

OFCOM CONSUMER SWITCHING AND BUNDLING. 18th February to 1st March 2010.

Note to reading tables

The tables detailing the survey findings for those who used a MAC/PAC or C&R switching process to switch provider in the last 12 months *exclude* those decision makers who were found to have given inconsistent responses. Those decision makers who indicated they had used a switching process which requires contact with the losing provider (MAC/ PAC or C&R), but did **not** indicate that they had been in contact with the losing provider have therefore been excluded from the MAC/PAC and C&R columns.

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Base : Those switched their package of services in last 12 months	
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Base : Those who felt under pressure to stay with their previous package of services supplier	
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Base : Those who were told about the cancellation charge at a later point or after they agreed to switch their TV service	
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Base : Those who had contact with their previous supplier once they decided to switch their TV service	
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Base : Those who listened to an offer from their previous TV service supplier	
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Base : Those offered an improved package or plan from their previous TV service supplier	
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Base : Those who listened to an offer from their previous TV service supplier	
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Base : Those who listened to an offer from their previous TV service supplier	
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Base : Those who had contact with their previous supplier once they decided to switch their TV service	
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Base : Those who felt under pressure to stay with their previous TV service supplier	
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Base : Those switched their fixed line broadband provider in last 12 months	
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Base : Those who contacted both their previous and new fixed line broadband supplier	
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Base : Those aware who they contacted first once they decided to switch their fixed line broadband service	
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Base : Those switched their fixed line broadband provider in last 12 months	

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Base : Those who were told about the cancellation charge at a later point or after they agreed to switch their fixed line broadband service	
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Base : Those who listened to an offer from their previous fixed line broadband supplier	
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Base : Those offered an improved package or plan from their previous fixed line broadband supplier	
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Base : Those who listened to an offer from their previous fixed line broadband supplier	
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Base : Those who listened to an offer from their previous fixed line broadband supplier	
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Base : Those who had contact with their previous supplier once they decided to switch their fixed line broadband service	
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Base : Those who felt under pressure to stay with their previous fixed line broadband supplier	
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Base : Those switched their fixed line broadband provider in last 12 months	
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Base : Those who think they are now paying less for their fixed line broadband	
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Base : Those switched their fixed line broadband provider in last 12 months	
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Base : Those who contacted both their previous and new mobile phone network supplier	
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Base : Those switched their mobile phone network in last 12 months	
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Base : Those switched their mobile phone network in last 12 months	
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Base : Those who have switched their TV service supplier in last 12 months (including those with TV in a bundle of services)	
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Base : Those who have switched their fixed line broadband supplier in last 12 months (including those with broadband in a bundle of services)	
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Base : Those who have switched their mobile phone network supplier in last 12 months (including those with mobile in a bundle of services)	
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Base : Those who have switched their fixed line phone supplier in last 12 months (including those with fixed line phone in a bundle of services)	
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Base : Those who had to pay a charge to leave the contract for their mobile phone service	
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Base : Those who listened to an offer from their previous mobile phone supplier	
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Base : Those who listened to an offer from their previous mobile phone supplier	
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Base : Those switched their mobile phone network in last 12 months	

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Base : Those aware who they contacted first once they decided to switch their fixed line phone service	
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Base : Those switched their fixed line phone supplier in last 12 months	
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Base : Those who have switched their TV service supplier in last 12 months (including those with TV in a bundle of services)	
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Base : Those who have switched their fixed line broadband supplier in last 12 months (including those with broadband in a bundle of services)	
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Base : Those who have switched their mobile phone network supplier in last 12 months (including those with mobile in a bundle of services)	
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Base : Those who had contact with their previous supplier once they decided to switch their fixed line phone service	
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Base : Those who listened to an offer from their previous fixed line phone supplier	
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Base : Those who listened to an offer from their previous fixed line phone supplier	
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Base : Those switched their fixed line phone supplier in last 12 months	
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Base : Those who think they are now paying less for their fixed line phone	
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Base : Those who have considered switching their package of services supplier in last 12 months	
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Base : Those actively looking for another supplier for their package of services	
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Base : Those who have considered switching their package of services supplier and will not switch soon	
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Base : Those who have considered switching their package of services supplier and will not switch soon	

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Base : Those who have considered switching their package of services supplier and will not switch soon	
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Base : Those who have considered switching their package of services supplier and will not switch soon	
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Base : Those who have considered switching their package of services supplier and will not switch soon	
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Base : Those who have considered switching their mobile phone supplier and will not switch soon	
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Base : Those who have considered switching their fixed line phone supplier and will not switch soon	
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Base : Those who have considered switching their package of services supplier and will not switch soon	
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Base : Those who would have had to pay more than one company during the switching process to provide a bundle of services	
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Base : Those who have considered switching their package of services supplier and will not switch soon	
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Base : Those who would have had unwanted break in service when switching their package of services	
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Base : Those who would have had unwanted break in service when switching their package of services	
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Base : Those who would have had unwanted break in service when switching their package of services	
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Base : Those whose unwanted break would have resulted in additional costs when switching their package of service	
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Base : Those who have considered switching their TV service supplier in last 12 months	

