%*	*57%*	76%g	*29%*	74%i	*29%*	76%k	*31%*	100%m	-
Fairly confident	2236	354	301	277	289	310	542	1694	606	1630	490	1746	-	2236
	38%	*38%*	*37%*	*37%*	40%e	*34%*	*20%*	53%f	*22%*	53%h	*19%*	52%j	-	77%l
Not very confident	478	57	54	56	42	61	88	390	102	376	80	398	-	478
	8%	*6%*	*7%*	*7%*	*6%*	*7%*	*3%*	12%f	*4%*	12%h	*3%*	12%j	-	16%l
Not at all confident	151	24	10	18	14	14	28	123	27	124	28	123	-	151
	3%	*3%*	*1%*	*2%*	*2%*	*2%*	*1%*	4%f	*1%*	4%h	*1%*	4%j	-	5%l
Don't know	46	2	1	2	2	2	-	46	-	46	1	45	-	46
	1%	*	*	*	*	*	-	1%f	-	1%h	*	1%j	-	2%l
SUMMARY CODES														
VERY CONFIDENT	2968	491	448	391	381	522	2030	938	2059	909	1937	1031	2968	-
	50%	*53%*	*55%*	*53%*	*52%*	*57%*	76%g	*29%*	74%i	*29%*	76%k	*31%*	100%m	-
NOT VERY CONFIDENT	2912	437	365	353	347	388	658	2253	736	2176	599	2312	-	2912
	50%	*47%*	*45%*	*47%*	*48%*	*43%*	*24%*	71%f	*26%*	71%h	*24%*	69%j	-	100%l

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	7589	3673	3916	915	1322	1152	1079	1072	1223	826	4468	3121	5540	2049	6763
Weighted Base	7808	3799	4010	1178	1530	1353	1244	1234	756	512	5306	2503	6540	1268	7296
GENDER															
Male	3799	3799	-	592	760	665	603	608	346	224	2620	1178	3228	571	3574
	49%	100%b	-	50%him	50%im	49%im	49%i	49%im	*46%*	*44%*	49%him	*47%*	49%him	*45%*	49%him
Female	4010	-	4010	586	770	689	640	627	410	288	2685	1324	3312	698	3722
	51%	-	100%a	*50%*	*50%*	*51%*	*51%*	*51%*	54%cjln	56%cdefgjln	*51%*	*53%*	*51%*	55%cdegjln	*51%*
AGE															
16-24	1178	592	586	1178	-	-	-	-	-	-	1178	-	1178	-	1178
	15%	*16%*	*15%*	100%defghijklmn	-	-	-	-	-	-	22%defghiklmn	-	18%defghikmn	-	16%defghikm
25-34	1530	760	770	-	1530	-	-	-	-	-	1530	-	1530	-	1530
	20%	*20%*	*19%*	-	100%cefghijklmn	-	-	-	-	-	29%cefghiklmn	-	23%cefghikmn	-	21%cefghikm
35-44	1353	665	689	-	-	1353	-	-	-	-	1353	-	1353	-	1353
	17%	*18%*	*17%*	-	-	100%cdfghijklmn	-	-	-	-	26%cdfghiklmn	-	21%cdfghikmn	-	19%cdfghikm
45-54	1244	603	640	-	-	-	1244	-	-	-	1244	-	1244	-	1244
	16%	*16%*	*16%*	-	-	-	100%cdeghijklmn	-	-	-	23%cdeghiklmn	-	19%cdeghikmn	-	17%cdeghikm
55-64	1234	608	627	-	-	-	-	1234	-	-	-	1234	1234	-	1234
	16%	*16%*	*16%*	-	-	-	-	100%cdefhijklmn	-	-	-	49%cdefhijlmn	19%cdefhijmn	-	17%cdefhijm
65-74	756	346	410	-	-	-	-	-	756	-	-	756	-	756	756
	10%	*9%*	*10%*	-	-	-	-	-	100%cdefgijklmn	-	-	30%cdefgijln	-	60%cdefgijkln	10%cdefgijl
75+	512	224	288	-	-	-	-	-	-	512	-	512	-	512	-
	7%	*6%*	7%a	-	-	-	-	-	-	100%cdefghjklmn	-	20%cdefghjln	-	40%cdefghjkln	-
16-54	5306	2620	2685	1178	1530	1353	1244	-	-	-	5306	-	5306	-	5306
	68%	*69%*	*67%*	100%ghiklmn	100%ghiklmn	100%ghiklmn	100%ghiklmn	-	-	-	100%ghiklmn	-	81%ghikmn	-	73%ghikm

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

	Total	GENDER		AGE												
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	7589	3673	3916	915	1322	1152	1079	1072	1223	826	4468	3121	5540	2049	6763
Weighted Base	7808	3799	4010	1178	1530	1353	1244	1234	756	512	5306	2503	6540	1268	7296
55+	2503	1178	1324	-	-	-	-	1234	756	512	-	2503	1234	1268	1990
	32%	*31%*	*33%*	-	-	-	-	100%cdefj ln	100%cdefj ln	100%cdefjln	-	100%cdefj ln	19%cdef j	100%cdefj ln	27%cdefjl
16-64	6540	3228	3312	1178	1530	1353	1244	1234	-	-	5306	1234	6540	-	6540
	84%	85%b	*83%*	100%hikmn	100%hikmn	100%hikmn	100%hikmn	100%hikmn	-	-	100%hikmn	49%him	100%hikmn	-	90%hikm
65+	1268	571	698	-	-	-	-	-	756	512	-	1268	-	1268	756
	16%	*15%*	17%a	-	-	-	-	-	100%cdefg jkln	100%cdefgjk ln	-	51%cdefgj ln	-	100%cdefg jkln	10%cdefgjl
16-74	7296	3574	3722	1178	1530	1353	1244	1234	756	-	5306	1990	6540	756	7296
	93%	94%b	*93%*	100%ikm	100%ikm	100%ikm	100%ikm	100%ikm	100%ikm	-	100%ikm	80%im	100%ikm	60%i	100%ikm
SOCIAL GRADE															
AB	1620	791	829	121	283	360	295	274	166	122	1059	562	1332	288	1499
	21%	*21%*	*21%*	*10%*	18%c	27%cdghjk lmn	24%cdjln	22%cd	22%cd	24%cdjln	20%c	22%cdjln	20%c	23%cdjln	21%c
C1	2381	1165	1217	467	526	395	373	354	163	103	1762	620	2115	266	2278
	30%	*31%*	*30%*	40%defghi jklmn	34%efghik mn	29%hikm	30%hikm	29%hikm	*22%*	*20%*	33%efghik mn	25%him	32%eghik m	*21%*	31%hikm
C2	1652	879	773	246	336	286	292	267	146	79	1160	492	1427	225	1572
	21%	23%b	*19%*	21%i	22%im	21%im	23%hikm	22%im	19%i	*15%*	22%ikm	20%i	22%ikm	*18%*	22%ikm
DE	2155	964	1191	344	386	312	284	341	281	208	1325	830	1666	489	1947
	28%	*25%*	30%a	29%defjl	*25%*	*23%*	*23%*	28%ef	37%cdefgj kln	41%cdefgj kln	*25%*	33%cdefg jln	*25%*	39%cdefg jkln	27%ef
SOCIAL GRADE															
ABC1	4002	1956	2046	588	809	755	668	627	329	225	2820	1181	3448	554	3777
	51%	*51%*	*51%*	50%him	53%hikm	56%cghikm n	54%hikm	51%hikm	*44%*	*44%*	53%hikm	47%hm	53%hikm	*44%*	52%hikm
C2DE	3807	1843	1964	590	721	599	575	607	427	287	2485	1321	3093	714	3519
	49%	*49%*	*49%*	50%e	*47%*	*44%*	*46%*	49%e	56%cdefgj kln	56%cdefgj ln	*47%*	53%defgj ln	*47%*	56%cdefg jkln	48%e
MARITAL STATUS															
Married\ Living as married	4514	2311	2203	232	968	982	846	828	446	213	3027	1487	3855	659	4301
	58%	61%b	*55%*	*20%*	63%chijkl mn	73%cdfghi jklmn	68%cdhijk lmn	67%chijkl mn	59%cim	41%c	57%cim	59%cim	59%cim	52%ci	59%cim

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

	Total	GENDER		AGE												
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	7589	3673	3916	915	1322	1152	1079	1072	1223	826	4468	3121	5540	2049	6763
Weighted Base	7808	3799	4010	1178	1530	1353	1244	1234	756	512	5306	2503	6540	1268	7296
Single	2351	1198	1152	942	539	298	268	192	82	29	2047	303	2239	111	2321
	30%	32%b	*29%*	80%defghi jklmn	35%efghik mn	22%ghikm	22%ghikm	16%hikm	11%i	*6%*	39%defghi klmn	12%im	34%efghik mn	9%i	32%efghikm
Widow\ Divorced\ Separated	944	289	655	5	23	74	130	215	227	271	232	713	446	498	673
	12%	*8%*	16%a	*	2%c	5%cd	10%cdejl	17%cdefjl n	30%cdefgj ln	53%cdefghj klmn	4%cd	28%cdefgj ln	7%cdj	39%cdefgh jkln	9%cdejl
WORKING STATUS															
Working	4416	2359	2057	518	1159	1044	961	655	75	5	3681	735	4336	80	4411
	57%	62%b	*51%*	44%hikm	76%cghijk lmn	77%cghijk lmn	77%cghijk lmn	53%chikm	10%im	*1%*	69%cghikl mn	29%him	66%cghikm n	6%i	60%cghikm
Not working	3392	1439	1953	661	371	310	283	579	681	507	1625	1768	2204	1188	2885
	43%	*38%*	49%a	56%defgjl n	*24%*	*23%*	*23%*	47%defjln	90%cdefgj kln	99%cdefgh jklmn	31%def	71%cdefg jln	34%defj	94%cdefg hjkln	40%defjl
CHILDREN															
Any	2301	897	1404	305	743	805	369	63	14	1	2223	78	2286	15	2300
	29%	*24%*	35%a	26%ghikm	49%cfghij klmn	60%cdfghi jklmn	30%ghikm	5%hikm	2%i	*	42%cfghikl mn	3%him	35%cfghik mn	1%i	32%cghikm
None	5508	2901	2606	873	787	548	874	1171	741	512	3083	2425	4254	1253	4996
	71%	76%b	*65%*	74%dejln	51%e	*40%*	70%dejl	95%cdefjl n	98%cdefg jkln	100%cdefgh jklmn	58%de	97%cdefg jln	65%dej	99%cdefg jkln	68%dejl
INTERNET ACCESS															
Any Internet access	7307	3564	3743	1174	1521	1338	1201	1145	612	316	5234	2073	6379	927	6991
	94%	*94%*	*93%*	100%fghijk lmn	99%fghijk lmn	99%fghikl mn	97%ghikm	93%hikm	81%im	*62%*	99%fghikl mn	83%im	98%ghikm n	73%i	96%ghikm
No Internet access	502	235	267	5	9	16	42	89	144	196	72	430	161	341	305
	6%	*6%*	*7%*	*	*1%*	*1%*	3%cdej	7%cdefjl n	19%cdefgj ln	38%cdefghj klmn	1%cd	17%cdefgj ln	2%cdej	27%cdefgh jkln	4%cdejl
TENURE															
Own\Mortgage	4299	2107	2192	389	569	699	802	878	566	396	2458	1840	3337	962	3903
	55%	*55%*	*55%*	*33%*	*37%*	52%cdj	64%cdejln	71%cdefjl n	75%cdefgj ln	77%cdefgj kln	46%cd	74%cdefj ln	51%cdj	76%cdefg jln	53%cdjl
Rent\Other	3510	1692	1818	789	962	655	442	356	189	117	2847	662	3204	306	3393
	45%	*45%*	*45%*	67%efghij klmn	63%efghij klmn	48%fghikm	36%ghikm	29%him	*25%*	*23%*	54%efghik lmn	26%i	49%fghik mn	*24%*	47%fghikm

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	7589	3673	3916	915	1322	1152	1079	1072	1223	826	4468	3121	5540	2049	6763
Weighted Base	7808	3799	4010	1178	1530	1353	1244	1234	756	512	5306	2503	6540	1268	7296
AREA															
Urban	6180	3012	3169	958	1262	1084	971	943	586	375	4276	1904	5219	961	5805
	79%	*79%*	*79%*	81%ghikm	82%fghikl mn	80%gikm	78%i	*76%*	78%i	*73%*	81%ghikm	*76%*	80%gikm	*76%*	80%gikm
Rural	1628	787	841	221	268	269	272	291	170	137	1030	598	1321	307	1491
	21%	*21%*	*21%*	*19%*	*18%*	*20%*	22%d	24%cdejln	22%cdj	27%cdefhj ln	*19%*	24%cdejl n	20%d	24%cdejl n	20%d
COUNTRY															
England	6588	3193	3396	1017	1299	1160	1038	1008	637	430	4513	2075	5521	1067	6158
	84%	*84%*	*85%*	86%gk	85%g	86%gk	*83%*	*82%*	*84%*	*84%*	85%gk	*83%*	84%g	*84%*	84%g
Scotland	649	328	321	108	133	104	93	115	54	42	438	211	553	96	607
	8%	*9%*	*8%*	*9%*	*9%*	*8%*	*7%*	*9%*	*7%*	*8%*	*8%*	*8%*	*8%*	*8%*	*8%*
Wales	389	190	199	34	62	62	72	77	47	35	230	159	308	82	354
	5%	*5%*	*5%*	*3%*	*4%*	5%c	6%cj	6%cdjl	6%cdjl	7%cdejln	4%c	6%cdejln	5%c	6%cdejln	5%c
Northern Ireland	182	88	94	21	36	27	41	34	18	5	124	58	158	23	177
	2%	*2%*	*2%*	*2%*	2%i	*2%*	3%cim	3%i	2%i	*1%*	2%i	2%i	2%i	*2%*	2%i
GOVERNMENT REGIONS															
North East	391	177	215	73	69	67	71	52	37	22	281	111	333	58	370
	5%	*5%*	*5%*	6%k	*5%*	*5%*	*6%*	*4%*	*5%*	*4%*	*5%*	*4%*	*5%*	*5%*	*5%*
North West	835	398	437	128	163	127	127	118	96	77	544	290	662	173	758
	11%	*10%*	*11%*	*11%*	*11%*	*9%*	*10%*	*10%*	13%egjln	15%cdefgj kln	*10%*	12%el	*10%*	14%cdefg jkln	*10%*
Yorkshire and The Humber	647	314	332	102	136	92	106	117	61	33	436	211	553	94	614
	8%	*8%*	*8%*	*9%*	*9%*	*7%*	*9%*	9%ei	*8%*	*6%*	*8%*	*8%*	*8%*	*7%*	*8%*
East Midlands	577	278	299	89	102	96	104	91	58	38	390	186	481	96	539
	7%	*7%*	*7%*	*8%*	*7%*	*7%*	*8%*	*7%*	*8%*	*7%*	*7%*	*7%*	*7%*	*8%*	*7%*
West Midlands	692	332	360	108	110	120	109	130	67	48	446	245	576	115	643
	9%	*9%*	*9%*	*9%*	*7%*	*9%*	*9%*	11%dj	*9%*	*9%*	*8%*	10%dj	*9%*	*9%*	*9%*
East of England	753	372	381	123	149	159	112	99	60	51	543	210	642	111	702
	10%	*10%*	*9%*	*10%*	*10%*	12%fghkmn	*9%*	*8%*	*8%*	*10%*	10%ghk	*8%*	10%k	*9%*	*10%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k/l/m/n

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

	Total	GENDER		AGE												
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	7589	3673	3916	915	1322	1152	1079	1072	1223	826	4468	3121	5540	2049	6763
Weighted Base	7808	3799	4010	1178	1530	1353	1244	1234	756	512	5306	2503	6540	1268	7296
London	1005	519	485	157	269	212	149	119	63	36	787	218	906	99	968
	13%	*14%*	*12%*	13%ghikm	18%cfghijklmn	16%fghikmn	12%hikm	*10%*	*8%*	*7%*	15%fghikmn	*9%*	14%ghikm	*8%*	13%ghikm
South East	1119	543	576	165	216	203	177	175	111	72	760	358	935	184	1046
	14%	*14%*	*14%*	*14%*	*14%*	*15%*	*14%*	*14%*	*15%*	*14%*	*14%*	*14%*	*14%*	*14%*	*14%*
South West	570	260	310	72	87	84	84	107	85	52	326	245	433	137	518
	7%	*7%*	*8%*	*6%*	*6%*	*6%*	*7%*	9%cdejl	11%cdefgjln	10%cdefjln	*6%*	10%cdefjln	*7%*	11%cdefjln	*7%*
Wales	389	190	199	34	62	62	72	77	47	35	230	159	308	82	354
	5%	*5%*	*5%*	*3%*	*4%*	5%c	6%cj	6%cdjl	6%cdjl	7%cdejln	4%c	6%cdejln	5%c	6%cdejln	5%c
Scotland	649	328	321	108	133	104	93	115	54	42	438	211	553	96	607
	8%	*9%*	*8%*	*9%*	*9%*	*8%*	*7%*	*9%*	*7%*	*8%*	*8%*	*8%*	*8%*	*8%*	*8%*
Northern Ireland	182	88	94	21	36	27	41	34	18	5	124	58	158	23	177
	2%	*2%*	*2%*	*2%*	2%i	*2%*	3%cim	3%i	2%i	*1%*	2%i	2%i	2%i	*2%*	2%i
12 MONTH SIM ONLY															
In Contract	606	341	264	79	107	132	119	99	51	17	438	167	538	68	588
	8%	9%b	*7%*	7%i	7%i	10%cdhikm	10%cdhikm	8%im	7%i	*3%*	8%ikm	7%i	8%ikm	5%i	8%ikm
DISABILITY															
Any Disability	1270	558	712	117	140	148	192	278	188	206	598	672	876	394	1064
	16%	*15%*	18%a	*10%*	*9%*	*11%*	15%cdej	23%cdefjln	25%cdefjln	40%cdefghjklmn	11%d	27%cdefgjln	13%cdej	31%cdefghjkln	15%cdej
Any mental or learing disability	388	173	215	81	94	74	63	57	13	7	312	77	369	20	381
	5%	*5%*	*5%*	7%ghikm	6%hikm	5%hikm	5%hikm	5%hikm	*2%*	*1%*	6%hikm	3%him	6%hikm	*2%*	5%hikm
Any physical disability	864	361	503	42	46	83	124	214	166	189	295	569	509	355	675
	11%	*10%*	13%a	*4%*	*3%*	6%cd	10%cdejl	17%cdefjln	22%cdefgjln	37%cdefghjklmn	6%cd	23%cdefgjln	8%cdj	28%cdefghjkln	9%cdejl
Both mental\learing and physical disablity	121	43	78	16	12	23	25	31	9	6	76	45	107	15	116
	2%	*1%*	2%a	*1%*	*1%*	2%d	2%d	2%dhijmn	*1%*	*1%*	*1%*	2%d	2%d	*1%*	2%d
No disability	6538	3241	3297	1061	1390	1206	1051	956	568	306	4708	1830	5664	874	6232
	84%	85%b	*82%*	90%fghiklmn	91%fghijklmn	89%fghiklmn	85%ghikm	77%ikm	75%im	*60%*	89%fghiklmn	73%im	87%ghikm	69%i	85%ghikm

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k/l/m/n

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

	Total	GENDER		AGE												
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	7589	3673	3916	915	1322	1152	1079	1072	1223	826	4468	3121	5540	2049	6763
Weighted Base	7808	3799	4010	1178	1530	1353	1244	1234	756	512	5306	2503	6540	1268	7296
COMBINED CONTRACT															
Total	3392	1557	1835	578	802	641	563	500	219	89	2584	807	3084	308	3303
	43%	*41%*	46%a	49%ghikmn	52%efghijklmn	47%ghikm	45%ghikm	40%hikm	29%im	*17%*	49%fghikmn	32%him	47%ghikmn	24%i	45%ghikm
In Contract	2772	1259	1512	492	667	522	468	394	171	58	2148	623	2542	229	2713
	35%	*33%*	38%a	42%ghikmn	44%efghiklmn	39%ghikm	38%ghikm	32%hikm	23%im	*11%*	40%ghikmn	25%im	39%ghikm	18%i	37%ghikm
Out of Contract	428	205	224	56	85	85	61	79	38	25	286	143	365	63	404
	5%	*5%*	*6%*	*5%*	*6%*	*6%*	*5%*	*6%*	*5%*	*5%*	*5%*	*6%*	*6%*	*5%*	*6%*
Unsure	118	58	60	16	28	28	16	17	8	5	88	30	105	13	113
	2%	*2%*	*2%*	*1%*	*2%*	2%m	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*
Q5A. MOBILE PROVIDER WITH PAID MONTHLY															
Any	5529	2679	2850	867	1185	1034	943	877	441	181	4029	1499	4907	622	5347
	71%	*71%*	*71%*	74%hikm	77%cghikmn	76%ghikmn	76%ghikm	71%hikm	58%im	*35%*	76%ghikmn	60%im	75%ghikmn	49%i	73%hikm
ANY EE\ORANGE\T-MOBILE	1550	740	810	242	321	294	297	221	118	56	1154	395	1376	174	1493
	20%	*19%*	*20%*	20%hikm	21%hikm	22%ghikm	24%ghiklmn	18%im	16%i	*11%*	22%ghikm	16%i	21%ghikm	*14%*	20%hikm
EE	1486	709	777	230	317	277	285	211	111	55	1109	377	1320	166	1431
	19%	*19%*	*19%*	20%hikm	21%ghikm	20%ghikm	23%ghiklmn	17%im	15%i	*11%*	21%ghikm	15%i	20%ghikm	*13%*	20%hikm
GiffGaff	156	85	71	48	43	18	17	16	9	5	126	29	142	13	151
	2%	*2%*	*2%*	4%efghijklmn	3%efghikm	*1%*	*1%*	*1%*	*1%*	*1%*	2%efghikm	*1%*	2%hikm	*1%*	2%hikm
iD	61	28	33	12	9	20	6	7	6	2	47	14	54	8	59
	1%	*1%*	*1%*	*1%*	*1%*	1%dfgikmn	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*
Lebara	11	6	5	5	3	3	1	-	-	-	11	-	11	-	11
	*	*	*	*gkm	*k	*k	*	-	-	-	*k	-	*k	-	*
Orange	27	16	11	2	1	4	6	9	4	1	13	15	22	5	26
	*	*	*	*	*	*	*d	1%djl	1%d	*	*	1%dj	*	*d	*
O2	1193	559	634	176	306	239	187	180	76	29	909	285	1089	104	1164
	15%	*15%*	*16%*	15%hikm	20%cfghijklmn	18%hikm	15%hikm	15%hikm	10%i	*6%*	17%ghikm	11%im	17%hikm	8%i	16%hikm

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

	Total	GENDER		AGE												
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	7589	3673	3916	915	1322	1152	1079	1072	1223	826	4468	3121	5540	2049	6763
Weighted Base	7808	3799	4010	1178	1530	1353	1244	1234	756	512	5306	2503	6540	1268	7296
3	679	374	305	118	197	148	108	71	27	9	571	108	642	37	670
	9%	10%b	*8%*	10%ghikm	13%cfghijklmn	11%ghikm	9%ghikm	6%him	4%i	*2%*	11%fghikmn	4%im	10%ghikm	*3%*	9%ghikm
Sky	89	36	52	10	7	14	20	18	12	7	52	37	70	19	82
	1%	*1%*	*1%*	*1%*	*	*1%*	2%d	1%d	2%d	1%d	*1%*	1%d	*1%*	1%d	1%d
Tesco Mobile	360	166	194	56	44	37	69	92	46	15	207	153	299	61	345
	5%	*4%*	*5%*	5%de	*3%*	*3%*	6%deij	7%cdeijlmn	6%deijln	*3%*	*4%*	6%deijln	5%dei	5%dei	5%deij
T-Mobile	36	15	21	9	3	13	7	1	2	-	33	3	34	2	36
	*	*	*1%*	1%gikm	*	1%dgikmn	1%k	*	*	-	1%gikm	*	1%k	*	*k
Virgin Mobile	346	160	186	57	45	60	61	69	40	15	223	123	292	54	331
	4%	*4%*	*5%*	5%di	*3%*	*4%*	5%di	6%di	5%di	*3%*	4%d	5%di	4%di	4%d	5%di
Vodafone	838	409	430	113	184	164	146	149	61	21	608	231	757	82	817
	11%	*11%*	*11%*	10%im	12%hikm	12%hikm	12%hikm	12%hikm	8%i	*4%*	11%hikm	9%im	12%hikm	6%i	11%hikm
Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?															
Under 2 years	1229	611	619	293	270	195	163	183	86	40	921	309	1103	126	1189
	16%	*16%*	*15%*	25%defghijklmn	18%efhikm	14%him	13%im	15%hikm	11%i	*8%*	17%efhikm	12%im	17%efhikm	*10%*	16%fhikm
2 up to 4 years	1093	555	537	210	259	194	153	140	99	38	815	278	955	138	1054
	14%	*15%*	*13%*	18%efghiklmn	17%fghiklmn	14%gikm	12%i	11%i	13%i	*7%*	15%fgikm	11%i	15%gikm	11%i	14%gikm
4 up to 6 years	1009	499	510	165	233	206	155	154	65	32	758	250	912	97	977
	13%	*13%*	*13%*	14%hikm	15%hikm	15%hikm	12%hikm	12%hikm	*9%*	*6%*	14%hikm	10%im	14%hikm	*8%*	13%hikm
6 up to 10 years	969	451	518	143	198	186	184	158	70	30	710	259	869	101	939
	12%	*12%*	*13%*	12%him	13%hikm	14%hikm	15%hikm	13%hikm	9%i	*6%*	13%hikm	10%im	13%hikm	*8%*	13%hikm
More than 10 years	1170	534	636	43	209	243	277	243	118	39	771	399	1014	156	1132
	15%	*14%*	16%a	*4%*	14%ci	18%cdijlmn	22%cdehijklmn	20%cdhijklmn	16%cim	8%c	15%cim	16%cim	16%cim	12%ci	16%cim

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Q. Break x Break

Base: All who own or have use of a personal mobile phone

	Total	GENDER		AGE												
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	7589	3673	3916	915	1322	1152	1079	1072	1223	826	4468	3121	5540	2049	6763
Weighted Base	7808	3799	4010	1178	1530	1353	1244	1234	756	512	5306	2503	6540	1268	7296
Q.20 CONFIDENCE IN COMPARING COSTS															
VERY CONFIDENT	2688	1451	1237	444	625	564	463	363	166	64	2095	593	2458	230	2624
	34%	38%b	*31%*	38%ghikm	41%ghiklmn	42%fghiklmn	37%ghikm	29%hikm	22%im	*13%*	39%ghikmn	24%im	38%ghikm	18%i	36%ghikm
NOT VERY CONFIDENT	3192	1396	1795	415	508	461	497	571	416	324	1881	1310	2452	740	2868
	41%	*37%*	45%a	*35%*	*33%*	*34%*	40%cdej	46%cdefjln	55%cdefgjln	63%cdefghjklmn	*35%*	52%cdefgjln	37%dej	58%cdefgjkln	39%cdejl
Q.20 CONFIDENCE IN SPEAKING TO PROVIDER															
VERY CONFIDENT	2795	1491	1304	464	654	572	475	403	169	60	2163	632	2566	229	2735
	36%	39%b	*33%*	39%ghikm	43%fghiklmn	42%ghikmn	38%ghikm	33%hikm	22%im	*12%*	41%ghikmn	25%im	39%ghikm	18%i	37%ghikm
NOT VERY CONFIDENT	3085	1357	1728	395	479	454	485	531	413	328	1813	1272	2344	741	2757
	40%	*36%*	43%a	*34%*	*31%*	*34%*	39%cdejl	43%cdejln	55%cdefgjkln	64%cdefghjklmn	*34%*	51%cdefgjln	36%d	58%cdefghjkln	38%cdejl
Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY															
VERY CONFIDENT	2536	1408	1128	459	620	528	427	326	132	45	2034	502	2360	176	2491
	32%	37%b	*28%*	39%fghikmn	41%fghiklmn	39%fghikmn	34%ghikm	26%hikm	17%im	*9%*	38%fghiklmn	20%im	36%ghikmn	14%i	34%ghikm
NOT VERY CONFIDENT	3344	1440	1904	399	513	498	533	608	450	343	1942	1401	2550	793	3000
	43%	*38%*	47%a	*34%*	*34%*	*37%*	43%cdejl	49%cdefjln	60%cdefgjkln	67%cdefghjklmn	37%d	56%cdefgjln	39%cdj	63%cdefgjkln	41%cdejl
Q.21 CONFIDENCE IN MATHS ABILITY															
VERY CONFIDENT	2968	1617	1351	444	585	569	514	457	260	139	2112	856	2569	399	2830
	38%	43%b	*34%*	38%im	38%ikm	42%cghikmn	41%ghikm	37%im	34%i	*27%*	40%hikm	34%im	39%hikm	31%i	39%hikm
NOT VERY CONFIDENT	2912	1231	1681	415	548	456	446	476	321	249	1865	1047	2341	571	2662
	37%	*32%*	42%a	*35%*	*36%*	*34%*	*36%*	39%ej	43%cdefjln	49%cdefghjkln	*35%*	42%cdefjln	*36%*	45%cdefgjkln	*36%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k/l/m/n

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	7589	1413	1918	1701	2557	3331	4258	4312	2085	1192	3713	3876	2020	5569	6862	727	4244	3345
Weighted Base	7808	1620	2381	1652	2155	4002	3807	4514	2351	944	4416	3392	2301	5508	7307	502	4299	3510
GENDER																		
Male	3799	791	1165	879	964	1956	1843	2311	1198	289	2359	1439	897	2901	3564	235	2107	1692
	49%	49%d	49%d	53%abd	*45%*	*49%*	*48%*	51%i	51%i	*31%*	53%k	*42%*	*39%*	53%l	*49%*	*47%*	*49%*	*48%*
Female	4010	829	1217	773	1191	2046	1964	2203	1152	655	2057	1953	1404	2606	3743	267	2192	1818
	51%	51%c	51%c	*47%*	55%abc	*51%*	*52%*	*49%*	*49%*	69%gh	*47%*	58%j	61%m	*47%*	*51%*	*53%*	*51%*	*52%*
AGE																		
16-24	1178	121	467	246	344	588	590	232	942	5	518	661	305	873	1174	5	389	789
	15%	*7%*	20%acd	15%a	16%a	*15%*	*16%*	5%i	40%gi	*1%*	*12%*	19%j	*13%*	16%l	16%o	*1%*	*9%*	22%p
25-34	1530	283	526	336	386	809	721	968	539	23	1159	371	743	787	1521	9	569	962
	20%	*17%*	22%ad	*20%*	*18%*	*20%*	*19%*	21%i	23%i	*2%*	26%k	*11%*	32%m	*14%*	21%o	*2%*	*13%*	27%p
35-44	1353	360	395	286	312	755	599	982	298	74	1044	310	805	548	1338	16	699	655
	17%	22%bcd	*17%*	17%d	*14%*	19%f	*16%*	22%hi	13%i	*8%*	24%k	*9%*	35%m	*10%*	18%o	*3%*	*16%*	19%p
45-54	1244	295	373	292	284	668	575	846	268	130	961	283	369	874	1201	42	802	442
	16%	18%d	16%d	18%d	*13%*	*17%*	*15%*	19%hi	*11%*	*14%*	22%k	*8%*	*16%*	*16%*	16%o	*8%*	19%q	*13%*
55-64	1234	274	354	267	341	627	607	828	192	215	655	579	63	1171	1145	89	878	356
	16%	*17%*	*15%*	*16%*	*16%*	*16%*	*16%*	18%h	*8%*	23%gh	*15%*	17%j	*3%*	21%l	*16%*	*18%*	20%q	*10%*
65-74	756	166	163	146	281	329	427	446	82	227	75	681	14	741	612	144	566	189
	10%	10%b	*7%*	9%b	13%abc	*8%*	11%e	10%h	*3%*	24%gh	*2%*	20%j	*1%*	13%l	*8%*	29%n	13%q	*5%*
75+	512	122	103	79	208	225	287	213	29	271	5	507	1	512	316	196	396	117
	7%	8%bc	*4%*	*5%*	10%abc	*6%*	8%e	5%h	*1%*	29%gh	*	15%j	*	9%l	*4%*	39%n	9%q	*3%*
16-54	5306	1059	1762	1160	1325	2820	2485	3027	2047	232	3681	1625	2223	3083	5234	72	2458	2847
	68%	65%d	74%acd	70%ad	*62%*	70%f	*65%*	67%i	87%gi	*25%*	83%k	*48%*	97%m	*56%*	*72%o*	*14%*	*57%*	81%p
55+	2503	562	620	492	830	1181	1321	1487	303	713	735	1768	78	2425	2073	430	1840	662
	32%	35%bc	*26%*	30%b	38%abc	*30%*	35%e	33%h	*13%*	75%gh	*17%*	52%j	*3%*	44%l	*28%*	86%n	43%q	*19%*
16-64	6540	1332	2115	1427	1666	3448	3093	3855	2239	446	4336	2204	2286	4254	6379	161	3337	3204
	84%	82%d	89%acd	86%ad	*77%*	86%f	*81%*	85%i	95%gi	*47%*	98%k	*65%*	99%m	*77%*	87%o	*32%*	*78%*	91%p