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Base : Those who have considered switching their TV service supplier and will not switch soon (including those with TV in a bundle of services)	
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Base : Those who have considered switching their TV service supplier and will not switch soon	
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Base : Those who have considered switching their TV service supplier and will not switch soon	
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Base : Those who have considered switching their TV service supplier and will not switch soon	
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Base : Those who have considered switching their TV service supplier and will not switch soon	
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Base : Those who have considered switching their TV service supplier and will not switch soon	
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Base : Those who have considered switching their TV service supplier and will not switch soon	
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Base : Those who have considered switching their TV service supplier and will not switch soon	
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Base : Those who have considered switching their TV service supplier and will not switch soon	
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Base : Those who have considered switching their TV service supplier and will not switch soon	
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Base : Those who have considered switching their package of services supplier and will not switch soon	
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Base : Those who have considered switching their TV service supplier and will not switch soon	
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Base : Those who would have had to pay more than one company during the switching process to provide a TV service	
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Base : Those who have considered switching their TV service supplier and will not switch soon	
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Base : Those who would have had an unwanted break in service when switching their TV service	
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Base : Those who would have had an unwanted break in service when switching their TV service	
QC12B. Would this have resulted in any additional costs for you?	922
Base : Those who would have had an unwanted break in service when switching their TV service	
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Base : Those whose unwanted break would have resulted in additional costs when switching their TV service	
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Base : Those who have considered switching their fixed line broadband supplier in last 12 months	
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Base : Those actively looking for another supplier for their fixed line broadband	
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Base : Those who expect to switch supplier for their fixed line broadband over 3 months from now	
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Base : Those who have considered switching their fixed line broadband supplier and will not switch soon (including those with broadband in a bundle of services)	
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Base : Those who have considered switching their fixed line broadband supplier and will not switch soon	
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Base : Those who have considered switching their fixed line broadband supplier and will not switch soon	
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Base : Those who have considered switching their fixed line broadband supplier and will not switch soon	
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Base : Those who have considered switching their fixed line broadband supplier and will not switch soon	
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Base : Those who have considered switching their fixed line broadband supplier and will not switch soon	
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Base : Those who have considered switching their fixed line broadband supplier and will not switch soon	
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Base : Those who have considered switching their fixed line broadband supplier and will not switch soon	
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Base : Those who have considered switching their fixed line broadband supplier and will not switch soon	
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Base : Those who would have had to pay more than one company during the switching process to provide a fixed line broadband service	
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QC10C. How long for?	979
Base : Those who would have had an unwanted break in service when switching their fixed line broadband service	
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Base : Those who would have had an unwanted break in service when switching their fixed line broadband service	
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Base : Those who have considered switching their mobile phone network in last 12 months	
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Base : Those who have considered switching their mobile phone supplier and will not switch soon (including those with mobile in a bundle of services)	
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Base : Those who have considered switching their mobile phone supplier and will not switch soon	
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Base : Those who have considered switching their mobile phone supplier and will not switch soon	
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Base : Those who have considered switching their mobile phone supplier and will not switch soon	
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Base : Those who have considered switching their mobile phone supplier and will not switch soon	
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Base : Those who have considered switching their mobile phone supplier and will not switch soon	
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Base : Those who have considered switching their fixed line broadband supplier and will not switch soon	
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Base : Those who would have to pay a charge to leave the contract for their fixed line broadband service	
QC25C. Which of these best describes when you were told about the cancellation charge?	1219
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Base : Those who think they are paying less each month for their fixed line broadband service	
QC35C. Which one of these statements best describes how you felt about the contact you had with your current supplier?	1239
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QC36C. Can you tell me how you felt put under pressure to stay?	1241
Base : Those who felt under pressure to stay with their current fixed line broadband supplier	
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Base : Those aware who they contacted first when considering switching their mobile phone network	
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Base : Those who contacted any suppliers when considering switching their mobile phone service	
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Base : Those who had contact with their current supplier when considering switching their mobile phone service	
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Base : Those who felt under pressure to stay with their current mobile phone supplier	
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Base : Those who contacted both their current and a new fixed line phone supplier	
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Base : Those who felt under pressure to stay with their current fixed line phone supplier	
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Base : All respondents	
QE6. Which option applies to your household for the total annual household income from all sources before tax and deductions?	1387
Base : All respondents	
QE7. Which of these groups best describes you?	1389
Base : All respondents	
QE8. And which of these options applies to your home?	1395
Base : All respondents	

Table 1

QA1. Which of these services are in your household?

Base : All respondents

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																							
	CONSI			BUN-DLE	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																					
	Total	SWIT-CHED	DERED		NEIT-HER	TV	BAND		PHONE	TV	BAND		PHONE	TV	BAND		PHONE	TV	BAND		PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 1

QA1. Which of these services are in your household?

Base : All respondents

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
											CON- TRACT				BROAD BAND	MOB. PHONE	FIXED LINE VOICE
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R f	C&R *g	NoT h	PAYG i	j	PAC *k	C&R *l	TV m	n	o	p
Significance Level: 95%																	
Unweighted total	2871	108	125	109	161	106	93	75	206	1342	1288	70	73	1721	2052	2630	2508
Effective Weighted Sample	2005	61	53	79	130	39	27	52	150	988	829	26	21	1151	1309	1816	1734
Total	3268	73	31	58	118	48	40	49	173	1599	1386	34	29	1853	2027	2985	2764
A mobile phone that you personally use	2985 91%	64 88%	30 97%	56 96%	115 97%	48 100%	40 100%	45 92%	164 95%	1599 100%	1386 100%	34 100%	29 100%	1746 94% p	1961 97% mp	2985 100% mnp	2491 90%
A fixed line phone service	2764 85%	69 94%	30 98%	55 96%	116 99%	43 89%	31 77%	49 100%	173 100%	1292 81%	1199 87% i	31 92%	22 76%	1723 93% o	1967 97% mo	2491 83% mno	2764 100% mno
A fixed broadband service	2027 62%	54 74%	31 100%	58 100%	118 100%	27 55%	16 39%	40 82%	136 79%	888 56%	1072 77% i	17 51%	10 36%	1424 77% op	2027 100% mop	1961 66% mop	1967 71% o
A TV service	1853 57%	73 100%	23 75%	42 72%	86 73%	30 62%	29 71%	34 70%	121 70%	808 51%	938 68% i	20 58%	19 65%	1853 100% nop	1424 70% op	1746 58%	1723 62% o

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 2

QA2. Do you receive more than one of these services as part of an overall deal or package from the same supplier?

Base : Those with more than one service in the household

	ACTIONS TAKEN								SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE			
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		
Significance Level: 95%																								
Unweighted total	2528	877	440	1276	125	80	365	310	214	148	481	320	333	155	82	172	177	140	120	242	135	212		
Effective Weighted Sample	1711	411	295	1155	88	43	218	97	141	91	297	104	223	112	45	117	116	91	75	189	91	145		
Total	2765	422	294	2091	101	36	147	115	142	106	233	126	240	119	57	121	134	107	86	156	84	153		
Yes	1595	284	169	1168	100	27	106	54	92	96	191	64	188	114	26	48	81	30	64	103	51	98		
	58%	67%	58%	56%	99%	76%	72%	47%	65%	91%	82%	51%	79%	96%	46%	40%	60%	28%	75%	66%	61%	64%		
		bc			efgh	g	g		g	ijkl	k		k	nopq	q		oq		t					
No	1134	129	125	896	1	9	40	56	47	10	41	56	48	5	31	73	53	77	21	53	33	55		
	41%	30%	42%	43%	1%	24%	27%	48%	33%	9%	18%	45%	20%	4%	54%	60%	40%	72%	25%	34%	39%	36%		
			a	a		d	d	defh	d			ijl	i		m	mp	m	mnp			r			
Don't know	36	9	-	27	-	*	1	5	4	*	1	5	4	-	-	-	-	-	-	-	-	-		
	1%	2%	-%	1%	-%	*%	1%	5%	2%	*%	*%	4%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
		b		b				f				i												

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 2

QA2. Do you receive more than one of these services as part of an overall deal or package from the same supplier?