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h/i - j/k - l/m - n/o - p/q
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	7589	1413	1918	1701	2557	3331	4258	4312	2085	1192	3713	3876	2020	5569	6862	727	4244	3345
Weighted Base	7808	1620	2381	1652	2155	4002	3807	4514	2351	944	4416	3392	2301	5508	7307	502	4299	3510
65+	1268	288	266	225	489	554	714	659	111	498	80	1188	15	1253	927	341	962	306
	16%	18%bc	*11%*	14%b	23%abc	*14%*	19%e	15%h	*5%*	53%gh	*2%*	35%j	*1%*	23%l	*13%*	68%n	22%q	*9%*
16-74	7296	1499	2278	1572	1947	3777	3519	4301	2321	673	4411	2885	2300	4996	6991	305	3903	3393
	93%	92%d	96%ad	95%ad	*90%*	94%f	*92%*	95%i	99%gi	*71%*	100%k	*85%*	100%m	*91%*	96%o	*61%*	*91%*	97%p
SOCIAL GRADE																		
AB	1620	1620	-	-	-	1620	-	1160	298	162	1037	583	478	1143	1586	35	1255	365
	21%	100%bcd	-	-	-	40%f	-	26%hi	*13%*	17%h	23%k	*17%*	*21%*	*21%*	22%o	*7%*	29%q	*10%*
C1	2381	-	2381	-	-	2381	-	1370	803	208	1552	829	632	1749	2325	56	1444	938
	30%	-	100%acd	-	-	60%f	-	30%i	34%gi	*22%*	35%k	*24%*	*27%*	32%l	32%o	*11%*	34%q	*27%*
C2	1652	-	-	1652	-	-	1652	1097	403	152	1119	533	542	1110	1555	97	934	718
	21%	-	-	100%abd	-	-	43%e	24%hi	*17%*	*16%*	25%k	*16%*	24%m	*20%*	*21%*	*19%*	*22%*	*20%*
DE	2155	-	-	-	2155	-	2155	886	847	422	708	1447	649	1506	1842	313	666	1489
	28%	-	-	-	100%abc	-	57%e	*20%*	36%g	45%gh	*16%*	43%j	*28%*	*27%*	*25%*	62%n	*16%*	42%p
SOCIAL GRADE																		
ABC1	4002	1620	2381	-	-	4002	-	2530	1101	371	2589	1413	1110	2892	3911	91	2699	1303
	51%	100%cd	100%cd	-	-	100%f	-	56%hi	47%i	*39%*	59%k	*42%*	*48%*	53%l	54%o	*18%*	63%q	*37%*
C2DE	3807	-	-	1652	2155	-	3807	1984	1250	574	1827	1980	1191	2616	3396	411	1600	2207
	49%	-	-	100%ab	100%ab	-	100%e	*44%*	53%g	61%gh	*41%*	58%j	52%m	*47%*	*46%*	82%n	*37%*	63%p
MARITAL STATUS																		
Married\ Living as married	4514	1160	1370	1097	886	2530	1984	4514	-	-	2921	1593	1669	2844	4345	169	2912	1602
	58%	72%bcd	58%d	66%bd	*41%*	63%f	*52%*	100%hi	-	-	66%k	*47%*	73%m	*52%*	59%o	*34%*	68%q	*46%*
Single	2351	298	803	403	847	1101	1250	-	2351	-	1218	1132	517	1833	2235	115	846	1505
	30%	*18%*	34%ac	24%a	39%abc	*28%*	33%e	-	100%gi	-	*28%*	33%j	*22%*	33%l	31%o	*23%*	*20%*	43%p
Widow\ Divorced\ Separated	944	162	208	152	422	371	574	-	-	944	277	667	114	830	727	217	541	403
	12%	*10%*	*9%*	*9%*	20%abc	*9%*	15%e	-	-	100%gh	*6%*	20%j	*5%*	15%l	*10%*	43%n	*13%*	*11%*
WORKING STATUS																		
Working	4416	1037	1552	1119	708	2589	1827	2921	1218	277	4416	-	1594	2822	4362	54	2552	1864
	57%	64%d	65%d	68%ad	*33%*	65%f	*48%*	65%hi	52%i	*29%*	100%k	-	69%m	*51%*	60%o	*11%*	59%q	*53%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h/i - j/k - l/m - n/o - p/q
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	7589	1413	1918	1701	2557	3331	4258	4312	2085	1192	3713	3876	2020	5569	6862	727	4244	3345
Weighted Base	7808	1620	2381	1652	2155	4002	3807	4514	2351	944	4416	3392	2301	5508	7307	502	4299	3510
Not working	3392	583	829	533	1447	1413	1980	1593	1132	667	-	3392	707	2685	2945	448	1747	1646
	43%	36%c	*35%*	*32%*	67%abc	*35%*	52%e	*35%*	48%g	71%gh	-	100%j	*31%*	49%l	*40%*	89%n	*41%*	47%p
CHILDREN																		
Any	2301	478	632	542	649	1110	1191	1669	517	114	1594	707	2301	-	2278	23	1065	1236
	29%	*29%*	*27%*	33%b	30%b	*28%*	31%e	37%hi	22%i	*12%*	36%k	*21%*	100%m	-	31%o	*5%*	*25%*	35%p
None	5508	1143	1749	1110	1506	2892	2616	2844	1833	830	2822	2685	-	5508	5029	478	3234	2274
	71%	*71%*	73%cd	*67%*	*70%*	72%f	*69%*	*63%*	78%g	88%gh	*64%*	79%j	-	100%l	*69%*	95%n	75%q	*65%*
INTERNET ACCESS																		
Any Internet access	7307	1586	2325	1555	1842	3911	3396	4345	2235	727	4362	2945	2278	5029	7307	-	4048	3258
	94%	98%cd	98%cd	94%d	*85%*	98%f	*89%*	96%hi	95%i	*77%*	99%k	*87%*	99%m	*91%*	100%o	-	94%q	*93%*
No Internet access	502	35	56	97	313	91	411	169	115	217	54	448	23	478	-	502	250	251
	6%	*2%*	*2%*	6%ab	15%abc	*2%*	11%e	*4%*	5%g	23%gh	*1%*	13%j	*1%*	9%l	-	100%n	*6%*	7%p
TENURE																		
Own\Mortgage	4299	1255	1444	934	666	2699	1600	2912	846	541	2552	1747	1065	3234	4048	250	4299	-
	55%	77%bcd	61%cd	57%d	*31%*	67%f	*42%*	65%hi	*36%*	57%h	58%k	*51%*	*46%*	59%l	55%o	*50%*	100%q	-
Rent\Other	3510	365	938	718	1489	1303	2207	1602	1505	403	1864	1646	1236	2274	3258	251	-	3510
	45%	*23%*	39%a	43%ab	69%abc	*33%*	58%e	*35%*	64%gi	43%g	*42%*	49%j	54%m	*41%*	*45%*	50%n	-	100%p
AREA																		
Urban	6180	1308	1883	1291	1698	3190	2990	3514	1950	716	3540	2640	1821	4359	5784	396	3347	2833
	79%	*81%*	*79%*	*78%*	*79%*	*80%*	*79%*	*78%*	83%gi	*76%*	80%k	*78%*	*79%*	*79%*	*79%*	*79%*	*78%*	81%p
Rural	1628	313	499	360	457	811	817	1000	400	229	876	752	480	1149	1523	106	952	677
	21%	*19%*	*21%*	*22%*	*21%*	*20%*	*21%*	22%h	*17%*	24%h	*20%*	22%j	*21%*	*21%*	*21%*	*21%*	22%q	*19%*
COUNTRY																		
England	6588	1328	2062	1411	1786	3390	3198	3833	1984	771	3778	2810	2008	4580	6179	409	3620	2968
	84%	*82%*	87%ad	85%ad	*83%*	*85%*	*84%*	85%i	*84%*	*82%*	86%k	*83%*	87%m	*83%*	85%o	*82%*	*84%*	*85%*
Scotland	649	179	172	125	173	351	298	349	222	78	339	310	128	522	609	40	346	303
	8%	11%bcd	*7%*	*8%*	*8%*	*9%*	*8%*	*8%*	9%g	*8%*	*8%*	9%j	*6%*	9%l	*8%*	*8%*	*8%*	*9%*
Wales	389	89	105	83	113	193	196	233	90	67	195	195	113	276	352	38	238	152
	5%	*5%*	*4%*	*5%*	*5%*	*5%*	*5%*	5%h	*4%*	7%gh	*4%*	6%j	*5%*	*5%*	*5%*	7%n	6%q	*4%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h/i - j/k - l/m - n/o - p/q
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	7589	1413	1918	1701	2557	3331	4258	4312	2085	1192	3713	3876	2020	5569	6862	727	4244	3345
Weighted Base	7808	1620	2381	1652	2155	4002	3807	4514	2351	944	4416	3392	2301	5508	7307	502	4299	3510
Northern Ireland	182	25	42	33	83	67	115	98	55	29	104	78	52	130	167	15	96	86
	2%	*2%*	*2%*	*2%*	4%abc	*2%*	3%e	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*
GOVERNMENT REGIONS																		
North East	391	88	86	81	137	174	217	209	140	41	203	189	137	254	361	30	215	177
	5%	5%b	*4%*	*5%*	6%b	*4%*	6%e	*5%*	6%g	*4%*	*5%*	*6%*	6%m	*5%*	*5%*	*6%*	*5%*	*5%*
North West	835	152	214	192	277	366	469	466	243	126	452	383	244	591	756	79	520	315
	11%	*9%*	*9%*	12%b	13%ab	*9%*	12%e	*10%*	*10%*	13%gh	*10%*	*11%*	*11%*	*11%*	*10%*	16%n	12%q	*9%*
Yorkshire and The Humber	647	108	174	170	195	282	364	373	191	83	365	282	212	435	604	42	324	322
	8%	*7%*	*7%*	10%ab	9%ab	*7%*	10%e	*8%*	*8%*	*9%*	*8%*	*8%*	*9%*	*8%*	*8%*	*8%*	*8%*	9%p
East Midlands	577	97	209	124	146	306	270	353	158	66	344	233	186	391	534	42	351	226
	7%	*6%*	9%ad	*8%*	*7%*	*8%*	*7%*	*8%*	*7%*	*7%*	*8%*	*7%*	*8%*	*7%*	*7%*	*8%*	8%q	*6%*
West Midlands	692	133	183	181	194	316	376	426	183	83	376	315	211	481	637	55	464	228
	9%	*8%*	*8%*	11%abd	*9%*	*8%*	10%e	9%h	*8%*	*9%*	*9%*	*9%*	*9%*	*9%*	*9%*	*11%*	11%q	*6%*
East of England	753	141	233	160	219	374	380	452	212	90	459	294	236	517	699	54	379	374
	10%	*9%*	*10%*	*10%*	*10%*	*9%*	*10%*	*10%*	*9%*	*10%*	10%k	*9%*	*10%*	*9%*	*10%*	*11%*	*9%*	11%p
London	1005	228	341	181	255	568	436	534	393	78	644	361	317	687	962	43	358	647
	13%	14%c	14%cd	*11%*	*12%*	14%f	*11%*	12%i	17%gi	*8%*	15%k	*11%*	*14%*	*12%*	13%o	*8%*	*8%*	18%p
South East	1119	238	425	217	239	663	456	672	326	121	660	459	333	786	1083	36	651	468
	14%	15%d	18%acd	13%d	*11%*	17%f	*12%*	*15%*	*14%*	*13%*	*15%*	*14%*	*14%*	*14%*	15%o	*7%*	15%q	*13%*
South West	570	143	198	105	124	341	229	349	137	84	275	295	131	439	542	28	358	212
	7%	9%cd	8%cd	*6%*	*6%*	9%f	*6%*	8%h	*6%*	9%h	*6%*	9%j	*6%*	8%l	*7%*	*6%*	8%q	*6%*
Wales	389	89	105	83	113	193	196	233	90	67	195	195	113	276	352	38	238	152
	5%	*5%*	*4%*	*5%*	*5%*	*5%*	*5%*	5%h	*4%*	7%gh	*4%*	6%j	*5%*	*5%*	*5%*	7%n	6%q	*4%*
Scotland	649	179	172	125	173	351	298	349	222	78	339	310	128	522	609	40	346	303
	8%	11%bcd	*7%*	*8%*	*8%*	*9%*	*8%*	*8%*	9%g	*8%*	*8%*	9%j	*6%*	9%l	*8%*	*8%*	*8%*	*9%*
Northern Ireland	182	25	42	33	83	67	115	98	55	29	104	78	52	130	167	15	96	86
	2%	*2%*	*2%*	*2%*	4%abc	*2%*	3%e	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	7589	1413	1918	1701	2557	3331	4258	4312	2085	1192	3713	3876	2020	5569	6862	727	4244	3345
Weighted Base	7808	1620	2381	1652	2155	4002	3807	4514	2351	944	4416	3392	2301	5508	7307	502	4299	3510
12 MONTH SIM ONLY																		
In Contract	606	146	207	123	129	353	252	364	187	55	387	219	181	425	595	11	375	231
	8%	9%d	9%d	*7%*	*6%*	9%f	*7%*	8%i	8%i	*6%*	9%k	*6%*	*8%*	*8%*	8%o	*2%*	9%q	*7%*
DISABILITY																		
Any Disability	1270	173	295	209	594	468	802	554	382	334	334	936	232	1038	1053	217	592	679
	16%	*11%*	*12%*	*13%*	28%abc	*12%*	21%e	*12%*	16%g	35%gh	*8%*	28%j	*10%*	19%l	*14%*	43%n	*14%*	19%p
Any mental or learing disability	388	35	99	56	198	134	254	144	182	63	126	262	105	283	361	28	137	252
	5%	*2%*	4%a	3%a	9%abc	*3%*	7%e	*3%*	8%g	7%g	*3%*	8%j	*5%*	*5%*	*5%*	*6%*	*3%*	7%p
Any physical disability	864	126	173	134	431	299	565	373	214	277	174	690	118	747	683	181	430	434
	11%	*8%*	*7%*	*8%*	20%abc	*7%*	15%e	*8%*	*9%*	29%gh	*4%*	20%j	*5%*	14%l	*9%*	36%n	*10%*	12%p
Both mental\learing and physical disablity	121	11	18	12	80	29	92	37	51	33	19	103	23	99	110	12	46	76
	2%	*1%*	*1%*	*1%*	4%abc	*1%*	2%e	*1%*	2%g	3%gh	*	3%j	*1%*	2%l	*2%*	*2%*	*1%*	2%p
No disability	6538	1448	2086	1443	1561	3534	3005	3959	1969	610	4082	2457	2068	4470	6254	284	3707	2831
	84%	89%d	88%d	87%d	*72%*	88%f	*79%*	88%hi	84%i	*65%*	92%k	*72%*	90%m	*81%*	86%o	*57%*	86%q	*81%*
COMBINED CONTRACT																		
Total	3392	753	1126	755	758	1879	1512	2047	1019	326	2298	1093	1193	2199	3320	72	1887	1504
	43%	46%d	47%d	46%d	*35%*	47%f	*40%*	45%i	43%i	*35%*	52%k	*32%*	52%m	*40%*	45%o	*14%*	*44%*	*43%*
In Contract	2772	614	942	621	595	1556	1216	1674	843	255	1922	849	990	1781	2718	54	1544	1228
	35%	38%d	40%d	38%d	*28%*	39%f	*32%*	37%i	36%i	*27%*	44%k	*25%*	43%m	*32%*	37%o	*11%*	*36%*	*35%*
Out of Contract	428	95	132	99	103	227	202	259	113	56	253	175	127	301	412	16	248	181
	5%	*6%*	*6%*	*6%*	*5%*	*6%*	*5%*	*6%*	*5%*	*6%*	*6%*	*5%*	*6%*	*5%*	6%o	*3%*	*6%*	*5%*
Unsure	118	27	30	20	41	58	61	72	38	9	70	48	45	73	117	1	55	63
	2%	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	2%o	*	*1%*	*2%*
Q5A. MOBILE PROVIDER WITH PAID MONTHLY																		
Any	5529	1287	1872	1185	1185	3159	2370	3328	1639	562	3550	1979	1762	3767	5395	133	3218	2311
	71%	79%cd	79%cd	72%d	*55%*	79%f	*62%*	74%hi	70%i	*60%*	80%k	*58%*	77%m	*68%*	74%o	*27%*	75%q	*66%*
ANY EE\ORANGE\T-MOBILE	1550	367	527	338	318	893	656	935	469	146	1042	507	509	1040	1507	42	939	611
	20%	23%d	22%d	20%d	*15%*	22%f	*17%*	21%i	20%i	*15%*	24%k	*15%*	22%m	*19%*	21%o	*8%*	22%q	*17%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h/i - j/k - l/m - n/o - p/q
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	7589	1413	1918	1701	2557	3331	4258	4312	2085	1192	3713	3876	2020	5569	6862	727	4244	3345
Weighted Base	7808	1620	2381	1652	2155	4002	3807	4514	2351	944	4416	3392	2301	5508	7307	502	4299	3510
EE	1486	356	502	322	306	858	628	897	449	140	1006	480	490	996	1447	39	897	590
	19%	22%d	21%d	20%d	*14%*	21%f	*17%*	20%i	19%i	*15%*	23%k	*14%*	21%m	*18%*	20%o	*8%*	21%q	*17%*
GiffGaff	156	36	61	22	37	97	58	79	63	13	89	67	33	123	151	5	66	90
	2%	*2%*	3%c	*1%*	*2%*	2%f	*2%*	*2%*	3%gi	*1%*	*2%*	*2%*	*1%*	2%l	2%o	*1%*	*2%*	3%p
iD	61	7	26	13	15	34	28	31	22	8	34	27	16	46	60	2	37	24
	1%	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*
Lebara	11	1	3	1	6	4	7	6	5	-	5	5	3	8	11	-	1	10
	*	*	*	*	*	*	*	*	*	-	*	*	*	*	*	-	*	*p
Orange	27	6	10	6	6	16	12	18	6	3	16	11	5	23	25	2	23	4
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1%q	*
O2	1193	284	390	260	260	674	519	734	343	116	830	363	418	775	1172	22	679	515
	15%	18%d	16%d	16%d	*12%*	17%f	*14%*	16%i	*15%*	*12%*	19%k	*11%*	18%m	*14%*	16%o	*4%*	*16%*	*15%*
3	679	130	226	161	162	356	323	415	219	44	458	221	250	429	668	11	322	357
	9%	*8%*	9%d	10%d	*8%*	*9%*	*8%*	9%i	9%i	*5%*	10%k	*7%*	11%m	*8%*	9%o	*2%*	*7%*	10%p
Sky	89	21	23	20	25	44	44	51	19	18	39	50	25	64	87	1	52	36
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	2%gh	*1%*	1%j	*1%*	*1%*	1%o	*	*1%*	*1%*
Tesco Mobile	360	72	117	73	97	189	171	216	98	46	181	179	84	276	349	11	234	126
	5%	*4%*	*5%*	*4%*	*5%*	*5%*	*4%*	*5%*	*4%*	*5%*	*4%*	5%j	*4%*	5%l	5%o	*2%*	5%q	*4%*
T-Mobile	36	4	15	9	7	20	16	20	14	3	20	16	15	21	35	1	19	17
	*	*	*1%*	*1%*	*	*	*	*	*1%*	*	*	*	*1%*	*	*	*	*	*
Virgin Mobile	346	78	118	78	72	196	150	193	110	43	191	155	97	249	336	9	219	127
	4%	5%d	5%d	5%d	*3%*	*5%*	*4%*	*4%*	*5%*	*5%*	*4%*	*5%*	*4%*	*5%*	5%o	*2%*	5%q	*4%*
Vodafone	838	228	294	180	137	522	316	520	234	84	575	263	284	555	812	26	499	339
	11%	14%cd	12%d	11%d	*6%*	13%f	*8%*	12%i	*10%*	*9%*	13%k	*8%*	12%m	*10%*	11%o	*5%*	12%q	*10%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h/i - j/k - l/m - n/o - p/q
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	7589	1413	1918	1701	2557	3331	4258	4312	2085	1192	3713	3876	2020	5569	6862	727	4244	3345
Weighted Base	7808	1620	2381	1652	2155	4002	3807	4514	2351	944	4416	3392	2301	5508	7307	502	4299	3510
Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?																		
Under 2 years	1229	267	382	258	322	649	581	652	451	126	704	526	389	840	1198	32	646	584
	16%	*16%*	*16%*	*16%*	*15%*	*16%*	*15%*	*14%*	19%gi	*13%*	*16%*	*15%*	*17%*	*15%*	16%o	*6%*	*15%*	*17%*
2 up to 4 years	1093	227	399	226	241	626	467	661	332	100	660	433	345	748	1063	30	591	502
	14%	14%d	17%acd	14%d	*11%*	16%f	*12%*	15%i	14%i	*11%*	15%k	*13%*	*15%*	*14%*	15%o	*6%*	*14%*	*14%*
4 up to 6 years	1009	263	320	230	195	583	426	623	282	103	667	342	355	654	985	23	589	419
	13%	16%bd	13%d	14%d	*9%*	15%f	*11%*	14%i	*12%*	*11%*	15%k	*10%*	15%m	*12%*	13%o	*5%*	14%q	*12%*
6 up to 10 years	969	241	333	216	179	573	396	579	288	102	666	303	303	666	942	27	573	396
	12%	15%d	14%d	13%d	*8%*	14%f	*10%*	*13%*	*12%*	*11%*	15%k	*9%*	*13%*	*12%*	13%o	*5%*	13%q	*11%*
More than 10 years	1170	282	417	247	224	700	471	783	262	125	817	353	354	817	1148	23	789	381
	15%	17%d	18%cd	15%d	*10%*	17%f	*12%*	17%hi	*11%*	*13%*	19%k	*10%*	*15%*	*15%*	16%o	*4%*	18%q	*11%*
Q.20 CONFIDENCE IN COMPARING COSTS																		
VERY CONFIDENT	2688	626	941	543	578	1568	1121	1644	852	192	1790	899	911	1777	2637	51	1542	1147
	34%	39%cd	40%cd	33%d	*27%*	39%f	*29%*	36%i	36%i	*20%*	41%k	*26%*	40%m	*32%*	36%o	*10%*	36%q	*33%*
NOT VERY CONFIDENT	3192	618	877	687	1010	1495	1697	1791	901	500	1562	1630	812	2379	2870	322	1785	1406
	41%	*38%*	*37%*	42%b	47%abc	*37%*	45%e	*40%*	*38%*	53%gh	*35%*	48%j	*35%*	43%l	*39%*	64%n	*42%*	*40%*
Q.20 CONFIDENCE IN SPEAKING TO PROVIDER																		
VERY CONFIDENT	2795	667	973	556	598	1641	1154	1698	891	206	1852	943	941	1854	2747	48	1585	1210
	36%	41%cd	41%cd	34%d	*28%*	41%f	*30%*	38%i	38%i	*22%*	42%k	*28%*	41%m	*34%*	38%o	*10%*	37%q	*34%*
NOT VERY CONFIDENT	3085	577	845	673	990	1422	1663	1737	862	486	1499	1586	782	2303	2761	324	1742	1343
	40%	*36%*	*35%*	41%ab	46%abc	*36%*	44%e	*38%*	*37%*	52%gh	*34%*	47%j	*34%*	42%l	*38%*	65%n	*41%*	*38%*
Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY																		
VERY CONFIDENT	2536	590	888	504	554	1478	1058	1523	848	165	1696	841	882	1654	2495	42	1398	1139
	32%	36%cd	37%cd	30%d	*26%*	37%f	*28%*	34%i	36%i	*17%*	38%k	*25%*	38%m	*30%*	34%o	*8%*	*33%*	*32%*
NOT VERY CONFIDENT	3344	654	930	726	1034	1584	1760	1912	904	527	1656	1688	841	2503	3013	331	1930	1414
	43%	*40%*	*39%*	44%b	48%abc	*40%*	46%e	42%h	*38%*	56%gh	*38%*	50%j	*37%*	45%l	*41%*	66%n	45%q	*40%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h/i - j/k - l/m - n/o - p/q
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	7589	1413	1918	1701	2557	3331	4258	4312	2085	1192	3713	3876	2020	5569	6862	727	4244	3345
Weighted Base	7808	1620	2381	1652	2155	4002	3807	4514	2351	944	4416	3392	2301	5508	7307	502	4299	3510
Q.21 CONFIDENCE IN MATHS ABILITY																		
VERY CONFIDENT	2968	784	1027	561	597	1811	1158	1843	852	274	1852	1116	904	2065	2870	98	1766	1203
	38%	48%bcd	43%cd	34%d	*28%*	45%f	*30%*	41%hi	36%i	*29%*	42%k	*33%*	*39%*	*37%*	39%o	*20%*	41%q	*34%*
NOT VERY CONFIDENT	2912	460	792	668	992	1252	1660	1592	901	419	1500	1412	820	2092	2637	275	1562	1350
	37%	*28%*	33%a	40%ab	46%abc	*31%*	44%e	*35%*	38%g	44%gh	*34%*	42%j	*36%*	*38%*	*36%*	55%n	*36%*	*38%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

		AREA		COUNTRY				GOVERNMENT REGIONS										
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	7589	5979	1610	6337	670	356	226	395	885	650	550	662	707	908	1034	546	356	670	226
Weighted Base	7808	6180	1628	6588	649	389	182	391	835	647	577	692	753	1005	1119	570	389	649	182
GENDER																			
Male	3799	3012	787	3193	328	190	88	177	398	314	278	332	372	519	543	260	190	328	88
	49%	*49%*	*48%*	*48%*	*51%*	*49%*	*48%*	*45%*	*48%*	*49%*	*48%*	*48%*	*49%*	52%go	*49%*	*46%*	*49%*	*51%*	*48%*
Female	4010	3169	841	3396	321	199	94	215	437	332	299	360	381	485	576	310	199	321	94
	51%	*51%*	*52%*	*52%*	*49%*	*51%*	*52%*	55%m	*52%*	*51%*	*52%*	*52%*	*51%*	*48%*	*51%*	54%m	*51%*	*49%*	*52%*
AGE																			
16-24	1178	958	221	1017	108	34	21	73	128	102	89	108	123	157	165	72	34	108	21
	15%	*15%*	*14%*	15%e	17%e	*9%*	*11%*	19%opr	15%p	16%p	15%p	16%p	16%p	16%p	15%p	*13%*	*9%*	17%p	*11%*
25-34	1530	1262	268	1299	133	62	36	69	163	136	102	110	149	269	216	87	62	133	36
	20%	20%b	*16%*	*20%*	*21%*	*16%*	*20%*	*18%*	*19%*	21%ko	*18%*	*16%*	20%o	27%ghi jklnop qr	*19%*	*15%*	*16%*	21%ko	*20%*
35-44	1353	1084	269	1160	104	62	27	67	127	92	96	120	159	212	203	84	62	104	27
	17%	*18%*	*17%*	*18%*	*16%*	*16%*	*15%*	*17%*	*15%*	*14%*	*17%*	*17%*	21%hio qr	21%hij oqr	18%i	*15%*	*16%*	*16%*	*15%*
45-54	1244	971	272	1038	93	72	41	71	127	106	104	109	112	149	177	84	72	93	41
	16%	*16%*	*17%*	*16%*	*14%*	*19%*	22%cd	*18%*	*15%*	*16%*	*18%*	*16%*	*15%*	*15%*	*16%*	*15%*	*19%*	*14%*	22%hklmnoq
55-64	1234	943	291	1008	115	77	34	52	118	117	91	130	99	119	175	107	77	115	34
	16%	*15%*	18%a	*15%*	*18%*	20%c	*19%*	*13%*	*14%*	18%hlm	16%m	19%ghlm	*13%*	*12%*	16%m	19%ghl m	20%ghlm	18%lm	19%lm
65-74	756	586	170	637	54	47	18	37	96	61	58	67	60	63	111	85	47	54	18
	10%	*9%*	*10%*	*10%*	*8%*	*12%*	*10%*	*9%*	11%lm	9%m	10%m	10%m	*8%*	*6%*	10%m	15%qij klmnq	12%lm	*8%*	*10%*
75+	512	375	137	430	42	35	5	22	77	33	38	48	51	36	72	52	35	42	5
	7%	*6%*	8%a	7%f	*6%*	9%f	*3%*	*6%*	9%gimnr	*5%*	7%mr	7%mr	7%mr	*4%*	6%mr	9%imr	9%imr	6%m	*3%*
16-54	5306	4276	1030	4513	438	230	124	281	544	436	390	446	543	787	760	326	230	438	124
	68%	69%b	*63%*	69%e	67%e	*59%*	68%e	72%hko p	65%o	67%op	68%op	65%o	72%hko p	78%ghi jklnop qr	68%op	*57%*	*59%*	67%op	68%op

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	7589	5979	1610	6337	670	356	226	395	885	650	550	662	707	908	1034	546	356	670	226
Weighted Base	7808	6180	1628	6588	649	389	182	391	835	647	577	692	753	1005	1119	570	389	649	182
55+	2503	1904	598	2075	211	159	58	111	290	211	186	245	210	218	358	245	159	211	58
	32%	*31%*	37%a	*31%*	*33%*	41%cdf	*32%*	28%m	35%glm	33%m	32%m	35%glm	28%m	*22%*	32%m	43%ghijklmnqr	41%gijlmnqr	33%m	32%m
16-64	6540	5219	1321	5521	553	308	158	333	662	553	481	576	642	906	935	433	308	553	158
	84%	84%b	*81%*	84%e	85%e	*79%*	87%e	85%hop	*79%*	85%hop	83%o	83%o	85%hop	90%ghijklnopq	84%ho	*76%*	*79%*	85%hop	87%hop
65+	1268	961	307	1067	96	82	23	58	173	94	96	115	111	99	184	137	82	96	23
	16%	*16%*	19%a	*16%*	*15%*	21%cdf	*13%*	15%m	21%gilmnqr	15%m	17%m	17%m	15%m	*10%*	16%m	24%gijklmnqr	21%gilmqr	15%m	*13%*
16-74	7296	5805	1491	6158	607	354	177	370	758	614	539	643	702	968	1046	518	354	607	177
	93%	94%b	*92%*	*93%*	*94%*	*91%*	97%ce	94%h	*91%*	95%hop	*93%*	*93%*	*93%*	96%hjklnopq	94%h	*91%*	*91%*	*94%*	97%hjklnop
SOCIAL GRADE																			
AB	1620	1308	313	1328	179	89	25	88	152	108	97	133	141	228	238	143	89	179	25
	21%	*21%*	*19%*	20%f	28%cf	23%f	*14%*	23%ijr	*18%*	*17%*	*17%*	*19%*	*19%*	23%hijr	21%ijr	25%hijklr	23%ijr	28%hijklmnr	*14%*
C1	2381	1883	499	2062	172	105	42	86	214	174	209	183	233	341	425	198	105	172	42
	30%	*30%*	*31%*	31%df	*27%*	*27%*	*23%*	*22%*	*26%*	*27%*	36%ghikpqr	*26%*	31%ghr	34%ghikpqr	38%ghiklpqr	35%ghikpqr	*27%*	*27%*	*23%*
C2	1652	1291	360	1411	125	83	33	81	192	170	124	181	160	181	217	105	83	125	33
	21%	*21%*	*22%*	*21%*	*19%*	*21%*	*18%*	*21%*	23%m	26%lmnoqr	*22%*	26%glmnoqr	*21%*	*18%*	*19%*	*18%*	*21%*	*19%*	*18%*
DE	2155	1698	457	1786	173	113	83	137	277	195	146	194	219	255	239	124	113	173	83
	28%	*27%*	*28%*	*27%*	*27%*	*29%*	45%cde	35%ijkmnoq	33%jkmnoq	30%mno	*25%*	28%no	29%no	25%n	*21%*	*22%*	29%no	27%n	45%ghijklmnopq
SOCIAL GRADE																			
ABC1	4002	3190	811	3390	351	193	67	174	366	282	306	316	374	568	663	341	193	351	67
	51%	*52%*	*50%*	51%f	54%f	50%f	*37%*	*44%*	*44%*	*44%*	53%ghikr	46%r	50%hir	57%ghiklpr	59%ghijklpqr	60%ghijklpr	50%r	54%ghikr	*37%*

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

		AREA		COUNTRY				GOVERNMENT REGIONS										
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	7589	5979	1610	6337	670	356	226	395	885	650	550	662	707	908	1034	546	356	670	226
Weighted Base	7808	6180	1628	6588	649	389	182	391	835	647	577	692	753	1005	1119	570	389	649	182
C2DE	3807	2990	817	3198	298	196	115	217	469	364	270	376	380	436	456	229	196	298	115
	49%	*48%*	*50%*	*49%*	*46%*	*50%*	63%cde	56%jmnoq	56%jlmnoq	56%jlmnoq	47%no	54%jmnoq	50%mno	*43%*	*41%*	*40%*	50%mno	46%n	63%jklmnopq
MARITAL STATUS																			
Married\ Living as married	4514	3514	1000	3833	349	233	98	209	466	373	353	426	452	534	672	349	233	349	98
	58%	*57%*	61%a	58%d	*54%*	*60%*	*54%*	*54%*	*56%*	*58%*	61%gmq	62%ghmq	60%gmq	*53%*	60%gmq	61%gmq	60%m	*54%*	*54%*
Single	2351	1950	400	1984	222	90	55	140	243	191	158	183	212	393	326	137	90	222	55
	30%	32%b	*25%*	30%e	34%ce	*23%*	*30%*	36%hiiklnop	29%op	30%op	*27%*	*27%*	*28%*	39%hiiklnopr	29%op	*24%*	*23%*	34%hiklnop	*30%*
Widow\ Divorced\ Separated	944	716	229	771	78	67	29	41	126	83	66	83	90	78	121	84	67	78	29
	12%	*12%*	14%a	*12%*	*12%*	17%cd	*16%*	*11%*	15%gmn	13%m	11%m	12%m	12%m	*8%*	11%m	15%mn	17%gjklmnq	12%m	16%mn
WORKING STATUS																			
Working	4416	3540	876	3778	339	195	104	203	452	365	344	376	459	644	660	275	195	339	104
	57%	57%b	*54%*	57%de	*52%*	*50%*	*57%*	*52%*	54%o	56%o	60%gopq	54%o	61%ghkopq	64%ghiknopq	59%ghopq	*48%*	*50%*	*52%*	57%o
Not working	3392	2640	752	2810	310	195	78	189	383	282	233	315	294	361	459	295	195	310	78
	43%	*43%*	46%a	*43%*	48%c	50%c	*43%*	48%jlmn	46%lmn	44%m	*40%*	46%lm	*39%*	*36%*	41%m	52%hiiklmnr	50%jlmn	48%jlmn	*43%*
CHILDREN																			
Any	2301	1821	480	2008	128	113	52	137	244	212	186	211	236	317	333	131	113	128	52
	29%	*29%*	*29%*	30%d	*20%*	29%d	29%d	35%hoq	29%oq	33%oq	32%oq	31%oq	31%oq	32%oq	30%oq	*23%*	29%oq	*20%*	29%q
None	5508	4359	1149	4580	522	276	130	254	591	435	391	481	517	687	786	439	276	522	130
	71%	*71%*	*71%*	*70%*	80%cef	*71%*	*71%*	*65%*	71%g	*67%*	*68%*	*69%*	*69%*	*68%*	*70%*	77%ghijklmnp	*71%*	80%ghijklmnpr	*71%*
INTERNET ACCESS																			
Any Internet access	7307	5784	1523	6179	609	352	167	361	756	604	534	637	699	962	1083	542	352	609	167
	94%	*94%*	*94%*	94%e	*94%*	*90%*	*92%*	*92%*	*91%*	*93%*	*93%*	*92%*	*93%*	96%ghjklpr	97%ghijklpqr	95%hkp	*90%*	94%h	*92%*
No Internet access	502	396	106	409	40	38	15	30	79	42	42	55	54	43	36	28	38	40	15
	6%	*6%*	*6%*	*6%*	*6%*	10%c	*8%*	8%mn	9%mnoq	7%n	7%mn	8%mno	7%mn	*4%*	*3%*	*5%*	10%mno	6%n	8%mn

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

		AREA		COUNTRY				GOVERNMENT REGIONS										
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	7589	5979	1610	6337	670	356	226	395	885	650	550	662	707	908	1034	546	356	670	226
Weighted Base	7808	6180	1628	6588	649	389	182	391	835	647	577	692	753	1005	1119	570	389	649	182
TENURE																			
Own\Mortgage	4299	3347	952	3620	346	238	96	215	520	324	351	464	379	358	651	358	238	346	96
	55%	*54%*	58%a	*55%*	*53%*	61%cd	*53%*	55%m	62%gilmqr	50%m	61%ilmqr	67%gijlmnqr	50%m	*36%*	58%ilm	63%gilmqr	61%ilmq	53%m	53%m
Rent\Other	3510	2833	677	2968	303	152	86	177	315	322	226	228	374	647	468	212	152	303	86
	45%	46%b	*42%*	45%e	47%e	*39%*	*47%*	45%hko	*38%*	50%hjknop	39%k	*33%*	50%hjknop	64%ghijklnopqr	42%k	*37%*	*39%*	47%hjkop	47%hjko
AREA																			
Urban	6180	6180	-	5336	531	194	118	348	795	462	394	524	503	1005	998	307	194	531	118
	79%	100%b	-	81%ef	82%ef	*50%*	65%e	89%iijklopqr	95%qiijklnopqr	72%op	68%op	76%ilopr	67%op	100%ghijklnopqr	89%iijklopqr	*54%*	*50%*	82%iiklopr	65%op
Rural	1628	-	1628	1252	118	195	63	43	40	184	182	168	250	-	121	263	195	118	63
	21%	-	100%a	*19%*	*18%*	50%cdf	35%cd	11%hm	5%m	28%ghmnq	32%ghkmnq	24%ghmnq	33%ghkmnq	-	11%hm	46%ghijklmnqr	50%ghijklmnqr	18%ghmn	35%ghkmnq
COUNTRY																			
England	6588	5336	1252	6588	-	-	-	391	835	647	577	692	753	1005	1119	570	-	-	-
	84%	86%b	*77%*	100%def	-	-	-	100%pqr	100%pqr	100%pqr	100%pqr	100%pqr	100%pqr	100%pqr	100%pqr	100%pqr	-	-	-
Scotland	649	531	118	-	649	-	-	-	-	-	-	-	-	-	-	-	-	649	-
	8%	*9%*	*7%*	-	100%cef	-	-	-	-	-	-	-	-	-	-	-	-	100%ghijklmnopr	-
Wales	389	194	195	-	-	389	-	-	-	-	-	-	-	-	-	-	389	-	-
	5%	*3%*	12%a	-	-	100%cdf	-	-	-	-	-	-	-	-	-	-	100%ghijklmnoqr	-	-
Northern Ireland	182	118	63	-	-	-	182	-	-	-	-	-	-	-	-	-	-	-	182
	2%	*2%*	4%a	-	-	-	100%cde	-	-	-	-	-	-	-	-	-	-	-	100%ghijklmnopq

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

		AREA		COUNTRY				GOVERNMENT REGIONS										
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	7589	5979	1610	6337	670	356	226	395	885	650	550	662	707	908	1034	546	356	670	226
Weighted Base	7808	6180	1628	6588	649	389	182	391	835	647	577	692	753	1005	1119	570	389	649	182
GOVERNMENT REGIONS																			
North East	391	348	43	391	-	-	-	391	-	-	-	-	-	-	-	-	-	-	-
	5%	6%b	*3%*	6%def	-	-	-	100%hijk lmnopqr	-	-	-	-	-	-	-	-	-	-	-
North West	835	795	40	835	-	-	-	-	835	-	-	-	-	-	-	-	-	-	-
	11%	13%b	*2%*	13%def	-	-	-	-	100%gijklmn opqr	-	-	-	-	-	-	-	-	-	-
Yorkshire and The Humber	647	462	184	647	-	-	-	-	-	647	-	-	-	-	-	-	-	-	-
	8%	*7%*	11%a	10%def	-	-	-	-	-	100%ghjklm nopqr	-	-	-	-	-	-	-	-	-
East Midlands	577	394	182	577	-	-	-	-	-	-	577	-	-	-	-	-	-	-	-
	7%	*6%*	11%a	9%def	-	-	-	-	-	-	100%ghiklm nopqr	-	-	-	-	-	-	-	-
West Midlands	692	524	168	692	-	-	-	-	-	-	-	692	-	-	-	-	-	-	-
	9%	*8%*	10%a	10%def	-	-	-	-	-	-	-	100%ghijl mnopqr	-	-	-	-	-	-	-
East of England	753	503	250	753	-	-	-	-	-	-	-	-	753	-	-	-	-	-	-
	10%	*8%*	15%a	11%def	-	-	-	-	-	-	-	-	100%ghij kmnopqr	-	-	-	-	-	-
London	1005	1005	-	1005	-	-	-	-	-	-	-	-	-	1005	-	-	-	-	-
	13%	16%b	-	15%def	-	-	-	-	-	-	-	-	-	100%ghij klnopqr	-	-	-	-	-
South East	1119	998	121	1119	-	-	-	-	-	-	-	-	-	-	1119	-	-	-	-
	14%	16%b	*7%*	17%def	-	-	-	-	-	-	-	-	-	-	100%ghij klmopqr	-	-	-	-
South West	570	307	263	570	-	-	-	-	-	-	-	-	-	-	-	570	-	-	-
	7%	*5%*	16%a	9%def	-	-	-	-	-	-	-	-	-	-	-	100%ghij klmnpqr	-	-	-
Wales	389	194	195	-	-	389	-	-	-	-	-	-	-	-	-	-	389	-	-
	5%	*3%*	12%a	-	-	100%cdf	-	-	-	-	-	-	-	-	-	-	100%ghijkl mnoqr	-	-

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

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	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	7589	5979	1610	6337	670	356	226	395	885	650	550	662	707	908	1034	546	356	670	226
Weighted Base	7808	6180	1628	6588	649	389	182	391	835	647	577	692	753	1005	1119	570	389	649	182
Scotland	649	531	118	-	649	-	-	-	-	-	-	-	-	-	-	-	-	649	-
	8%	*9%*	*7%*	-	100%cef	-	-	-	-	-	-	-	-	-	-	-	-	100%ghijkl mnopr	-
Northern Ireland	182	118	63	-	-	-	182	-	-	-	-	-	-	-	-	-	-	-	182
	2%	*2%*	4%a	-	-	-	100%cde	-	-	-	-	-	-	-	-	-	-	-	100%ghijklmn opq
12 MONTH SIM ONLY																			
In Contract	606	484	121	509	51	27	19	28	61	38	46	62	60	87	88	38	27	51	19
	8%	*8%*	*7%*	*8%*	*8%*	*7%*	*11%*	*7%*	*7%*	*6%*	*8%*	9%i	*8%*	*9%*	*8%*	*7%*	*7%*	*8%*	11%i
DISABILITY																			
Any Disability	1270	967	303	1036	123	76	36	63	174	105	104	112	92	105	168	114	76	123	36
	16%	*16%*	19%a	*16%*	19%c	*20%*	*20%*	16%m	21%iklmn	16%lm	18%lm	16%lm	*12%*	*10%*	15%m	20%lmn	20%lm	19%lmn	20%lm
Any mental or learing disability	388	295	93	323	41	16	9	22	52	35	34	37	26	37	65	17	16	41	9
	5%	*5%*	*6%*	*5%*	*6%*	*4%*	*5%*	6%o	6%lmo	5%o	6%o	5%o	*3%*	*4%*	6%lmo	*3%*	*4%*	6%lmo	*5%*
Any physical disability	864	666	198	699	91	53	22	43	124	69	71	76	65	65	102	83	53	91	22
	11%	*11%*	*12%*	*11%*	14%c	*13%*	*12%*	11%m	15%iklmn	11%m	12%lm	11%m	*9%*	*7%*	9%m	15%lmn	13%lmn	14%lmn	12%m
Both mental\learing and physical disablity	121	95	26	100	15	6	*	8	17	12	8	9	12	11	16	6	6	15	*
	2%	*2%*	*2%*	*2%*	*2%*	*1%*	*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*
No disability	6538	5213	1326	5552	527	313	146	328	660	542	473	580	661	900	951	457	313	527	146
	84%	84%b	*81%*	84%d	*81%*	*80%*	*80%*	*84%*	*79%*	84%h	*82%*	84%h	88%hij kopqr	90%ghi jknopq r	85%hoq	*80%*	*80%*	*81%*	*80%*
COMBINED CONTRACT																			
Total	3392	2651	740	2830	304	194	64	181	386	284	272	281	314	382	467	263	194	304	64
	43%	*43%*	*45%*	43%f	47%f	50%cf	*35%*	46%mr	46%kmr	44%mr	47%kmnr	*41%*	*42%*	*38%*	*42%*	46%mr	50%klmnr	47%kmnr	*35%*
In Contract	2772	2166	606	2296	265	156	55	162	328	224	242	220	244	283	381	212	156	265	55
	35%	*35%*	*37%*	*35%*	41%cf	40%f	*30%*	41%ikl mnr	39%klmnr	35%m	42%iklmn r	*32%*	*32%*	*28%*	34%m	37%m	40%klmr	41%iklmn r	*30%*
Out of Contract	428	326	102	376	28	21	3	14	36	53	26	49	51	62	60	26	21	28	3
	5%	*5%*	*6%*	6%f	*4%*	5%f	*1%*	*4%*	*4%*	8%ghjnoq r	5%r	7%ghqr	7%ghr	6%r	5%r	*5%*	5%r	*4%*	*1%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