Base : Those with more than one service in the household

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	2528	102	123	106	160	100	84	73	206	1199	1218	67	66	1707	2042	2417	2402
Effective Weighted Sample	1711	60	52	77	130	35	22	51	150	858	770	24	17	1147	1305	1628	1635
Total	2765	72	30	57	117	43	32	46	173	1367	1270	32	22	1848	2023	2637	2617
Yes	1595	65	24	43	103	26	14	38	135	705	807	16	8	1273	1474	1512	1571
	58%	90%	79%	75%	88%	60%	42%	84%	78%	52%	64%	49%	36%	69%	73%	57%	60%
					c						i			op	mop		
No	1134	7	6	13	14	15	16	8	35	644	445	13	12	560	531	1090	1016
	41%	10%	21%	23%	12%	34%	50%	16%	20%	47%	35%	43%	53%	30%	26%	41%	39%
				d						j				n		mn	mn
Don't know	36	-	*	1	-	3	2	-	3	18	18	3	2	16	18	36	30
	1%	-%	*%	2%	-%	6%	7%	-%	2%	1%	1%	8%	11%	1%	1%	1%	1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 3

QA3. Does your TV service include sports or movie channels which you pay an additional fee to receive?

Base : Those with a TV service via cable, Satellite or a broadband connection

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u	
Unweighted total	1721	620	317	843	97	87	235	221	139	155	323	231	230	123	88	97	125	91	124	159	92	151
Effective Weighted Sample	1151	298	203	759	73	45	143	72	91	92	206	79	157	88	48	63	85	57	77	125	62	99
Total	1853	308	208	1376	89	37	99	84	87	107	173	94	172	95	59	71	92	66	86	103	57	109
Sports	821	152	97	594	44	20	44	36	49	53	78	43	92	38	34	31	45	30	39	45	30	45
	44%	49%	47%	43%	49%	54%	45%	43%	57%	50%	45%	46%	54%	40%	57%	44%	49%	46%	45%	44%	52%	42%
Movies	677	129	72	492	35	21	46	28	39	44	73	34	72	31	26	25	42	20	28	37	27	30
	37%	42%	35%	36%	39%	57%	46%	33%	45%	42%	42%	36%	42%	32%	44%	36%	45%	31%	33%	36%	47%	28%
					g																u	
No, neither	817	114	86	627	37	8	36	37	28	40	68	39	64	48	20	30	36	23	40	44	20	49
	44%	37%	41%	46%	41%	21%	37%	44%	33%	38%	39%	41%	37%	50%	34%	43%	39%	35%	47%	43%	35%	45%
				a	e			e														
Don't know	43	8	4	34	-	1	2	6	*	1	2	6	*	2	*	*	2	5	*	1	-	4
	2%	3%	2%	2%	-%	4%	2%	7%	1%	1%	1%	6%	1%	2%	1%	1%	2%	7%	1%	1%	-%	4%
												jl					o					

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 3

QA3. Does your TV service include sports or movie channels which you pay an additional fee to receive?

Base : Those with a TV service via cable, Satellite or a broadband connection

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC *b	C&R *c	NoT d	PAC *e	C&R *f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	1721	108	78	71	115	67	68	51	144	714	908	49	52	1721	1419	1622	1606
Effective Weighted Sample	1151	61	37	51	90	27	19	36	104	508	575	18	14	1151	922	1083	1085
Total	1853	73	23	42	86	30	29	34	121	808	938	20	19	1853	1424	1746	1723
Sports	821 44%	38 52%	9 37%	16 38%	45 52%	18 61%	12 41%	17 50%	69 57%	319 39%	462 49%	11 56%	10 55%	821 44%	637 45%	781 45%	769 45%
Movies	677 37%	31 43%	10 45%	13 31%	38 44%	14 46%	11 37%	13 39%	51 43%	239 30%	394 42%	9 44%	9 50%	677 37%	546 38%	633 36%	636 37%
No, neither	817 44%	28 38%	10 44%	23 55% d	28 33%	9 30%	10 34%	15 44%	42 35%	397 49%	367 39%	7 36%	4 24%	817 44%	619 43%	764 44%	757 44%
Don't know	43 2%	1 2%	- -%	- -%	2 2%	* *%	6 19% e	- -%	- -%	26 3%	16 2%	* 1%	2 12%	43 2%	22 2%	42 2%	36 2%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 4

QA4. Is your mobile phone a pay as you go phone which requires top-ups, or do you have a monthly contract for the phone?

Base : Those with a mobile phone they personally use

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED																																																																																																																																																																																																																																																																																																																																																																																																																																																																																													
	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS																																																																																																																																																																																																																																																																																																																																																																																																																																																																																											
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	B

Table 4

QA4. Is your mobile phone a pay as you go phone which requires top-ups, or do you have a monthly contract for the phone?

Base : Those with a mobile phone they personally use

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
	Total	a	b	c	d	e	f	*g	h	i	j	*k	*l	m	n	o	p
Significance Level: 95%																	
Unweighted total	2630	95	116	104	155	106	93	72	199	1342	1288	70	73	1622	1976	2630	2299
Effective Weighted Sample	1816	61	50	75	126	39	27	50	150	988	829	26	21	1083	1262	1816	1554
Total	2985	64	30	56	115	48	40	45	164	1599	1386	34	29	1746	1961	2985	2491
A pay as you go mobile phone which requires top-ups	1599	32	11	26	46	10	11	26	83	1599	-	-	-	808	888	1599	1292
	54%	50%	37%	46%	40%	20%	27%	57%	51%	100%	-%	-%	-%	46%	45%	54%	52%
										j						mn	mn
A mobile phone with a monthly contract	1386	32	19	30	69	39	29	20	81	-	1386	34	29	938	1072	1386	1199
	46%	50%	63%	54%	60%	80%	73%	43%	49%	-%	100%	100%	100%	54%	55%	46%	48%
											i			op	op		

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 5

QA5 Do you pay the same company for both the calls and the line rental for your fixed line phone service, or do you use different companies?

Base : Those with a fixed line phone service for making and receiving calls

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB. LINE			BUN- DLE	BROAD MOB. LINE			BUN- DLE	BROAD MOB. LINE			BUN- DLE	BROAD MOB. LINE				
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		CALLS	TV	BAND		PHONE	CALLS	TV		BAND	PHONE	CALLS		
	a	b	c	d	*e	f	g	h	i	j	k	l	m	*n	o	p	q	r	s	t	u	
Significance Level: 95%																						
Unweighted total	2508	832	427	1310	124	66	347	294	216	133	462	304	335	152	74	166	163	142	115	237	128	214
Effective Weighted Sample	1734	396	292	1188	87	39	209	93	142	85	287	99	225	109	45	119	105	92	78	185	85	146
Total	2764	409	285	2111	100	31	142	108	145	100	228	119	243	117	48	113	123	110	80	152	79	156
Same company for both calls and line rental	2435	363	241	1865	94	28	119	100	124	92	199	110	215	100	40	94	108	93	66	124	66	133
	88%	89%	84%	88%	94% fh	89%	83%	92% f	85%	92%	88%	93%	89%	85%	85%	83%	88%	84%	82%	81%	84%	85%
Different companies for calls and line rental	290	39	41	215	6	3	22	8	17	7	27	8	23	14	7	18	14	17	13	25	12	22
	10%	10%	14% ac	10%	6%	10%	16% dg	7%	12%	7%	12%	6%	9%	12%	15%	16%	11%	16%	16%	16%	15%	14%
Don't know	39	6	3	30	-	*	2	1	5	*	2	1	5	3	-	1	1	-	1	3	1	1
	1%	1%	1%	1%	-%	1%	1%	1%	3%	*%	1%	1%	2%	3%	-%	1%	1%	-%	1%	2%	1%	1%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Table 5

QA5 Do you pay the same company for both the calls and the line rental for your fixed line phone service, or do you use different companies?

Base : Those with a fixed line phone service for making and receiving calls

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R *f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	p
Significance Level: 95%																	
Unweighted total	2508	92	119	103	158	97	78	75	206	1143	1156	65	63	1606	1978	2299	2508
Effective Weighted Sample	1734	56	51	75	128	34	21	52	150	822	733	23	17	1085	1273	1554	1734
Total	2764	69	30	55	116	43	31	49	173	1292	1199	31	22	1723	1967	2491	2764
Same company for both calls and line rental	2435	63	26	50	101	41	29	45	153	1139	1044	30	20	1503	1704	2183	2435
	88%	92%	88%	89%	87%	96%	93%	92%	89%	88%	87%	96%	90%	87%	87%	88%	88%
Different companies for calls and line rental	290	5	3	5	15	2	2	3	17	137	136	1	2	199	236	273	290
	10%	8%	12%	8%	13%	4%	7%	7%	10%	11%	11%	4%	9%	12%	12%	11%	10%
Don't know	39	-	-	1	*	-	*	1	2	16	19	-	*	21	26	34	39
	1%	-%	-%	2%	*%	-%	*%	2%	1%	1%	2%	-%	*%	1%	1%	1%	1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 6

QA6A Which supplier do you use for your TV service with monthly subscription? Please say which company you pay for this service, not the manufacturer's name.

Base : Those with a TV service via cable, Satellite or a broadband connection

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS		
		SWIT-CHED	DERED	NEIT-HER		TV	BAND	TV		BAND	PHONE	TV		BAND	PHONE	TV		BAND	PHONE	TV		BAND	PHONE
		a	b	c		d	e	f		g	h	i		j	k	l		m	n	o		p	q
Significance Level: 95%																							
Unweighted total	1721	620	317	843	97	87	235	221	139	155	323	231	230	123	88	97	125	91	124	159	92	151	
Effective Weighted Sample	1151	298	203	759	73	45	143	72	91	92	206	79	157	88	48	63	85	57	77	125	62	99	
Total	1853	308	208	1376	89	37	99	84	87	107	173	94	172	95	59	71	92	66	86	103	57	109	
Sky (Sky TV/ Sky Broadband/ Sky Talk)	1226	209	138	907	38	23	76	64	67	42	107	68	104	43	53	58	54	54	45	63	37	63	
	66%	68%	66%	66%	43%	62% d	77% de	76% d	78% d	40%	62% i	72% i	60% i	45%	88% mp	82% mp	59% mp	83% mp	52%	61%	65%	58%	
Virgin (Virgin Media/ Virgin Mobile - formerly NTL/ Telewest/ Blueyonder)	531	77	58	406	44	10	14	16	13	53	54	21	55	46	4	8	31	7	36	32	16	39	
	29%	25%	28%	29%	49% efgh	26%	15%	19%	16%	50% jkl	32%	22%	32%	48% noq	6%	11%	33% noq	11%	42%	31%	28%	36%	
BT (BT Total Broadband/ BT Yahoo/ BT Openworld/ BT Mobile/ BT Vision)	69	13	9	50	7	2	3	2	3	9	5	4	9	5	2	3	7	1	4	5	4	4	
	4%	4%	4%	4%	7%	6%	3%	2%	3%	8% j	3%	4%	5%	6%	3%	5%	8%	2%	4%	5%	7%	4%	
Talk Talk / Carphone Warehouse	10	*	-	10	-	-	*	-	*	-	*	-	*	-	-	-	-	-	-	-	-	-	
	1%	*%	-%	1%	-%	-%	*%	-%	*%	-%	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Tiscali/ HomeChoice	3	*	1	2	-	*	-	-	-	*	-	-	-	1	-	-	*	-	1	1	-	1	
	*%	*%	*%	*%	-%	*%	-%	-%	-%	*%	-%	-%	-%	1%	-%	-%	*%	-%	1%	1%	-%	*%	
AOL	1	1	-	-	-	1	1	-	*	1	1	-	*	-	-	-	-	1	-	-	-	-	
	*%	*%	-%	-%	-%	2%	1%	-%	*%	1%	1%	-%	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%	
Alpha Telecom	1	1	-	-	-	*	1	-	-	*	1	-	-	-	-	-	-	1	-	-	-	-	
	*%	*%	-%	-%	-%	*%	1%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	
Vodafone	1	*	*	-	-	-	*	-	*	-	*	-	*	*	-	-	-	-	*	*	-	*	
	*%	*%	*%	-%	-%	-%	*%	-%	*%	-%	*%	-%	*%	*%	-%	-%	-%	-%	1%	*%	-%	*%	
Post Office	1	1	-	-	-	-	*	-	1	-	*	-	1	-	-	-	-	-	-	-	-	-	
	*%	*%	-%	-%	-%	-%	*%	-%	1%	-%	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Top-up TV	1	1	-	-	*	*	*	*	-	*	1	*	*	-	-	-	-	-	-	-	-	-	
	*%	*%	-%	-%	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
T-Mobile (formerly One2One)	1	1	-	-	-	*	-	*	*	*	-	*	*	-	-	-	-	-	-	-	-	-	
	*%	*%	-%	-%	-%	*%	-%	1%	1%	*%	-%	1%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 6

QA6A Which supplier do you use for your TV service with monthly subscription? Please say which company you pay for this service, not the manufacturer's name.