		AREA		COUNTRY				GOVERNMENT REGIONS										
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	7589	5979	1610	6337	670	356	226	395	885	650	550	662	707	908	1034	546	356	670	226
Weighted Base	7808	6180	1628	6588	649	389	182	391	835	647	577	692	753	1005	1119	570	389	649	182
Unsure	118	94	25	99	4	14	1	2	12	3	-	7	17	31	11	17	14	4	1
	2%	*2%*	*2%*	*2%*	*1%*	4%cdf	*1%*	*	1%j	*	-	1%j	2%gijn q	3%ghij knqr	1%j	3%gijk nq	4%ghijkn qr	*1%*	*1%*
Q5A. MOBILE PROVIDER WITH PAID MONTHLY																			
Any	5529	4383	1146	4665	482	275	106	267	586	471	429	477	524	676	821	413	275	482	106
	71%	*71%*	*70%*	71%f	74%f	71%f	*58%*	68%r	70%r	73%mr	74%gkmr	69%r	70%r	67%r	73%mr	72%r	71%r	74%gkmr	*58%*
ANY EE\ORANGE\T-MOBILE	1550	1217	333	1334	111	88	17	87	152	129	122	144	132	217	208	142	88	111	17
	20%	*20%*	*20%*	20%f	17%f	23%df	*9%*	22%qr	18%r	20%r	21%r	21%r	18%r	22%qr	19%r	25%hln qr	23%qr	17%r	*9%*
EE	1486	1169	317	1282	104	84	16	87	147	125	113	137	128	207	202	137	84	104	16
	19%	*19%*	*19%*	19%df	16%f	22%df	*9%*	22%lqr	18%r	19%r	20%r	20%r	17%r	21%qr	18%r	24%hln qr	22%qr	16%r	*9%*
GiffGaff	156	125	31	123	22	10	1	4	13	13	10	12	22	22	17	10	10	22	1
	2%	*2%*	*2%*	*2%*	3%cf	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*	3%g	*2%*	*2%*	*2%*	*2%*	3%ghnr	*1%*
iD	61	48	14	57	3	2	-	2	11	7	8	2	2	6	8	9	2	3	-
	1%	*1%*	*1%*	*1%*	*	*1%*	-	*	1%kl	*1%*	1%kl	*	*	*1%*	*1%*	2%klq	*1%*	*	-
Lebara	11	11	-	10	1	-	-	1	-	1	1	-	1	1	4	-	-	1	-
	*	*	-	*	*	-	-	*	-	*	*	-	*	*	*	-	-	*	-
Orange	27	21	6	22	2	2	1	-	3	1	4	4	1	-	5	3	2	2	1
	*	*	*	*	*	*1%*	*1%*	-	*	*	1%m	1%m	*	-	*m	*m	1%m	*	1%m
O2	1193	963	230	989	106	33	65	58	171	93	81	102	102	121	179	81	33	106	65
	15%	*16%*	*14%*	15%e	16%e	*8%*	36%cde	15%p	21%gijklm nopq	14%p	14%p	15%p	14%p	*12%*	16%mp	14%p	*8%*	16%mp	36%ghijklmn opq
3	679	558	121	579	62	29	8	27	59	75	40	40	67	130	110	31	29	62	8
	9%	*9%*	*7%*	9%f	10%f	*7%*	*5%*	*7%*	*7%*	12%ghjkop r	*7%*	*6%*	9%kor	13%ghj klnopr	10%hkor	*5%*	*7%*	10%kor	*5%*
Sky	89	67	22	72	9	8	-	5	11	5	11	11	6	5	11	7	8	9	-
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	-	*1%*	*1%*	*1%*	2%m	2%m	*1%*	*1%*	*1%*	*1%*	2%m	*1%*	-
Tesco Mobile	360	278	82	292	38	27	3	20	35	41	25	35	36	17	57	26	27	38	3
	5%	*4%*	*5%*	4%f	6%f	7%cf	*1%*	5%mr	4%m	6%mr	4%m	5%mr	5%mr	*2%*	5%mr	5%mr	7%mr	6%mr	*1%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

		AREA		COUNTRY				GOVERNMENT REGIONS										
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	7589	5979	1610	6337	670	356	226	395	885	650	550	662	707	908	1034	546	356	670	226
Weighted Base	7808	6180	1628	6588	649	389	182	391	835	647	577	692	753	1005	1119	570	389	649	182
T-Mobile	36	27	9	30	5	1	-	-	2	3	5	3	2	10	1	3	1	5	-
	*	*	*1%*	*	*1%*	*	-	-	*	*	1%n	*	*	1%n	*	*	*	1%n	-
Virgin Mobile	346	296	50	311	27	9	-	20	34	18	35	49	40	39	52	24	9	27	-
	4%	5%b	*3%*	5%ef	4%f	2%f	-	5%pr	4%r	3%r	6%ipr	7%himnpqr	5%ipr	4%r	5%r	4%r	2%r	4%r	-
Vodafone	838	629	210	697	76	54	11	26	77	70	74	62	93	92	139	65	54	76	11
	11%	*10%*	13%a	11%f	12%f	14%f	*6%*	*7%*	*9%*	11%gr	13%ghkmr	*9%*	12%gkmr	*9%*	12%ghkmr	11%gr	14%ghkmr	12%gr	*6%*
Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?																			
Under 2 years	1229	955	275	1021	115	78	14	64	135	114	114	99	81	147	152	115	78	115	14
	16%	*15%*	*17%*	16%f	18%f	20%cf	*8%*	16%lr	16%lr	18%lnr	20%klmnr	14%r	*11%*	15%lr	14%r	20%klmnr	20%klmnr	18%lnr	*8%*
2 up to 4 years	1093	896	196	943	93	42	15	38	101	106	70	95	107	172	175	79	42	93	15
	14%	15%b	*12%*	14%f	14%f	*11%*	*8%*	*10%*	*12%*	16%ghjpr	*12%*	14%r	14%gr	17%ghjpr	16%ghpr	14%r	*11%*	14%gr	*8%*
4 up to 6 years	1009	802	207	851	98	45	15	41	111	69	84	110	98	123	138	76	45	98	15
	13%	*13%*	*13%*	*13%*	15%f	*12%*	*8%*	*11%*	*13%*	*11%*	14%r	16%ginr	*13%*	*12%*	*12%*	*13%*	*12%*	15%gir	*8%*
6 up to 10 years	969	767	202	823	77	49	19	43	103	94	83	85	97	101	157	62	49	77	19
	12%	*12%*	*12%*	*12%*	*12%*	*13%*	*11%*	*11%*	*12%*	15%m	14%m	*12%*	*13%*	*10%*	14%m	*11%*	*13%*	*12%*	*11%*
More than 10 years	1170	914	256	975	95	56	43	77	136	87	75	83	119	121	191	87	56	95	43
	15%	*15%*	*16%*	*15%*	*15%*	*14%*	24%cde	20%ijkmq	16%km	*13%*	*13%*	*12%*	16%m	*12%*	17%jkm	*15%*	*14%*	*15%*	24%hijklmnopq
Q.20 CONFIDENCE IN COMPARING COSTS																			
VERY CONFIDENT	2688	2165	523	2239	240	146	64	136	253	203	199	189	250	351	450	207	146	240	64
	34%	35%b	*32%*	*34%*	*37%*	*37%*	*35%*	35%k	*30%*	*31%*	34%k	*27%*	33%k	35%hk	40%hijklm	36%hk	37%hk	37%hik	35%k
NOT VERY CONFIDENT	3192	2454	738	2727	245	144	75	161	357	281	253	332	315	399	401	228	144	245	75
	41%	*40%*	45%a	*41%*	*38%*	*37%*	*42%*	*41%*	43%n	43%nq	44%npq	48%glmnopq	42%n	*40%*	*36%*	*40%*	*37%*	*38%*	*42%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	7589	5979	1610	6337	670	356	226	395	885	650	550	662	707	908	1034	546	356	670	226
Weighted Base	7808	6180	1628	6588	649	389	182	391	835	647	577	692	753	1005	1119	570	389	649	182
Q.20 CONFIDENCE IN SPEAKING TO PROVIDER																			
VERY CONFIDENT	2795	2244	551	2346	241	143	65	143	269	210	203	202	269	365	471	214	143	241	65
	36%	*36%*	*34%*	*36%*	*37%*	*37%*	*36%*	36%k	*32%*	*32%*	35%k	*29%*	36%k	36%k	42%hij klm	38%k	37%k	37%k	*36%*
NOT VERY CONFIDENT	3085	2375	710	2620	244	147	74	155	341	274	249	319	296	385	381	220	147	244	74
	40%	*38%*	44%a	*40%*	*38%*	*38%*	*41%*	*40%*	41%n	42%n	43%n	46%glmn opq	39%n	*38%*	*34%*	*39%*	*38%*	*38%*	*41%*
Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY																			
VERY CONFIDENT	2536	2051	485	2123	217	134	63	119	227	186	181	170	249	366	421	204	134	217	63
	32%	33%b	*30%*	*32%*	*33%*	*34%*	*35%*	30%k	*27%*	*29%*	31%k	*25%*	33%hk	36%ghi k	38%ghi jk	36%hik	34%hk	33%hk	35%hk
NOT VERY CONFIDENT	3344	2568	776	2843	268	156	76	178	383	298	271	351	316	384	430	231	156	268	76
	43%	*42%*	48%a	*43%*	*41%*	*40%*	*42%*	46%mn	46%mn	46%mn	47%mno	51%lmno pqr	*42%*	*38%*	*38%*	*41%*	*40%*	*41%*	*42%*
Q.21 CONFIDENCE IN MATHS ABILITY																			
VERY CONFIDENT	2968	2360	608	2495	244	160	70	163	284	225	213	200	281	409	487	233	160	244	70
	38%	*38%*	*37%*	*38%*	*38%*	*41%*	*38%*	42%hik	34%k	35%k	37%k	*29%*	37%k	41%hik	44%hij klq	41%hik	41%hk	38%k	38%k
NOT VERY CONFIDENT	2912	2259	653	2470	241	130	70	134	326	259	239	321	284	341	364	202	130	241	70
	37%	*37%*	40%a	*37%*	*37%*	*33%*	*38%*	*34%*	39%mn	40%mnp	41%gmnp	46%ghil mnopq	38%n	*34%*	*33%*	*35%*	*33%*	*37%*	*38%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	7589	561	1426	358	1045	126	6163	3085	2498	409	113
Weighted Base	7808	606	1270	388	864	121	6538	3392	2772	428	118
GENDER											
Male	3799	341	558	173	361	43	3241	1557	1259	205	58
	49%	56%a	*44%*	*45%*	*42%*	*36%*	50%cef	*46%*	*45%*	*48%*	*49%*
Female	4010	264	712	215	503	78	3297	1835	1512	224	60
	51%b	*44%*	56%g	*55%*	58%g	64%g	*50%*	*54%*	*55%*	*52%*	*51%*
AGE											
16-24	1178	79	117	81	42	16	1061	578	492	56	16
	15%	*13%*	9%e	21%ceg	*5%*	13%e	16%ce	17%j	18%j	*13%*	*14%*
25-34	1530	107	140	94	46	12	1390	802	667	85	28
	20%	*18%*	11%e	24%cef	*5%*	*10%*	21%cef	*24%*	*24%*	*20%*	*24%*
35-44	1353	132	148	74	83	23	1206	641	522	85	28
	17%	22%a	*12%*	19%ce	*10%*	19%ce	18%ce	*19%*	*19%*	*20%*	*23%*
45-54	1244	119	192	63	124	25	1051	563	468	61	16
	16%	20%a	*15%*	*16%*	*14%*	*21%*	*16%*	*17%*	*17%*	*14%*	*13%*
55-64	1234	99	278	57	214	31	956	500	394	79	17
	16%	*16%*	22%dg	*15%*	25%dg	25%dg	*15%*	*15%*	*14%*	19%i	*14%*
65-74	756	51	188	13	166	9	568	219	171	38	8
	10%	*8%*	15%dfg	*3%*	19%cdfg	*7%*	9%d	*6%*	*6%*	9%i	*7%*
75+	512	17	206	7	189	6	306	89	58	25	5
	7%b	*3%*	16%dfg	*2%*	22%cdfg	*5%*	5%d	*3%*	*2%*	6%hi	*4%*
16-54	5306	438	598	312	295	76	4708	2584	2148	286	88
	68%	72%a	47%e	80%cefg	*34%*	63%ce	72%cef	76%j	78%j	*67%*	*75%*
55+	2503	167	672	77	569	45	1830	807	623	143	30
	32%b	*28%*	53%dfg	*20%*	66%cdfg	37%dg	28%d	*24%*	*22%*	33%hi	*25%*
16-64	6540	538	876	369	509	107	5664	3084	2542	365	105
	84%	89%a	69%e	95%cefg	*59%*	88%ce	87%ce	91%j	92%j	*85%*	*89%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	7589	561	1426	358	1045	126	6163	3085	2498	409	113
Weighted Base	7808	606	1270	388	864	121	6538	3392	2772	428	118
65+	1268	68	394	20	355	15	874	308	229	63	13
	16%b	*11%*	31%dfg	*5%*	41%cdfg	12%d	13%d	*9%*	*8%*	15%hi	*11%*
16-74	7296	588	1064	381	675	116	6232	3303	2713	404	113
	93%	97%a	84%e	98%ceg	*78%*	95%ce	95%ce	97%j	98%j	*94%*	*96%*
SOCIAL GRADE											
AB	1620	146	173	35	126	11	1448	753	614	95	27
	21%	*24%*	14%d	*9%*	15%d	*9%*	22%cdef	*22%*	*22%*	*22%*	*23%*
C1	2381	207	295	99	173	18	2086	1126	942	132	30
	30%	*34%*	23%f	26%ef	*20%*	*15%*	32%cdef	*33%*	*34%*	*31%*	*26%*
C2	1652	123	209	56	134	12	1443	755	621	99	20
	21%	*20%*	*16%*	*14%*	*16%*	*10%*	22%cdef	*22%*	*22%*	*23%*	*17%*
DE	2155	129	594	198	431	80	1561	758	595	103	41
	28%b	*21%*	47%g	51%g	50%g	66%cdeg	*24%*	*22%*	*21%*	*24%*	34%hij
SOCIAL GRADE											
ABC1	4002	353	468	134	299	29	3534	1879	1556	227	58
	51%	58%a	37%f	35%f	35%f	*24%*	54%cdef	*55%*	*56%*	*53%*	*49%*
C2DE	3807	252	802	254	565	92	3005	1512	1216	202	61
	49%b	*42%*	63%g	65%g	65%g	76%cdeg	*46%*	*45%*	*44%*	*47%*	*51%*
MARITAL STATUS											
Married\ Living as married	4514	364	554	144	373	37	3959	2047	1674	259	72
	58%	*60%*	44%df	*37%*	43%f	*31%*	61%cdef	*60%*	*60%*	*61%*	*61%*
Single	2351	187	382	182	214	51	1969	1019	843	113	38
	30%	*31%*	30%e	47%ceg	*25%*	42%ceg	30%e	*30%*	*30%*	*26%*	*32%*
Widow\ Divorced\ Separated	944	55	334	63	277	33	610	326	255	56	9
	12%b	*9%*	26%dg	16%g	32%cdg	27%dg	*9%*	*10%*	*9%*	13%hi	*8%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	7589	561	1426	358	1045	126	6163	3085	2498	409	113
Weighted Base	7808	606	1270	388	864	121	6538	3392	2772	428	118
WORKING STATUS											
Working	4416	387	334	126	174	19	4082	2298	1922	253	70
	57%	64%a	26%ef	33%cef	*20%*	*15%*	62%cdef	68%j	69%jk	*59%*	*59%*
Not working	3392	219	936	262	690	103	2457	1093	849	175	48
	43%b	*36%*	74%dg	67%g	80%cdg	85%cdg	*38%*	*32%*	*31%*	41%hi	41%i
CHILDREN											
Any	2301	181	232	105	118	23	2068	1193	990	127	45
	29%	*30%*	18%e	27%ce	*14%*	*19%*	32%cef	35%j	36%j	*30%*	*38%*
None	5508	425	1038	283	747	99	4470	2199	1781	301	73
	71%	*70%*	82%dg	*73%*	86%cdg	81%g	*68%*	*65%*	*64%*	70%hi	*62%*
INTERNET ACCESS											
Any Internet access	7307	595	1053	361	683	110	6254	3320	2718	412	117
	94%	98%a	83%e	93%ce	*79%*	90%ce	96%cdef	98%j	98%j	*96%*	*99%*
No Internet access	502	11	217	28	181	12	284	72	54	16	1
	6%b	*2%*	17%dfg	7%g	21%cdfg	10%g	*4%*	*2%*	*2%*	4%hi	*1%*
TENURE											
Own\Mortgage	4299	375	592	137	430	46	3707	1887	1544	248	55
	55%	62%a	47%d	*35%*	50%df	*38%*	57%cdef	*56%*	*56%*	58%k	*47%*
Rent\Other	3510	231	679	252	434	76	2831	1504	1228	181	63
	45%b	*38%*	53%g	65%ceg	50%g	62%eg	*43%*	*44%*	*44%*	*42%*	53%j
AREA											
Urban	6180	484	967	295	666	95	5213	2651	2166	326	94
	79%	*80%*	*76%*	*76%*	*77%*	*79%*	80%c	*78%*	*78%*	*76%*	*79%*
Rural	1628	121	303	93	198	26	1326	740	606	102	25
	21%	*20%*	24%g	*24%*	*23%*	*21%*	*20%*	*22%*	*22%*	*24%*	*21%*
COUNTRY											
England	6588	509	1036	323	699	100	5552	2830	2296	376	99
	84%	*84%*	*82%*	*83%*	*81%*	*82%*	85%ce	*83%*	*83%*	88%hi	*84%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g - h/i/j/k

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	7589	561	1426	358	1045	126	6163	3085	2498	409	113
Weighted Base	7808	606	1270	388	864	121	6538	3392	2772	428	118
Scotland	649	51	123	41	91	15	527	304	265	28	4
	8%	*8%*	*10%*	*10%*	10%g	*13%*	*8%*	*9%*	10%k	*7%*	*4%*
Wales	389	27	76	16	53	6	313	194	156	21	14
	5%	*4%*	*6%*	*4%*	*6%*	*5%*	*5%*	*6%*	*6%*	*5%*	12%hij
Northern Ireland	182	19	36	9	22	*	146	64	55	3	1
	2%	*3%*	*3%*	*2%*	*3%*	*	*2%*	*2%*	*2%*	*1%*	*1%*
GOVERNMENT REGIONS											
North East	391	28	63	22	43	8	328	181	162	14	2
	5%	*5%*	*5%*	*6%*	*5%*	*7%*	*5%*	*5%*	6%j	*3%*	*2%*
North West	835	61	174	52	124	17	660	386	328	36	12
	11%	*10%*	14%g	*13%*	14%g	*14%*	*10%*	*11%*	*12%*	*8%*	*10%*
Yorkshire and The Humber	647	38	105	35	69	12	542	284	224	53	3
	8%	*6%*	*8%*	*9%*	*8%*	*10%*	*8%*	8%k	8%k	12%hik	*3%*
East Midlands	577	46	104	34	71	8	473	272	242	26	-
	7%	*8%*	*8%*	*9%*	*8%*	*7%*	*7%*	8%k	9%k	6%k	-
West Midlands	692	62	112	37	76	9	580	281	220	49	7
	9%	*10%*	*9%*	*9%*	*9%*	*7%*	*9%*	*8%*	*8%*	11%hi	*6%*
East of England	753	60	92	26	65	12	661	314	244	51	17
	10%	*10%*	*7%*	*7%*	*8%*	*10%*	10%cde	*9%*	*9%*	*12%*	*14%*
London	1005	87	105	37	65	11	900	382	283	62	31
	13%	*14%*	*8%*	*10%*	*8%*	*9%*	14%cde	*11%*	*10%*	14%i	26%hij
South East	1119	88	168	65	102	16	951	467	381	60	11
	14%	*15%*	*13%*	17%e	*12%*	*13%*	15%e	*14%*	*14%*	*14%*	*9%*
South West	570	38	114	17	83	6	457	263	212	26	17
	7%	*6%*	9%dg	*4%*	10%dg	*5%*	*7%*	*8%*	*8%*	*6%*	14%hij

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g - h/i/j/k

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	7589	561	1426	358	1045	126	6163	3085	2498	409	113
Weighted Base	7808	606	1270	388	864	121	6538	3392	2772	428	118
Wales	389	27	76	16	53	6	313	194	156	21	14
	5%	*4%*	*6%*	*4%*	*6%*	*5%*	*5%*	*6%*	*6%*	*5%*	12%hij
Scotland	649	51	123	41	91	15	527	304	265	28	4
	8%	*8%*	*10%*	*10%*	10%g	*13%*	*8%*	*9%*	10%k	*7%*	*4%*
Northern Ireland	182	19	36	9	22	*	146	64	55	3	1
	2%	*3%*	*3%*	*2%*	*3%*	*	*2%*	*2%*	*2%*	*1%*	*1%*
12 MONTH SIM ONLY											
In Contract	606	606	61	21	40	5	545	-	-	-	-
	8%	100%a	*5%*	*6%*	*5%*	*4%*	8%ce	-	-	-	-
DISABILITY											
Any Disability	1270	61	1270	388	864	121	-	473	397	53	12
	16%b	*10%*	100%g	100%g	100%g	100%g	-	*14%*	*14%*	*12%*	*10%*
Any mental or learing disability	388	21	388	388	121	121	-	175	160	10	2
	5%	*4%*	31%eg	100%ceg	14%g	100%ceg	-	5%j	6%j	*2%*	*2%*
Any physical disability	864	40	864	121	864	121	-	285	232	40	9
	11%b	*7%*	68%dg	31%g	100%cdg	100%cdg	-	*8%*	*8%*	*9%*	*7%*
Both mental\learing and physical disablity	121	5	121	121	121	121	-	44	38	3	2
	2%	*1%*	10%g	31%ceg	14%cg	100%cdeg	-	*1%*	*1%*	*1%*	*2%*
No disability	6538	545	-	-	-	-	6538	2919	2374	375	106
	84%	90%a	-	-	-	-	100%cdef	*86%*	*86%*	*88%*	*90%*
COMBINED CONTRACT											
Total	3392	-	473	175	285	44	2919	3392	2772	428	118
	43%b	-	37%e	45%ce	*33%*	*36%*	45%ce	*100%*	*100%*	*100%*	*100%*
In Contract	2772	-	397	160	232	38	2374	2772	2772	-	-
	35%b	-	31%e	41%ce	*27%*	*32%*	36%ce	82%jk	100%hjk	-	-
Out of Contract	428	-	53	10	40	3	375	428	-	428	-
	5%b	-	*4%*	*3%*	*5%*	*3%*	6%cd	13%ik	-	100%hik	-

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	7589	561	1426	358	1045	126	6163	3085	2498	409	113
Weighted Base	7808	606	1270	388	864	121	6538	3392	2772	428	118
Unsure	118	-	12	2	9	2	106	118	-	-	118
	2%b	-	1%	1%	1%	2%	2%	3%ij	-	-	100%hij
Q5A. MOBILE PROVIDER WITH PAID MONTHLY											
Any	5529	603	759	263	480	79	4769	3358	2753	421	112
	71%	100%a	60%e	68%ce	56%	65%e	73%cde	99%k	99%jk	98%k	95%
ANY EE\ORANGE\T-MOBILE	1550	147	218	74	131	23	1331	1049	878	122	37
	20%	24%a	17%	19%	15%	19%	20%ce	31%	32%	28%	31%
EE	1486	142	209	72	123	21	1277	1020	856	114	37
	19%	24%a	16%	18%	14%	17%	20%ce	30%	31%	27%	31%
GiffGaff	156	5	18	9	9	1	138	36	28	6	1
	2%	1%	1%	2%	1%	1%	2%e	1%	1%	1%	1%
iD	61	-	13	5	8	1	49	29	25	4	-
	1%b	-	1%	1%	1%	1%	1%	1%	1%	1%	-
Lebara	11	1	-	-	-	-	11	1	1	-	-
	*	*	-	-	-	-	*	*	*	-	-
Orange	27	1	6	-	6	-	21	16	11	5	-
	*	*	1%	-	1%g	-	*	*	*	1%i	-
O2	1193	111	170	65	99	16	1023	791	650	89	23
	15%	18%	13%	17%e	11%	13%	16%ce	23%	23%	21%	19%
3	679	111	69	30	42	10	610	364	285	58	14
	9%	18%a	5%	8%	5%	8%	9%ce	11%	10%	14%	12%
Sky	89	12	20	8	16	6	68	56	50	4	2
	1%	2%	2%	2%	2%g	5%cg	1%	2%	2%	1%	2%
Tesco Mobile	360	48	60	17	46	6	300	214	176	33	3
	5%	8%a	5%	4%	5%	5%	5%	6%	6%	8%	3%

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	7589	561	1426	358	1045	126	6163	3085	2498	409	113
Weighted Base	7808	606	1270	388	864	121	6538	3392	2772	428	118
T-Mobile	36	3	3	3	2	2	33	14	12	2	-
	*	1%	*	1%	*	2%ce	1%	*	*	*	-
Virgin Mobile	346	31	54	20	33	4	292	161	134	15	3
	4%	5%	4%	5%	4%	4%	4%	5%	5%	4%	3%
Vodafone	838	92	96	28	64	6	742	581	476	74	23
	11%	15%a	8%	7%	7%	5%	11%cdef	17%	17%	17%	19%
Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?											
Under 2 years	1229	146	178	73	104	18	1052	773	686	55	22
	16%	24%a	14%	19%ce	12%	15%	16%e	23%j	25%j	13%	18%
2 up to 4 years	1093	128	130	46	85	14	962	605	480	83	23
	14%	21%a	10%	12%	10%	12%	15%ce	18%	17%	19%	20%
4 up to 6 years	1009	115	133	53	75	15	876	597	472	93	19
	13%	19%a	10%	14%e	9%	12%	13%ce	18%	17%	22%i	16%
6 up to 10 years	969	116	127	45	80	13	842	587	477	87	13
	12%	19%a	10%	11%	9%	10%	13%ce	17%	17%	20%k	11%
More than 10 years	1170	97	193	46	138	20	977	766	632	93	22
	15%	16%	15%	12%	16%	16%	15%	23%	23%	22%	19%
Q.20 CONFIDENCE IN COMPARING COSTS											
VERY CONFIDENT	2688	237	291	86	192	22	2397	1299	1143	115	41
	34%	39%a	23%	22%	22%	18%	37%cdef	38%j	41%hj	27%	35%
NOT VERY CONFIDENT	3192	207	665	189	469	58	2527	1229	983	187	59
	41%b	34%	52%g	49%g	54%g	48%g	39%	36%	35%	44%hi	50%hi
Q.20 CONFIDENCE IN SPEAKING TO PROVIDER											
VERY CONFIDENT	2795	242	317	104	202	30	2478	1386	1224	122	39
	36%	40%	25%	27%	23%	24%	38%cdef	41%j	44%hjk	28%	33%

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	7589	561	1426	358	1045	126	6163	3085	2498	409	113
Weighted Base	7808	606	1270	388	864	121	6538	3392	2772	428	118
NOT VERY CONFIDENT	3085	203	640	170	458	50	2445	1143	902	179	61
	40%b	*33%*	50%dg	44%g	53%dfg	*41%*	*37%*	*34%*	*33%*	42%hi	52%hi
Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY											
VERY CONFIDENT	2536	220	248	81	152	21	2288	1216	1078	103	34
	32%	*36%*	*20%*	*21%*	*18%*	*17%*	35%cdef	36%j	39%hjk	*24%*	*28%*
NOT VERY CONFIDENT	3344	224	708	193	508	59	2635	1313	1048	198	67
	43%b	*37%*	56%g	50%g	59%dfg	*49%*	*40%*	*39%*	*38%*	46%hi	57%hi
Q.21 CONFIDENCE IN MATHS ABILITY											
VERY CONFIDENT	2968	272	323	66	227	19	2646	1314	1138	136	40
	38%	45%a	25%df	*17%*	26%df	*15%*	40%cdef	39%j	41%j	*32%*	*34%*
NOT VERY CONFIDENT	2912	173	633	208	433	61	2278	1214	988	165	61
	37%b	*28%*	50%g	54%g	50%g	50%g	*35%*	*36%*	*36%*	*39%*	52%hij

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g - h/i/j/k

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	7589	5094	1427	1365	136	56	10	28	1082	602	90	350	34	334	751
Weighted Base	7808	5529	1550	1486	156	61*	11**	27**	1193	679	89*	360	36*	346	838
GENDER															
Male	3799	2679	740	709	85	28	6	16	559	374	36	166	15	160	409
	49%	*48%*	*48%*	*48%*	*55%*	*46%*	*58%*	*58%*	*47%*	55%abchjkmn	*41%*	*46%*	*41%*	*46%*	*49%*
Female	4010	2850	810	777	71	33	5	11	634	305	52	194	21	186	430
	51%	52%i	52%i	52%i	*45%*	*54%*	*42%*	*42%*	53%i	*45%*	59%i	54%i	*59%*	54%i	51%i
AGE															
16-24	1178	867	242	230	48	12	5	2	176	118	10	56	9	57	113
	15%	*16%*	*16%*	*15%*	31%abchijkmn	*20%*	*44%*	*7%*	*15%*	*17%*	*12%*	*16%*	*25%*	*16%*	*14%*
25-34	1530	1185	321	317	43	9	3	1	306	197	7	44	3	45	184
	20%	21%jkm	21%jkm	21%jkm	28%jklm	*15%*	*25%*	*3%*	26%abcjklm	29%abcejklmn	*8%*	*12%*	*9%*	*13%*	22%jkm
35-44	1353	1034	294	277	18	20	3	4	239	148	14	37	13	60	164
	17%	19%dk	19%dk	19%k	*12%*	32%abcdhjkmn	*24%*	*14%*	20%dk	22%dk	*16%*	*10%*	37%abcdhijkmn	17%k	20%dk
45-54	1244	943	297	285	17	6	1	6	187	108	20	69	7	61	146
	16%	*17%*	19%dh	19%dh	*11%*	*10%*	*7%*	*22%*	*16%*	*16%*	22%d	19%d	*19%*	*18%*	*17%*
55-64	1234	877	221	211	16	7	-	9	180	71	18	92	1	69	149
	16%	16%i	14%i	14%i	*10%*	*11%*	-	*34%*	15%i	*10%*	20%dil	26%abcdehiln	*3%*	20%bcdhil	18%bcdil
65-74	756	441	118	111	9	6	-	4	76	27	12	46	2	40	61
	10%	8%i	8%i	7%i	*6%*	*9%*	-	*15%*	*6%*	*4%*	14%bcdhin	13%abcdhin	*6%*	11%abchin	7%i
75+	512	181	56	55	5	2	-	1	29	9	7	15	-	15	21
	7%	3%i	4%i	4%i	*3%*	*3%*	-	*4%*	*2%*	*1%*	8%ahin	4%i	-	4%i	*3%*
16-54	5306	4029	1154	1109	126	47	11	13	909	571	52	207	33	223	608
	68%	73%jkm	74%jkm	75%jkm	81%ajkmn	76%jk	*100%*	*46%*	76%ajkm	84%abchjkmn	*58%*	*58%*	91%abcjkmn	*64%*	72%jkm
55+	2503	1499	395	377	29	14	-	15	285	108	37	153	3	123	231
	32%	27%dhil	26%il	25%il	*19%*	*24%*	-	*54%*	24%i	*16%*	42%abcdehiln	42%abcdehiln	*9%*	36%abcdhiln	28%dil

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	7589	5094	1427	1365	136	56	10	28	1082	602	90	350	34	334	751
Weighted Base	7808	5529	1550	1486	156	61*	11**	27**	1193	679	89*	360	36*	346	838
16-64	6540	4907	1376	1320	142	54	11	22	1089	642	70	299	34	292	757
	84%	89%jkm	89%jkm	89%jkm	91%jk	*88%*	*100%*	*81%*	91%ajkm	95%abcehj kmn	*79%*	*83%*	*94%*	*84%*	90%jkm
65+	1268	622	174	166	13	8	-	5	104	37	19	61	2	54	82
	16%	11%hi	11%i	11%i	*9%*	12%i	-	*19%*	9%i	*5%*	21%abcdhi n	17%abcdhin	*6%*	16%abchin	10%i
16-74	7296	5347	1493	1431	151	59	11	26	1164	670	82	345	36	331	817
	93%	97%j	*96%*	*96%*	*97%*	*97%*	*100%*	*96%*	98%j	99%abcjkm	*92%*	*96%*	*100%*	*96%*	97%j
SOCIAL GRADE															
AB	1620	1287	367	356	36	7	1	6	284	130	21	72	4	78	228
	21%	23%i	24%i	24%ei	*23%*	*12%*	*11%*	*21%*	24%i	*19%*	*24%*	*20%*	*12%*	*23%*	27%aeik
C1	2381	1872	527	502	61	26	3	10	390	226	23	117	15	118	294
	30%	*34%*	*34%*	*34%*	*39%*	*43%*	*27%*	*36%*	*33%*	*33%*	*26%*	*32%*	*42%*	*34%*	*35%*
C2	1652	1185	338	322	22	13	1	6	260	161	20	73	9	78	180
	21%	21%d	22%d	22%d	*14%*	*20%*	*9%*	*22%*	22%d	24%d	*22%*	*20%*	*26%*	22%d	*21%*
DE	2155	1185	318	306	37	15	6	6	260	162	25	97	7	72	137
	28%	21%n	21%n	21%n	24%n	*25%*	*53%*	*20%*	22%n	24%n	28%n	27%abcn	*19%*	*21%*	*16%*
SOCIAL GRADE															
ABC1	4002	3159	893	858	97	34	4	16	674	356	44	189	20	196	522
	51%	57%i	58%i	58%i	63%i	*55%*	*38%*	*58%*	*56%*	*52%*	*50%*	*53%*	*55%*	*57%*	62%abhijk
C2DE	3807	2370	656	628	58	28	7	12	519	323	44	171	16	150	316
	49%	43%n	42%n	*42%*	*37%*	*45%*	*62%*	*42%*	44%n	48%abcdn	50%n	47%n	*45%*	*43%*	*38%*
MARITAL STATUS															
Married\ Living as married	4514	3328	935	897	79	31	6	18	734	415	51	216	20	193	520
	58%	60%d	60%d	60%d	*51%*	*51%*	*56%*	*67%*	62%d	61%d	*58%*	*60%*	*55%*	*56%*	62%d
Single	2351	1639	469	449	63	22	5	6	343	219	19	98	14	110	234
	30%	*30%*	*30%*	*30%*	40%abchjk n	*35%*	*44%*	*22%*	*29%*	32%j	*21%*	*27%*	*38%*	*32%*	*28%*
Widow\ Divorced\ Separated	944	562	146	140	13	8	-	3	116	44	18	46	3	43	84
	12%	10%i	9%i	9%i	*9%*	*14%*	-	*11%*	10%i	*7%*	21%abcdhi n	13%i	*8%*	12%i	10%i

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	7589	5094	1427	1365	136	56	10	28	1082	602	90	350	34	334	751
Weighted Base	7808	5529	1550	1486	156	61*	11**	27**	1193	679	89*	360	36*	346	838
WORKING STATUS															
Working	4416	3550	1042	1006	89	34	5	16	830	458	39	181	20	191	575
	57%	64%jkm	67%adjkm	68%adjkm	*57%*	*56%*	*49%*	*59%*	70%adejkm	67%djkm	*44%*	*50%*	*55%*	*55%*	69%adjkm
Not working	3392	1979	507	480	67	27	5	11	363	221	50	179	16	155	263
	43%	36%bchn	*33%*	*32%*	43%bchin	44%h	*51%*	*41%*	*30%*	*33%*	56%abchin	50%abchin	*45%*	45%abchin	*31%*
CHILDREN															
Any	2301	1762	509	490	33	16	3	5	418	250	25	84	15	97	284
	29%	32%dk	33%dk	33%dk	*21%*	*25%*	*29%*	*17%*	35%dkm	37%adkm	*28%*	*23%*	41%dk	*28%*	34%dk
None	5508	3767	1040	996	123	46	8	23	775	429	64	276	21	249	555
	71%	68%i	*67%*	*67%*	79%abchil n	*75%*	*71%*	*83%*	*65%*	*63%*	*72%*	77%abchil n	*59%*	72%hi	*66%*
INTERNET ACCESS															
Any Internet access	7307	5395	1507	1447	151	60	11	25	1172	668	87	349	35	336	812
	94%	*98%*	*97%*	*97%*	*97%*	*97%*	*100%*	*91%*	*98%*	*98%*	*98%*	*97%*	*97%*	*97%*	*97%*
No Internet access	502	133	42	39	5	2	-	2	22	11	1	11	1	9	26
	6%	*2%*	*3%*	*3%*	*3%*	*3%*	-	*9%*	*2%*	*2%*	*2%*	*3%*	*3%*	*3%*	*3%*
TENURE															
Own\Mortgage	4299	3218	939	897	66	37	1	23	679	322	52	234	19	219	499
	55%	58%di	61%di	60%di	*42%*	60%d	*7%*	*85%*	57%di	*47%*	59%d	65%adhi	*53%*	63%di	60%di
Rent\Other	3510	2311	611	590	90	24	10	4	515	357	36	126	17	127	339
	45%	42%k	*39%*	*40%*	58%abcehj kmn	*40%*	*93%*	*15%*	43%k	53%abchkm n	*41%*	*35%*	*47%*	*37%*	*40%*
AREA															
Urban	6180	4383	1217	1169	125	48	11	21	963	558	67	278	27	296	629
	79%	79%n	*79%*	*79%*	*80%*	*78%*	*100%*	*77%*	81%n	82%n	*76%*	*77%*	*74%*	86%abcjkn	*75%*
Rural	1628	1146	333	317	31	14	-	6	230	121	22	82	9	50	210
	21%	21%m	21%m	21%m	*20%*	*22%*	-	*23%*	*19%*	*18%*	24%m	23%m	*26%*	*14%*	25%ahim
COUNTRY															
England	6588	4665	1334	1282	123	57	10	22	989	579	72	292	30	311	697
	84%	*84%*	86%dhk	86%dhk	*79%*	92%d	*89%*	*79%*	*83%*	*85%*	*82%*	*81%*	*84%*	90%adhjkn	*83%*