Base : Those with a TV service via cable, Satellite or a broadband connection

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED								
	CONSI				BUN- DLE	BROAD			MOB.	FIXED LINE CALLS	BROAD			MOB.	FIXED LINE CALLS	BUN- DLE	BROAD			MOB.	FIXED LINE CALLS	BROAD			MOB.	FIXED LINE CALLS	
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	BAND	PHONE	BAND	PHONE	BAND	PHONE	TV		BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u					
Significance Level: 95%																											
Unweighted total	1721	620	317	843	97	87	235	221	139	155	323	231	230	123	88	97	125	91	124	159	92	151					
Effective Weighted Sample	1151	298	203	759	73	45	143	72	91	92	206	79	157	88	48	63	85	57	77	125	62	99					
Total	1853	308	208	1376	89	37	99	84	87	107	173	94	172	95	59	71	92	66	86	103	57	109					
PlusNet	*	*	-	-	-	*	*	-	-	*	*	-	-	-	-	-	-	-	-	-	-	-					
	%	%	-%	-%	-%	1%	%	-%	-%	%	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%					
Smallworld Media	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	*	-	*	-	*					
	%	-%	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	1%	-%	%	-%	%					
Eclipse Internet	*	*	*	-	-	-	-	*	-	-	-	*	-	-	-	*	-	-	-	*	-	-					
	%	%	%	-%	-%	-%	-%	%	-%	-%	-%	%	-%	-%	-%	1%	-%	-%	-%	%	-%	-%					
Greenbee	*	*	*	-	-	-	-	-	*	-	-	-	*	-	*	-	-	-	*	-	-	-					
	%	%	%	-%	-%	-%	-%	-%	%	-%	-%	-%	%	-%	1%	-%	-%	-%	%	-%	-%	-%					
Tesco	*	*	*	-	-	-	*	-	-	-	*	-	-	-	*	-	-	-	*	-	-	-					
	%	%	%	-%	-%	-%	%	-%	-%	-%	%	-%	-%	-%	1%	-%	-%	-%	%	-%	-%	-%					
Orange (Wanadoo/ Freeserve)	*	*	-	-	-	*	-	*	-	*	-	*	-	-	-	-	-	-	-	-	-	-					
	%	%	-%	-%	-%	%	-%	%	-%	%	-%	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%					
'3' Mobile	*	*	-	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-					
	%	%	-%	-%	-%	-%	-%	%	-%	-%	-%	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%					
Other supplier	7	3	2	2	*	1	2	1	*	1	2	1	1	*	1	1	*	1	1	1	*	1					
	%	1%	1%	%	%	2%	2%	1%	%	1%	1%	1%	%	%	1%	1%	%	1%	1%	1%	1%	1%					

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 6

QA6A Which supplier do you use for your TV service with monthly subscription? Please say which company you pay for this service, not the manufacturer's name.

Base : Those with a TV service via cable, Satellite or a broadband connection

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC *b	C&R *c	NoT d	PAC *e	C&R *f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	1721	108	78	71	115	67	68	51	144	714	908	49	52	1721	1419	1622	1606
Effective Weighted Sample	1151	61	37	51	90	27	19	36	104	508	575	18	14	1151	922	1083	1085
Total	1853	73	23	42	86	30	29	34	121	808	938	20	19	1853	1424	1746	1723
Sky (Sky TV/ Sky Broadband/ Sky Talk)	1226 66%	27 37%	19 82% cd	19 46%	53 62%	17 57%	22 76%	13 39%	78 65%	522 65%	644 69%	12 59%	16 86%	1226 66%	890 63%	1166 67% n	1118 65%
Virgin (Virgin Media/ Virgin Mobile - formerly NTL/ Telewest/ Blueyonder)	531 29%	36 49%	1 4%	20 47% b	29 34% b	10 32%	6 21%	19 55% h	34 28%	254 31% j	239 26%	7 36%	3 14%	531 29%	445 31%	493 28%	512 30%
BT (BT Total Broadband/ BT Yahoo/ BT Openworld/ BT Mobile/ BT Vision)	69 4%	8 11%	3 11% d	1 2%	1 1%	3 9%	1 2%	1 3%	7 6%	19 2%	42 4%	* 2%	- -%	69 4%	62 4%	60 3%	67 4%
Talk Talk / Carphone Warehouse	10 1%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	7 1%	3 *%	- -%	- -%	10 1%	10 1%	10 1%	10 1%
Tiscali/ HomeChoice	3 *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	2 *%	- -%	- -%	3 *%	3 *%	3 *%	3 *%
AOL	1 *%	1 1%	- -%	- -%	1 1%	- -%	- -%	- -%	* *%	1 *%	- -%	- -%	- -%	1 *%	1 *%	1 *%	1 *%
Alpha Telecom	1 *%	* *%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	1 *%	1 *%	1 *%	1 *%
Vodafone	1 *%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* *%	- -%	1 *%	- -%	- -%	1 *%	1 *%	1 *%	1 *%
Post Office	1 *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	1 1%	* *%	* *%	- -%	- -%	1 *%	1 *%	1 *%	1 *%
Top-up TV	1 *%	* *%	- -%	1 1%	- -%	- -%	* *%	* 1%	- -%	* *%	* *%	- -%	* *%	1 *%	1 *%	1 *%	1 *%
T-Mobile (formerly One2One)	1 *%	* *%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	* *%	- -%	- -%	- -%	1 *%	- -%	* *%	* *%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 6

QA6A Which supplier do you use for your TV service with monthly subscription? Please say which company you pay for this service, not the manufacturer's name.

Base : Those with a TV service via cable, Satellite or a broadband connection

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC *b	C&R *c	NoT d	PAC *e	C&R *f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	1721	108	78	71	115	67	68	51	144	714	908	49	52	1721	1419	1622	1606
Effective Weighted Sample	1151	61	37	51	90	27	19	36	104	508	575	18	14	1151	922	1083	1085
Total	1853	73	23	42	86	30	29	34	121	808	938	20	19	1853	1424	1746	1723
PlusNet	*	*	-	*	-	-	-	-	-	-	*	-	-	*	*	*	*
	*%	1%	-%	1%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*%	*%	*%
Smallworld Media	*	-	-	-	-	-	-	-	-	*	-	-	-	*	*	*	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	*%	*%	*%
Eclipse Internet	*	-	-	-	-	-	-	-	-	*	-	-	-	*	*	*	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	*%	*%	*%
Greenbee	*	-	-	-	-	-	-	-	-	-	*	-	-	*	*	*	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*%	*%	*%
Tesco	*	-	-	-	-	-	-	-	-	*	-	-	-	*	*	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	*%	*%	-%
Orange (Wanadoo/ Freeserve)	*	*	-	-	-	-	*	-	-	*	-	-	-	*	*	*	*
	*%	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	*%	*%	*%	*%
'3' Mobile	*	-	-	-	-	-	*	-	-	*	-	-	-	*	*	*	*
	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	*%	*%	*%	*%
Other supplier	7	*	1	1	1	1	*	*	*	1	5	1	*	7	7	7	7
	*%	1%	3%	2%	1%	2%	*%	1%	*%	*%	1%	4%	*%	*%	*%	*%	*%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 7