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KANTAR

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Q. Break x Break

Base: All who own or have use of a personal mobile phone

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	7589	5094	1427	1365	136	56	10	28	1082	602	90	350	34	334	751
Weighted Base	7808	5529	1550	1486	156	61*	11**	27**	1193	679	89*	360	36*	346	838
Scotland	649	482	111	104	22	3	1	2	106	62	9	38	5	27	76
	8%	*9%*	*7%*	*7%*	14%abcm	*5%*	*11%*	*8%*	*9%*	*9%*	*10%*	11%bc	*13%*	*8%*	*9%*
Wales	389	275	88	84	10	2	-	2	33	29	8	27	1	9	54
	5%	5%h	6%hm	6%hm	6%h	*3%*	-	*8%*	*3%*	*4%*	9%hm	8%ahim	*3%*	*3%*	6%hm
Northern Ireland	182	106	17	16	1	-	-	1	65	8	-	3	-	-	11
	2%	2%bcm	*1%*	*1%*	*1%*	-	-	*5%*	5%abcdijk mn	*1%*	-	*1%*	-	-	*1%*
GOVERNMENT REGIONS															
North East	391	267	87	87	4	2	1	-	58	27	5	20	-	20	26
	5%	5%n	6%n	6%n	*2%*	*3%*	*13%*	-	*5%*	*4%*	*6%*	6%n	-	6%n	*3%*
North West	835	586	152	147	13	11	-	3	171	59	11	35	2	34	77
	11%	*11%*	*10%*	*10%*	*8%*	17%i	-	*12%*	14%abcikmn	*9%*	*12%*	*10%*	*6%*	*10%*	*9%*
Yorkshire and The Humber	647	471	129	125	13	7	1	1	93	75	5	41	3	18	70
	8%	9%m	*8%*	*8%*	*8%*	*12%*	*9%*	*5%*	*8%*	11%ahm	*6%*	11%m	*9%*	*5%*	*8%*
East Midlands	577	429	122	113	10	8	1	4	81	40	11	25	5	35	74
	7%	*8%*	*8%*	*8%*	*7%*	14%i	*13%*	*15%*	*7%*	*6%*	13%hi	*7%*	15%i	10%hi	9%i
West Midlands	692	477	144	137	12	2	-	4	102	40	11	35	3	49	62
	9%	9%i	9%i	9%i	*8%*	*3%*	-	*13%*	*9%*	*6%*	12%i	10%i	*9%*	14%abcehin	*7%*
East of England	753	524	132	128	22	2	1	1	102	67	6	36	2	40	93
	10%	*9%*	*9%*	*9%*	14%bch	*4%*	*9%*	*4%*	*9%*	*10%*	*7%*	*10%*	*6%*	*12%*	*11%*
London	1005	676	217	207	22	6	1	-	121	130	5	17	10	39	92
	13%	12%k	14%hjk	14%hjk	14%k	*10%*	*7%*	-	10%k	19%abchjkm n	*6%*	*5%*	28%abcehj kmn	11%k	11%k
South East	1119	821	208	202	17	8	4	5	179	110	11	57	1	52	139
	14%	*15%*	*13%*	*14%*	*11%*	*14%*	*37%*	*20%*	*15%*	*16%*	*13%*	*16%*	*4%*	*15%*	*17%*
South West	570	413	142	137	10	9	-	3	81	31	7	26	3	24	65
	7%	7%i	9%ahi	9%ahi	*7%*	15%ahim	-	*10%*	*7%*	*5%*	*8%*	*7%*	*7%*	*7%*	8%i
Wales	389	275	88	84	10	2	-	2	33	29	8	27	1	9	54
	5%	5%h	6%hm	6%hm	6%h	*3%*	-	*8%*	*3%*	*4%*	9%hm	8%ahim	*3%*	*3%*	6%hm

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Q. Break x Break

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Scotland	649	482	111	104	22	3	1	2	106	62	9	38	5	27	76
	8%	*9%*	*7%*	*7%*	14%abcm	*5%*	*11%*	*8%*	*9%*	*9%*	*10%*	11%bc	*13%*	*8%*	*9%*
Northern Ireland	182	106	17	16	1	-	-	1	65	8	-	3	-	-	11
	2%	2%bcm	*1%*	*1%*	*1%*	-	-	*5%*	5%abcdijk mn	*1%*	-	*1%*	-	-	*1%*
12 MONTH SIM ONLY															
In Contract	606	603	147	142	5	-	1	1	111	111	12	48	3	31	92
	8%	11%de	9%de	10%de	*3%*	-	*11%*	*4%*	9%de	16%abcdeh mn	14%de	13%bcdeh	9%e	9%de	11%de
DISABILITY															
Any Disability	1270	759	218	209	18	13	-	6	170	69	20	60	3	54	96
	16%	14%i	14%i	14%i	*11%*	21%i	-	*24%*	14%i	*10%*	23%abcdhi n	17%in	*7%*	16%i	*11%*
Any mental or learing disability	388	263	74	72	9	5	-	-	65	30	8	17	3	20	28
	5%	*5%*	*5%*	*5%*	*6%*	*8%*	-	-	5%n	*4%*	9%n	*5%*	*7%*	*6%*	*3%*
Any physical disability	864	480	131	123	9	8	-	6	99	42	16	46	2	33	64
	11%	9%i	*8%*	*8%*	*6%*	*12%*	-	*24%*	*8%*	*6%*	18%abcdhi mn	13%abcdhin	*5%*	*9%*	*8%*
Both mental\learing and physical disablity	121	79	23	21	1	1	-	-	16	10	6	6	2	4	6
	2%	*1%*	*1%*	*1%*	*1%*	*2%*	-	-	*1%*	*1%*	6%abcdhik mn	*2%*	5%n	*1%*	*1%*
No disability	6538	4769	1331	1277	138	49	11	21	1023	610	68	300	33	292	742
	84%	86%j	86%j	86%j	89%j	*79%*	*100%*	*76%*	86%j	90%abcehj km	*77%*	*83%*	*93%*	*84%*	89%jk
COMBINED CONTRACT															
Total	3392	3358	1049	1020	36	29	1	16	791	364	56	214	14	161	581
	43%	61%dilm	68%adeikl m	69%adeikl m	*23%*	48%d	*7%*	*58%*	66%adeikl m	54%d	63%dlm	59%dlm	*38%*	47%d	69%adeiklm
In Contract	2772	2753	878	856	28	25	1	11	650	285	50	176	12	134	476
	35%	50%dim	57%adeikl m	58%adeikl m	*18%*	41%d	*7%*	*39%*	54%adilm	42%d	56%dilm	49%dim	*32%*	39%d	57%adeiklm

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Unweighted Base	7589	5094	1427	1365	136	56	10	28	1082	602	90	350	34	334	751
Weighted Base	7808	5529	1550	1486	156	61*	11**	27**	1193	679	89*	360	36*	346	838
Out of Contract	428	421	122	114	6	4	-	5	89	58	4	33	2	15	74
	5%	8%m	8%m	*8%*	*4%*	*7%*	-	*19%*	*7%*	9%m	*5%*	9%m	*6%*	*4%*	9%m
Unsure	118	112	37	37	1	-	-	-	23	14	2	3	-	3	23
	2%	*2%*	*2%*	*3%*	*	-	-	-	*2%*	*2%*	*2%*	*1%*	-	*1%*	*3%*
Q5A. MOBILE PROVIDER WITH PAID MONTHLY															
Any	5529	5529	1550	1486	156	61	11	27	1193	679	89	360	36	346	838
	71%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*
ANY EE\ORANGE\T-MOBILE	1550	1550	1550	1486	-	-	-	27	-	-	-	-	36	-	-
	20%	28%dehij kmn	100%adehi jkmn	100%adehijk mn	-	-	-	*100%*	-	-	-	-	100%adehijk mn	-	-
EE	1486	1486	1486	1486	-	-	-	-	-	-	-	-	-	-	-
	19%	27%dehijk lmn	96%adehi jklmn	100%abdehij klmn	-	-	-	-	-	-	-	-	-	-	-
GiffGaff	156	156	-	-	156	-	-	-	-	-	-	-	-	-	-
	2%	3%bchikmn	-	-	100%abcehij klmn	-	-	-	-	-	-	-	-	-	-
iD	61	61	-	-	-	61	-	-	-	-	-	-	-	-	-
	1%	1%bchin	-	-	-	100%abcdhij klmn	-	-	-	-	-	-	-	-	-
Lebara	11	11	-	-	-	-	11	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	*100%*	-	-	-	-	-	-	-	-
Orange	27	27	27	-	-	-	-	27	-	-	-	-	-	-	-
	*	*ch	2%achikmn	-	-	-	-	*100%*	-	-	-	-	-	-	-
O2	1193	1193	-	-	-	-	-	-	1193	-	-	-	-	-	-
	15%	22%bcdeijk lmn	-	-	-	-	-	-	100%abcdeij klmn	-	-	-	-	-	-
3	679	679	-	-	-	-	-	-	-	679	-	-	-	-	-
	9%	12%bcdehjk lmn	-	-	-	-	-	-	-	100%abcdehj klmn	-	-	-	-	-

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Unweighted Base	7589	5094	1427	1365	136	56	10	28	1082	602	90	350	34	334	751
Weighted Base	7808	5529	1550	1486	156	61*	11**	27**	1193	679	89*	360	36*	346	838
Sky	89	89	-	-	-	-	-	-	-	-	89	-	-	-	-
	1%	2%bchikmn	-	-	-	-	-	-	-	-	100%abcdehiklmn	-	-	-	-
Tesco Mobile	360	360	-	-	-	-	-	-	-	-	-	360	-	-	-
	5%	7%bcdhijmn	-	-	-	-	-	-	-	-	-	100%abcdehijlmn	-	-	-
T-Mobile	36	36	36	-	-	-	-	-	-	-	-	-	36	-	-
	*	1%chn	2%achikmn	-	-	-	-	-	-	-	-	-	100%abcdehijkmn	-	-
Virgin Mobile	346	346	-	-	-	-	-	-	-	-	-	-	-	346	-
	4%	6%bcdhijkn	-	-	-	-	-	-	-	-	-	-	-	100%abcdehijkln	-
Vodafone	838	838	-	-	-	-	-	-	-	-	-	-	-	-	838
	11%	15%bcdehijklm	-	-	-	-	-	-	-	-	-	-	-	-	100%abcdehijklm
Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?															
Under 2 years	1229	1211	300	293	54	45	6	3	204	126	45	80	4	86	172
	16%	22%bh	*19%*	*20%*	35%abchiklmn	73%abcdhijklmn	*58%*	*10%*	*17%*	*19%*	51%abcdhiklmn	22%h	*11%*	25%bchi	*20%*
2 up to 4 years	1093	1080	285	273	61	14	1	2	177	161	21	91	10	75	131
	14%	20%hn	18%h	18%h	39%abcehijkmn	*22%*	*13%*	*6%*	*15%*	24%abchn	24%h	25%abchn	*28%*	22%hn	*16%*
4 up to 6 years	1009	1004	303	292	30	3	1	5	212	144	7	106	6	50	125
	13%	18%ejn	20%ejmn	20%ejmn	19%ej	*5%*	*10%*	*20%*	18%ej	21%ejmn	*7%*	29%abcdehijmn	*16%*	*14%*	15%e
6 up to 10 years	969	967	281	271	6	-	-	5	235	125	4	59	6	70	159
	12%	17%dej	18%dej	18%dej	*4%*	-	-	*17%*	20%dej	18%dej	*5%*	16%dej	16%de	20%dej	19%dej
More than 10 years	1170	1165	351	330	2	-	-	13	347	111	10	19	9	55	241
	15%	21%deijkm	23%deijkm	22%deijkm	*1%*	-	-	*47%*	29%abcdeijkm	16%dek	11%de	*5%*	24%dek	16%dek	29%abcdeijkm

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY														
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	7589	5094	1427	1365	136	56	10	28	1082	602	90	350	34	334	751
Weighted Base	7808	5529	1550	1486	156	61*	11**	27**	1193	679	89*	360	36*	346	838
Q.20 CONFIDENCE IN COMPARING COSTS															
VERY CONFIDENT	2688	2113	599	585	60	22	1	4	480	300	25	113	9	116	313
	34%	38%k	39%k	39%jk	*39%*	*37%*	*9%*	*14%*	40%jkm	44%abjklmn	*28%*	*31%*	*26%*	*33%*	*37%*
NOT VERY CONFIDENT	3192	2052	561	537	50	24	8	12	422	209	42	153	13	148	339
	41%	37%i	36%i	36%i	*32%*	*39%*	*70%*	*43%*	*35%*	*31%*	47%bcdhi	43%bcdhi	*35%*	43%bcdhi	40%hi
Q.20 CONFIDENCE IN SPEAKING TO PROVIDER															
VERY CONFIDENT	2795	2228	630	615	60	23	-	5	512	302	27	126	10	123	342
	36%	*40%*	*41%*	41%jk	*38%*	*37%*	-	*17%*	43%jkm	44%jkm	*30%*	*35%*	*27%*	*35%*	*41%*
NOT VERY CONFIDENT	3085	1937	530	507	51	23	9	11	390	208	40	140	12	140	310
	40%	35%i	*34%*	*34%*	*33%*	*38%*	*80%*	*41%*	*33%*	*31%*	45%chi	39%hi	*34%*	41%bchi	37%i
Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY															
VERY CONFIDENT	2536	1976	563	549	56	19	2	5	443	283	26	101	10	108	299
	32%	36%k	36%k	37%k	*36%*	*31%*	*23%*	*17%*	37%k	42%abjkmn	*30%*	*28%*	*28%*	*31%*	36%k
NOT VERY CONFIDENT	3344	2189	596	573	54	27	6	11	458	227	40	165	12	156	353
	43%	40%i	38%i	39%i	*35%*	*44%*	*57%*	*41%*	38%i	*33%*	45%i	46%abcdhi	*33%*	45%bchi	42%i
Q.21 CONFIDENCE IN MATHS ABILITY															
VERY CONFIDENT	2968	2242	615	595	55	21	2	9	498	297	35	130	10	133	357
	38%	*41%*	*40%*	*40%*	*35%*	*35%*	*23%*	*34%*	*42%*	44%k	*39%*	*36%*	*28%*	*39%*	43%k
NOT VERY CONFIDENT	2912	1923	545	527	55	25	6	6	403	212	32	136	12	130	295
	37%	*35%*	*35%*	*35%*	*36%*	*41%*	*57%*	*23%*	*34%*	*31%*	*36%*	38%i	*34%*	*38%*	*35%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	7589	1125	1013	910	879	1111	2415	3315	2499	3231	2239	3491	2767	2963
Weighted Base	7808	1229	1093	1009	969	1170	2688	3192	2795	3085	2536	3344	2968	2912
GENDER														
Male	3799	611	555	499	451	534	1451	1396	1491	1357	1408	1440	1617	1231
	49%	*50%*	51%e	*49%*	*46%*	*46%*	54%g	*44%*	53%i	*44%*	56%k	*43%*	54%m	*42%*
Female	4010	619	537	510	518	636	1237	1795	1304	1728	1128	1904	1351	1681
	51%	*50%*	*49%*	*51%*	*54%*	54%b	*46%*	56%f	*47%*	56%h	*44%*	57%j	*46%*	58%l
AGE														
16-24	1178	293	210	165	143	43	444	415	464	395	459	399	444	415
	15%	24%bcde	19%de	16%e	15%e	*4%*	17%g	*13%*	17%i	*13%*	18%k	*12%*	*15%*	*14%*
25-34	1530	270	259	233	198	209	625	508	654	479	620	513	585	548
	20%	22%e	24%e	23%e	*20%*	*18%*	23%g	*16%*	23%i	*16%*	24%k	*15%*	*20%*	*19%*
35-44	1353	195	194	206	186	243	564	461	572	454	528	498	569	456
	17%	*16%*	*18%*	20%a	*19%*	21%a	21%g	*14%*	20%i	*15%*	21%k	*15%*	19%m	*16%*
45-54	1244	163	153	155	184	277	463	497	475	485	427	533	514	446
	16%	*13%*	*14%*	*15%*	19%ab	24%abcd	*17%*	*16%*	*17%*	*16%*	*17%*	*16%*	*17%*	*15%*
55-64	1234	183	140	154	158	243	363	571	403	531	326	608	457	476
	16%	*15%*	*13%*	*15%*	16%b	21%abcd	*13%*	18%f	*14%*	17%h	*13%*	18%j	*15%*	*16%*
65-74	756	86	99	65	70	118	166	416	169	413	132	450	260	321
	10%	*7%*	9%c	*6%*	*7%*	10%acd	*6%*	13%f	*6%*	13%h	*5%*	13%j	*9%*	11%l
75+	512	40	38	32	30	39	64	324	60	328	45	343	139	249
	7%	*3%*	*4%*	*3%*	*3%*	*3%*	*2%*	10%f	*2%*	11%h	*2%*	10%j	*5%*	9%l
16-54	5306	921	815	758	710	771	2095	1881	2163	1813	2034	1942	2112	1865
	68%	75%e	75%e	75%e	73%e	*66%*	78%g	*59%*	77%i	*59%*	80%k	*58%*	71%m	*64%*
55+	2503	309	278	250	259	399	593	1310	632	1272	502	1401	856	1047
	32%	*25%*	*25%*	*25%*	*27%*	34%abcd	*22%*	41%f	*23%*	41%h	*20%*	42%j	*29%*	36%l
16-64	6540	1103	955	912	869	1014	2458	2452	2566	2344	2360	2550	2569	2341
	84%	90%e	*87%*	90%be	*90%*	*87%*	91%g	*77%*	92%i	*76%*	93%k	*76%*	87%m	*80%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	7589	1125	1013	910	879	1111	2415	3315	2499	3231	2239	3491	2767	2963
Weighted Base	7808	1229	1093	1009	969	1170	2688	3192	2795	3085	2536	3344	2968	2912
65+	1268	126	138	97	101	156	230	740	229	741	176	793	399	571
	16%	*10%*	13%c	*10%*	*10%*	13%ac	*9%*	23%f	*8%*	24%h	*7%*	24%j	*13%*	20%l
16-74	7296	1189	1054	977	939	1132	2624	2868	2735	2757	2491	3000	2830	2662
	93%	*97%*	*96%*	*97%*	*97%*	*97%*	98%g	*90%*	98%i	*89%*	98%k	*90%*	95%m	*91%*
SOCIAL GRADE														
AB	1620	267	227	263	241	282	626	618	667	577	590	654	784	460
	21%	*22%*	*21%*	26%ab	25%b	*24%*	23%g	*19%*	24%i	*19%*	23%k	*20%*	26%m	*16%*
C1	2381	382	399	320	333	417	941	877	973	845	888	930	1027	792
	30%	*31%*	36%ac	*32%*	*34%*	36%a	35%g	*27%*	35%i	*27%*	35%k	*28%*	35%m	*27%*
C2	1652	258	226	230	216	247	543	687	556	673	504	726	561	668
	21%	*21%*	*21%*	*23%*	*22%*	*21%*	*20%*	*22%*	*20%*	*22%*	*20%*	*22%*	*19%*	23%l
DE	2155	322	241	195	179	224	578	1010	598	990	554	1034	597	992
	28%	26%bcde	*22%*	*19%*	*18%*	*19%*	*22%*	32%f	*21%*	32%h	*22%*	31%j	*20%*	34%l
SOCIAL GRADE														
ABC1	4002	649	626	583	573	700	1568	1495	1641	1422	1478	1584	1811	1252
	51%	*53%*	57%a	58%a	59%a	60%a	58%g	*47%*	59%i	*46%*	58%k	*47%*	61%m	*43%*
C2DE	3807	581	467	426	396	471	1121	1697	1154	1663	1058	1760	1158	1660
	49%	47%bcde	*43%*	*42%*	*41%*	*40%*	*42%*	53%f	*41%*	54%h	*42%*	53%j	*39%*	57%l
MARITAL STATUS														
Married\ Living as married	4514	652	661	623	579	783	1644	1791	1698	1737	1523	1912	1843	1592
	58%	*53%*	60%a	62%a	60%a	67%abcd	61%g	*56%*	61%i	*56%*	60%k	*57%*	62%m	*55%*
Single	2351	451	332	282	288	262	852	901	891	862	848	904	852	901
	30%	37%bcde	30%e	28%e	30%e	*22%*	32%g	*28%*	32%i	*28%*	33%k	*27%*	*29%*	*31%*
Widow\ Divorced\ Separated	944	126	100	103	102	125	192	500	206	486	165	527	274	419
	12%	*10%*	*9%*	*10%*	*11%*	*11%*	*7%*	16%f	*7%*	16%h	*7%*	16%j	*9%*	14%l
WORKING STATUS														
Working	4416	704	660	667	666	817	1790	1562	1852	1499	1696	1656	1852	1500
	57%	*57%*	*60%*	66%ab	69%ab	70%ab	67%g	*49%*	66%i	*49%*	67%k	*50%*	62%m	*52%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	7589	1125	1013	910	879	1111	2415	3315	2499	3231	2239	3491	2767	2963
Weighted Base	7808	1229	1093	1009	969	1170	2688	3192	2795	3085	2536	3344	2968	2912
Not working	3392	526	433	342	303	353	899	1630	943	1586	841	1688	1116	1412
	43%	43%cde	40%cde	*34%*	*31%*	*30%*	*33%*	51%f	*34%*	51%h	*33%*	50%j	*38%*	48%l
CHILDREN														
Any	2301	389	345	355	303	354	911	812	941	782	882	841	904	820
	29%	*32%*	*32%*	35%e	*31%*	*30%*	34%g	*25%*	34%i	*25%*	35%k	*25%*	*30%*	*28%*
None	5508	840	748	654	666	817	1777	2379	1854	2303	1654	2503	2065	2092
	71%	*68%*	*68%*	*65%*	*69%*	70%c	*66%*	75%f	*66%*	75%h	*65%*	75%j	*70%*	*72%*
INTERNET ACCESS														
Any Internet access	7307	1198	1063	985	942	1148	2637	2870	2747	2761	2495	3013	2870	2637
	94%	*97%*	*97%*	*98%*	*97%*	*98%*	98%g	*90%*	98%i	*89%*	98%k	*90%*	97%m	*91%*
No Internet access	502	32	30	23	27	23	51	322	48	324	42	331	98	275
	6%	*3%*	*3%*	*2%*	*3%*	*2%*	*2%*	10%f	*2%*	11%h	*2%*	10%j	*3%*	9%l
TENURE														
Own\Mortgage	4299	646	591	589	573	789	1542	1785	1585	1742	1398	1930	1766	1562
	55%	*53%*	*54%*	58%a	59%ab	67%abcd	*57%*	*56%*	*57%*	*56%*	*55%*	*58%*	59%m	*54%*
Rent\Other	3510	584	502	419	396	381	1147	1406	1210	1343	1139	1414	1203	1350
	45%	47%cde	46%de	42%e	41%e	*33%*	*43%*	*44%*	*43%*	*44%*	*45%*	*42%*	*41%*	46%l
AREA														
Urban	6180	955	896	802	767	914	2165	2454	2244	2375	2051	2568	2360	2259
	79%	*78%*	82%ae	*79%*	*79%*	*78%*	81%g	*77%*	80%i	*77%*	81%k	*77%*	*80%*	*78%*
Rural	1628	275	196	207	202	256	523	738	551	710	485	776	608	653
	21%	22%b	*18%*	*21%*	*21%*	22%b	*19%*	23%f	*20%*	23%h	*19%*	23%j	*20%*	*22%*
COUNTRY														
England	6588	1021	943	851	823	975	2239	2727	2346	2620	2123	2843	2495	2470
	84%	*83%*	86%a	*84%*	*85%*	*83%*	*83%*	85%f	*84%*	*85%*	*84%*	*85%*	*84%*	*85%*
Scotland	649	115	93	98	77	95	240	245	241	244	217	268	244	241
	8%	*9%*	*8%*	*10%*	*8%*	*8%*	*9%*	*8%*	*9%*	*8%*	*9%*	*8%*	*8%*	*8%*
Wales	389	78	42	45	49	56	146	144	143	147	134	156	160	130
	5%	6%b	*4%*	*4%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*4%*

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	7589	1125	1013	910	879	1111	2415	3315	2499	3231	2239	3491	2767	2963
Weighted Base	7808	1229	1093	1009	969	1170	2688	3192	2795	3085	2536	3344	2968	2912
Northern Ireland	182	14	15	15	19	43	64	75	65	74	63	76	70	70
	2%	*1%*	*1%*	*1%*	*2%*	4%abcd	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*
GOVERNMENT REGIONS														
North East	391	64	38	41	43	77	136	161	143	155	119	178	163	134
	5%	*5%*	*4%*	*4%*	*4%*	7%bcd	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*
North West	835	135	101	111	103	136	253	357	269	341	227	383	284	326
	11%	*11%*	*9%*	*11%*	*11%*	*12%*	*9%*	11%f	*10%*	*11%*	*9%*	11%j	*10%*	*11%*
Yorkshire and The Humber	647	114	106	69	94	87	203	281	210	274	186	298	225	259
	8%	*9%*	10%c	*7%*	10%c	*7%*	*8%*	*9%*	*8%*	*9%*	*7%*	9%j	*8%*	*9%*
East Midlands	577	114	70	84	83	75	199	253	203	249	181	271	213	239
	7%	9%be	*6%*	*8%*	*9%*	*6%*	*7%*	*8%*	*7%*	*8%*	*7%*	*8%*	*7%*	*8%*
West Midlands	692	99	95	110	85	83	189	332	202	319	170	351	200	321
	9%	*8%*	*9%*	11%ae	*9%*	*7%*	*7%*	10%f	*7%*	10%h	*7%*	10%j	*7%*	11%l
East of England	753	81	107	98	97	119	250	315	269	296	249	316	281	284
	10%	*7%*	10%a	10%a	10%a	10%a	*9%*	*10%*	*10%*	*10%*	*10%*	*9%*	*9%*	*10%*
London	1005	147	172	123	101	121	351	399	365	385	366	384	409	341
	13%	*12%*	16%acde	*12%*	*10%*	*10%*	*13%*	*12%*	*13%*	*12%*	14%k	*11%*	14%m	*12%*
South East	1119	152	175	138	157	191	450	401	471	381	421	430	487	364
	14%	*12%*	16%a	*14%*	16%a	16%a	17%g	*13%*	17%i	*12%*	17%k	*13%*	16%m	*13%*
South West	570	115	79	76	62	87	207	228	214	220	204	231	233	202
	7%	9%d	*7%*	*8%*	*6%*	*7%*	*8%*	*7%*	*8%*	*7%*	*8%*	*7%*	*8%*	*7%*
Wales	389	78	42	45	49	56	146	144	143	147	134	156	160	130
	5%	6%b	*4%*	*4%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*4%*
Scotland	649	115	93	98	77	95	240	245	241	244	217	268	244	241
	8%	*9%*	*8%*	*10%*	*8%*	*8%*	*9%*	*8%*	*9%*	*8%*	*9%*	*8%*	*8%*	*8%*
Northern Ireland	182	14	15	15	19	43	64	75	65	74	63	76	70	70
	2%	*1%*	*1%*	*1%*	*2%*	4%abcd	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	7589	1125	1013	910	879	1111	2415	3315	2499	3231	2239	3491	2767	2963
Weighted Base	7808	1229	1093	1009	969	1170	2688	3192	2795	3085	2536	3344	2968	2912
12 MONTH SIM ONLY														
In Contract	606	146	128	115	116	97	237	207	242	203	220	224	272	173
	8%	12%e	12%e	11%e	12%e	*8%*	9%g	*6%*	9%i	*7%*	9%k	*7%*	9%m	*6%*
DISABILITY														
Any Disability	1270	178	130	133	127	193	291	665	317	640	248	708	323	633
	16%	*14%*	*12%*	*13%*	*13%*	17%bcd	*11%*	21%f	*11%*	21%h	*10%*	21%j	*11%*	22%l
Any mental or learing disability	388	73	46	53	45	46	86	189	104	170	81	193	66	208
	5%	6%e	*4%*	*5%*	*5%*	*4%*	*3%*	6%f	*4%*	6%h	*3%*	6%j	*2%*	7%l
Any physical disability	864	104	85	75	80	138	192	469	202	458	152	508	227	433
	11%	*8%*	*8%*	*7%*	*8%*	12%abcd	*7%*	15%f	*7%*	15%h	*6%*	15%j	*8%*	15%l
Both mental\learing and physical disablity	121	18	14	15	13	20	22	58	30	50	21	59	19	61
	2%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%f*	*1%*	*2%*	*1%*	*2%j*	*1%*	*2%l*
No disability	6538	1052	962	876	842	977	2397	2527	2478	2445	2288	2635	2646	2278
	84%	*86%*	88%e	87%e	87%e	*83%*	89%g	*79%*	89%i	*79%*	90%k	*79%*	89%m	*78%*
COMBINED CONTRACT														
Total	3392	773	605	597	587	766	1299	1229	1386	1143	1216	1313	1314	1214
	43%	63%b	*55%*	*59%*	61%b	65%bcd	48%g	*39%*	50%i	*37%*	48%k	*39%*	*44%*	*42%*
In Contract	2772	686	480	472	477	632	1143	983	1224	902	1078	1048	1138	988
	35%	56%bcd	*44%*	*47%*	49%b	54%bcd	43%g	*31%*	44%i	*29%*	43%k	*31%*	38%m	*34%*
Out of Contract	428	55	83	93	87	93	115	187	122	179	103	198	136	165
	5%	*4%*	8%a	9%a	9%a	8%a	*4%*	6%f	*4%*	6%h	*4%*	6%j	*5%*	*6%*
Unsure	118	22	23	19	13	22	41	59	39	61	34	67	40	61
	2%	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%l*
Q5A. MOBILE PROVIDER WITH PAID MONTHLY														
Any	5529	1211	1080	1004	967	1165	2113	2052	2228	1937	1976	2189	2242	1923
	71%	*99%*	*99%*	100%a	100%ab	100%a	79%g	*64%*	80%i	*63%*	78%k	*65%*	76%m	*66%*
ANY EE\ORANGE\T-MOBILE	1550	300	285	303	281	351	599	561	630	530	563	596	615	545
	20%	*24%*	*26%*	30%a	29%a	30%a	22%g	*18%*	23%i	*17%*	22%k	*18%*	*21%*	*19%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	7589	1125	1013	910	879	1111	2415	3315	2499	3231	2239	3491	2767	2963
Weighted Base	7808	1229	1093	1009	969	1170	2688	3192	2795	3085	2536	3344	2968	2912
EE	1486	293	273	292	271	330	585	537	615	507	549	573	595	527
	19%	*24%*	*25%*	29%a	28%a	28%a	22%g	*17%*	22%i	*16%*	22%k	*17%*	*20%*	*18%*
GiffGaff	156	54	61	30	6	2	60	50	60	51	56	54	55	55
	2%	4%de	6%cde	3%de	*1%*	*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*
iD	61	45	14	3	-	-	22	24	23	23	19	27	21	25
	1%	4%bcde	1%cde	*	-	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Lebara	11	6	1	1	-	-	1	8	-	9	2	6	2	6
	*	1%de	*	*	-	-	*	*	-	*h	*	*	*	*
Orange	27	3	2	5	5	13	4	12	5	11	5	11	9	6
	*	*	*	*1%*	*	1%ab	*	*	*	*	*	*	*	*
O2	1193	204	177	212	235	347	480	422	512	390	443	458	498	403
	15%	*17%*	*16%*	21%ab	24%ab	30%abcd	18%g	*13%*	18%i	*13%*	17%k	*14%*	17%m	*14%*
3	679	126	161	144	125	111	300	209	302	208	283	227	297	212
	9%	*10%*	15%ae	14%ae	13%e	*9%*	11%g	*7%*	11%i	*7%*	11%k	*7%*	10%m	*7%*
Sky	89	45	21	7	4	10	25	42	27	40	26	40	35	32
	1%	4%bcde	2%cde	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Tesco Mobile	360	80	91	106	59	19	113	153	126	140	101	165	130	136
	5%	7%e	8%e	10%ade	6%e	*2%*	*4%*	*5%*	*5%*	*5%*	*4%*	*5%*	*4%*	*5%*
T-Mobile	36	4	10	6	6	9	9	13	10	12	10	12	10	12
	*	*	*1%*	*1%*	*1%*	*1%*	*	*	*	*	*	*	*	*
Virgin Mobile	346	86	75	50	70	55	116	148	123	140	108	156	133	130
	4%	7%e	7%e	*5%*	7%e	*5%*	*4%*	*5%*	*4%*	*5%*	*4%*	*5%*	*4%*	*4%*
Vodafone	838	172	131	125	159	241	313	339	342	310	299	353	357	295
	11%	*14%*	*12%*	*12%*	16%bc	21%abcd	*12%*	*11%*	12%i	*10%*	*12%*	*11%*	12%m	*10%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	7589	1125	1013	910	879	1111	2415	3315	2499	3231	2239	3491	2767	2963
Weighted Base	7808	1229	1093	1009	969	1170	2688	3192	2795	3085	2536	3344	2968	2912
Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?														
Under 2 years	1229	1229	-	-	-	-	480	448	480	448	459	469	491	437
	16%	100%bcde	-	-	-	-	18%g	*14%*	17%i	*15%*	18%k	*14%*	*17%*	*15%*
2 up to 4 years	1093	-	1093	-	-	-	412	401	441	372	396	417	448	365
	14%	-	100%acde	-	-	-	15%g	*13%*	16%i	*12%*	16%k	*12%*	15%m	*13%*
4 up to 6 years	1009	-	-	1009	-	-	361	383	387	357	325	419	391	353
	13%	-	-	100%abde	-	-	*13%*	*12%*	14%i	*12%*	*13%*	*13%*	*13%*	*12%*
6 up to 10 years	969	-	-	-	969	-	350	378	375	354	325	403	381	347
	12%	-	-	-	100%abce	-	*13%*	*12%*	13%i	*11%*	*13%*	*12%*	*13%*	*12%*
More than 10 years	1170	-	-	-	-	1170	501	409	536	374	464	446	522	388
	15%	-	-	-	-	100%abcd	19%g	*13%*	19%i	*12%*	18%k	*13%*	18%m	*13%*
Q.20 CONFIDENCE IN COMPARING COSTS														
VERY CONFIDENT	2688	480	412	361	350	501	2688	-	2394	294	2238	450	2030	658
	34%	*39%*	*38%*	*36%*	*36%*	43%bcd	100%g	-	86%i	*10%*	88%k	*13%*	68%m	*23%*
NOT VERY CONFIDENT	3192	448	401	383	378	409	-	3192	401	2791	298	2894	938	2253
	41%	*36%*	*37%*	*38%*	*39%*	*35%*	-	100%f	*14%*	90%h	*12%*	87%j	*32%*	77%l
Q.20 CONFIDENCE IN SPEAKING TO PROVIDER														
VERY CONFIDENT	2795	480	441	387	375	536	2394	401	2795	-	2277	518	2059	736
	36%	*39%*	*40%*	*38%*	*39%*	46%abcd	89%g	*13%*	100%i	-	90%k	*15%*	69%m	*25%*
NOT VERY CONFIDENT	3085	448	372	357	354	374	294	2791	-	3085	259	2826	909	2176
	40%	36%e	*34%*	*35%*	36%e	*32%*	*11%*	87%f	-	100%h	*10%*	85%j	*31%*	75%l
Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY														
VERY CONFIDENT	2536	459	396	325	325	464	2238	298	2277	259	2536	-	1937	599
	32%	37%c	*36%*	*32%*	*34%*	40%cd	83%g	*9%*	81%i	*8%*	100%k	-	65%m	*21%*
NOT VERY CONFIDENT	3344	469	417	419	403	446	450	2894	518	2826	-	3344	1031	2312
	43%	*38%*	*38%*	*42%*	*42%*	*38%*	*17%*	91%f	*19%*	92%h	-	100%j	*35%*	79%l

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who own or have use of a personal mobile phone

		Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
	Total	Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	7589	1125	1013	910	879	1111	2415	3315	2499	3231	2239	3491	2767	2963
Weighted Base	7808	1229	1093	1009	969	1170	2688	3192	2795	3085	2536	3344	2968	2912
Q.21 CONFIDENCE IN MATHS ABILITY														
VERY CONFIDENT	2968	491	448	391	381	522	2030	938	2059	909	1937	1031	2968	-
	38%	*40%*	*41%*	*39%*	*39%*	45%acd	76%g	*29%*	74%i	*29%*	76%k	*31%*	100%m	-
NOT VERY CONFIDENT	2912	437	365	353	347	388	658	2253	736	2176	599	2312	-	2912
	37%	*36%*	*33%*	*35%*	*36%*	*33%*	*24%*	71%f	*26%*	71%h	*24%*	69%j	-	100%l

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	5170	2468	2702	668	1017	870	821	768	716	310	3376	1794	4144	1026	4860
Weighted Base	5600	2704	2896	872	1192	1040	959	895	449	193	4063	1537	4958	642	5407
GENDER															
Male	2704	2704	-	439	585	498	460	429	204	90	1982	722	2411	293	2615
	48%	100%b	-	*50%*	*49%*	*48%*	*48%*	*48%*	*45%*	*46%*	*49%*	*47%*	*49%*	*46%*	*48%*
Female	2896	-	2896	433	607	542	499	466	245	103	2081	815	2548	348	2793
	52%	-	100%a	*50%*	*51%*	*52%*	*52%*	*52%*	*55%*	*54%*	*51%*	*53%*	*51%*	*54%*	*52%*
AGE															
16-24	872	439	433	872	-	-	-	-	-	-	872	-	872	-	872
	16%	*16%*	*15%*	100%defghij klmn	-	-	-	-	-	-	21%defghik lmn	-	18%defghi km	-	16%defghikm
25-34	1192	585	607	-	1192	-	-	-	-	-	1192	-	1192	-	1192
	21%	*22%*	*21%*	-	100%cefghij klmn	-	-	-	-	-	29%cefghik lmn	-	24%cefghi kmn	-	22%cefghikm
35-44	1040	498	542	-	-	1040	-	-	-	-	1040	-	1040	-	1040
	19%	*18%*	*19%*	-	-	100%cdfghij klmn	-	-	-	-	26%cdfghik lmn	-	21%cdfghi kmn	-	19%cdfghikm
45-54	959	460	499	-	-	-	959	-	-	-	959	-	959	-	959
	17%	*17%*	*17%*	-	-	-	100%cdeghij klmn	-	-	-	24%cdeghik lmn	-	19%cdeghi km	-	18%cdeghikm
55-64	895	429	466	-	-	-	-	895	-	-	-	895	895	-	895
	16%	*16%*	*16%*	-	-	-	-	100%cdefhij klmn	-	-	-	58%cdefh ijlmn	18%cdefhi jm	-	17%cdefhijm
65-74	449	204	245	-	-	-	-	-	449	-	-	449	-	449	449
	8%	*8%*	*8%*	-	-	-	-	-	100%cdefgij klmn	-	-	29%cdefgi jln	-	70%cdefgi jkln	8%cdefgijl
75+	193	90	103	-	-	-	-	-	-	193	-	193	-	193	-
	3%	*3%*	*4%*	-	-	-	-	-	-	100%cdefghj klmn	-	13%cdefgh jln	-	30%cdefgh jkln	-
16-54	4063	1982	2081	872	1192	1040	959	-	-	-	4063	-	4063	-	4063
	73%	*73%*	*72%*	100%ghikl mn	100%ghikl mn	100%ghikl mn	100%ghiklmn	-	-	-	100%ghiklmn	-	82%ghikmn	-	75%ghikm
55+	1537	722	815	-	-	-	-	895	449	193	-	1537	895	642	1344
	27%	*27%*	*28%*	-	-	-	-	100%cdefj ln	100%cdefj ln	100%cdefjln	-	100%cdefj ln	18%cdef j	100%cdefj ln	25%cdefjl

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

	Total	GENDER		AGE												
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	5170	2468	2702	668	1017	870	821	768	716	310	3376	1794	4144	1026	4860
Weighted Base	5600	2704	2896	872	1192	1040	959	895	449	193	4063	1537	4958	642	5407
16-64	4958	2411	2548	872	1192	1040	959	895	-	-	4063	895	4958	-	4958
	89%	*89%*	*88%*	100%hikmn	100%hikmn	100%hikmn	100%hikmn	100%hikmn	-	-	100%hikmn	58%him	100%hikmn	-	92%hikm
65+	642	293	348	-	-	-	-	-	449	193	-	642	-	642	449
	11%	*11%*	*12%*	-	-	-	-	-	100%cdefg jkln	100%cdefgjk ln	-	42%cdefgj ln	-	100%cdefgj kln	8%cdefgjl
16-74	5407	2615	2793	872	1192	1040	959	895	449	-	4063	1344	4958	449	5407
	97%	*97%*	*96%*	100%ikm	100%ikm	100%ikm	100%ikm	100%ikm	100%ikm	-	100%ikm	87%im	100%ikm	70%i	100%ikm
SOCIAL GRADE															
AB	1304	640	664	104	234	315	245	232	124	51	897	407	1129	175	1253
	23%	*24%*	*23%*	*12%*	20%c	30%cdfjln	26%cdj	26%cdj	28%cdjln	27%cd	22%c	26%cdjln	23%cd	27%cdjln	23%cd
C1	1891	920	972	370	451	327	322	269	104	49	1470	422	1739	153	1843
	34%	*34%*	*34%*	42%efghij klmn	38%eghikm n	31%hikm	34%hikm	30%hm	*23%*	*25%*	36%eghikm	27%hm	35%eghik m	*24%*	34%ghikm
C2	1195	623	572	182	267	213	226	200	84	23	888	307	1088	107	1171
	21%	23%b	*20%*	21%im	22%im	21%im	24%hikm	22%im	19%i	*12%*	22%im	20%im	22%im	*17%*	22%im
DE	1209	521	689	216	240	185	166	195	138	69	808	402	1003	207	1140
	22%	*19%*	24%a	25%defjln	*20%*	*18%*	*17%*	22%ef	31%cdefgj kln	36%cdefgj kln	*20%*	26%defgj ln	*20%*	32%cdefg jkln	21%ef
SOCIAL GRADE															
ABC1	3196	1560	1636	474	685	642	567	501	228	100	2367	829	2868	328	3096
	57%	*58%*	*56%*	*54%*	57%hm	62%cghikl mn	59%hikm	56%m	*51%*	*52%*	58%hikm	*54%*	58%hikm	*51%*	57%hkm
C2DE	2404	1144	1260	398	507	399	392	394	221	93	1696	708	2090	314	2312
	43%	*42%*	*44%*	46%e	*43%*	*38%*	*41%*	44%e	49%defjln	48%efjl	*42%*	46%efjln	42%e	49%defgj ln	43%e
MARITAL STATUS															
Married\ Living as married	3371	1730	1641	169	773	774	677	625	266	88	2393	978	3017	354	3283
	60%	64%b	*57%*	*19%*	65%chijlm n	74%cdghij klmn	71%cdhijk lmn	70%cdhijk lmn	59%ci	46%c	59%cim	64%chijm n	61%cim	55%ci	61%cim
Single	1655	802	853	700	398	205	186	116	42	9	1488	167	1604	51	1645
	30%	*30%*	*29%*	80%defghi jklmn	33%efghik m	20%ghikm	19%ghikm	13%him	9%i	*5%*	37%efghik lmn	11%im	32%efghik m	*8%*	30%efghikm

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k/l/m/n

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

	Total	GENDER		AGE												
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	5170	2468	2702	668	1017	870	821	768	716	310	3376	1794	4144	1026	4860
Weighted Base	5600	2704	2896	872	1192	1040	959	895	449	193	4063	1537	4958	642	5407
Widow\ Divorced\ Separated	574	173	402	4	21	61	96	155	142	96	182	392	337	238	479
	10%	*6%*	14%a	*	2%c	6%cd	10%cdejl	17%cdefjl n	32%cdefgj kln	50%cdefghj klmn	4%cd	26%cdefgj ln	7%cdj	37%cdefgh jkln	9%cdejl
WORKING STATUS															
Working	3575	1872	1703	416	952	844	788	517	53	4	3000	575	3518	57	3571
	64%	69%b	*59%*	48%hikm	80%cghijk lmn	81%cghijk lmn	82%cghijk lmn	58%chikm	12%i	*2%*	74%cghikl mn	37%him	71%cghikm n	9%i	66%cghikm
Not working	2025	832	1193	456	240	196	171	377	396	189	1063	962	1440	585	1836
	36%	*31%*	41%a	52%defgjl n	*20%*	*19%*	*18%*	42%defjln	88%cdefgj kln	98%cdefgh jklmn	26%def	63%cdefg jln	29%defj	91%cdefg jkln	34%defjl
CHILDREN															
Any	1776	687	1089	214	567	643	298	42	11	-	1723	53	1765	11	1776
	32%	*25%*	38%a	25%ghikm	48%cfqhij klmn	62%cdfqhi jklmn	31%cghikm	5%him	3%i	-	42%cfqhikl mn	3%im	36%cfqhik mn	2%i	33%cghikm
None	3824	2017	1807	658	624	397	661	853	438	193	2340	1484	3194	630	3631
	68%	75%b	*62%*	75%defjln	52%e	*38%*	69%dejl	95%cdefjl n	97%cdefg jln	100%cdefgh jklmn	58%de	97%cdefj ln	64%dej	98%cdefg jkln	67%dejl
INTERNET ACCESS															
Any Internet access	5457	2636	2821	870	1187	1034	947	861	406	152	4038	1419	4899	558	5305
	97%	*97%*	*97%*	100%fghik lmn	100%fghikl mn	99%ghikmn	99%ghikm	96%hikm	90%im	*79%*	99%ghiklm n	92%im	99%ghikm n	87%i	98%ghikm
No Internet access	143	68	75	3	5	6	12	34	44	40	25	117	59	84	103
	3%	*3%*	*3%*	*	*	*1%*	1%cd	4%cdefjl n	10%cdefgj ln	21%cdefghj klmn	*1%*	8%cdefgj ln	1%cdj	13%cdefgh jkln	2%cdejl
TENURE															
Own\Mortgage	3267	1605	1662	317	495	600	670	685	353	147	2082	1185	2767	500	3120
	58%	*59%*	*57%*	*36%*	42%c	58%cdj	70%cdejln	77%cdefjl n	79%cdefjl n	76%cdefjl n	51%cd	77%cdefj ln	56%cdj	78%cdefj ln	58%cdj
Rent\Other	2333	1099	1234	555	697	440	289	210	96	46	1981	352	2191	142	2287
	42%	*41%*	*43%*	64%defghi jklmn	58%efghij klmn	42%fghikm	30%ghikm	*23%*	*21%*	*24%*	49%efghik lmn	*23%*	44%fghik m	*22%*	42%fghikm
AREA															
Urban	4438	2151	2287	704	971	823	757	684	356	143	3255	1183	3938	499	4294
	79%	*80%*	*79%*	81%gik	81%gikm	*79%*	*79%*	*76%*	*79%*	*74%*	80%gik	*77%*	79%ik	*78%*	79%ik

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Q. Break x Break

Base: All who pay monthly for mobile allowance\service

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	5170	2468	2702	668	1017	870	821	768	716	310	3376	1794	4144	1026	4860
Weighted Base	5600	2704	2896	872	1192	1040	959	895	449	193	4063	1537	4958	642	5407
Rural	1162	553	609	168	221	218	202	211	93	49	808	354	1020	143	1113
	21%	*20%*	*21%*	*19%*	*19%*	*21%*	*21%*	24%cdj	*21%*	26%cdjln	*20%*	23%cdjln	*21%*	22%d	*21%*
COUNTRY															
England	4722	2254	2469	750	1003	882	793	744	388	161	3429	1294	4173	550	4561
	84%	*83%*	*85%*	*86%*	*84%*	*85%*	*83%*	*83%*	*86%*	*84%*	*84%*	*84%*	*84%*	*86%*	*84%*
Scotland	487	252	235	83	110	84	79	83	30	19	355	132	439	48	468
	9%	*9%*	*8%*	*10%*	*9%*	*8%*	*8%*	*9%*	*7%*	*10%*	*9%*	*9%*	*9%*	*8%*	*9%*
Wales	282	144	139	24	51	57	61	50	26	12	194	89	244	39	270
	5%	*5%*	*5%*	*3%*	*4%*	5%c	6%c	6%c	6%c	6%c	5%c	6%c	5%c	6%c	5%c
Northern Ireland	108	54	54	15	28	17	26	17	5	*	86	23	103	6	108
	2%	*2%*	*2%*	*2%*	2%im	*2%*	3%hikm	*2%*	*1%*	*	2%im	*1%*	2%im	*1%*	2%im
GOVERNMENT REGIONS															
North East	269	119	151	57	49	46	50	36	23	9	202	68	238	32	261
	5%	*4%*	*5%*	6%dgk	*4%*	*4%*	*5%*	*4%*	*5%*	*4%*	*5%*	*4%*	*5%*	*5%*	*5%*
North West	593	279	314	94	121	95	99	96	63	26	409	184	504	88	567
	11%	*10%*	*11%*	*11%*	*10%*	*9%*	*10%*	*11%*	14%defjln	13%e	*10%*	12%ej	*10%*	14%defjln	*10%*
Yorkshire and The Humber	479	227	252	73	109	74	77	93	36	16	333	146	427	52	462
	9%	*8%*	*9%*	*8%*	*9%*	*7%*	*8%*	10%ej	*8%*	*9%*	*8%*	9%e	*9%*	*8%*	*9%*
East Midlands	433	206	227	75	80	74	89	66	35	14	318	114	384	48	419
	8%	*8%*	*8%*	*9%*	*7%*	*7%*	*9%*	*7%*	*8%*	*7%*	*8%*	*7%*	*8%*	*8%*	*8%*
West Midlands	480	231	249	75	84	88	81	97	39	17	328	152	425	56	463
	9%	*9%*	*9%*	*9%*	*7%*	*8%*	*8%*	11%djln	*9%*	*9%*	*8%*	10%dj	*9%*	*9%*	*9%*
East of England	532	260	272	88	118	120	80	70	39	16	407	125	477	55	515
	9%	*10%*	*9%*	*10%*	*10%*	12%fgkm	*8%*	*8%*	*9%*	*8%*	10%k	*8%*	*10%*	*9%*	*10%*
London	686	348	338	103	191	153	109	78	37	14	557	129	635	51	672
	12%	*13%*	*12%*	12%hikm	16%cfghiklmn	15%fghikm	11%hikm	*9%*	*8%*	*7%*	14%ghikm	*8%*	13%ghikm	*8%*	12%ghikm
South East	825	403	422	126	174	165	138	125	71	26	603	221	728	97	799
	15%	*15%*	*15%*	*15%*	*15%*	*16%*	*14%*	*14%*	*16%*	*13%*	*15%*	*14%*	*15%*	*15%*	*15%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k/l/m/n

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Q. Break x Break

Base: All who pay monthly for mobile allowance\service

	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	5170	2468	2702	668	1017	870	821	768	716	310	3376	1794	4144	1026	4860
Weighted Base	5600	2704	2896	872	1192	1040	959	895	449	193	4063	1537	4958	642	5407
South West	426	182	245	58	76	68	70	84	47	23	271	155	356	71	403
	8%	*7%*	8%a	*7%*	*6%*	*7%*	*7%*	9%dejl	11%cdefjln	12%cdefjln	*7%*	10%cdefjln	*7%*	11%cdefjln	*7%*
Wales	282	144	139	24	51	57	61	50	26	12	194	89	244	39	270
	5%	*5%*	*5%*	*3%*	*4%*	5%c	6%c	6%c	6%c	6%c	5%c	6%c	5%c	6%c	5%c
Scotland	487	252	235	83	110	84	79	83	30	19	355	132	439	48	468
	9%	*9%*	*8%*	*10%*	*9%*	*8%*	*8%*	*9%*	*7%*	*10%*	*9%*	*9%*	*9%*	*8%*	*9%*
Northern Ireland	108	54	54	15	28	17	26	17	5	*	86	23	103	6	108
	2%	*2%*	*2%*	*2%*	2%im	*2%*	3%hikm	*2%*	*1%*	*	2%im	*1%*	2%im	*1%*	2%im
12 MONTH SIM ONLY															
In Contract	606	341	264	79	107	132	119	99	51	17	438	167	538	68	588
	11%	13%b	*9%*	*9%*	*9%*	13%cd	12%cd	*11%*	*11%*	*9%*	*11%*	*11%*	*11%*	*11%*	*11%*
DISABILITY															
Any Disability	780	327	453	80	116	109	134	177	101	64	438	342	615	166	716
	14%	*12%*	16%a	*9%*	*10%*	*10%*	14%cdej	20%cdefjln	23%cdefjln	33%cdefghjklmn	*11%*	22%cdefjln	12%cdj	26%cdefgjkln	13%cdej
Any mental or learing disability	268	120	148	54	81	52	38	35	6	3	224	44	259	9	265
	5%	*4%*	*5%*	6%hikm	7%fghikmn	5%hikm	4%hm	4%hm	*1%*	*1%*	6%hikm	3%hm	5%hikm	*1%*	5%hikm
Any physical disability	494	192	302	25	35	62	89	136	89	59	211	284	347	147	436
	9%	*7%*	10%a	*3%*	*3%*	6%cd	9%cdejl	15%cdefjln	20%cdefgjln	31%cdefghjklmn	5%cd	18%cdefjln	7%cdj	23%cdefgjkln	8%cdej
Both mental\learing and physical disablity	80	30	51	8	9	18	18	20	5	2	53	27	73	7	78
	1%	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	2%d	*1%*	*1%*	*1%*	2%d	*1%*	*1%*	*1%*
No disability	4820	2377	2443	792	1076	932	825	718	348	128	3625	1195	4344	476	4691
	86%	88%b	*84%*	91%fghiklmn	90%fghiklmn	90%fghikmn	86%ghikm	80%im	77%i	*67%*	89%fghiklmn	78%im	88%ghikm	74%i	87%ghikm
COMBINED CONTRACT															
Total	3392	1557	1835	578	802	641	563	500	219	89	2584	807	3084	308	3303
	61%	*58%*	63%a	66%fghiklmn	67%efghijklmn	62%ghikm	59%hikm	56%him	*49%*	*46%*	64%fghikmn	53%im	62%ghikm	*48%*	61%ghikm
In Contract	2772	1259	1512	492	667	522	468	394	171	58	2148	623	2542	229	2713
	49%	*47%*	52%a	56%efghiklmn	56%efghiklmn	50%ghikm	49%hikm	44%him	38%i	*30%*	53%fghikmn	41%im	51%ghikm	*36%*	50%ghikm

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Q. Break x Break

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	Total	GENDER		AGE											
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	5170	2468	2702	668	1017	870	821	768	716	310	3376	1794	4144	1026	4860
Weighted Base	5600	2704	2896	872	1192	1040	959	895	449	193	4063	1537	4958	642	5407
Out of Contract	428	205	224	56	85	85	61	79	38	25	286	143	365	63	404
	8%	*8%*	*8%*	*6%*	*7%*	*8%*	*6%*	*9%*	*9%*	*13%cdefhjln*	*7%*	*9%cfjln*	*7%*	*10%cdfjln*	*7%*
Unsure	118	58	60	16	28	28	16	17	8	5	88	30	105	13	113
	2%	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*
Q5A. MOBILE PROVIDER WITH PAID MONTHLY															
Any	5529	2679	2850	867	1185	1034	943	877	441	181	4029	1499	4907	622	5347
	99%	*99%b*	*98%*	*99%ghikm*	*99%fghikm*	*99%fghikm*	*98%im*	*98%i*	*98%i*	*94%*	*99%fghikm*	*98%i*	*99%gikm*	*97%i*	*99%gikm*
ANY EE\ORANGE\T-MOBILE	1550	740	810	242	321	294	297	221	118	56	1154	395	1376	174	1493
	28%	*27%*	*28%*	*28%*	*27%*	*28%*	*31%ghkn*	*25%*	*26%*	*29%*	*28%g*	*26%*	*28%*	*27%*	*28%*
EE	1486	709	777	230	317	277	285	211	111	55	1109	377	1320	166	1431
	27%	*26%*	*27%*	*26%*	*27%*	*27%*	*30%ghk*	*24%*	*25%*	*29%*	*27%gk*	*25%*	*27%*	*26%*	*26%*
GiffGaff	156	85	71	48	43	18	17	16	9	5	126	29	142	13	151
	3%	*3%*	*2%*	*5%efghijklmn*	*4%efgk*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%efk*	*2%*	*3%k*	*2%*	*3%*
iD	61	28	33	12	9	20	6	7	6	2	47	14	54	8	59
	1%	*1%*	*1%*	*1%*	*1%*	*2%df*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Lebara	11	6	5	5	3	3	1	-	-	-	11	-	11	-	11
	*	*	*	*1%k*	*	*	*	-	-	-	*	-	*	-	*
Orange	27	16	11	2	1	4	6	9	4	1	13	15	22	5	26
	*	*1%*	*	*	*	*	*1%d*	*1%dj*	*1%dj*	*1%d*	*	*1%djln*	*	*1%dj*	*
O2	1193	559	634	176	306	239	187	180	76	29	909	285	1089	104	1164
	21%	*21%*	*22%*	*20%m*	*26%cfghijklmn*	*23%hikm*	*20%*	*20%m*	*17%*	*15%*	*22%hikm*	*19%*	*22%hikm*	*16%*	*22%hikm*
3	679	374	305	118	197	148	108	71	27	9	571	108	642	37	670
	12%	*14%b*	*11%*	*14%ghikm*	*17%fghiklmn*	*14%ghikm*	*11%ghikm*	*8%*	*6%*	*5%*	*14%fghikmn*	*7%*	*13%ghikm*	*6%*	*12%ghikm*
Sky	89	36	52	10	7	14	20	18	12	7	52	37	70	19	82
	2%	*1%*	*2%*	*1%*	*1%*	*1%*	*2%d*	*2%d*	*3%cdejln*	*3%cdejln*	*1%*	*2%djln*	*1%*	*3%cdejln*	*2%d*
Tesco Mobile	360	166	194	56	44	37	69	92	46	15	207	153	299	61	345
	6%	*6%*	*7%*	*6%de*	*4%*	*4%*	*7%dej*	*10%cdefjln*	*10%cdefjln*	*8%de*	*5%*	*10%cdefjln*	*6%de*	*10%cdejln*	*6%dej*

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Unweighted Base	5170	2468	2702	668	1017	870	821	768	716	310	3376	1794	4144	1026	4860
Weighted Base	5600	2704	2896	872	1192	1040	959	895	449	193	4063	1537	4958	642	5407
T-Mobile	36	15	21	9	3	13	7	1	2	-	33	3	34	2	36
	1%	*1%*	*1%*	1%gk	*	1%dgkm	*1%*	*	*	-	1%gk	*	1%k	*	1%k
Virgin Mobile	346	160	186	57	45	60	61	69	40	15	223	123	292	54	331
	6%	*6%*	*6%*	7%d	*4%*	6%d	6%d	8%dj	9%dejln	8%d	5%d	8%dejln	6%d	8%dejln	6%d
Vodafone	838	409	430	113	184	164	146	149	61	21	608	231	757	82	817
	15%	*15%*	*15%*	*13%*	*15%*	16%i	*15%*	17%im	*14%*	*11%*	*15%*	*15%*	15%im	*13%*	*15%*
Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?															
Under 2 years	1229	611	619	293	270	195	163	183	86	40	921	309	1103	126	1189
	22%	*23%*	*21%*	34%defghijklmn	23%ef	*19%*	*17%*	*20%*	*19%*	*21%*	23%efhkm	*20%*	22%ef	*20%*	22%ef
2 up to 4 years	1093	555	537	210	259	194	153	140	99	38	815	278	955	138	1054
	20%	*21%*	*19%*	24%efgjkln	22%fgk	*19%*	*16%*	*16%*	22%fgk	*20%*	20%fg	*18%*	19%fg	21%fgk	19%fg
4 up to 6 years	1009	499	510	165	233	206	155	154	65	32	758	250	912	97	977
	18%	*18%*	*18%*	19%hm	20%hkm	20%hkm	*16%*	*17%*	*14%*	*17%*	19%hkm	*16%*	18%hm	*15%*	18%hm
6 up to 10 years	969	451	518	143	198	186	184	158	70	30	710	259	869	101	939
	17%	*17%*	*18%*	*16%*	*17%*	*18%*	*19%*	*18%*	*16%*	*16%*	*17%*	*17%*	*18%*	*16%*	*17%*
More than 10 years	1170	534	636	43	209	243	277	243	118	39	771	399	1014	156	1132
	21%	*20%*	*22%*	*5%*	18%c	23%cdj	29%cdejlmn	27%cdijln	26%cdijln	20%c	19%c	26%cdijln	20%cd	24%cdjln	21%cdj
Q.20 CONFIDENCE IN COMPARING COSTS															
VERY CONFIDENT	2134	1151	983	334	510	454	385	286	123	41	1683	451	1969	165	2093
	38%	43%b	*34%*	38%ghikm	43%ghikmn	44%cqhiklmn	40%ghikm	32%im	*27%*	*22%*	41%ghikmn	29%im	40%ghikm	*26%*	39%ghikm
NOT VERY CONFIDENT	2089	879	1210	308	363	338	362	391	228	99	1371	718	1763	327	1991
	37%	*33%*	42%a	35%d	*30%*	*33%*	38%dej	44%cdefjln	51%cdefgjln	51%cdefgjln	*34%*	47%cdefjln	36%d	51%cdefgjkln	37%dej
Q.20 CONFIDENCE IN SPEAKING TO PROVIDER															
VERY CONFIDENT	2249	1192	1057	352	535	460	403	329	130	39	1750	499	2079	170	2209
	40%	44%b	*36%*	40%hikm	45%ghikmn	44%ghikm	42%ghikm	37%hikm	29%i	*20%*	43%ghikm	32%im	42%ghikm	26%i	41%ghikm

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

	Total	GENDER		AGE												
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-54 (j)	55+ (k)	16-64 (l)	65+ (m)	16-74 (n)
Unweighted Base	5170	2468	2702	668	1017	870	821	768	716	310	3376	1794	4144	1026	4860
Weighted Base	5600	2704	2896	872	1192	1040	959	895	449	193	4063	1537	4958	642	5407
NOT VERY CONFIDENT	1975	839	1136	291	338	332	344	348	221	101	1305	670	1653	322	1874
	35%	*31%*	39%a	33%d	*28%*	*32%*	36%dj	39%cdejln	49%cdefgj kln	52%cdefgj kln	32%d	44%cdefg jln	33%d	50%cdefg jkln	35%dj
Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY															
VERY CONFIDENT	1997	1110	886	343	501	418	350	257	100	28	1612	385	1869	128	1968
	36%	41%b	*31%*	39%ghikm	42%fghikl mn	40%ghikmn	37%ghikm	29%him	22%i	*15%*	40%ghikmn	25%im	38%ghikm	20%i	36%ghikm
NOT VERY CONFIDENT	2227	920	1306	299	372	375	397	420	252	112	1443	784	1863	363	2115
	40%	*34%*	45%a	*34%*	*31%*	36%d	41%cdejl	47%cdefjl n	56%cdefgj kln	58%cdefgj kln	36%d	51%cdefj ln	38%d	57%cdefg jkln	39%cdj
Q.21 CONFIDENCE IN MATHS ABILITY															
VERY CONFIDENT	2268	1225	1044	335	468	454	413	354	180	63	1671	598	2025	243	2205
	41%	45%b	*36%*	*38%*	39%i	44%cikm	43%im	40%i	40%i	*33%*	41%i	39%i	41%i	*38%*	41%i
NOT VERY CONFIDENT	1955	806	1149	307	405	338	334	323	171	77	1384	571	1707	248	1878
	35%	*30%*	40%a	*35%*	*34%*	*32%*	*35%*	*36%*	38%ej	40%ej	*34%*	37%ej	*34%*	39%dejln	*35%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	5170	1098	1480	1193	1399	2578	2592	3084	1416	670	2975	2195	1539	3631	4970	200	3026	2144
Weighted Base	5600	1304	1891	1195	1209	3196	2404	3371	1655	574	3575	2025	1776	3824	5457	143	3267	2333
GENDER																		
Male	2704	640	920	623	521	1560	1144	1730	802	173	1872	832	687	2017	2636	68	1605	1099
	48%	49%d	49%d	52%d	*43%*	*49%*	*48%*	51%i	48%i	*30%*	52%k	*41%*	*39%*	53%l	*48%*	*48%*	*49%*	*47%*
Female	2896	664	972	572	689	1636	1260	1641	853	402	1703	1193	1089	1807	2821	75	1662	1234
	52%	*51%*	*51%*	*48%*	57%abc	*51%*	*52%*	*49%*	*52%*	70%gh	*48%*	59%j	61%m	*47%*	*52%*	*52%*	*51%*	*53%*
AGE																		
16-24	872	104	370	182	216	474	398	169	700	4	416	456	214	658	870	3	317	555
	16%	*8%*	20%ac	15%a	18%a	*15%*	*17%*	5%i	42%gi	*1%*	*12%*	23%j	*12%*	17%l	16%o	*2%*	*10%*	24%p
25-34	1192	234	451	267	240	685	507	773	398	21	952	240	567	624	1187	5	495	697
	21%	*18%*	24%ad	22%a	*20%*	*21%*	*21%*	23%i	24%i	*4%*	27%k	*12%*	32%m	*16%*	22%o	*3%*	*15%*	30%p
35-44	1040	315	327	213	185	642	399	774	205	61	844	196	643	397	1034	6	600	440
	19%	24%bcd	*17%*	*18%*	*15%*	20%f	*17%*	23%hi	*12%*	*11%*	24%k	*10%*	36%m	*10%*	19%o	*4%*	*18%*	*19%*
45-54	959	245	322	226	166	567	392	677	186	96	788	171	298	661	947	12	670	289
	17%	19%d	17%d	19%d	*14%*	*18%*	*16%*	20%h	*11%*	17%h	22%k	*8%*	*17%*	*17%*	17%o	*8%*	21%q	*12%*
55-64	895	232	269	200	195	501	394	625	116	155	517	377	42	853	861	34	685	210
	16%	18%b	*14%*	*17%*	*16%*	*16%*	*16%*	19%h	*7%*	27%gh	*14%*	19%j	*2%*	22%l	*16%*	24%n	21%q	*9%*
65-74	449	124	104	84	138	228	221	266	42	142	53	396	11	438	406	44	353	96
	8%	10%bc	*5%*	*7%*	11%bc	*7%*	9%e	8%h	*3%*	25%gh	*1%*	20%j	*1%*	11%l	*7%*	31%n	11%q	*4%*
75+	193	51	49	23	69	100	93	88	9	96	4	189	-	193	152	40	147	46
	3%	4%c	*3%*	*2%*	6%abc	*3%*	*4%*	3%h	*1%*	17%gh	*	9%j	-	5%l	*3%*	28%n	4%q	*2%*
16-54	4063	897	1470	888	808	2367	1696	2393	1488	182	3000	1063	1723	2340	4038	25	2082	1981
	73%	*69%*	78%acd	74%ad	*67%*	74%f	*71%*	71%i	90%gi	*32%*	84%k	*52%*	97%m	*61%*	74%o	*18%*	*64%*	85%p
55+	1537	407	422	307	402	829	708	978	167	392	575	962	53	1484	1419	117	1185	352
	27%	31%bc	*22%*	26%b	33%bc	*26%*	29%e	29%h	*10%*	68%gh	*16%*	48%j	*3%*	39%l	*26%*	82%n	36%q	*15%*
16-64	4958	1129	1739	1088	1003	2868	2090	3017	1604	337	3518	1440	1765	3194	4899	59	2767	2191
	89%	87%d	92%ad	91%ad	*83%*	90%f	*87%*	90%i	97%gi	*59%*	98%k	*71%*	99%m	*84%*	90%o	*41%*	*85%*	94%p