QA6B. Which supplier do you use for your fixed line broadband? Please say which company you pay for this service, not the manufacturer's name

Base : Those with a fixed line broadband service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	CONSI				SWITCHED & COVERED					COVERED				COVERED				COVERED				
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
						TV	BAND		TV	BAND		TV	BAND			TV	BAND		TV	BAND		TV
	a	b	c	d	*e	f	g	h	i	j	k	l	m	*n	o	p	q	r	s	t	u	
Significance Level: 95%																						
Unweighted total	2052	801	404	909	116	69	373	265	188	128	489	273	298	150	71	174	158	111	109	242	125	186
Effective Weighted Sample	1309	424	306	822	88	41	222	119	128	87	300	114	211	111	44	119	108	85	81	189	91	144
Total	2027	325	241	1497	86	30	149	64	111	84	235	72	193	111	39	122	111	65	66	156	73	115
Virgin (Virgin Media/ Virgin Mobile - formerly NTL/ Telewest/ Blueyonder)	556 27%	78 24%	59 25%	425 28%	41 48% fgh	10 34% fh	19 13%	15 23% f	17 15%	50 59% jkl	61 26%	19 27%	56 29%	45 40% nopq	6 14%	15 12%	30 27% oq	8 12%	30 45% stu	41 26%	20 27%	35 30%
BT (BT Total Broadband/ BT Yahoo/ BT Openworld/ BT Mobile/ BT Vision)	490 24%	58 18%	60 25% a	380 25% a	12 14%	7 24%	30 20%	10 15%	19 18%	10 11%	42 18%	10 13%	31 16%	26 23%	14 35%	38 31%	34 31%	14 22%	9 14%	39 25% r	19 25%	26 22%
Sky (Sky TV/ Sky Broadband/ Sky Talk)	288 14%	65 20% bc	25 10%	205 14%	12 14%	8 25%	32 22%	15 23%	27 24%	19 23%	44 19%	16 22%	38 20%	16 15% o	3 6% o	1 1%	14 13% o	6 10% o	12 19% s	12 8%	10 14%	14 12%
Talk Talk / Carphone Warehouse	233 11%	43 13%	25 11%	168 11%	12 14%	1 4%	18 12%	8 13%	17 15%	1 2%	30 13% i	8 12% i	29 15% i	14 12%	7 17% q	9 7%	8 7%	4 6%	5 8%	17 11%	9 12%	13 11%
AOL	111 5%	7 2%	12 5% a	94 6% a	- -%	* *%	3 2%	3 4%	3 3%	* *%	3 1%	3 4%	3 2%	1 1%	2 4%	11 9% m	4 4%	6 9% m	2 2%	8 5%	2 2%	4 3%
Orange (Wanadoo/ Freeserve)	77 4%	10 3%	17 7% ac	52 3%	- -%	- -%	7 5% d	3 5% d	4 3%	- -%	7 3%	3 5%	4 2%	- -%	2 4% m	16 13% mp	1 1%	10 15% mp	2 2%	11 7%	1 2%	8 7%
Tiscali/ HomeChoice	66 3%	9 3%	15 6% ac	43 3%	1 2%	- -%	1 1%	2 3%	4 4% f	- -%	3 1%	2 3%	6 3%	5 5%	1 4%	13 11%	5 5%	6 10%	1 1%	11 7%	4 6%	7 6%
O2 (formerly BT Cellnet)	48 2%	22 7% bc	5 2%	24 2%	1 1%	1 4%	19 12% dg	3 4%	7 6%	1 1%	19 8% il	3 5%	7 4%	- -%	2 4% m	2 2%	4 3%	2 3%	2 3%	2 1%	1 2%	1 1%
PlusNet	34 2%	9 3%	2 1%	24 2%	* *%	1 4%	8 5% da	1 1%	4 4%	1 1%	8 4%	1 1%	4 2%	- -%	- -%	3 3%	1 1%	2 3% m	- -%	1 *% da	1 1%	* *%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 7

QA6B. Which supplier do you use for your fixed line broadband? Please say which company you pay for this service, not the manufacturer's name

Base : Those with a fixed line broadband service

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED									
	Total	CONSI			BUN-DLE	FIXED			BUN-DLE	FIXED			BUN-DLE	FIXED			BUN-DLE	FIXED								
		SWIT-CHED	DERED	NEIT-HER		TV	BAND	PHONE		MOB.	LINE	CALLS		TV	BAND	PHONE		MOB.	LINE	CALLS	TV	BAND	PHONE	MOB.	LINE	CALLS
Significance Level: 95%		a	b	c	d	*e	f	g	h	i	j	k	l	m	*n	o	p	q	r	s	t	u				
Unweighted total	2052	801	404	909	116	69	373	265	188	128	489	273	298	150	71	174	158	111	109	242	125	186				
Effective Weighted Sample	1309	424	306	822	88	41	222	119	128	87	300	114	211	111	44	119	108	85	81	189	91	144				
Total	2027	325	241	1497	86	30	149	64	111	84	235	72	193	111	39	122	111	65	66	156	73	115				
Pipex	13 1%	2 1%	1 1%	10 1%	- -%	- -%	1 1%	1 1%	1 1%	- -%	1 1%	1 1%	1 1%	2 2%	1 3%	1 1%	* 1%	1 2%	1 1%	* 1%	* 1%	1 1%				
Be	12 1%	1 1%	1 1%	10 1%	- -%	* 1%	1 1%	* 1%	1 1%	* 1%	1 1%	* 1%	1 1%	1 1%	- -%	1 1%	- -%	1 1%	- -%	1 1%	- -%	1 1%				
Tesco	11 1%	* 1%	2 1%	9 1%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	2 1%	1 1%	* 1%	- -%	2 1%	1 1%	* 1%				
Post Office	9 1%	4 1%	- -%	5 1%	1 1%	- -%	1 1%	* 1%	3 2%	- -%	1 1%	* 1%	3 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%				
Kingston Communications (KC Talk/ Karoo)	6 1%	1 1%	2 1%	3 1%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	1 1%	1 1%	* 1%	- -%	1 1%	1 1%	* 1%				
'3' Mobile	5 1%	1 1%	2 1%	3 1%	- -%	* 1%	* 1%	* 1%	- -%	* 1%	* 1%	* 1%	- -%	- -%	- -%	1 1%	1 1%	- -%	- -%	1 1%	1 2%	- -%				
Demon Internet	5 1%	1 1%	2 1%	3 1%	- -%	- -%	* 1%	* 1%	- -%	- -%	* 1%	* 1%	- -%	- -%	* 1%	1 1%	1 1%	- -%	* 1%	1 1%	- -%	- -%				
Zen Internet	3 1%	1 1%	1 1%	1 1%	- -%	- -%	1 1%	- -%	* 1%	- -%	1 1%	- -%	* 1%	- -%	- -%	* 1%	1 1%	- -%	- -%	- -%	1 1%	- -%				
Vodafone	3 1%	- -%	* 1%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	1 1%	1 1%	* 1%	* 1%	- -%	* 1%				
Alpha Telecom	2 1%	1 1%	- -%	2 1%	- -%	2 2%	* 1%	- -%	* 1%	1 1%	* 1%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%				
Greenbee	2 1%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%				
Telecom Plus	2 1%	1 1%	* 1%	1 1%	- -%	- -%	1 1%	1 1%	- -%	- -%	1 1%	1 1%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	* 1%	- -%				
T-Mobile (formerly One2One)	2 1%	1 1%	- -%	1 1%	1 1%	- -%	* 1%	- -%	* 1%	- -%	1 1%	- -%	1 1%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%				