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h/i - j/k - l/m - n/o - p/q
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	5170	1098	1480	1193	1399	2578	2592	3084	1416	670	2975	2195	1539	3631	4970	200	3026	2144
Weighted Base	5600	1304	1891	1195	1209	3196	2404	3371	1655	574	3575	2025	1776	3824	5457	143	3267	2333
65+	642	175	153	107	207	328	314	354	51	238	57	585	11	630	558	84	500	142
	11%	13%bc	*8%*	*9%*	17%abc	*10%*	13%e	10%h	*3%*	41%gh	*2%*	29%j	*1%*	16%l	*10%*	59%n	15%q	*6%*
16-74	5407	1253	1843	1171	1140	3096	2312	3283	1645	479	3571	1836	1776	3631	5305	103	3120	2287
	97%	96%d	97%d	98%ad	*94%*	*97%*	*96%*	97%i	99%gi	*83%*	100%k	*91%*	100%m	*95%*	97%o	*72%*	*96%*	98%p
SOCIAL GRADE																		
AB	1304	1304	-	-	-	1304	-	930	255	120	904	400	413	892	1296	8	1019	285
	23%	100%bcd	-	-	-	41%f	-	28%hi	*15%*	21%h	25%k	*20%*	*23%*	*23%*	24%o	*6%*	31%q	*12%*
C1	1891	-	1891	-	-	1891	-	1110	632	149	1322	569	538	1353	1871	20	1175	717
	34%	-	100%acd	-	-	59%f	-	33%i	38%gi	*26%*	37%k	*28%*	*30%*	35%l	34%o	*14%*	36%q	*31%*
C2	1195	-	-	1195	-	-	1195	808	288	99	868	326	417	778	1163	31	687	507
	21%	-	-	100%abd	-	-	50%e	24%hi	*17%*	*17%*	24%k	*16%*	23%m	*20%*	*21%*	*22%*	*21%*	*22%*
DE	1209	-	-	-	1209	-	1209	523	479	207	480	729	408	801	1126	83	386	823
	22%	-	-	-	100%abc	-	50%e	*16%*	29%g	36%gh	*13%*	36%j	*23%*	*21%*	*21%*	58%n	*12%*	35%p
SOCIAL GRADE																		
ABC1	3196	1304	1891	-	-	3196	-	2040	888	268	2227	969	951	2245	3168	28	2194	1002
	57%	100%cd	100%cd	-	-	100%f	-	61%hi	54%i	*47%*	62%k	*48%*	*54%*	59%l	58%o	*20%*	67%q	*43%*
C2DE	2404	-	-	1195	1209	-	2404	1331	767	306	1348	1056	825	1579	2290	114	1073	1331
	43%	-	-	100%ab	100%ab	-	100%e	*39%*	46%g	53%gh	*38%*	52%j	46%m	*41%*	*42%*	80%n	*33%*	57%p
MARITAL STATUS																		
Married\ Living as married	3371	930	1110	808	523	2040	1331	3371	-	-	2384	986	1317	2054	3313	58	2262	1109
	60%	71%bd	59%d	68%bd	*43%*	64%f	*55%*	100%hi	-	-	67%k	*49%*	74%m	*54%*	61%o	*40%*	69%q	*48%*
Single	1655	255	632	288	479	888	767	-	1655	-	966	688	367	1288	1627	28	668	986
	30%	*20%*	33%ac	24%a	40%abc	*28%*	32%e	-	100%gi	-	*27%*	34%j	*21%*	34%l	30%o	*19%*	*20%*	42%p
Widow\ Divorced\ Separated	574	120	149	99	207	268	306	-	-	574	224	350	92	483	517	58	337	237
	10%	*9%*	*8%*	*8%*	17%abc	*8%*	13%e	-	-	100%gh	*6%*	17%j	*5%*	13%l	*9%*	40%n	*10%*	*10%*
WORKING STATUS																		
Working	3575	904	1322	868	480	2227	1348	2384	966	224	3575	-	1309	2266	3543	32	2193	1382
	64%	69%d	70%d	73%d	*40%*	70%f	*56%*	71%hi	58%i	*39%*	100%k	-	74%m	*59%*	65%o	*23%*	67%q	*59%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h/i - j/k - l/m - n/o - p/q
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	5170	1098	1480	1193	1399	2578	2592	3084	1416	670	2975	2195	1539	3631	4970	200	3026	2144
Weighted Base	5600	1304	1891	1195	1209	3196	2404	3371	1655	574	3575	2025	1776	3824	5457	143	3267	2333
Not working	2025	400	569	326	729	969	1056	986	688	350	-	2025	467	1558	1915	110	1074	951
	36%	*31%*	*30%*	*27%*	60%abc	*30%*	44%e	*29%*	42%g	61%gh	-	100%j	*26%*	41%l	*35%*	77%n	*33%*	41%p
CHILDREN																		
Any	1776	413	538	417	408	951	825	1317	367	92	1309	467	1776	-	1764	12	909	867
	32%	*32%*	*28%*	35%b	34%b	*30%*	34%e	39%hi	22%i	*16%*	37%k	*23%*	100%m	-	32%o	*9%*	*28%*	37%p
None	3824	892	1353	778	801	2245	1579	2054	1288	483	2266	1558	-	3824	3694	130	2359	1465
	68%	*68%*	72%cd	*65%*	*66%*	70%f	*66%*	*61%*	78%g	84%gh	*63%*	77%j	-	100%l	*68%*	91%n	72%q	*63%*
INTERNET ACCESS																		
Any Internet access	5457	1296	1871	1163	1126	3168	2290	3313	1627	517	3543	1915	1764	3694	5457	-	3208	2249
	97%	99%cd	99%cd	97%d	*93%*	99%f	*95%*	98%i	98%i	*90%*	99%k	*95%*	99%m	*97%*	100%o	-	98%q	*96%*
No Internet access	143	8	20	31	83	28	114	58	28	58	32	110	12	130	-	143	60	83
	3%	*1%*	*1%*	3%ab	7%abc	*1%*	5%e	*2%*	*2%*	10%gh	*1%*	5%j	*1%*	3%l	-	100%n	*2%*	4%p
TENURE																		
Own\Mortgage	3267	1019	1175	687	386	2194	1073	2262	668	337	2193	1074	909	2359	3208	60	3267	-
	58%	78%bcd	62%cd	58%d	*32%*	69%f	*45%*	67%hi	*40%*	59%h	61%k	*53%*	*51%*	62%l	59%o	*42%*	100%q	-
Rent\Other	2333	285	717	507	823	1002	1331	1109	986	237	1382	951	867	1465	2249	83	-	2333
	42%	*22%*	38%a	42%ab	68%abc	*31%*	55%e	*33%*	60%gi	41%g	*39%*	47%j	49%m	*38%*	*41%*	58%n	-	100%p
AREA																		
Urban	4438	1061	1489	928	960	2550	1888	2621	1367	449	2853	1585	1389	3048	4316	122	2569	1869
	79%	81%c	*79%*	*78%*	*79%*	*80%*	*79%*	*78%*	83%gi	*78%*	*80%*	*78%*	*78%*	*80%*	*79%*	85%n	*79%*	*80%*
Rural	1162	243	403	267	249	646	516	749	288	125	722	440	387	776	1141	21	698	464
	21%	*19%*	*21%*	22%a	*21%*	*20%*	*21%*	22%h	*17%*	22%h	*20%*	*22%*	*22%*	*20%*	21%o	*15%*	*21%*	*20%*
COUNTRY																		
England	4722	1073	1635	1006	1008	2708	2014	2848	1395	480	3040	1683	1537	3185	4602	121	2747	1975
	84%	*82%*	86%ad	*84%*	*83%*	*85%*	*84%*	*84%*	*84%*	*84%*	*85%*	*83%*	87%m	*83%*	*84%*	*85%*	*84%*	*85%*
Scotland	487	138	140	99	110	277	209	271	169	48	288	199	105	382	476	11	268	219
	9%	11%b	*7%*	*8%*	*9%*	*9%*	*9%*	*8%*	10%g	*8%*	*8%*	10%j	*6%*	10%l	*9%*	*8%*	*8%*	*9%*
Wales	282	71	85	65	62	156	126	185	61	36	167	116	95	188	275	7	185	97
	5%	*5%*	*4%*	*5%*	*5%*	*5%*	*5%*	5%h	*4%*	6%h	*5%*	*6%*	*5%*	*5%*	*5%*	*5%*	6%q	*4%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h/i - j/k - l/m - n/o - p/q
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	5170	1098	1480	1193	1399	2578	2592	3084	1416	670	2975	2195	1539	3631	4970	200	3026	2144
Weighted Base	5600	1304	1891	1195	1209	3196	2404	3371	1655	574	3575	2025	1776	3824	5457	143	3267	2333
Northern Ireland	108	23	32	24	30	54	54	68	30	11	81	27	39	69	105	4	66	42
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%k*	*1%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*
GOVERNMENT REGIONS																		
North East	269	77	65	63	64	142	127	155	88	26	167	102	97	172	262	7	174	96
	5%	*6%b*	*3%*	*5%b*	*5%b*	*4%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*4%*
North West	593	130	169	142	152	299	294	349	169	75	375	217	175	418	567	25	400	193
	11%	*10%*	*9%*	*12%b*	*13%ab*	*9%*	*12%e*	*10%*	*10%*	*13%*	*11%*	*11%*	*10%*	*11%*	*10%*	*18%n*	*12%q*	*8%*
Yorkshire and The Humber	479	86	144	132	116	230	248	284	131	64	305	173	168	311	463	16	264	215
	9%	*7%*	*8%*	*11%ab*	*10%a*	*7%*	*10%e*	*8%*	*8%*	*11%gh*	*9%*	*9%*	*9%*	*8%*	*8%*	*11%*	*8%*	*9%*
East Midlands	433	81	173	95	84	254	179	274	120	39	283	150	148	284	418	14	276	157
	8%	*6%*	*9%ad*	*8%*	*7%*	*8%*	*7%*	*8%*	*7%*	*7%*	*8%*	*7%*	*8%*	*7%*	*8%*	*10%*	*8%q*	*7%*
West Midlands	480	111	157	118	94	268	212	298	130	52	301	179	154	327	465	15	324	156
	9%	*9%*	*8%*	*10%*	*8%*	*8%*	*9%*	*9%*	*8%*	*9%*	*8%*	*9%*	*9%*	*9%*	*9%*	*11%*	*10%q*	*7%*
East of England	532	110	184	112	126	294	238	335	150	47	362	170	170	361	519	13	282	250
	9%	*8%*	*10%*	*9%*	*10%*	*9%*	*10%*	*10%*	*9%*	*8%*	*10%k*	*8%*	*10%*	*9%*	*10%*	*9%*	*9%*	*11%p*
London	686	178	251	108	149	429	256	369	268	49	482	204	227	459	672	13	267	419
	12%	*14%c*	*13%c*	*9%*	*12%c*	*13%f*	*11%*	*11%*	*16%gi*	*8%*	*13%k*	*10%*	*13%*	*12%*	*12%*	*9%*	*8%*	*18%p*
South East	825	187	335	161	142	522	303	516	233	76	541	283	285	540	814	11	495	330
	15%	*14%*	*18%acd*	*13%*	*12%*	*16%f*	*13%*	*15%*	*14%*	*13%*	*15%*	*14%*	*16%*	*14%*	*15%o*	*8%*	*15%*	*14%*
South West	426	112	159	76	80	270	156	268	107	52	223	204	113	314	420	6	266	160
	8%	*9%*	*8%*	*6%*	*7%*	*8%f*	*6%*	*8%*	*6%*	*9%h*	*6%*	*10%j*	*6%*	*8%l*	*8%*	*4%*	*8%*	*7%*
Wales	282	71	85	65	62	156	126	185	61	36	167	116	95	188	275	7	185	97
	5%	*5%*	*4%*	*5%*	*5%*	*5%*	*5%*	*5%h*	*4%*	*6%h*	*5%*	*6%*	*5%*	*5%*	*5%*	*5%*	*6%q*	*4%*
Scotland	487	138	140	99	110	277	209	271	169	48	288	199	105	382	476	11	268	219
	9%	*11%b*	*7%*	*8%*	*9%*	*9%*	*9%*	*8%*	*10%g*	*8%*	*8%*	*10%j*	*6%*	*10%l*	*9%*	*8%*	*8%*	*9%*
Northern Ireland	108	23	32	24	30	54	54	68	30	11	81	27	39	69	105	4	66	42
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%k*	*1%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	5170	1098	1480	1193	1399	2578	2592	3084	1416	670	2975	2195	1539	3631	4970	200	3026	2144
Weighted Base	5600	1304	1891	1195	1209	3196	2404	3371	1655	574	3575	2025	1776	3824	5457	143	3267	2333
12 MONTH SIM ONLY																		
In Contract	606	146	207	123	129	353	252	364	187	55	387	219	181	425	595	11	375	231
	11%	*11%*	*11%*	*10%*	*11%*	*11%*	*10%*	*11%*	*11%*	*10%*	*11%*	*11%*	*10%*	*11%*	*11%*	*8%*	*11%*	*10%*
DISABILITY																		
Any Disability	780	128	209	136	307	337	443	377	236	168	279	501	179	601	727	53	372	409
	14%	*10%*	*11%*	*11%*	25%abc	*11%*	18%e	*11%*	14%g	29%gh	*8%*	25%j	*10%*	16%l	*13%*	37%n	*11%*	18%p
Any mental or learing disability	268	33	80	41	114	113	155	109	119	40	110	158	82	186	266	2	103	165
	5%	*3%*	4%a	*3%*	9%abc	*4%*	6%e	*3%*	7%g	7%g	*3%*	8%j	*5%*	*5%*	5%o	*1%*	*3%*	7%p
Any physical disability	494	87	106	79	223	193	302	244	119	132	139	355	90	404	450	45	252	243
	9%	*7%*	*6%*	*7%*	18%abc	*6%*	13%e	*7%*	*7%*	23%gh	*4%*	18%j	*5%*	11%l	*8%*	31%n	*8%*	10%p
Both mental\learing and physical disablity	80	10	11	8	52	21	60	30	30	21	16	64	18	63	79	1	33	48
	1%	*1%*	*1%*	*1%*	4%abc	*1%*	2%e	*1%*	2%g	4%gh	*	3%j	*1%*	*2%*	*1%*	*1%*	*1%*	2%p
No disability	4820	1176	1683	1058	903	2859	1961	2994	1419	407	3296	1524	1597	3223	4730	90	2896	1924
	86%	90%d	89%d	89%d	*75%*	89%f	*82%*	89%hi	86%i	*71%*	92%k	*75%*	90%m	*84%*	87%o	*63%*	89%q	*82%*
COMBINED CONTRACT																		
Total	3392	753	1126	755	758	1879	1512	2047	1019	326	2298	1093	1193	2199	3320	72	1887	1504
	61%	*58%*	*60%*	63%a	63%a	*59%*	63%e	*61%*	62%i	*57%*	64%k	*54%*	67%m	*58%*	61%o	*50%*	*58%*	64%p
In Contract	2772	614	942	621	595	1556	1216	1674	843	255	1922	849	990	1781	2718	54	1544	1228
	49%	*47%*	*50%*	52%a	*49%*	*49%*	*51%*	50%i	51%i	*44%*	54%k	*42%*	56%m	*47%*	50%o	*38%*	*47%*	53%p
Out of Contract	428	95	132	99	103	227	202	259	113	56	253	175	127	301	412	16	248	181
	8%	*7%*	*7%*	*8%*	*9%*	*7%*	*8%*	*8%*	*7%*	10%h	*7%*	9%j	*7%*	*8%*	*8%*	*11%*	*8%*	*8%*
Unsure	118	27	30	20	41	58	61	72	38	9	70	48	45	73	117	1	55	63
	2%	*2%*	*2%*	*2%*	3%bc	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*1%*	*2%*	3%p
Q5A. MOBILE PROVIDER WITH PAID MONTHLY																		
Any	5529	1287	1872	1185	1185	3159	2370	3328	1639	562	3550	1979	1762	3767	5395	133	3218	2311
	99%	*99%*	99%d	99%d	*98%*	*99%*	*99%*	*99%*	99%i	*98%*	99%k	*98%*	*99%*	*99%*	99%o	*93%*	*98%*	*99%*
ANY EE\ORANGE\T-MOBILE	1550	367	527	338	318	893	656	935	469	146	1042	507	509	1040	1507	42	939	611
	28%	*28%*	*28%*	*28%*	*26%*	*28%*	*27%*	*28%*	*28%*	*25%*	29%k	*25%*	*29%*	*27%*	*28%*	*30%*	*29%*	*26%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h/i - j/k - l/m - n/o - p/q
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	5170	1098	1480	1193	1399	2578	2592	3084	1416	670	2975	2195	1539	3631	4970	200	3026	2144
Weighted Base	5600	1304	1891	1195	1209	3196	2404	3371	1655	574	3575	2025	1776	3824	5457	143	3267	2333
EE	1486	356	502	322	306	858	628	897	449	140	1006	480	490	996	1447	39	897	590
	27%	*27%*	*27%*	*27%*	*25%*	*27%*	*26%*	*27%*	*27%*	*24%*	28%k	*24%*	*28%*	*26%*	*27%*	*27%*	*27%*	*25%*
GiffGaff	156	36	61	22	37	97	58	79	63	13	89	67	33	123	151	5	66	90
	3%	*3%*	3%c	*2%*	3%c	*3%*	*2%*	*2%*	4%g	*2%*	*2%*	*3%*	*2%*	3%l	*3%*	*3%*	*2%*	4%p
iD	61	7	26	13	15	34	28	31	22	8	34	27	16	46	60	2	37	24
	1%	*1%*	1%a	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Lebara	11	1	3	1	6	4	7	6	5	-	5	5	3	8	11	-	1	10
	*	*	*	*	*	*	*	*	*	-	*	*	*	*	*	-	*	*p
Orange	27	6	10	6	6	16	12	18	6	3	16	11	5	23	25	2	23	4
	*	*	*1%*	*1%*	*	*	*	*1%*	*	*1%*	*	*1%*	*	*1%*	*	2%n	1%q	*
O2	1193	284	390	260	260	674	519	734	343	116	830	363	418	775	1172	22	679	515
	21%	*22%*	*21%*	*22%*	*21%*	*21%*	*22%*	*22%*	*21%*	*20%*	23%k	*18%*	24%m	*20%*	21%o	*15%*	*21%*	*22%*
3	679	130	226	161	162	356	323	415	219	44	458	221	250	429	668	11	322	357
	12%	*10%*	*12%*	14%a	13%a	*11%*	13%e	12%i	13%i	*8%*	*13%*	*11%*	14%m	*11%*	*12%*	*8%*	*10%*	15%p
Sky	89	21	23	20	25	44	44	51	19	18	39	50	25	64	87	1	52	36
	2%	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	3%gh	*1%*	2%j	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*
Tesco Mobile	360	72	117	73	97	189	171	216	98	46	181	179	84	276	349	11	234	126
	6%	*6%*	*6%*	*6%*	8%a	*6%*	*7%*	*6%*	*6%*	*8%*	*5%*	9%j	*5%*	7%l	*6%*	*7%*	7%q	*5%*
T-Mobile	36	4	15	9	7	20	16	20	14	3	20	16	15	21	35	1	19	17
	1%	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Virgin Mobile	346	78	118	78	72	196	150	193	110	43	191	155	97	249	336	9	219	127
	6%	*6%*	*6%*	*7%*	*6%*	*6%*	*6%*	*6%*	*7%*	*8%*	*5%*	8%j	*5%*	*6%*	*6%*	*7%*	*7%*	*5%*
Vodafone	838	228	294	180	137	522	316	520	234	84	575	263	284	555	812	26	499	339
	15%	18%d	16%d	15%d	*11%*	16%f	*13%*	*15%*	*14%*	*15%*	16%k	*13%*	*16%*	*15%*	*15%*	*18%*	*15%*	*15%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h/i - j/k - l/m - n/o - p/q
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	5170	1098	1480	1193	1399	2578	2592	3084	1416	670	2975	2195	1539	3631	4970	200	3026	2144
Weighted Base	5600	1304	1891	1195	1209	3196	2404	3371	1655	574	3575	2025	1776	3824	5457	143	3267	2333
Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?																		
Under 2 years	1229	267	382	258	322	649	581	652	451	126	704	526	389	840	1198	32	646	584
	22%	*20%*	*20%*	*22%*	*27%abc*	*20%*	*24%e*	*19%*	*27%gi*	*22%*	*20%*	*26%j*	*22%*	*22%*	*22%*	*22%*	*20%*	*25%p*
2 up to 4 years	1093	227	399	226	241	626	467	661	332	100	660	433	345	748	1063	30	591	502
	20%	*17%*	*21%a*	*19%*	*20%*	*20%*	*19%*	*20%*	*20%*	*17%*	*18%*	*21%j*	*19%*	*20%*	*19%*	*21%*	*18%*	*22%p*
4 up to 6 years	1009	263	320	230	195	583	426	623	282	103	667	342	355	654	985	23	589	419
	18%	*20%bd*	*17%*	*19%d*	*16%*	*18%*	*18%*	*18%*	*17%*	*18%*	*19%*	*17%*	*20%m*	*17%*	*18%*	*16%*	*18%*	*18%*
6 up to 10 years	969	241	333	216	179	573	396	579	288	102	666	303	303	666	942	27	573	396
	17%	*18%d*	*18%*	*18%d*	*15%*	*18%*	*16%*	*17%*	*17%*	*18%*	*19%k*	*15%*	*17%*	*17%*	*17%*	*19%*	*18%*	*17%*
More than 10 years	1170	282	417	247	224	700	471	783	262	125	817	353	354	817	1148	23	789	381
	21%	*22%*	*22%d*	*21%*	*19%*	*22%f*	*20%*	*23%h*	*16%*	*22%h*	*23%k*	*17%*	*20%*	*21%*	*21%*	*16%*	*24%q*	*16%*
Q.20 CONFIDENCE IN COMPARING COSTS																		
VERY CONFIDENT	2134	545	792	425	372	1337	797	1353	625	156	1521	613	742	1392	2117	17	1310	824
	38%	*42%cd*	*42%cd*	*36%d*	*31%*	*42%f*	*33%*	*40%i*	*38%i*	*27%*	*43%k*	*30%*	*42%m*	*36%*	*39%o*	*12%*	*40%q*	*35%*
NOT VERY CONFIDENT	2089	456	667	453	513	1123	966	1217	609	264	1191	899	595	1494	2007	83	1220	869
	37%	*35%*	*35%*	*38%*	*42%abc*	*35%*	*40%e*	*36%*	*37%*	*46%gh*	*33%*	*44%j*	*34%*	*39%l*	*37%*	*58%n*	*37%*	*37%*
Q.20 CONFIDENCE IN SPEAKING TO PROVIDER																		
VERY CONFIDENT	2249	588	823	444	394	1411	838	1416	663	169	1587	662	772	1477	2232	17	1365	884
	40%	*45%cd*	*44%cd*	*37%d*	*33%*	*44%f*	*35%*	*42%i*	*40%i*	*29%*	*44%k*	*33%*	*43%m*	*39%*	*41%o*	*12%*	*42%q*	*38%*
NOT VERY CONFIDENT	1975	413	636	434	492	1049	925	1153	571	251	1125	850	565	1410	1892	82	1165	809
	35%	*32%*	*34%*	*36%a*	*41%abc*	*33%*	*38%e*	*34%*	*34%*	*44%gh*	*31%*	*42%j*	*32%*	*37%l*	*35%*	*58%n*	*36%*	*35%*
Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY																		
VERY CONFIDENT	1997	507	742	393	355	1249	748	1249	614	133	1442	555	704	1293	1981	15	1182	815
	36%	*39%cd*	*39%cd*	*33%*	*29%*	*39%f*	*31%*	*37%i*	*37%i*	*23%*	*40%k*	*27%*	*40%m*	*34%*	*36%o*	*11%*	*36%*	*35%*
NOT VERY CONFIDENT	2227	494	717	485	530	1211	1016	1320	619	287	1270	957	633	1594	2142	85	1348	878
	40%	*38%*	*38%*	*41%*	*44%ab*	*38%*	*42%e*	*39%*	*37%*	*50%gh*	*36%*	*47%j*	*36%*	*42%l*	*39%*	*59%n*	*41%q*	*38%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

		SOCIAL GRADE				SOCIAL GRADE		MARITAL STATUS			WORKING STATUS		CHILDREN		INTERNET ACCESS		TENURE	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Married\ Living as married (g)	Single (h)	Widow\ Divorced\ Separated (i)	Working (j)	Not working (k)	Any (l)	None (m)	Any Internet access (n)	No Internet access (o)	Own\Mortgage (p)	Rent\Other (q)
Unweighted Base	5170	1098	1480	1193	1399	2578	2592	3084	1416	670	2975	2195	1539	3631	4970	200	3026	2144
Weighted Base	5600	1304	1891	1195	1209	3196	2404	3371	1655	574	3575	2025	1776	3824	5457	143	3267	2333
Q.21 CONFIDENCE IN MATHS ABILITY																		
VERY CONFIDENT	2268	652	831	421	363	1484	785	1454	624	191	1547	722	736	1532	2244	24	1431	837
	41%	50%bcd	44%cd	35%d	*30%*	46%f	*33%*	43%hi	*38%*	*33%*	43%k	*36%*	*41%*	*40%*	41%o	*17%*	44%q	*36%*
NOT VERY CONFIDENT	1955	349	628	457	522	976	979	1116	610	229	1165	790	601	1354	1879	76	1099	856
	35%	*27%*	33%a	38%ab	43%abc	*31%*	41%e	*33%*	37%g	40%g	*33%*	39%j	*34%*	*35%*	*34%*	53%n	*34%*	37%p

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

		AREA		COUNTRY				GOVERNMENT REGIONS										
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	5170	4092	1078	4331	475	244	120	259	589	464	391	440	479	594	729	386	244	475	120
Weighted Base	5600	4438	1162	4722	487	282	108	269	593	479	433	480	532	686	825	426	282	487	108
GENDER																			
Male	2704	2151	553	2254	252	144	54	119	279	227	206	231	260	348	403	182	144	252	54
	48%	*48%*	*48%*	*48%*	*52%*	*51%*	*50%*	*44%*	*47%*	*47%*	*48%*	*48%*	*49%*	51%o	*49%*	*43%*	*51%*	52%o	*50%*
Female	2896	2287	609	2469	235	139	54	151	314	252	227	249	272	338	422	245	139	235	54
	52%	*52%*	*52%*	*52%*	*48%*	*49%*	*50%*	*56%*	*53%*	*53%*	*52%*	*52%*	*51%*	*49%*	*51%*	57%mq	*49%*	*48%*	*50%*
AGE																			
16-24	872	704	168	750	83	24	15	57	94	73	75	75	88	103	126	58	24	83	15
	16%	*16%*	*14%*	16%e	17%e	*9%*	*13%*	21%mnop	16%p	15%p	17%p	16%p	17%p	15%p	15%p	*14%*	*9%*	17%p	*13%*
25-34	1192	971	221	1003	110	51	28	49	121	109	80	84	118	191	174	76	51	110	28
	21%	*22%*	*19%*	*21%*	*23%*	*18%*	*26%*	*18%*	*20%*	*23%*	*19%*	*17%*	*22%*	28%ghjklnop	*21%*	*18%*	*18%*	*23%*	26%k
35-44	1040	823	218	882	84	57	17	46	95	74	74	88	120	153	165	68	57	84	17
	19%	*19%*	*19%*	*19%*	*17%*	*20%*	*16%*	*17%*	*16%*	*15%*	*17%*	*18%*	23%hijoq	22%hioq	*20%*	*16%*	*20%*	*17%*	*16%*
45-54	959	757	202	793	79	61	26	50	99	77	89	81	80	109	138	70	61	79	26
	17%	*17%*	*17%*	*17%*	*16%*	*22%*	24%cd	*19%*	*17%*	*16%*	21%l	*17%*	*15%*	*16%*	*17%*	*16%*	22%l	*16%*	24%ilmq
55-64	895	684	211	744	83	50	17	36	96	93	66	97	70	78	125	84	50	83	17
	16%	*15%*	18%a	*16%*	*17%*	*18%*	*16%*	*13%*	16%m	20%glm	*15%*	20%glmn	*13%*	*11%*	*15%*	20%glm	18%m	17%m	*16%*
65-74	449	356	93	388	30	26	5	23	63	36	35	39	39	37	71	47	26	30	5
	8%	*8%*	*8%*	*8%*	*6%*	*9%*	*5%*	*9%*	11%mq	*7%*	*8%*	*8%*	*7%*	*5%*	9%m	11%mqr	9%m	*6%*	*5%*
75+	193	143	49	161	19	12	*	9	26	16	14	17	16	14	26	23	12	19	*
	3%	*3%*	*4%*	*3%*	*4%*	*4%*	*	*3%*	4%mr	*3%*	*3%*	*4%*	*3%*	*2%*	*3%*	5%mr	*4%*	*4%*	*
16-54	4063	3255	808	3429	355	194	86	202	409	333	318	328	407	557	603	271	194	355	86
	73%	73%b	*70%*	*73%*	*73%*	*69%*	79%e	75%o	*69%*	*70%*	74%o	*68%*	77%hikop	81%ghijknopq	73%o	*64%*	*69%*	73%o	79%hikop
55+	1537	1183	354	1294	132	89	23	68	184	146	114	152	125	129	221	155	89	132	23
	27%	*27%*	30%a	*27%*	*27%*	31%f	*21%*	25%m	31%lmr	30%lmr	26%m	32%lmr	*23%*	*19%*	27%m	36%gjlmnqr	31%lmr	27%m	*21%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	5170	4092	1078	4331	475	244	120	259	589	464	391	440	479	594	729	386	244	475	120
Weighted Base	5600	4438	1162	4722	487	282	108	269	593	479	433	480	532	686	825	426	282	487	108
16-64	4958	3938	1020	4173	439	244	103	238	504	427	384	425	477	635	728	356	244	439	103
	89%	*89%*	*88%*	*88%*	*90%*	*86%*	95%ce	*88%*	*85%*	89%o	89%o	*88%*	90%ho	93%ghk nop	88%o	*83%*	*86%*	90%ho	95%ghknop
65+	642	499	143	550	48	39	6	32	88	52	48	56	55	51	97	71	39	48	6
	11%	*11%*	*12%*	12%f	*10%*	14%f	*5%*	12%mr	15%lmqr	*11%*	*11%*	12%mr	*10%*	*7%*	12%mr	17%ijl mnqr	14%mr	*10%*	*5%*
16-74	5407	4294	1113	4561	468	270	108	261	567	462	419	463	515	672	799	403	270	468	108
	97%	*97%*	*96%*	*97%*	*96%*	*96%*	*100%*	*97%*	*96%*	*97%*	*97%*	*96%*	*97%*	98%ho	*97%*	*95%*	*96%*	*96%*	100%ho
SOCIAL GRADE																			
AB	1304	1061	243	1073	138	71	23	77	130	86	81	111	110	178	187	112	71	138	23
	23%	24%b	*21%*	*23%*	28%c	*25%*	*21%*	29%hii l	*22%*	*18%*	*19%*	*23%*	*21%*	26%ij	*23%*	26%ij	25%i	28%hijln	*21%*
C1	1891	1489	403	1635	140	85	32	65	169	144	173	157	184	251	335	159	85	140	32
	34%	*34%*	*35%*	35%d	*29%*	*30%*	*29%*	*24%*	*28%*	*30%*	40%ghikp qr	33%g	35%gh	37%ghi q	41%ghi klpqr	37%ghi q	*30%*	*29%*	*29%*
C2	1195	928	267	1006	99	65	24	63	142	132	95	118	112	108	161	76	65	99	24
	21%	*21%*	*23%*	*21%*	*20%*	*23%*	*22%*	23%m	24%mo	28%lmnoq	22%m	25%mo	21%m	*16%*	*20%*	*18%*	23%m	*20%*	*22%*
DE	1209	960	249	1008	110	62	30	64	152	116	84	94	126	149	142	80	62	110	30
	22%	*22%*	*21%*	*21%*	*23%*	*22%*	*27%*	24%n	26%jkno	24%n	*19%*	*20%*	24%n	22%n	*17%*	*19%*	*22%*	23%n	27%n
SOCIAL GRADE																			
ABC1	3196	2550	646	2708	277	156	54	142	299	230	254	268	294	429	522	270	156	277	54
	57%	*57%*	*56%*	*57%*	*57%*	*55%*	*50%*	*53%*	*50%*	*48%*	59%hi	56%i	55%i	63%ghi klr	63%ghi klpqr	63%ghi klr	*55%*	57%hi	*50%*
C2DE	2404	1888	516	2014	209	126	54	127	294	248	179	212	238	256	303	156	126	209	54
	43%	*43%*	*44%*	*43%*	*43%*	*45%*	*50%*	47%mno	50%jmnoq	52%jklmn oq	*41%*	44%mno	45%mno	*37%*	*37%*	*37%*	45%n	43%n	50%mno
MARITAL STATUS																			
Married\ Living as married	3371	2621	749	2848	271	185	68	155	349	284	274	298	335	369	516	268	185	271	68
	60%	*59%*	64%a	*60%*	*56%*	65%d	*62%*	*57%*	*59%*	*59%*	63%mq	62%m	63%mq	*54%*	63%mq	63%mq	65%mq	*56%*	*62%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

		AREA		COUNTRY				GOVERNMENT REGIONS										
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	5170	4092	1078	4331	475	244	120	259	589	464	391	440	479	594	729	386	244	475	120
Weighted Base	5600	4438	1162	4722	487	282	108	269	593	479	433	480	532	686	825	426	282	487	108
Single	1655	1367	288	1395	169	61	30	88	169	131	120	130	150	268	233	107	61	169	30
	30%	31%b	*25%*	30%e	35%ce	*22%*	*28%*	33%op	*28%*	*27%*	*28%*	*27%*	*28%*	39%hij klnopr	*28%*	*25%*	*22%*	35%hijkl nop	*28%*
Widow\ Divorced\ Separated	574	449	125	480	48	36	11	26	75	64	39	52	47	49	76	52	36	48	11
	10%	*10%*	*11%*	*10%*	*10%*	*13%*	*10%*	*10%*	13%m	13%lmn	*9%*	11%m	*9%*	*7%*	*9%*	12%m	13%m	*10%*	*10%*
WORKING STATUS																			
Working	3575	2853	722	3040	288	167	81	167	375	305	283	301	362	482	541	223	167	288	81
	64%	*64%*	*62%*	64%d	*59%*	*59%*	75%cde	62%o	63%o	64%o	65%o	63%o	68%opq	70%ghi kopq	66%oq	*52%*	*59%*	*59%*	75%ghikopq
Not working	2025	1585	440	1683	199	116	27	102	217	173	150	179	170	204	283	204	116	199	27
	36%	*36%*	*38%*	36%f	41%cf	41%f	*25%*	38%mr	37%mr	36%mr	*35%*	37%mr	*32%*	*30%*	*34%*	48%ghi jklmnr	41%lmr	41%lmnr	*25%*
CHILDREN																			
Any	1776	1389	387	1537	105	95	39	97	175	168	148	154	170	227	285	113	95	105	39
	32%	*31%*	*33%*	33%d	*22%*	34%d	36%d	36%oq	29%q	35%oq	34%oq	32%q	32%q	33%oq	35%oq	*26%*	34%q	*22%*	36%oq
None	3824	3048	776	3185	382	188	69	172	418	311	284	327	361	459	540	314	188	382	69
	68%	*69%*	*67%*	*67%*	78%cef	*66%*	*64%*	*64%*	*71%*	*65%*	*66%*	*68%*	*68%*	*67%*	*65%*	74%gij mnr	*66%*	78%ghijk lmnpr	*64%*
INTERNET ACCESS																			
Any Internet access	5457	4316	1141	4602	476	275	105	262	567	463	418	465	519	672	814	420	275	476	105
	97%	*97%*	*98%*	*97%*	*98%*	*97%*	*96%*	*97%*	*96%*	*97%*	*97%*	*97%*	*98%*	98%h	99%hij k	99%h	*97%*	*98%*	*96%*
No Internet access	143	122	21	121	11	7	4	7	25	16	14	15	13	13	11	6	7	11	4
	3%	*3%*	*2%*	*3%*	*2%*	*3%*	*4%*	*3%*	4%mno	3%n	3%n	3%n	*2%*	*2%*	*1%*	*1%*	*3%*	*2%*	*4%*
TENURE																			
Own\Mortgage	3267	2569	698	2747	268	185	66	174	400	264	276	324	282	267	495	266	185	268	66
	58%	*58%*	*60%*	*58%*	*55%*	66%cd	*61%*	64%ilm q	67%ilmnq	55%m	64%ilmq	67%ilmn q	53%m	*39%*	60%lm	62%ilm q	66%ilmq	55%m	61%m
Rent\Other	2333	1869	464	1975	219	97	42	96	193	215	157	156	250	419	330	160	97	219	42
	42%	*42%*	*40%*	42%e	45%e	*34%*	*39%*	*36%*	*33%*	45%ghjko p	*36%*	*33%*	47%ghj knop	61%ghi jklnop qr	40%hk	*38%*	*34%*	45%ghjko p	*39%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

		AREA		COUNTRY				GOVERNMENT REGIONS										
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	5170	4092	1078	4331	475	244	120	259	589	464	391	440	479	594	729	386	244	475	120
Weighted Base	5600	4438	1162	4722	487	282	108	269	593	479	433	480	532	686	825	426	282	487	108
AREA																			
Urban	4438	4438	-	3817	399	150	72	245	567	346	303	345	348	686	750	227	150	399	72
	79%	100%b	-	81%ef	82%ef	*53%*	67%e	91%ijk lopqr	96%gijkln opqr	72%lop	70%op	72%lop	65%op	100%ghi jklnopq r	91%ijk lopqr	*53%*	*53%*	82%ijklo pr	67%op
Rural	1162	-	1162	906	88	133	36	24	25	133	130	135	184	-	74	200	133	88	36
	21%	-	100%a	*19%*	*18%*	47%cdf	33%cd	9%hm	4%m	28%ghmnq	30%ghmnq	28%ghmn q	35%ghik mnq	-	9%hm	47%ghi jklmnq r	47%ghijk lmnqr	18%ghmn	33%ghmnq
COUNTRY																			
England	4722	3817	906	4722	-	-	-	269	593	479	433	480	532	686	825	426	-	-	-
	84%	86%b	*78%*	100%def	-	-	-	100%pq r	100%pqr	100%pqr	100%pqr	100%pqr	100%pq r	100%pq r	100%pq r	100%pqr	-	-	-
Scotland	487	399	88	-	487	-	-	-	-	-	-	-	-	-	-	-	-	487	-
	9%	*9%*	*8%*	-	100%cef	-	-	-	-	-	-	-	-	-	-	-	-	100%ghijkl mnopr	-
Wales	282	150	133	-	-	282	-	-	-	-	-	-	-	-	-	-	282	-	-
	5%	*3%*	11%a	-	-	100%cdf	-	-	-	-	-	-	-	-	-	-	100%ghijkl mnoqr	-	-
Northern Ireland	108	72	36	-	-	-	108	-	-	-	-	-	-	-	-	-	-	-	108
	2%	*2%*	3%a	-	-	-	100%cde	-	-	-	-	-	-	-	-	-	-	-	100%ghijklmn opq
GOVERNMENT REGIONS																			
North East	269	245	24	269	-	-	-	269	-	-	-	-	-	-	-	-	-	-	-
	5%	6%b	*2%*	6%def	-	-	-	100%hijk lmnopqr	-	-	-	-	-	-	-	-	-	-	-
North West	593	567	25	593	-	-	-	-	593	-	-	-	-	-	-	-	-	-	-
	11%	13%b	*2%*	13%def	-	-	-	-	100%gijklmn opqr	-	-	-	-	-	-	-	-	-	-
Yorkshire and The Humber	479	346	133	479	-	-	-	-	-	479	-	-	-	-	-	-	-	-	-
	9%	*8%*	11%a	10%def	-	-	-	-	-	100%ghjklm nopqr	-	-	-	-	-	-	-	-	-

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Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	5170	4092	1078	4331	475	244	120	259	589	464	391	440	479	594	729	386	244	475	120
Weighted Base	5600	4438	1162	4722	487	282	108	269	593	479	433	480	532	686	825	426	282	487	108
East Midlands	433	303	130	433	-	-	-	-	-	-	433	-	-	-	-	-	-	-	-
	8%	*7%*	11%a	9%def	-	-	-	-	-	-	100%ghiklm nopqr	-	-	-	-	-	-	-	-
West Midlands	480	345	135	480	-	-	-	-	-	-	-	480	-	-	-	-	-	-	-
	9%	*8%*	12%a	10%def	-	-	-	-	-	-	-	100%ghijl mnopqr	-	-	-	-	-	-	-
East of England	532	348	184	532	-	-	-	-	-	-	-	-	532	-	-	-	-	-	-
	9%	*8%*	16%a	11%def	-	-	-	-	-	-	-	-	100%ghij kmnopqr	-	-	-	-	-	-
London	686	686	-	686	-	-	-	-	-	-	-	-	-	686	-	-	-	-	-
	12%	15%b	-	15%def	-	-	-	-	-	-	-	-	-	100%ghij klnopqr	-	-	-	-	-
South East	825	750	74	825	-	-	-	-	-	-	-	-	-	-	825	-	-	-	-
	15%	17%b	*6%*	17%def	-	-	-	-	-	-	-	-	-	-	100%ghij klmopqr	-	-	-	-
South West	426	227	200	426	-	-	-	-	-	-	-	-	-	-	-	426	-	-	-
	8%	*5%*	17%a	9%def	-	-	-	-	-	-	-	-	-	-	-	100%ghij klmnpqr	-	-	-
Wales	282	150	133	-	-	282	-	-	-	-	-	-	-	-	-	-	282	-	-
	5%	*3%*	11%a	-	-	100%cdf	-	-	-	-	-	-	-	-	-	-	100%ghijkl mnoqr	-	-
Scotland	487	399	88	-	487	-	-	-	-	-	-	-	-	-	-	-	-	487	-
	9%	*9%*	*8%*	-	100%cef	-	-	-	-	-	-	-	-	-	-	-	-	100%ghijkl mnopr	-
Northern Ireland	108	72	36	-	-	-	108	-	-	-	-	-	-	-	-	-	-	-	108
	2%	*2%*	3%a	-	-	-	100%cde	-	-	-	-	-	-	-	-	-	-	-	100%ghijklmn opq
12 MONTH SIM ONLY																			
In Contract	606	484	121	509	51	27	19	28	61	38	46	62	60	87	88	38	27	51	19
	11%	*11%*	*10%*	*11%*	*11%*	*9%*	18%cde	*10%*	*10%*	*8%*	*11%*	13%i	*11%*	13%i	*11%*	*9%*	*9%*	*11%*	18%hijnopq

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	5170	4092	1078	4331	475	244	120	259	589	464	391	440	479	594	729	386	244	475	120
Weighted Base	5600	4438	1162	4722	487	282	108	269	593	479	433	480	532	686	825	426	282	487	108
DISABILITY																			
Any Disability	780	615	165	641	83	38	18	41	115	67	60	67	49	66	110	68	38	83	18
	14%	*14%*	*14%*	*14%*	17%c	*14%*	*16%*	15%lm	19%ijklmn	14%lm	14%l	14%lm	*9%*	*10%*	13%lm	16%lm	*14%*	17%lm	16%lm
Any mental or learing disability	268	208	60	230	26	8	3	16	41	23	23	21	18	27	47	14	8	26	3
	5%	*5%*	*5%*	*5%*	*5%*	*3%*	*2%*	*6%*	7%lmop	*5%*	*5%*	*4%*	*3%*	*4%*	*6%*	*3%*	*3%*	*5%*	*2%*
Any physical disability	494	395	100	396	64	24	11	23	75	45	33	46	35	37	56	45	24	64	11
	9%	*9%*	*9%*	*8%*	13%c	*8%*	*10%*	*9%*	13%jlmn	9%m	*8%*	10%m	*7%*	*5%*	*7%*	11%lmn	*8%*	13%jlmn	10%m
Both mental\learing and physical disablity	80	63	17	66	12	3	-	5	12	8	3	6	11	7	9	4	3	12	-
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	-	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	2%j	-
No disability	4820	3822	997	4081	404	244	91	229	478	412	373	414	483	620	715	358	244	404	91
	86%	*86%*	*86%*	86%d	*83%*	*86%*	*84%*	*85%*	*81%*	86%h	86%h	86%h	91%ghijknoqr	90%ghiknoqr	87%h	*84%*	*86%*	*83%*	*84%*
COMBINED CONTRACT																			
Total	3392	2651	740	2830	304	194	64	181	386	284	272	281	314	382	467	263	194	304	64
	61%	*60%*	64%a	*60%*	*62%*	69%c	*59%*	67%iklmn	65%kmn	*59%*	63%m	*59%*	*59%*	*56%*	*57%*	*62%*	69%iklmn	62%m	*59%*
In Contract	2772	2166	606	2296	265	156	55	162	328	224	242	220	244	283	381	212	156	265	55
	49%	*49%*	*52%*	*49%*	54%c	*55%*	*51%*	60%iklmno	55%iklmn	*47%*	56%iklmn	*46%*	*46%*	*41%*	*46%*	50%m	55%iklmn	54%iklmn	*51%*
Out of Contract	428	326	102	376	28	21	3	14	36	53	26	49	51	62	60	26	21	28	3
	8%	*7%*	*9%*	8%f	*6%*	*7%*	*2%*	*5%*	*6%*	11%ghjnoqr	*6%*	10%ghjoqr	10%hqr	9%r	*7%*	*6%*	*7%*	*6%*	*2%*
Unsure	118	94	25	99	4	14	1	2	12	3	-	7	17	31	11	17	14	4	1
	2%	*2%*	*2%*	*2%*	*1%*	5%cd	*1%*	*1%*	2%j	*1%*	-	1%j	3%gijnq	5%ghijknq	1%j	4%gijknq	5%ghijknq	*1%*	1%j
Q5A. MOBILE PROVIDER WITH PAID MONTHLY																			
Any	5529	4383	1146	4665	482	275	106	267	586	471	429	477	524	676	821	413	275	482	106
	99%	*99%*	*99%*	*99%*	*99%*	*97%*	*98%*	*99%*	99%o	*98%*	99%o	99%op	*98%*	*99%*	100%ilop	*97%*	*97%*	99%o	*98%*
ANY EE\ORANGE\T-MOBILE	1550	1217	333	1334	111	88	17	87	152	129	122	144	132	217	208	142	88	111	17
	28%	*27%*	*29%*	28%df	*23%*	31%df	*16%*	32%lnqr	26%r	27%r	28%r	30%qr	25%r	32%hlnqr	25%r	33%hlnqr	31%qr	*23%*	*16%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	5170	4092	1078	4331	475	244	120	259	589	464	391	440	479	594	729	386	244	475	120
Weighted Base	5600	4438	1162	4722	487	282	108	269	593	479	433	480	532	686	825	426	282	487	108
EE	1486	1169	317	1282	104	84	16	87	147	125	113	137	128	207	202	137	84	104	16
	27%	*26%*	*27%*	27%df	*21%*	30%df	*14%*	32%hln qr	25%r	26%r	26%r	29%qr	24%r	30%lnq r	24%r	32%hln qr	30%qr	*21%*	*14%*
GiffGaff	156	125	31	123	22	10	1	4	13	13	10	12	22	22	17	10	10	22	1
	3%	*3%*	*3%*	*3%*	5%c	*3%*	*1%*	*1%*	*2%*	*3%*	*2%*	*2%*	4%gn	*3%*	*2%*	*2%*	*3%*	5%ghn	*1%*
iD	61	48	14	57	3	2	-	2	11	7	8	2	2	6	8	9	2	3	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	2%k	*2%*	2%kl	*	*	*1%*	*1%*	2%kl	*1%*	*1%*	-
Lebara	11	11	-	10	1	-	-	1	-	1	1	-	1	1	4	-	-	1	-
	*	*	-	*	*	-	-	*1%*	-	*	*	-	*	*	*	-	-	*	-
Orange	27	21	6	22	2	2	1	-	3	1	4	4	1	-	5	3	2	2	1
	*	*	*1%*	*	*	*1%*	*1%*	-	*1%*	*	1%m	1%m	*	-	*1%*	*1%*	1%m	*	1%m
O2	1193	963	230	989	106	33	65	58	171	93	81	102	102	121	179	81	33	106	65
	21%	*22%*	*20%*	21%e	22%e	*12%*	60%cde	22%p	29%qiiklm nopq	19%p	19%p	21%p	19%p	18%p	22%p	19%p	*12%*	22%p	60%ghiiklmn opq
3	679	558	121	579	62	29	8	27	59	75	40	40	67	130	110	31	29	62	8
	12%	*13%*	*10%*	*12%*	*13%*	*10%*	*8%*	*10%*	*10%*	16%ghjkor	*9%*	*8%*	13%ko	19%ghj klnopq r	13%jko	*7%*	*10%*	13%ko	*8%*
Sky	89	67	22	72	9	8	-	5	11	5	11	11	6	5	11	7	8	9	-
	2%	*2%*	*2%*	*2%*	*2%*	*3%*	-	*2%*	*2%*	*1%*	3%m	*2%*	*1%*	*1%*	*1%*	*2%*	3%m	*2%*	-
Tesco Mobile	360	278	82	292	38	27	3	20	35	41	25	35	36	17	57	26	27	38	3
	6%	*6%*	*7%*	*6%*	8%f	10%cf	*2%*	8%m	6%m	9%mr	6%m	7%m	7%m	*2%*	7%m	6%m	10%mr	8%mr	*2%*
T-Mobile	36	27	9	30	5	1	-	-	2	3	5	3	2	10	1	3	1	5	-
	1%	*1%*	*1%*	*1%*	*1%*	*	-	-	*	*1%*	1%n	*1%*	*	1%n	*	*1%*	*	1%n	-
Virgin Mobile	346	296	50	311	27	9	-	20	34	18	35	49	40	39	52	24	9	27	-
	6%	7%b	*4%*	7%ef	5%f	*3%*	-	8%ipr	6%r	4%r	8%ipr	10%himno pqr	8%ipr	6%r	6%r	6%r	*3%*	5%r	-
Vodafone	838	629	210	697	76	54	11	26	77	70	74	62	93	92	139	65	54	76	11
	15%	*14%*	18%a	*15%*	*16%*	19%f	*10%*	*10%*	*13%*	*15%*	17%g	*13%*	18%ghr	*13%*	17%g	*15%*	19%ghkmr	16%g	*10%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f - g/h/i/j/k/l/m/n/o/p/q/r
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	5170	4092	1078	4331	475	244	120	259	589	464	391	440	479	594	729	386	244	475	120
Weighted Base	5600	4438	1162	4722	487	282	108	269	593	479	433	480	532	686	825	426	282	487	108
Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?																			
Under 2 years	1229	955	275	1021	115	78	14	64	135	114	114	99	81	147	152	115	78	115	14
	22%	*22%*	*24%*	*22%f*	*24%f*	*28%cf*	*13%*	*24%lr*	*23%lr*	*24%lnr*	*26%lnr*	*21%l*	*15%*	*21%lr*	*18%*	*27%kln r*	*28%klnr*	*24%lnr*	*13%*
2 up to 4 years	1093	896	196	943	93	42	15	38	101	106	70	95	107	172	175	79	42	93	15
	20%	*20%b*	*17%*	*20%*	*19%*	*15%*	*14%*	*14%*	*17%*	*22%ghjp*	*16%*	*20%*	*20%*	*25%ghj opqr*	*21%gjp*	*19%*	*15%*	*19%*	*14%*
4 up to 6 years	1009	802	207	851	98	45	15	41	111	69	84	110	98	123	138	76	45	98	15
	18%	*18%*	*18%*	*18%*	*20%*	*16%*	*14%*	*15%*	*19%*	*14%*	*19%*	*23%ginp r*	*18%*	*18%*	*17%*	*18%*	*16%*	*20%i*	*14%*
6 up to 10 years	969	767	202	823	77	49	19	43	103	94	83	85	97	101	157	62	49	77	19
	17%	*17%*	*17%*	*17%*	*16%*	*18%*	*18%*	*16%*	*17%*	*20%m*	*19%*	*18%*	*18%*	*15%*	*19%m*	*14%*	*18%*	*16%*	*18%*
More than 10 years	1170	914	256	975	95	56	43	77	136	87	75	83	119	121	191	87	56	95	43
	21%	*21%*	*22%*	*21%*	*20%*	*20%*	*40%cde*	*29%ijk mopq*	*23%jkm*	*18%*	*17%*	*17%*	*22%*	*18%*	*23%ijk m*	*20%*	*20%*	*20%*	*40%ghijklmn opq*
Q.20 CONFIDENCE IN COMPARING COSTS																			
VERY CONFIDENT	2134	1709	425	1788	195	110	41	99	191	163	174	154	192	283	359	173	110	195	41
	38%	*39%*	*37%*	*38%*	*40%*	*39%*	*38%*	*37%*	*32%*	*34%*	*40%hk*	*32%*	*36%*	*41%hik*	*43%hik l*	*41%hk*	*39%*	*40%hk*	*38%*
NOT VERY CONFIDENT	2089	1616	474	1783	169	95	42	119	236	188	174	209	206	242	262	147	95	169	42
	37%	*36%*	*41%a*	*38%*	*35%*	*33%*	*39%*	*44%mno pq*	*40%n*	*39%n*	*40%n*	*43%mnop q*	*39%n*	*35%*	*32%*	*35%*	*33%*	*35%*	*39%*
Q.20 CONFIDENCE IN SPEAKING TO PROVIDER																			
VERY CONFIDENT	2249	1799	450	1895	199	112	43	105	211	171	182	165	208	292	382	179	112	199	43
	40%	*41%*	*39%*	*40%*	*41%*	*40%*	*40%*	*39%*	*36%*	*36%*	*42%k*	*34%*	*39%*	*43%hik*	*46%hik l*	*42%k*	*40%*	*41%*	*40%*
NOT VERY CONFIDENT	1975	1526	448	1676	166	92	41	113	216	180	166	197	190	233	239	142	92	166	41
	35%	*34%*	*39%a*	*35%*	*34%*	*33%*	*37%*	*42%mno pq*	*36%n*	*38%n*	*38%n*	*41%mnop q*	*36%n*	*34%*	*29%*	*33%*	*33%*	*34%*	*37%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

		AREA		COUNTRY				GOVERNMENT REGIONS											
	Total	Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)	North East (g)	North West (h)	Yorkshire and The Humber (i)	East Midlands (j)	West Midlands (k)	East of England (l)	London (m)	South East (n)	South West (o)	Wales (p)	Scotland (q)	Northern Ireland (r)
Unweighted Base	5170	4092	1078	4331	475	244	120	259	589	464	391	440	479	594	729	386	244	475	120
Weighted Base	5600	4438	1162	4722	487	282	108	269	593	479	433	480	532	686	825	426	282	487	108
Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY																			
VERY CONFIDENT	1997	1609	388	1675	177	102	42	84	164	147	162	138	192	285	338	164	102	177	42
	36%	*36%*	*33%*	*35%*	*36%*	*36%*	*38%*	*31%*	*28%*	*31%*	37%hik	*29%*	36%hk	42%ghik	41%ghik	38%hik	36%h	36%hk	38%h
NOT VERY CONFIDENT	2227	1716	511	1896	187	102	42	134	264	204	186	224	206	239	282	156	102	187	42
	40%	*39%*	44%a	*40%*	*38%*	*36%*	*39%*	50%lmnopq	44%mnop	43%mn	43%mn	47%lmnopq	*39%*	*35%*	*34%*	*37%*	*36%*	*38%*	*39%*
Q.21 CONFIDENCE IN MATHS ABILITY																			
VERY CONFIDENT	2268	1807	461	1911	196	115	47	123	208	175	180	156	201	309	379	181	115	196	47
	41%	*41%*	*40%*	*40%*	*40%*	*41%*	*43%*	46%hikl	*35%*	*37%*	42%hk	*32%*	*38%*	45%hikl	46%hikl	42%hk	41%k	40%k	43%k
NOT VERY CONFIDENT	1955	1518	437	1660	169	90	37	96	219	176	167	206	197	216	242	140	90	169	37
	35%	*34%*	38%a	*35%*	*35%*	*32%*	*34%*	*36%*	37%n	37%n	39%mn	43%mnopq	37%n	*31%*	*29%*	*33%*	*32%*	*35%*	*34%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	5170	561	818	242	559	82	4352	3085	2498	409	113
Weighted Base	5600	606	780	268	494	80*	4820	3392	2772	428	118
GENDER											
Male	2704	341	327	120	192	30	2377	1557	1259	205	58
	48%	56%a	*42%*	*45%*	*39%*	*37%*	49%cef	*46%*	*45%*	*48%*	*49%*
Female	2896	264	453	148	302	51	2443	1835	1512	224	60
	52%b	*44%*	58%g	*55%*	61%g	63%g	*51%*	*54%*	*55%*	*52%*	*51%*
AGE											
16-24	872	79	80	54	25	8	792	578	492	56	16
	16%	*13%*	10%e	20%ce	*5%*	*10%*	16%ce	17%j	18%j	*13%*	*14%*
25-34	1192	107	116	81	35	9	1076	802	667	85	28
	21%	*18%*	15%e	30%cefg	*7%*	*12%*	22%cef	*24%*	*24%*	*20%*	*24%*
35-44	1040	132	109	52	62	18	932	641	522	85	28
	19%	*22%*	*14%*	19%ce	*12%*	22%ce	19%ce	*19%*	*19%*	*20%*	*23%*
45-54	959	119	134	38	89	18	825	563	468	61	16
	17%	*20%*	*17%*	*14%*	*18%*	*22%*	*17%*	*17%*	*17%*	*14%*	*13%*
55-64	895	99	177	35	136	20	718	500	394	79	17
	16%	*16%*	23%dg	*13%*	28%cdg	25%dg	*15%*	*15%*	*14%*	19%i	*14%*
65-74	449	51	101	6	89	5	348	219	171	38	8
	8%	*8%*	13%dg	*2%*	18%cdfg	*6%*	7%d	*6%*	*6%*	9%i	*7%*
75+	193	17	64	3	59	2	128	89	58	25	5
	3%	*3%*	8%dg	*1%*	12%cdfg	*3%*	*3%*	*3%*	*2%*	6%hi	*4%*
16-54	4063	438	438	224	211	53	3625	2584	2148	286	88
	73%	*72%*	56%e	84%cefg	*43%*	66%e	75%ce	76%j	78%j	*67%*	*75%*
55+	1537	167	342	44	284	27	1195	807	623	143	30
	27%	*28%*	44%dg	*16%*	57%cdfg	34%d	25%d	*24%*	*22%*	33%hi	*25%*
16-64	4958	538	615	259	347	73	4344	3084	2542	365	105
	89%	*89%*	79%e	97%ceg	*70%*	91%ce	90%ce	91%j	92%j	*85%*	*89%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	5170	561	818	242	559	82	4352	3085	2498	409	113
Weighted Base	5600	606	780	268	494	80*	4820	3392	2772	428	118
65+	642	68	166	9	147	7	476	308	229	63	13
	11%	*11%*	21%dfg	*3%*	30%cdfg	*9%*	10%d	*9%*	*8%*	15%hi	*11%*
16-74	5407	588	716	265	436	78	4691	3303	2713	404	113
	97%	*97%*	92%e	99%ce	*88%*	97%e	97%ce	97%j	98%j	*94%*	*96%*
SOCIAL GRADE											
AB	1304	146	128	33	87	10	1176	753	614	95	27
	23%	*24%*	*16%*	*12%*	*18%*	*12%*	24%cdef	*22%*	*22%*	*22%*	*23%*
C1	1891	207	209	80	106	11	1683	1126	942	132	30
	34%	*34%*	27%ef	30%ef	*21%*	*14%*	35%cef	*33%*	*34%*	*31%*	*26%*
C2	1195	123	136	41	79	8	1058	755	621	99	20
	21%	*20%*	*17%*	*15%*	*16%*	*10%*	22%cdef	*22%*	*22%*	*23%*	*17%*
DE	1209	129	307	114	223	52	903	758	595	103	41
	22%	*21%*	39%g	42%g	45%cg	65%cdeg	*19%*	*22%*	*21%*	*24%*	34%hij
SOCIAL GRADE											
ABC1	3196	353	337	113	193	21	2859	1879	1556	227	58
	57%	*58%*	43%f	42%f	39%f	*26%*	59%cdef	*55%*	*56%*	*53%*	*49%*
C2DE	2404	252	443	155	302	60	1961	1512	1216	202	61
	43%	*42%*	57%g	58%g	61%g	74%cdeg	*41%*	*45%*	*44%*	*47%*	*51%*
MARITAL STATUS											
Married\ Living as married	3371	364	377	109	244	30	2994	2047	1674	259	72
	60%	*60%*	48%d	*41%*	49%df	*37%*	62%cdef	*60%*	*60%*	*61%*	*61%*
Single	1655	187	236	119	119	30	1419	1019	843	113	38
	30%	*31%*	30%e	44%ceg	*24%*	37%e	29%e	*30%*	*30%*	*26%*	*32%*
Widow\ Divorced\ Separated	574	55	168	40	132	21	407	326	255	56	9
	10%	*9%*	21%dg	15%g	27%cdg	27%dg	*8%*	*10%*	*9%*	13%hi	*8%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g - h/i/j/k
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	5170	561	818	242	559	82	4352	3085	2498	409	113
Weighted Base	5600	606	780	268	494	80*	4820	3392	2772	428	118
WORKING STATUS											
Working	3575	387	279	110	139	16	3296	2298	1922	253	70
	64%	*64%*	36%ef	41%ef	*28%*	*20%*	68%cdef	68%j	69%jk	*59%*	*59%*
Not working	2025	219	501	158	355	64	1524	1093	849	175	48
	36%	*36%*	64%g	59%g	72%cdg	80%cdg	*32%*	*32%*	*31%*	41%hi	41%i
CHILDREN											
Any	1776	181	179	82	90	18	1597	1193	990	127	45
	32%	*30%*	23%e	31%ce	*18%*	*22%*	33%cef	35%j	36%j	*30%*	*38%*
None	3824	425	601	186	404	63	3223	2199	1781	301	73
	68%	*70%*	77%dg	*69%*	82%cdg	78%g	*67%*	*65%*	*64%*	70%hi	*62%*
INTERNET ACCESS											
Any Internet access	5457	595	727	266	450	79	4730	3320	2718	412	117
	97%	*98%*	*93%*	99%ce	*91%*	99%e	98%ce	98%j	98%j	*96%*	*99%*
No Internet access	143	11	53	2	45	1	90	72	54	16	1
	3%	*2%*	7%dg	*1%*	9%dfg	*1%*	*2%*	*2%*	*2%*	4%hi	*1%*
TENURE											
Own\Mortgage	3267	375	372	103	252	33	2896	1887	1544	248	55
	58%	*62%*	48%d	*38%*	51%d	*41%*	60%cdef	*56%*	*56%*	58%k	*47%*
Rent\Other	2333	231	409	165	243	48	1924	1504	1228	181	63
	42%	*38%*	52%g	62%ceg	49%g	59%g	*40%*	*44%*	*44%*	*42%*	53%j
AREA											
Urban	4438	484	615	208	395	63	3822	2651	2166	326	94
	79%	*80%*	*79%*	*78%*	*80%*	*79%*	*79%*	*78%*	*78%*	*76%*	*79%*
Rural	1162	121	165	60	100	17	997	740	606	102	25
	21%	*20%*	*21%*	*22%*	*20%*	*21%*	*21%*	*22%*	*22%*	*24%*	*21%*
COUNTRY											
England	4722	509	641	230	396	66	4081	2830	2296	376	99
	84%	*84%*	*82%*	*86%*	*80%*	*82%*	85%e	*83%*	*83%*	88%hi	*84%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g - h/i/j/k
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	5170	561	818	242	559	82	4352	3085	2498	409	113
Weighted Base	5600	606	780	268	494	80*	4820	3392	2772	428	118
Scotland	487	51	83	26	64	12	404	304	265	28	4
	9%	*8%*	11%g	*10%*	13%g	15%g	*8%*	*9%*	10%k	*7%*	*4%*
Wales	282	27	38	8	24	3	244	194	156	21	14
	5%	*4%*	*5%*	*3%*	*5%*	*3%*	*5%*	*6%*	*6%*	*5%*	12%hij
Northern Ireland	108	19	18	3	11	-	91	64	55	3	1
	2%	*3%*	*2%*	*1%*	*2%*	-	*2%*	*2%*	*2%*	*1%*	*1%*
GOVERNMENT REGIONS											
North East	269	28	41	16	23	5	229	181	162	14	2
	5%	*5%*	*5%*	*6%*	*5%*	*6%*	*5%*	*5%*	6%j	*3%*	*2%*
North West	593	61	115	41	75	12	478	386	328	36	12
	11%	*10%*	15%g	15%g	15%g	*16%*	*10%*	*11%*	*12%*	*8%*	*10%*
Yorkshire and The Humber	479	38	67	23	45	8	412	284	224	53	3
	9%	*6%*	*9%*	*8%*	*9%*	*11%*	*9%*	8%k	8%k	12%hik	*3%*
East Midlands	433	46	60	23	33	3	373	272	242	26	-
	8%	*8%*	*8%*	*9%*	*7%*	*3%*	*8%*	8%k	9%k	6%k	-
West Midlands	480	62	67	21	46	6	414	281	220	49	7
	9%	*10%*	*9%*	*8%*	*9%*	*8%*	*9%*	*8%*	*8%*	11%hi	*6%*
East of England	532	60	49	18	35	11	483	314	244	51	17
	9%	*10%*	*6%*	*7%*	*7%*	14%cde	10%ce	*9%*	*9%*	*12%*	*14%*
London	686	87	66	27	37	7	620	382	283	62	31
	12%	*14%*	*8%*	*10%*	*8%*	*8%*	13%ce	*11%*	*10%*	14%i	26%hij
South East	825	88	110	47	56	9	715	467	381	60	11
	15%	*15%*	*14%*	18%e	*11%*	*11%*	15%e	*14%*	*14%*	*14%*	*9%*
South West	426	38	68	14	45	4	358	263	212	26	17
	8%	*6%*	*9%*	*5%*	*9%*	*5%*	*7%*	*8%*	*8%*	*6%*	14%hij

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g - h/i/j/k
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	5170	561	818	242	559	82	4352	3085	2498	409	113
Weighted Base	5600	606	780	268	494	80*	4820	3392	2772	428	118
Wales	282	27	38	8	24	3	244	194	156	21	14
	5%	*4%*	*5%*	*3%*	*5%*	*3%*	*5%*	*6%*	*6%*	*5%*	12%hij
Scotland	487	51	83	26	64	12	404	304	265	28	4
	9%	*8%*	11%g	*10%*	13%g	15%g	*8%*	*9%*	10%k	*7%*	*4%*
Northern Ireland	108	19	18	3	11	-	91	64	55	3	1
	2%	*3%*	*2%*	*1%*	*2%*	-	*2%*	*2%*	*2%*	*1%*	*1%*
12 MONTH SIM ONLY											
In Contract	606	606	61	21	40	5	545	-	-	-	-
	11%	100%a	*8%*	*8%*	*8%*	*6%*	11%ce	-	-	-	-
DISABILITY											
Any Disability	780	61	780	268	494	80	-	473	397	53	12
	14%b	*10%*	100%g	100%g	100%g	100%g	-	*14%*	*14%*	*12%*	*10%*
Any mental or learing disability	268	21	268	268	80	80	-	175	160	10	2
	5%	*4%*	34%eg	100%ceg	16%g	100%ceg	-	5%j	6%j	*2%*	*2%*
Any physical disability	494	40	494	80	494	80	-	285	232	40	9
	9%	*7%*	63%dg	30%g	100%cdg	100%cdg	-	*8%*	*8%*	*9%*	*7%*
Both mental\learing and physical disablity	80	5	80	80	80	80	-	44	38	3	2
	1%	*1%*	10%g	30%ceg	16%cg	100%cdeg	-	*1%*	*1%*	*1%*	*2%*
No disability	4820	545	-	-	-	-	4820	2919	2374	375	106
	86%	90%a	-	-	-	-	100%cdef	*86%*	*86%*	*88%*	*90%*
COMBINED CONTRACT											
Total	3392	-	473	175	285	44	2919	3392	2772	428	118
	61%b	-	*61%*	*65%*	*58%*	*54%*	*61%*	*100%*	*100%*	*100%*	*100%*
In Contract	2772	-	397	160	232	38	2374	2772	2772	-	-
	49%b	-	*51%*	60%ceg	*47%*	*48%*	*49%*	82%jk	100%hjk	-	-
Out of Contract	428	-	53	10	40	3	375	428	-	428	-
	8%b	-	*7%*	*4%*	8%d	*4%*	8%d	13%ik	-	100%hik	-

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g - h/i/j/k
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	5170	561	818	242	559	82	4352	3085	2498	409	113
Weighted Base	5600	606	780	268	494	80*	4820	3392	2772	428	118
Unsure	118	-	12	2	9	2	106	118	-	-	118
	2%b	-	2%	1%	2%	3%	2%	3%ij	-	-	100%hij
Q5A. MOBILE PROVIDER WITH PAID MONTHLY											
Any	5529	603	759	263	480	79	4769	3358	2753	421	112
	99%	100%	97%	98%	97%	99%	99%ce	99%k	99%jk	98%k	95%
ANY EE\ORANGE\T-MOBILE	1550	147	218	74	131	23	1331	1049	878	122	37
	28%	24%	28%	28%	27%	29%	28%	31%	32%	28%	31%
EE	1486	142	209	72	123	21	1277	1020	856	114	37
	27%	24%	27%	27%	25%	26%	26%	30%	31%	27%	31%
GiffGaff	156	5	18	9	9	1	138	36	28	6	1
	3%b	1%	2%	4%	2%	1%	3%	1%	1%	1%	1%
iD	61	-	13	5	8	1	49	29	25	4	-
	1%b	-	2%	2%	2%	2%	1%	1%	1%	1%	-
Lebara	11	1	-	-	-	-	11	1	1	-	-
	*	*	-	-	-	-	*	*	*	-	-
Orange	27	1	6	-	6	-	21	16	11	5	-
	*	*	1%	-	1%g	-	*	*	*	1%i	-
O2	1193	111	170	65	99	16	1023	791	650	89	23
	21%	18%	22%	24%	20%	19%	21%	23%	23%	21%	19%
3	679	111	69	30	42	10	610	364	285	58	14
	12%	18%a	9%	11%	8%	12%	13%ce	11%	10%	14%	12%
Sky	89	12	20	8	16	6	68	56	50	4	2
	2%	2%	3%g	3%	3%g	7%cg	1%	2%	2%	1%	2%
Tesco Mobile	360	48	60	17	46	6	300	214	176	33	3
	6%	8%	8%	6%	9%g	8%	6%	6%	6%	8%	3%

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	5170	561	818	242	559	82	4352	3085	2498	409	113
Weighted Base	5600	606	780	268	494	80*	4820	3392	2772	428	118
T-Mobile	36	3	3	3	2	2	33	14	12	2	-
	1%	1%	*	1%	*	2%ce	1%	*	*	*	-
Virgin Mobile	346	31	54	20	33	4	292	161	134	15	3
	6%	5%	7%	7%	7%	6%	6%	5%	5%	4%	3%
Vodafone	838	92	96	28	64	6	742	581	476	74	23
	15%	15%	12%	11%	13%	8%	15%cd	17%	17%	17%	19%
Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?											
Under 2 years	1229	146	178	73	104	18	1052	773	686	55	22
	22%	24%	23%	27%	21%	22%	22%	23%j	25%j	13%	18%
2 up to 4 years	1093	128	130	46	85	14	962	605	480	83	23
	20%	21%	17%	17%	17%	18%	20%c	18%	17%	19%	20%
4 up to 6 years	1009	115	133	53	75	15	876	597	472	93	19
	18%	19%	17%	20%	15%	18%	18%	18%	17%	22%i	16%
6 up to 10 years	969	116	127	45	80	13	842	587	477	87	13
	17%	19%	16%	17%	16%	16%	17%	17%	17%	20%k	11%
More than 10 years	1170	97	193	46	138	20	977	766	632	93	22
	21%b	16%	25%dg	17%	28%dg	25%	20%	23%	23%	22%	19%
Q.20 CONFIDENCE IN COMPARING COSTS											
VERY CONFIDENT	2134	237	225	70	144	18	1909	1299	1143	115	41
	38%	39%	29%	26%	29%	22%	40%cdef	38%j	41%hj	27%	35%
NOT VERY CONFIDENT	2089	207	374	126	238	36	1716	1229	983	187	59
	37%	34%	48%g	47%g	48%g	44%	36%	36%	35%	44%hi	50%hi
Q.20 CONFIDENCE IN SPEAKING TO PROVIDER											
VERY CONFIDENT	2249	242	251	81	163	25	1998	1386	1224	122	39
	40%	40%	32%	30%	33%	31%	41%cde	41%j	44%hjk	28%	33%

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g - h/i/j/k
*** small base**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

		12 MONTH SIM ONLY	DISABILITY					COMBINED CONTRACT			
	Total (a)	In Contract (b)	Any Disability (c)	Any mental or learing disability (d)	Any physical disability (e)	Both mental\learing and physical disablity (f)	No disability (g)	Total (h)	In Contract (i)	Out of Contract (j)	Unsure (k)
Unweighted Base	5170	561	818	242	559	82	4352	3085	2498	409	113
Weighted Base	5600	606	780	268	494	80*	4820	3392	2772	428	118
NOT VERY CONFIDENT	1975	203	348	115	219	28	1627	1143	902	179	61
	35%	*33%*	45%g	43%g	44%g	*35%*	*34%*	*34%*	*33%*	42%hi	52%hi
Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY											
VERY CONFIDENT	1997	220	189	66	115	18	1807	1216	1078	103	34
	36%	*36%*	*24%*	*24%*	*23%*	*22%*	37%cdef	36%j	39%hjk	*24%*	*28%*
NOT VERY CONFIDENT	2227	224	409	130	267	36	1817	1313	1048	198	67
	40%	*37%*	52%g	49%g	54%g	*44%*	*38%*	*39%*	*38%*	46%hi	57%hi
Q.21 CONFIDENCE IN MATHS ABILITY											
VERY CONFIDENT	2268	272	225	49	154	13	2043	1314	1138	136	40
	41%	*45%*	29%df	*18%*	31%df	*16%*	42%cdef	39%j	41%j	*32%*	*34%*
NOT VERY CONFIDENT	1955	173	374	147	228	41	1581	1214	988	165	61
	35%b	*28%*	48%g	55%eg	46%g	51%g	*33%*	*36%*	*36%*	*39%*	52%hij

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

	Total	Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
		Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	5170	5094	1427	1365	136	56	10	28	1082	602	90	350	34	334	751
Weighted Base	5600	5529	1550	1486	156	61*	11**	27**	1193	679	89*	360	36*	346	838
GENDER															
Male	2704	2679	740	709	85	28	6	16	559	374	36	166	15	160	409
	48%	*48%*	*48%*	*48%*	*55%*	*46%*	*58%*	*58%*	*47%*	55%abchjkmn	*41%*	*46%*	*41%*	*46%*	*49%*
Female	2896	2850	810	777	71	33	5	11	634	305	52	194	21	186	430
	52%	52%i	52%i	52%i	*45%*	*54%*	*42%*	*42%*	53%i	*45%*	59%i	54%i	*59%*	54%i	51%i
AGE															
16-24	872	867	242	230	48	12	5	2	176	118	10	56	9	57	113
	16%	*16%*	*16%*	*15%*	31%abchijkmn	*20%*	*44%*	*7%*	*15%*	*17%*	*12%*	*16%*	*25%*	*16%*	*14%*
25-34	1192	1185	321	317	43	9	3	1	306	197	7	44	3	45	184
	21%	21%jkm	21%jkm	21%jkm	28%jklm	*15%*	*25%*	*3%*	26%abcjklm	29%abcejklmn	*8%*	*12%*	*9%*	*13%*	22%jkm
35-44	1040	1034	294	277	18	20	3	4	239	148	14	37	13	60	164
	19%	19%dk	19%dk	19%k	*12%*	32%abcdhjkmn	*24%*	*14%*	20%dk	22%dk	*16%*	*10%*	37%abcdhijkmn	17%k	20%dk
45-54	959	943	297	285	17	6	1	6	187	108	20	69	7	61	146
	17%	*17%*	19%dh	19%dh	*11%*	*10%*	*7%*	*22%*	*16%*	*16%*	22%d	19%d	*19%*	*18%*	*17%*
55-64	895	877	221	211	16	7	-	9	180	71	18	92	1	69	149
	16%	16%i	14%i	14%i	*10%*	*11%*	-	*34%*	15%i	*10%*	20%dil	26%abcdehiln	*3%*	20%bcdhil	18%bcdil
65-74	449	441	118	111	9	6	-	4	76	27	12	46	2	40	61
	8%	8%i	8%i	7%i	*6%*	*9%*	-	*15%*	*6%*	*4%*	14%bcdhin	13%abcdhin	*6%*	11%abchin	7%i
75+	193	181	56	55	5	2	-	1	29	9	7	15	-	15	21
	3%	3%i	4%i	4%i	*3%*	*3%*	-	*4%*	*2%*	*1%*	8%ahin	4%i	-	4%i	*3%*
16-54	4063	4029	1154	1109	126	47	11	13	909	571	52	207	33	223	608
	73%	73%jkm	74%jkm	75%jkm	81%ajkmn	76%jk	*100%*	*46%*	76%ajkm	84%abchjkmn	*58%*	*58%*	91%abcjkmn	*64%*	72%jkm
55+	1537	1499	395	377	29	14	-	15	285	108	37	153	3	123	231
	27%	27%dhil	26%il	25%il	*19%*	*24%*	-	*54%*	24%i	*16%*	42%abcdeiln	42%abcdehiln	*9%*	36%abcdhiln	28%dil

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

	Total	Q5A. MOBILE PROVIDER WITH PAID MONTHLY														
		Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	5170	5094	1427	1365	136	56	10	28	1082	602	90	350	34	334	751
Weighted Base	5600	5529	1550	1486	156	61*	11**	27**	1193	679	89*	360	36*	346	838
16-64	4958	4907	1376	1320	142	54	11	22	1089	642	70	299	34	292	757
	89%	89%jkm	89%jkm	89%jkm	91%jk	*88%*	*100%*	*81%*	91%ajkm	95%abcehj kmn	*79%*	*83%*	*94%*	*84%*	90%jkm
65+	642	622	174	166	13	8	-	5	104	37	19	61	2	54	82
	11%	11%hi	11%i	11%i	*9%*	12%i	-	*19%*	9%i	*5%*	21%abcdhi n	17%abcdhin	*6%*	16%abchin	10%i
16-74	5407	5347	1493	1431	151	59	11	26	1164	670	82	345	36	331	817
	97%	97%j	*96%*	*96%*	*97%*	*97%*	*100%*	*96%*	98%j	99%abcjkm	*92%*	*96%*	*100%*	*96%*	97%j
SOCIAL GRADE															
AB	1304	1287	367	356	36	7	1	6	284	130	21	72	4	78	228
	23%	23%i	24%i	24%ei	*23%*	*12%*	*11%*	*21%*	24%i	*19%*	*24%*	*20%*	*12%*	*23%*	27%aeik
C1	1891	1872	527	502	61	26	3	10	390	226	23	117	15	118	294
	34%	*34%*	*34%*	*34%*	*39%*	*43%*	*27%*	*36%*	*33%*	*33%*	*26%*	*32%*	*42%*	*34%*	*35%*
C2	1195	1185	338	322	22	13	1	6	260	161	20	73	9	78	180
	21%	21%d	22%d	22%d	*14%*	*20%*	*9%*	*22%*	22%d	24%d	*22%*	*20%*	*26%*	22%d	*21%*
DE	1209	1185	318	306	37	15	6	6	260	162	25	97	7	72	137
	22%	21%n	21%n	21%n	24%n	*25%*	*53%*	*20%*	22%n	24%n	28%n	27%abcn	*19%*	*21%*	*16%*
SOCIAL GRADE															
ABC1	3196	3159	893	858	97	34	4	16	674	356	44	189	20	196	522
	57%	57%i	58%i	58%i	63%i	*55%*	*38%*	*58%*	*56%*	*52%*	*50%*	*53%*	*55%*	*57%*	62%abhijk
C2DE	2404	2370	656	628	58	28	7	12	519	323	44	171	16	150	316
	43%	43%n	42%n	*42%*	*37%*	*45%*	*62%*	*42%*	44%n	48%abcdn	50%n	47%n	*45%*	*43%*	*38%*
MARITAL STATUS															
Married\ Living as married	3371	3328	935	897	79	31	6	18	734	415	51	216	20	193	520
	60%	60%d	60%d	60%d	*51%*	*51%*	*56%*	*67%*	62%d	61%d	*58%*	*60%*	*55%*	*56%*	62%d
Single	1655	1639	469	449	63	22	5	6	343	219	19	98	14	110	234
	30%	*30%*	*30%*	*30%*	40%abchjk n	*35%*	*44%*	*22%*	*29%*	32%j	*21%*	*27%*	*38%*	*32%*	*28%*
Widow\ Divorced\ Separated	574	562	146	140	13	8	-	3	116	44	18	46	3	43	84
	10%	10%i	9%i	9%i	*9%*	*14%*	-	*11%*	10%i	*7%*	21%abcdhi n	13%i	*8%*	12%i	10%i

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n
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KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	5170	5094	1427	1365	136	56	10	28	1082	602	90	350	34	334	751
Weighted Base	5600	5529	1550	1486	156	61*	11**	27**	1193	679	89*	360	36*	346	838
WORKING STATUS															
Working	3575	3550	1042	1006	89	34	5	16	830	458	39	181	20	191	575
	64%	64%jkm	67%adjkm	68%adjkm	*57%*	*56%*	*49%*	*59%*	70%adejkm	67%djkm	*44%*	*50%*	*55%*	*55%*	69%adjkm
Not working	2025	1979	507	480	67	27	5	11	363	221	50	179	16	155	263
	36%	36%bchn	*33%*	*32%*	43%bchin	44%h	*51%*	*41%*	*30%*	*33%*	56%abchin	50%abchin	*45%*	45%abchin	*31%*
CHILDREN															
Any	1776	1762	509	490	33	16	3	5	418	250	25	84	15	97	284
	32%	32%dk	33%dk	33%dk	*21%*	*25%*	*29%*	*17%*	35%dkm	37%adkm	*28%*	*23%*	41%dk	*28%*	34%dk
None	3824	3767	1040	996	123	46	8	23	775	429	64	276	21	249	555
	68%	68%i	*67%*	*67%*	79%abchil n	*75%*	*71%*	*83%*	*65%*	*63%*	*72%*	77%abchil n	*59%*	72%hi	*66%*
INTERNET ACCESS															
Any Internet access	5457	5395	1507	1447	151	60	11	25	1172	668	87	349	35	336	812
	97%	*98%*	*97%*	*97%*	*97%*	*97%*	*100%*	*91%*	*98%*	*98%*	*98%*	*97%*	*97%*	*97%*	*97%*
No Internet access	143	133	42	39	5	2	-	2	22	11	1	11	1	9	26
	3%	*2%*	*3%*	*3%*	*3%*	*3%*	-	*9%*	*2%*	*2%*	*2%*	*3%*	*3%*	*3%*	*3%*
TENURE															
Own\Mortgage	3267	3218	939	897	66	37	1	23	679	322	52	234	19	219	499
	58%	58%di	61%di	60%di	*42%*	60%d	*7%*	*85%*	57%di	*47%*	59%d	65%adhi	*53%*	63%di	60%di
Rent\Other	2333	2311	611	590	90	24	10	4	515	357	36	126	17	127	339
	42%	42%k	*39%*	*40%*	58%abcehj kmn	*40%*	*93%*	*15%*	43%k	53%abchkm n	*41%*	*35%*	*47%*	*37%*	*40%*
AREA															
Urban	4438	4383	1217	1169	125	48	11	21	963	558	67	278	27	296	629
	79%	79%n	*79%*	*79%*	*80%*	*78%*	*100%*	*77%*	81%n	82%n	*76%*	*77%*	*74%*	86%abcjkn	*75%*
Rural	1162	1146	333	317	31	14	-	6	230	121	22	82	9	50	210
	21%	21%m	21%m	21%m	*20%*	*22%*	-	*23%*	*19%*	*18%*	24%m	23%m	*26%*	*14%*	25%ahim
COUNTRY															
England	4722	4665	1334	1282	123	57	10	22	989	579	72	292	30	311	697
	84%	*84%*	86%dhk	86%dhk	*79%*	92%d	*89%*	*79%*	*83%*	*85%*	*82%*	*81%*	*84%*	90%adhjkn	*83%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	5170	5094	1427	1365	136	56	10	28	1082	602	90	350	34	334	751
Weighted Base	5600	5529	1550	1486	156	61*	11**	27**	1193	679	89*	360	36*	346	838
Scotland	487	482	111	104	22	3	1	2	106	62	9	38	5	27	76
	9%	*9%*	*7%*	*7%*	14%abcm	*5%*	*11%*	*8%*	*9%*	*9%*	*10%*	11%bc	*13%*	*8%*	*9%*
Wales	282	275	88	84	10	2	-	2	33	29	8	27	1	9	54
	5%	5%h	6%hm	6%hm	6%h	*3%*	-	*8%*	*3%*	*4%*	9%hm	8%ahim	*3%*	*3%*	6%hm
Northern Ireland	108	106	17	16	1	-	-	1	65	8	-	3	-	-	11
	2%	2%bcm	*1%*	*1%*	*1%*	-	-	*5%*	5%abcdijk mn	*1%*	-	*1%*	-	-	*1%*
GOVERNMENT REGIONS															
North East	269	267	87	87	4	2	1	-	58	27	5	20	-	20	26
	5%	5%n	6%n	6%n	*2%*	*3%*	*13%*	-	*5%*	*4%*	*6%*	6%n	-	6%n	*3%*
North West	593	586	152	147	13	11	-	3	171	59	11	35	2	34	77
	11%	*11%*	*10%*	*10%*	*8%*	17%i	-	*12%*	14%abcikmn	*9%*	*12%*	*10%*	*6%*	*10%*	*9%*
Yorkshire and The Humber	479	471	129	125	13	7	1	1	93	75	5	41	3	18	70
	9%	9%m	*8%*	*8%*	*8%*	*12%*	*9%*	*5%*	*8%*	11%ahm	*6%*	11%m	*9%*	*5%*	*8%*
East Midlands	433	429	122	113	10	8	1	4	81	40	11	25	5	35	74
	8%	*8%*	*8%*	*8%*	*7%*	14%i	*13%*	*15%*	*7%*	*6%*	13%hi	*7%*	15%i	10%hi	9%i
West Midlands	480	477	144	137	12	2	-	4	102	40	11	35	3	49	62
	9%	9%i	9%i	9%i	*8%*	*3%*	-	*13%*	*9%*	*6%*	12%i	10%i	*9%*	14%abcehin	*7%*
East of England	532	524	132	128	22	2	1	1	102	67	6	36	2	40	93
	9%	*9%*	*9%*	*9%*	14%bch	*4%*	*9%*	*4%*	*9%*	*10%*	*7%*	*10%*	*6%*	*12%*	*11%*
London	686	676	217	207	22	6	1	-	121	130	5	17	10	39	92
	12%	12%k	14%hjk	14%hjk	14%k	*10%*	*7%*	-	10%k	19%abchjkm n	*6%*	*5%*	28%abcehj kmn	11%k	11%k
South East	825	821	208	202	17	8	4	5	179	110	11	57	1	52	139
	15%	*15%*	*13%*	*14%*	*11%*	*14%*	*37%*	*20%*	*15%*	*16%*	*13%*	*16%*	*4%*	*15%*	*17%*
South West	426	413	142	137	10	9	-	3	81	31	7	26	3	24	65
	8%	7%i	9%ahi	9%ahi	*7%*	15%ahim	-	*10%*	*7%*	*5%*	*8%*	*7%*	*7%*	*7%*	8%i
Wales	282	275	88	84	10	2	-	2	33	29	8	27	1	9	54
	5%	5%h	6%hm	6%hm	6%h	*3%*	-	*8%*	*3%*	*4%*	9%hm	8%ahim	*3%*	*3%*	6%hm