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 7

QA6B. Which supplier do you use for your fixed line broadband? Please say which company you pay for this service, not the manufacturer's name

Base : Those with a fixed line broadband service

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE PHONE CALLS	BROAD MOB.			FIXED LINE PHONE CALLS	BROAD MOB.			FIXED LINE PHONE CALLS	BROAD MOB.			FIXED LINE PHONE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND							
	a	b	c	d	*e	f	g	h	i	j	k	l	m	*n	o	p	q	r	s	t	u	
Significance Level: 95%																						
Unweighted total	2052	801	404	909	116	69	373	265	188	128	489	273	298	150	71	174	158	111	109	242	125	186
Effective Weighted Sample	1309	424	306	822	88	41	222	119	128	87	300	114	211	111	44	119	108	85	81	189	91	144
Total	2027	325	241	1497	86	30	149	64	111	84	235	72	193	111	39	122	111	65	66	156	73	115
24 Talk	2 *%	- -%	- -%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Eclipse Internet	2 *%	1 *%	1 *%	- -%	- -%	- -%	- -%	* 1%	* *%	- -%	- -%	* 1%	* *%	- -%	* 1%	1 1%	- -%	1 1%	* 1%	1 *%	- -%	1 1%
Madasafish	1 *%	* *%	- -%	1 *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Go Talk	1 *%	1 *%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Primus	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* 1%	- -%	* *%	- -%	* *%
Toucan	* *%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other supplier	45 2%	9 3%	9 4%	29 2%	4 5%	1 2%	5 3%	2 2%	3 3%	1 1%	9 4%	3 4%	8 4%	1 1%	2 6%	5 4%	2 2%	2 3%	2 4%	5 3%	2 3%	3 3%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 7

QA6B. Which supplier do you use for your fixed line broadband? Please say which company you pay for this service, not the manufacturer's name

Base : Those with a fixed line broadband service

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R *f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	2052	89	125	109	161	89	68	67	181	886	1090	58	56	1419	2052	1976	1978	
Effective Weighted Sample	1309	59	53	79	130	43	17	48	140	590	673	30	16	922	1309	1262	1273	
Total	2027	54	31	58	118	27	16	40	136	888	1072	17	10	1424	2027	1961	1967	
Virgin (Virgin Media/ Virgin Mobile - formerly NTL/ Telewest/ Blueyonder)	556 27%	33 62%	2 8%	23 39% bd	30 26% b	8 31%	5 33%	21 51% h	34 25%	251 28%	280 26%	6 34%	3 27%	492 35% nop	556 27%	531 27%	528 27%	
BT (BT Total Broadband/ BT Yahoo/ BT Openworld/ BT Mobile/ BT Vision)	490 24%	8 15%	7 24%	11 19%	18 15%	3 11%	2 11%	6 15%	22 16%	195 22%	279 26%	2 14%	1 6%	317 22%	490 24%	474 24%	478 24%	
Sky (Sky TV/ Sky Broadband/ Sky Talk)	288 14%	8 15%	7 23%	8 13%	24 20%	5 19%	4 25%	3 9%	29 21%	112 13%	170 16%	3 18%	4 37%	284 20% nop	288 14%	282 14%	283 14%	
Talk Talk / Carphone Warehouse	233 11%	1 2%	3 11%	6 10%	18 15%	2 7%	2 15%	5 13%	22 16%	126 14% j	100 9%	1 7%	1 5%	107 8%	233 11% m	226 12% m	228 12% m	
AOL	111 5%	* *%	1 3%	* *%	1 1%	1 5%	1 3%	1 4%	1 1%	61 7%	47 4%	1 6%	* 5%	55 4%	111 5%	108 6%	109 6%	
Orange (Wanadoo/ Freeserve)	77 4%	- -%	* 2%	1 1%	5 4%	2 6%	1 8%	- -%	3 2%	36 4%	39 4%	1 8%	1 12%	38 3%	77 4%	75 4%	75 4%	
Tiscali/ HomeChoice	66 3%	- -%	* *%	1 1%	1 1%	* 1%	* *%	- -%	5 4%	30 3%	35 3%	* 1%	* *%	35 2%	66 3%	65 3%	65 3%	
O2 (formerly BT Cellnet)	48 2%	1 2%	5 16% c	3 5%	10 9%	2 7%	- -%	1 3%	5 4%	17 2%	30 3%	1 6%	- -%	24 2%	48 2%	47 2%	46 2%	
PlusNet	34 2%	1 2%	1 3%	4 8% d	2 2%	1 2%	* *%	2 6%	2 1%	9 1%	25 2%	* 1%	* *%	17 1%	34 2%	34 2%	34 2%	
Pipex	13 1%	- -%	- -%	- -%	1 1%	- -%	* *%	- -%	1 *%	8 1%	5 *%	- -%	* *%	8 1%	13 1%	13 1%	13 1%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 7

QA6B. Which supplier do you use for your fixed line broadband? Please say which company you pay for this service, not the manufacturer's name