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Unweighted Base	5170	5094	1427	1365	136	56	10	28	1082	602	90	350	34	334	751
Weighted Base	5600	5529	1550	1486	156	61*	11**	27**	1193	679	89*	360	36*	346	838
Scotland	487	482	111	104	22	3	1	2	106	62	9	38	5	27	76
	9%	*9%*	*7%*	*7%*	14%abcm	*5%*	*11%*	*8%*	*9%*	*9%*	*10%*	11%bc	*13%*	*8%*	*9%*
Northern Ireland	108	106	17	16	1	-	-	1	65	8	-	3	-	-	11
	2%	2%bcm	*1%*	*1%*	*1%*	-	-	*5%*	5%abcdijk mn	*1%*	-	*1%*	-	-	*1%*
12 MONTH SIM ONLY															
In Contract	606	603	147	142	5	-	1	1	111	111	12	48	3	31	92
	11%	11%de	9%de	10%de	*3%*	-	*11%*	*4%*	9%de	16%abcdeh mn	14%de	13%bcdeh	9%e	9%de	11%de
DISABILITY															
Any Disability	780	759	218	209	18	13	-	6	170	69	20	60	3	54	96
	14%	14%i	14%i	14%i	*11%*	21%i	-	*24%*	14%i	*10%*	23%abcdhi n	17%in	*7%*	16%i	*11%*
Any mental or learing disability	268	263	74	72	9	5	-	-	65	30	8	17	3	20	28
	5%	*5%*	*5%*	*5%*	*6%*	*8%*	-	-	5%n	*4%*	9%n	*5%*	*7%*	*6%*	*3%*
Any physical disability	494	480	131	123	9	8	-	6	99	42	16	46	2	33	64
	9%	9%i	*8%*	*8%*	*6%*	*12%*	-	*24%*	*8%*	*6%*	18%abcdhi mn	13%abcdhin	*5%*	*9%*	*8%*
Both mental\learing and physical disablity	80	79	23	21	1	1	-	-	16	10	6	6	2	4	6
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	-	-	*1%*	*1%*	6%abcdhik mn	*2%*	5%n	*1%*	*1%*
No disability	4820	4769	1331	1277	138	49	11	21	1023	610	68	300	33	292	742
	86%	86%j	86%j	86%j	89%j	*79%*	*100%*	*76%*	86%j	90%abcehj km	*77%*	*83%*	*93%*	*84%*	89%jk
COMBINED CONTRACT															
Total	3392	3358	1049	1020	36	29	1	16	791	364	56	214	14	161	581
	61%	61%dilm	68%adeikl m	69%adeikl m	*23%*	48%d	*7%*	*58%*	66%adeikl m	54%d	63%dlm	59%dlm	*38%*	47%d	69%adeiklm
In Contract	2772	2753	878	856	28	25	1	11	650	285	50	176	12	134	476
	49%	50%dim	57%adeikl m	58%adeikl m	*18%*	41%d	*7%*	*39%*	54%adilm	42%d	56%dilm	49%dim	*32%*	39%d	57%adeiklm

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

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Unweighted Base	5170	5094	1427	1365	136	56	10	28	1082	602	90	350	34	334	751
Weighted Base	5600	5529	1550	1486	156	61*	11**	27**	1193	679	89*	360	36*	346	838
Out of Contract	428	421	122	114	6	4	-	5	89	58	4	33	2	15	74
	8%	8%m	8%m	*8%*	*4%*	*7%*	-	*19%*	*7%*	9%m	*5%*	9%m	*6%*	*4%*	9%m
Unsure	118	112	37	37	1	-	-	-	23	14	2	3	-	3	23
	2%	*2%*	*2%*	*3%*	*	-	-	-	*2%*	*2%*	*2%*	*1%*	-	*1%*	*3%*
Q5A. MOBILE PROVIDER WITH PAID MONTHLY															
Any	5529	5529	1550	1486	156	61	11	27	1193	679	89	360	36	346	838
	99%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*
ANY EE\ORANGE\T-MOBILE	1550	1550	1550	1486	-	-	-	27	-	-	-	-	36	-	-
	28%	28%dehij kmn	100%adehi jkmn	100%adehijk mn	-	-	-	*100%*	-	-	-	-	100%adehijk mn	-	-
EE	1486	1486	1486	1486	-	-	-	-	-	-	-	-	-	-	-
	27%	27%dehijk lmn	96%adehi jklmn	100%abdehij klmn	-	-	-	-	-	-	-	-	-	-	-
GiffGaff	156	156	-	-	156	-	-	-	-	-	-	-	-	-	-
	3%	3%bchikmn	-	-	100%abcehij klmn	-	-	-	-	-	-	-	-	-	-
iD	61	61	-	-	-	61	-	-	-	-	-	-	-	-	-
	1%	1%bchin	-	-	-	100%abcdhij klmn	-	-	-	-	-	-	-	-	-
Lebara	11	11	-	-	-	-	11	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	*100%*	-	-	-	-	-	-	-	-
Orange	27	27	27	-	-	-	-	27	-	-	-	-	-	-	-
	*	*ch	2%achikmn	-	-	-	-	*100%*	-	-	-	-	-	-	-
O2	1193	1193	-	-	-	-	-	-	1193	-	-	-	-	-	-
	21%	22%bcdeijk lmn	-	-	-	-	-	-	100%abcdeij klmn	-	-	-	-	-	-
3	679	679	-	-	-	-	-	-	-	679	-	-	-	-	-
	12%	12%bcdehjk lmn	-	-	-	-	-	-	-	100%abcdehj klmn	-	-	-	-	-

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

KANTAR

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY													
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	5170	5094	1427	1365	136	56	10	28	1082	602	90	350	34	334	751
Weighted Base	5600	5529	1550	1486	156	61*	11**	27**	1193	679	89*	360	36*	346	838
Sky	89	89	-	-	-	-	-	-	-	-	89	-	-	-	-
	2%	2%bchikmn	-	-	-	-	-	-	-	-	100%abcdehiklmn	-	-	-	-
Tesco Mobile	360	360	-	-	-	-	-	-	-	-	-	360	-	-	-
	6%	7%bcdhijmn	-	-	-	-	-	-	-	-	-	100%abcdehijlmn	-	-	-
T-Mobile	36	36	36	-	-	-	-	-	-	-	-	-	36	-	-
	1%	1%chn	2%achikmn	-	-	-	-	-	-	-	-	-	100%abcdehijkmn	-	-
Virgin Mobile	346	346	-	-	-	-	-	-	-	-	-	-	-	346	-
	6%	6%bcdhijkn	-	-	-	-	-	-	-	-	-	-	-	100%abcdehijkln	-
Vodafone	838	838	-	-	-	-	-	-	-	-	-	-	-	-	838
	15%	15%bcdehijklm	-	-	-	-	-	-	-	-	-	-	-	-	100%abcdehijklm
Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?															
Under 2 years	1229	1211	300	293	54	45	6	3	204	126	45	80	4	86	172
	22%	22%bh	*19%*	*20%*	35%abchiklmn	73%abcdhijklmn	*58%*	*10%*	*17%*	*19%*	51%abcdhiklmn	22%h	*11%*	25%bchi	*20%*
2 up to 4 years	1093	1080	285	273	61	14	1	2	177	161	21	91	10	75	131
	20%	20%hn	18%h	18%h	39%abcehijkmn	*22%*	*13%*	*6%*	*15%*	24%abchn	24%h	25%abchn	*28%*	22%hn	*16%*
4 up to 6 years	1009	1004	303	292	30	3	1	5	212	144	7	106	6	50	125
	18%	18%ejn	20%ejmn	20%ejmn	19%ej	*5%*	*10%*	*20%*	18%ej	21%ejmn	*7%*	29%abcdehijmn	*16%*	*14%*	15%e
6 up to 10 years	969	967	281	271	6	-	-	5	235	125	4	59	6	70	159
	17%	17%dej	18%dej	18%dej	*4%*	-	-	*17%*	20%dej	18%dej	*5%*	16%dej	16%de	20%dej	19%dej
More than 10 years	1170	1165	351	330	2	-	-	13	347	111	10	19	9	55	241
	21%	21%deijkm	23%deijkm	22%deijkm	*1%*	-	-	*47%*	29%abcdeijkm	16%dek	11%de	*5%*	24%dek	16%dek	29%abcdeijkm

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

		Q5A. MOBILE PROVIDER WITH PAID MONTHLY														
	Total	Any (a)	ANY EE\ORANGE \T-MOBILE (b)	EE (c)	GiffGaff (d)	iD (e)	Lebara (f)	Orange (g)	O2 (h)	3 (i)	Sky (j)	Tesco Mobile (k)	T-Mobile (l)	Virgin Mobile (m)	Vodafone (n)
Unweighted Base	5170	5094	1427	1365	136	56	10	28	1082	602	90	350	34	334	751
Weighted Base	5600	5529	1550	1486	156	61*	11**	27**	1193	679	89*	360	36*	346	838
Q.20 CONFIDENCE IN COMPARING COSTS															
VERY CONFIDENT	2134	2113	599	585	60	22	1	4	480	300	25	113	9	116	313
	38%	38%k	39%k	39%jk	*39%*	*37%*	*9%*	*14%*	40%jkm	44%abjklmn	*28%*	*31%*	*26%*	*33%*	*37%*
NOT VERY CONFIDENT	2089	2052	561	537	50	24	8	12	422	209	42	153	13	148	339
	37%	37%i	36%i	36%i	*32%*	*39%*	*70%*	*43%*	*35%*	*31%*	47%bcdhi	43%bcdhi	*35%*	43%bcdhi	40%hi
Q.20 CONFIDENCE IN SPEAKING TO PROVIDER															
VERY CONFIDENT	2249	2228	630	615	60	23	-	5	512	302	27	126	10	123	342
	40%	*40%*	*41%*	41%jk	*38%*	*37%*	-	*17%*	43%jkm	44%jkm	*30%*	*35%*	*27%*	*35%*	*41%*
NOT VERY CONFIDENT	1975	1937	530	507	51	23	9	11	390	208	40	140	12	140	310
	35%	35%i	*34%*	*34%*	*33%*	*38%*	*80%*	*41%*	*33%*	*31%*	45%chi	39%hi	*34%*	41%bchi	37%i
Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY															
VERY CONFIDENT	1997	1976	563	549	56	19	2	5	443	283	26	101	10	108	299
	36%	36%k	36%k	37%k	*36%*	*31%*	*23%*	*17%*	37%k	42%abjkmn	*30%*	*28%*	*28%*	*31%*	36%k
NOT VERY CONFIDENT	2227	2189	596	573	54	27	6	11	458	227	40	165	12	156	353
	40%	40%i	38%i	39%i	*35%*	*44%*	*57%*	*41%*	38%i	*33%*	45%i	46%abcdhi	*33%*	45%bchi	42%i
Q.21 CONFIDENCE IN MATHS ABILITY															
VERY CONFIDENT	2268	2242	615	595	55	21	2	9	498	297	35	130	10	133	357
	41%	*41%*	*40%*	*40%*	*35%*	*35%*	*23%*	*34%*	*42%*	44%k	*39%*	*36%*	*28%*	*39%*	43%k
NOT VERY CONFIDENT	1955	1923	545	527	55	25	6	6	403	212	32	136	12	130	295
	35%	*35%*	*35%*	*35%*	*36%*	*41%*	*57%*	*23%*	*34%*	*31%*	*36%*	38%i	*34%*	*38%*	*35%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\|service

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	5170	1125	1013	910	879	1111	1880	2020	1976	1924	1732	2168	2039	1861
Weighted Base	5600	1229	1093	1009	969	1170	2134	2089	2249	1975	1997	2227	2268	1955
GENDER														
Male	2704	611	555	499	451	534	1151	879	1192	839	1110	920	1225	806
	48%	*50%*	51%e	*49%*	*46%*	*46%*	54%g	*42%*	53%i	*42%*	56%k	*41%*	54%m	*41%*
Female	2896	619	537	510	518	636	983	1210	1057	1136	886	1306	1044	1149
	52%	*50%*	*49%*	*51%*	*54%*	54%b	*46%*	58%f	*47%*	58%h	*44%*	59%j	*46%*	59%l
AGE														
16-24	872	293	210	165	143	43	334	308	352	291	343	299	335	307
	16%	24%bcde	19%de	16%e	15%e	*4%*	*16%*	*15%*	*16%*	*15%*	17%k	*13%*	*15%*	*16%*
25-34	1192	270	259	233	198	209	510	363	535	338	501	372	468	405
	21%	22%e	24%e	23%e	*20%*	*18%*	24%g	*17%*	24%i	*17%*	25%k	*17%*	*21%*	*21%*
35-44	1040	195	194	206	186	243	454	338	460	332	418	375	454	338
	19%	*16%*	*18%*	20%a	*19%*	21%a	21%g	*16%*	20%i	*17%*	21%k	*17%*	20%m	*17%*
45-54	959	163	153	155	184	277	385	362	403	344	350	397	413	334
	17%	*13%*	*14%*	*15%*	19%ab	24%abcd	*18%*	*17%*	*18%*	*17%*	*18%*	*18%*	*18%*	*17%*
55-64	895	183	140	154	158	243	286	391	329	348	257	420	354	323
	16%	*15%*	*13%*	*15%*	16%b	21%abcd	*13%*	19%f	*15%*	18%h	*13%*	19%j	*16%*	*17%*
65-74	449	86	99	65	70	118	123	228	130	221	100	252	180	171
	8%	*7%*	9%c	*6%*	*7%*	10%acd	*6%*	11%f	*6%*	11%h	*5%*	11%j	*8%*	*9%*
75+	193	40	38	32	30	39	41	99	39	101	28	112	63	77
	3%	*3%*	*4%*	*3%*	*3%*	*3%*	*2%*	5%f	*2%*	5%h	*1%*	5%j	*3%*	*4%*
16-54	4063	921	815	758	710	771	1683	1371	1750	1305	1612	1443	1671	1384
	73%	75%e	75%e	75%e	73%e	*66%*	79%g	*66%*	78%i	*66%*	81%k	*65%*	*74%*	*71%*
55+	1537	309	278	250	259	399	451	718	499	670	385	784	598	571
	27%	*25%*	*25%*	*25%*	*27%*	34%abcd	*21%*	34%f	*22%*	34%h	*19%*	35%j	*26%*	*29%*
16-64	4958	1103	955	912	869	1014	1969	1763	2079	1653	1869	1863	2025	1707
	89%	90%e	*87%*	90%be	*90%*	*87%*	92%g	*84%*	92%i	*84%*	94%k	*84%*	*89%*	*87%*

Fieldwork : 30/01/2019 - 03/02/2019, 20/02/2019 - 24/02/2019, 27/02/2019 - 03/03/2019, 06/03/2019 - 10/03/2019 (Weeks 05/08/09/10)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	5170	1125	1013	910	879	1111	1880	2020	1976	1924	1732	2168	2039	1861
Weighted Base	5600	1229	1093	1009	969	1170	2134	2089	2249	1975	1997	2227	2268	1955
65+	642	126	138	97	101	156	165	327	170	322	128	363	243	248
	11%	*10%*	13%c	*10%*	*10%*	13%ac	*8%*	16%f	*8%*	16%h	*6%*	16%j	*11%*	*13%*
16-74	5407	1189	1054	977	939	1132	2093	1991	2209	1874	1968	2115	2205	1878
	97%	*97%*	*96%*	*97%*	*97%*	*97%*	98%g	*95%*	98%i	*95%*	99%k	*95%*	*97%*	*96%*
SOCIAL GRADE														
AB	1304	267	227	263	241	282	545	456	588	413	507	494	652	349
	23%	*22%*	*21%*	26%ab	25%b	*24%*	26%g	*22%*	26%i	*21%*	25%k	*22%*	29%m	*18%*
C1	1891	382	399	320	333	417	792	667	823	636	742	717	831	628
	34%	*31%*	36%ac	*32%*	*34%*	36%a	37%g	*32%*	37%i	*32%*	37%k	*32%*	37%m	*32%*
C2	1195	258	226	230	216	247	425	453	444	434	393	485	421	457
	21%	*21%*	*21%*	*23%*	*22%*	*21%*	*20%*	*22%*	*20%*	*22%*	*20%*	*22%*	*19%*	23%l
DE	1209	322	241	195	179	224	372	513	394	492	355	530	363	522
	22%	26%bcde	*22%*	*19%*	*18%*	*19%*	*17%*	25%f	*18%*	25%h	*18%*	24%j	*16%*	27%l
SOCIAL GRADE														
ABC1	3196	649	626	583	573	700	1337	1123	1411	1049	1249	1211	1484	976
	57%	*53%*	57%a	58%a	59%a	60%a	63%g	*54%*	63%i	*53%*	63%k	*54%*	65%m	*50%*
C2DE	2404	581	467	426	396	471	797	966	838	925	748	1016	785	979
	43%	47%bcde	*43%*	*42%*	*41%*	*40%*	*37%*	46%f	*37%*	47%h	*37%*	46%j	*35%*	50%l
MARITAL STATUS														
Married\ Living as married	3371	652	661	623	579	783	1353	1217	1416	1153	1249	1320	1454	1116
	60%	*53%*	60%a	62%a	60%a	67%abcd	63%g	*58%*	63%i	*58%*	63%k	*59%*	64%m	*57%*
Single	1655	451	332	282	288	262	625	609	663	571	614	619	624	610
	30%	37%bcde	30%e	28%e	30%e	*22%*	*29%*	*29%*	*29%*	*29%*	*31%*	*28%*	*27%*	31%l
Widow\ Divorced\ Separated	574	126	100	103	102	125	156	264	169	251	133	287	191	229
	10%	*10%*	*9%*	*10%*	*11%*	*11%*	*7%*	13%f	*8%*	13%h	*7%*	13%j	*8%*	12%l
WORKING STATUS														
Working	3575	704	660	667	666	817	1521	1191	1587	1125	1442	1270	1547	1165
	64%	*57%*	*60%*	66%ab	69%ab	70%ab	71%g	*57%*	71%i	*57%*	72%k	*57%*	68%m	*60%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	5170	1125	1013	910	879	1111	1880	2020	1976	1924	1732	2168	2039	1861
Weighted Base	5600	1229	1093	1009	969	1170	2134	2089	2249	1975	1997	2227	2268	1955
Not working	2025	526	433	342	303	353	613	899	662	850	555	957	722	790
	36%	43%cde	40%cde	*34%*	*31%*	*30%*	*29%*	43%f	*29%*	43%h	*28%*	43%j	*32%*	40%l
CHILDREN														
Any	1776	389	345	355	303	354	742	595	772	565	704	633	736	601
	32%	*32%*	*32%*	35%e	*31%*	*30%*	35%g	*28%*	34%i	*29%*	35%k	*28%*	*32%*	*31%*
None	3824	840	748	654	666	817	1392	1494	1477	1410	1293	1594	1532	1354
	68%	*68%*	*68%*	*65%*	*69%*	70%c	*65%*	72%f	*66%*	71%h	*65%*	72%j	*68%*	*69%*
INTERNET ACCESS														
Any Internet access	5457	1198	1063	985	942	1148	2117	2007	2232	1892	1981	2142	2244	1879
	97%	*97%*	*97%*	*98%*	*97%*	*98%*	99%g	*96%*	99%i	*96%*	99%k	*96%*	99%m	*96%*
No Internet access	143	32	30	23	27	23	17	83	17	82	15	85	24	76
	3%	*3%*	*3%*	*2%*	*3%*	*2%*	*1%*	4%f	*1%*	4%h	*1%*	4%j	*1%*	4%l
TENURE														
Own\Mortgage	3267	646	591	589	573	789	1310	1220	1365	1165	1182	1348	1431	1099
	58%	*53%*	*54%*	58%a	59%ab	67%abcd	*61%*	*58%*	*61%*	*59%*	*59%*	*61%*	63%m	*56%*
Rent\Other	2333	584	502	419	396	381	824	869	884	809	815	878	837	856
	42%	47%cde	46%de	42%e	41%e	*33%*	*39%*	*42%*	*39%*	*41%*	*41%*	*39%*	*37%*	44%l
AREA														
Urban	4438	955	896	802	767	914	1709	1616	1799	1526	1609	1716	1807	1518
	79%	*78%*	82%ae	*79%*	*79%*	*78%*	80%g	*77%*	*80%*	*77%*	81%k	*77%*	*80%*	*78%*
Rural	1162	275	196	207	202	256	425	474	450	448	388	511	461	437
	21%	22%b	*18%*	*21%*	*21%*	22%b	*20%*	23%f	*20%*	*23%*	*19%*	23%j	*20%*	*22%*
COUNTRY														
England	4722	1021	943	851	823	975	1788	1783	1895	1676	1675	1896	1911	1660
	84%	*83%*	86%a	*84%*	*85%*	*83%*	*84%*	*85%*	*84%*	*85%*	*84%*	*85%*	*84%*	*85%*
Scotland	487	115	93	98	77	95	195	169	199	166	177	187	196	169
	9%	*9%*	*8%*	*10%*	*8%*	*8%*	*9%*	*8%*	*9%*	*8%*	*9%*	*8%*	*9%*	*9%*
Wales	282	78	42	45	49	56	110	95	112	92	102	102	115	90
	5%	6%b	*4%*	*4%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*

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Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
		Under 2 years (a)	2 up to 4 years (b)	4 up to 6 years (c)	6 up to 10 years (d)	More than 10 years (e)	VERY CONFIDENT (f)	NOT VERY CONFIDENT (g)	VERY CONFIDENT (h)	NOT VERY CONFIDENT (i)	VERY CONFIDENT (j)	NOT VERY CONFIDENT (k)	VERY CONFIDENT (l)	NOT VERY CONFIDENT (m)
Unweighted Base	5170	1125	1013	910	879	1111	1880	2020	1976	1924	1732	2168	2039	1861
Weighted Base	5600	1229	1093	1009	969	1170	2134	2089	2249	1975	1997	2227	2268	1955
Northern Ireland	108	14	15	15	19	43	41	42	43	41	42	42	47	37
	2%	*1%*	*1%*	*1%*	*2%*	*4%abcd*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*
GOVERNMENT REGIONS														
North East	269	64	38	41	43	77	99	119	105	113	84	134	123	96
	5%	*5%*	*4%*	*4%*	*4%*	*7%bcd*	*5%*	*6%*	*5%*	*6%*	*4%*	*6%j*	*5%*	*5%*
North West	593	135	101	111	103	136	191	236	211	216	164	264	208	219
	11%	*11%*	*9%*	*11%*	*11%*	*12%*	*9%*	*11%f*	*9%*	*11%*	*8%*	*12%j*	*9%*	*11%l*
Yorkshire and The Humber	479	114	106	69	94	87	163	188	171	180	147	204	175	176
	9%	*9%*	*10%c*	*7%*	*10%c*	*7%*	*8%*	*9%*	*8%*	*9%*	*7%*	*9%j*	*8%*	*9%*
East Midlands	433	114	70	84	83	75	174	174	182	166	162	186	180	167
	8%	*9%be*	*6%*	*8%*	*9%*	*6%*	*8%*	*8%*	*8%*	*8%*	*8%*	*8%*	*8%*	*9%*
West Midlands	480	99	95	110	85	83	154	209	165	197	138	224	156	206
	9%	*8%*	*9%*	*11%ae*	*9%*	*7%*	*7%*	*10%f*	*7%*	*10%h*	*7%*	*10%j*	*7%*	*11%l*
East of England	532	81	107	98	97	119	192	206	208	190	192	206	201	197
	9%	*7%*	*10%a*	*10%a*	*10%a*	*10%a*	*9%*	*10%*	*9%*	*10%*	*10%*	*9%*	*9%*	*10%*
London	686	147	172	123	101	121	283	242	292	233	285	239	309	216
	12%	*12%*	*16%acde*	*12%*	*10%*	*10%*	*13%*	*12%*	*13%*	*12%*	*14%k*	*11%*	*14%m*	*11%*
South East	825	152	175	138	157	191	359	262	382	239	338	282	379	242
	15%	*12%*	*16%a*	*14%*	*16%a*	*16%a*	*17%g*	*13%*	*17%i*	*12%*	*17%k*	*13%*	*17%m*	*12%*
South West	426	115	79	76	62	87	173	147	179	142	164	156	181	140
	8%	*9%d*	*7%*	*8%*	*6%*	*7%*	*8%*	*7%*	*8%*	*7%*	*8%*	*7%*	*8%*	*7%*
Wales	282	78	42	45	49	56	110	95	112	92	102	102	115	90
	5%	*6%b*	*4%*	*4%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*
Scotland	487	115	93	98	77	95	195	169	199	166	177	187	196	169
	9%	*9%*	*8%*	*10%*	*8%*	*8%*	*9%*	*8%*	*9%*	*8%*	*9%*	*8%*	*9%*	*9%*
Northern Ireland	108	14	15	15	19	43	41	42	43	41	42	42	47	37
	2%	*1%*	*1%*	*1%*	*2%*	*4%abcd*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
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Unweighted Base	5170	1125	1013	910	879	1111	1880	2020	1976	1924	1732	2168	2039	1861
Weighted Base	5600	1229	1093	1009	969	1170	2134	2089	2249	1975	1997	2227	2268	1955
12 MONTH SIM ONLY														
In Contract	606	146	128	115	116	97	237	207	242	203	220	224	272	173
	11%	12%e	12%e	11%e	12%e	*8%*	*11%*	*10%*	*11%*	*10%*	*11%*	*10%*	12%m	*9%*
DISABILITY														
Any Disability	780	178	130	133	127	193	225	374	251	348	189	409	225	374
	14%	*14%*	*12%*	*13%*	*13%*	17%bcd	*11%*	18%f	*11%*	18%h	*9%*	18%j	*10%*	19%l
Any mental or learing disability	268	73	46	53	45	46	70	126	81	115	66	130	49	147
	5%	6%e	*4%*	*5%*	*5%*	*4%*	*3%*	6%f	*4%*	6%h	*3%*	6%j	*2%*	7%l
Any physical disability	494	104	85	75	80	138	144	238	163	219	115	267	154	228
	9%	*8%*	*8%*	*7%*	*8%*	12%abcd	*7%*	11%f	*7%*	11%h	*6%*	12%j	*7%*	12%l
Both mental\learing and physical disablity	80	18	14	15	13	20	18	36	25	28	18	36	13	41
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%f*	*1%*	*1%*	*1%*	*2%*	*1%*	2%l
No disability	4820	1052	962	876	842	977	1909	1716	1998	1627	1807	1817	2043	1581
	86%	*86%*	88%e	87%e	87%e	*83%*	89%g	*82%*	89%i	*82%*	91%k	*82%*	90%m	*81%*
COMBINED CONTRACT														
Total	3392	773	605	597	587	766	1299	1229	1386	1143	1216	1313	1314	1214
	61%	63%b	*55%*	*59%*	61%b	65%bcd	*61%*	*59%*	62%i	*58%*	*61%*	*59%*	*58%*	62%l
In Contract	2772	686	480	472	477	632	1143	983	1224	902	1078	1048	1138	988
	49%	56%bcd	*44%*	*47%*	49%b	54%bcd	54%g	*47%*	54%i	*46%*	54%k	*47%*	*50%*	*51%*
Out of Contract	428	55	83	93	87	93	115	187	122	179	103	198	136	165
	8%	*4%*	8%a	9%a	9%a	8%a	*5%*	9%f	*5%*	9%h	*5%*	9%j	*6%*	8%l
Unsure	118	22	23	19	13	22	41	59	39	61	34	67	40	61
	2%	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*3%*	*2%*	3%h	*2%*	3%j	*2%*	3%l
Q5A. MOBILE PROVIDER WITH PAID MONTHLY														
Any	5529	1211	1080	1004	967	1165	2113	2052	2228	1937	1976	2189	2242	1923
	99%	*99%*	*99%*	100%a	100%ab	100%a	99%g	*98%*	99%i	*98%*	*99%*	*98%*	*99%*	*98%*
ANY EE\ORANGE\T-MOBILE	1550	300	285	303	281	351	599	561	630	530	563	596	615	545
	28%	*24%*	*26%*	30%a	29%a	30%a	*28%*	*27%*	*28%*	*27%*	*28%*	*27%*	*27%*	*28%*

Mobile Handset Study Combined (QS0847/QS0863 - 598405/598408/598409/598410)

Q. Break x Break

Base: All who pay monthly for mobile allowance\service

	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
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Unweighted Base	5170	1125	1013	910	879	1111	1880	2020	1976	1924	1732	2168	2039	1861
Weighted Base	5600	1229	1093	1009	969	1170	2134	2089	2249	1975	1997	2227	2268	1955
EE	1486	293	273	292	271	330	585	537	615	507	549	573	595	527
	27%	*24%*	*25%*	29%a	28%a	28%a	*27%*	*26%*	*27%*	*26%*	*27%*	*26%*	*26%*	*27%*
GiffGaff	156	54	61	30	6	2	60	50	60	51	56	54	55	55
	3%	4%de	6%cde	3%de	*1%*	*	*3%*	*2%*	*3%*	*3%*	*3%*	*2%*	*2%*	*3%*
iD	61	45	14	3	-	-	22	24	23	23	19	27	21	25
	1%	4%bcde	1%cde	*	-	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Lebara	11	6	1	1	-	-	1	8	-	9	2	6	2	6
	*	1%de	*	*	-	-	*	*f	-	*h	*	*	*	*
Orange	27	3	2	5	5	13	4	12	5	11	5	11	9	6
	*	*	*	*1%*	*	1%ab	*	*1%*	*	*1%*	*	*	*	*
O2	1193	204	177	212	235	347	480	422	512	390	443	458	498	403
	21%	*17%*	*16%*	21%ab	24%ab	30%abcd	*22%*	*20%*	23%i	*20%*	*22%*	*21%*	*22%*	*21%*
3	679	126	161	144	125	111	300	209	302	208	283	227	297	212
	12%	*10%*	15%ae	14%ae	13%e	*9%*	14%g	*10%*	13%i	*11%*	14%k	*10%*	13%m	*11%*
Sky	89	45	21	7	4	10	25	42	27	40	26	40	35	32
	2%	4%bcde	2%cde	*1%*	*	*1%*	*1%*	2%f	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*
Tesco Mobile	360	80	91	106	59	19	113	153	126	140	101	165	130	136
	6%	7%e	8%e	10%ade	6%e	*2%*	*5%*	7%f	*6%*	*7%*	*5%*	7%j	*6%*	*7%*
T-Mobile	36	4	10	6	6	9	9	13	10	12	10	12	10	12
	1%	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*
Virgin Mobile	346	86	75	50	70	55	116	148	123	140	108	156	133	130
	6%	7%e	7%e	*5%*	7%e	*5%*	*5%*	7%f	*5%*	7%h	*5%*	7%j	*6%*	*7%*
Vodafone	838	172	131	125	159	241	313	339	342	310	299	353	357	295
	15%	*14%*	*12%*	*12%*	16%bc	21%abcd	*15%*	*16%*	*15%*	*16%*	*15%*	*16%*	*16%*	*15%*

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	Total	Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?					Q.20 CONFIDENCE IN COMPARING COSTS		Q.20 CONFIDENCE IN SPEAKING TO PROVIDER		Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY		Q.21 CONFIDENCE IN MATHS ABILITY	
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Unweighted Base	5170	1125	1013	910	879	1111	1880	2020	1976	1924	1732	2168	2039	1861
Weighted Base	5600	1229	1093	1009	969	1170	2134	2089	2249	1975	1997	2227	2268	1955
Q.5C HOW LONG HAVE YOU BEEN WITH YOUR MAIN MOBILE PHONE PROVIDER?														
Under 2 years	1229	1229	-	-	-	-	480	448	480	448	459	469	491	437
	22%	100%bcde	-	-	-	-	*23%*	*21%*	*21%*	*23%*	*23%*	*21%*	*22%*	*22%*
2 up to 4 years	1093	-	1093	-	-	-	412	401	441	372	396	417	448	365
	20%	-	100%acde	-	-	-	*19%*	*19%*	*20%*	*19%*	*20%*	*19%*	*20%*	*19%*
4 up to 6 years	1009	-	-	1009	-	-	361	383	387	357	325	419	391	353
	18%	-	-	100%abde	-	-	*17%*	*18%*	*17%*	*18%*	*16%*	19%j	*17%*	*18%*
6 up to 10 years	969	-	-	-	969	-	350	378	375	354	325	403	381	347
	17%	-	-	-	100%abce	-	*16%*	*18%*	*17%*	*18%*	*16%*	*18%*	*17%*	*18%*
More than 10 years	1170	-	-	-	-	1170	501	409	536	374	464	446	522	388
	21%	-	-	-	-	100%abcd	23%g	*20%*	24%i	*19%*	23%k	*20%*	23%m	*20%*
Q.20 CONFIDENCE IN COMPARING COSTS														
VERY CONFIDENT	2134	480	412	361	350	501	2134	-	1929	205	1773	361	1621	513
	38%	*39%*	*38%*	*36%*	*36%*	43%bcd	100%g	-	86%i	*10%*	89%k	*16%*	71%m	*26%*
NOT VERY CONFIDENT	2089	448	401	383	378	409	-	2089	320	1769	224	1865	648	1442
	37%	*36%*	*37%*	*38%*	*39%*	*35%*	-	100%f	*14%*	90%h	*11%*	84%j	*29%*	74%l
Q.20 CONFIDENCE IN SPEAKING TO PROVIDER														
VERY CONFIDENT	2249	480	441	387	375	536	1929	320	2249	-	1812	436	1662	587
	40%	*39%*	*40%*	*38%*	*39%*	46%abcd	90%g	*15%*	100%i	-	91%k	*20%*	73%m	*30%*
NOT VERY CONFIDENT	1975	448	372	357	354	374	205	1769	-	1975	184	1790	607	1368
	35%	36%e	*34%*	*35%*	36%e	*32%*	*10%*	85%f	-	100%h	*9%*	80%j	*27%*	70%l
Q.20 CONFIDENCE IN UNDERSTANDING TERMINOLOGY														
VERY CONFIDENT	1997	459	396	325	325	464	1773	224	1812	184	1997	-	1536	461
	36%	37%c	*36%*	*32%*	*34%*	40%cd	83%g	*11%*	81%i	*9%*	100%k	-	68%m	*24%*
NOT VERY CONFIDENT	2227	469	417	419	403	446	361	1865	436	1790	-	2227	732	1494
	40%	*38%*	*38%*	*42%*	*42%*	*38%*	*17%*	89%f	*19%*	91%h	-	100%j	*32%*	76%l

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Unweighted Base	5170	1125	1013	910	879	1111	1880	2020	1976	1924	1732	2168	2039	1861
Weighted Base	5600	1229	1093	1009	969	1170	2134	2089	2249	1975	1997	2227	2268	1955
Q.21 CONFIDENCE IN MATHS ABILITY														
VERY CONFIDENT	2268	491	448	391	381	522	1621	648	1662	607	1536	732	2268	-
	41%	*40%*	*41%*	*39%*	*39%*	45%acd	76%g	*31%*	74%i	*31%*	77%k	*33%*	100%m	-
NOT VERY CONFIDENT	1955	437	365	353	347	388	513	1442	587	1368	461	1494	-	1955
	35%	*36%*	*33%*	*35%*	*36%*	*33%*	*24%*	69%f	*26%*	69%h	*23%*	67%j	-	100%l

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