Base : Those with a fixed line broadband service

		TV PROCES S		BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
		a	b	c	d	e	*f	*g	h	i	j	*k	*l	m	n	o	p
Significance Level: 95%																	
Unweighted total	2052	89	125	109	161	89	68	67	181	886	1090	58	56	1419	2052	1976	1978
Effective Weighted Sample	1309	59	53	79	130	43	17	48	140	590	673	30	16	922	1309	1262	1273
Total	2027	54	31	58	118	27	16	40	136	888	1072	17	10	1424	2027	1961	1967
Be	12	*	*	1	-	-	-	-	*	2	9	-	-	5	12	12	12
	1%	*%	*%	1%	-%	-%	-%	-%	*%	*%	1%	-%	-%	*%	1%	1%	1%
Tesco	11	-	-	-	-	-	*	-	-	11	*	-	*	*	11	11	11
	1%	-%	-%	-%	-%	-%	*%	-%	-%	1%	*%	-%	*%	*%	1%	1%	1%
										j					m	m	m
Post Office	9	-	-	-	1	*	-	-	3	7	2	*	-	2	9	9	9
	*%	-%	-%	-%	1%	*%	-%	-%	3%	1%	*%	1%	-%	*%	*%	*%	*%
Kingston Communications (KC Talk/ Karoo)	6	-	-	-	-	1	*	-	-	2	4	*	*	5	6	6	6
	*%	-%	-%	-%	-%	2%	3%	-%	-%	*%	*%	2%	4%	*%	*%	*%	*%
'3' Mobile	5	-	-	*	-	*	-	-	-	2	3	*	-	3	5	5	2
	*%	-%	-%	1%	-%	1%	-%	-%	-%	*%	*%	2%	-%	*%	*%	*%	*%
Demon Internet	5	-	*	-	-	-	-	-	-	2	2	-	-	2	5	5	5
	*%	-%	1%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	*%	*%	*%	*%
Zen Internet	3	-	-	*	*	-	-	-	*	1	2	-	-	1	3	3	3
	*%	-%	-%	1%	*%	-%	-%	-%	*%	*%	*%	-%	-%	*%	*%	*%	*%
Vodafone	3	-	-	-	-	-	-	-	-	1	1	-	-	*	3	3	3
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	*%	*%	*%	*%
Alpha Telecom	2	1	-	-	-	-	-	-	*	1	2	-	-	1	2	2	2
	*%	1%	-%	-%	-%	-%	-%	-%	*%	*%	*%	-%	-%	*%	*%	*%	*%
Greenbee	2	-	-	-	-	-	-	-	-	-	2	-	-	-	2	2	2
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	*%	*%
Telecom Plus	2	-	1	-	-	-	-	-	-	1	1	-	-	*	2	2	2
	*%	-%	2%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	*%	*%	*%	*%
T-Mobile (formerly One2One)	2	-	-	-	1	-	-	-	1	1	1	-	-	*	2	2	2
	*%	-%	-%	-%	1%	-%	-%	-%	1%	*%	*%	-%	-%	*%	*%	*%	*%
24 Talk	2	-	-	-	-	-	-	-	-	-	2	-	-	2	2	2	2
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*%	*%	*%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 7

QA6B. Which supplier do you use for your fixed line broadband? Please say which company you pay for this service, not the manufacturer's name

Base : Those with a fixed line broadband service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R *f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	
Significance Level: 95%																	
Unweighted total	2052	89	125	109	161	89	68	67	181	886	1090	58	56	1419	2052	1976	1978
Effective Weighted Sample	1309	59	53	79	130	43	17	48	140	590	673	30	16	922	1309	1262	1273
Total	2027	54	31	58	118	27	16	40	136	888	1072	17	10	1424	2027	1961	1967
Eclipse Internet	2 *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	1 *%	1 *%	- -%	- -%	1 *%	2 *%	2 *%	2 *%
Madasafish	1 *%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	1 *%	* 1%	- -%	* *%	1 *%	1 *%	1 *%
Go Talk	1 *%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	1 1%	- -%	1 *%	- -%	- -%	- -%	1 *%	1 *%	1 *%
Primus	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	* *%	* *%	* *%
Toucan	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%
Other supplier	45 2%	1 1%	2 8%	1 1%	5 4%	1 5%	* 2%	- -%	7 5%	14 2%	28 3%	- -%	* 3%	25 2%	45 2%	42 2%	45 2%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 8

QA6C. Which supplier do you use for your mobile phone network? Please say which company you pay for this service, not the manufacturer's name.

Base : Those with a mobile phone they personally use

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
		SWIT-CHED	DERED	NEIT-HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%	a	b	c	d	*e	f	g	h	i	j	k	l	m	*n	o	p	q	r	s	t	u	
Unweighted total	2630	882	443	1369	120	77	348	341	208	140	463	351	322	151	79	166	194	134	117	234	149	208
Effective Weighted Sample	1816	421	292	1242	89	42	209	119	136	91	287	125	221	109	43	113	126	86	74	183	95	142
Total	2985	444	312	2271	93	36	142	152	138	97	227	163	227	117	55	117	162	101	85	151	108	150
O2 (formerly BT Cellnet)	773	130	88	572	24	11	46	40	46	26	68	41	68	30	14	35	33	32	22	39	26	45
	26%	29%	28%	25%	25%	32%	32%	26%	34%	27%	30%	25%	30%	26%	25%	30%	20%	31%	26%	25%	24%	30%
Orange (Wanadoo/ Freeserve)	685	87	72	535	20	7	32	23	30	15	52	23	50	28	12	26	44	25	19	35	26	33
	23%	20%	23%	24%	22%	19%	22%	15%	22%	16%	23% k	14%	22%	24%	22%	22%	27%	25%	23%	23%	24%	22%
Vodafone	604	72	62	475	17	6	21	24	22	19	36	24	39	27	11	26	38	19	9	31	24	28
	20%	16%	20%	21% a	18%	17%	15%	16%	16%	19%	16%	15%	17%	23%	19%	22%	23%	19%	10%	20% r	22% r	19%
T-Mobile (formerly One2One)	380	57	39	288	10	1	16	26	14	9	25	26	24	11	9	12	21	9	14	19	13	18
	13%	13%	12%	13%	11%	4%	11%	17% e	10%	9%	11%	16%	11%	10%	16%	10%	13%	9%	17%	12%	12%	12%
'3' Mobile	205	36	18	152	8	5	8	14	10	12	15	14	18	4	5	9	13	6	7	8	6	7
	7%	8%	6%	7%	8%	13%	5%	9%	8%	12%	7%	9%	8%	4%	9%	8%	8%	6%	9%	5%	5%	5%
Virgin (Virgin Media/ Virgin Mobile - formerly NTL/ Telewest/ Blueyonder)	178	24	14	141	6	3	7	10	5	8	13	14	11	8	3	5	5	5	5	10	5	9
	6%	5%	5%	6%	6%	8%	5%	6%	4%	8%	6%	9%	5%	7%	5%	4%	3%	5%	6%	6%	5%	6%
Tesco	67	14	7	46	2	-	3	8	4	-	5	8	6	4	2	1	2	1	5	5	2	4
	2%	3%	2%	2%	2%	-%	2%	6%	3%	-%	2%	5% i	2%	3%	3%	1%	1%	1%	6%	3%	2%	3%
BT (BT Total Broadband/ BT Yahoo/ BT Openworld/ BT Mobile/ BT Vision)	22	3	3	15	3	-	*	-	-	3	1	2	2	1	-	2	1	3	-	1	1	2
	1%	1%	1%	1%	3% fgh	-%	*%	-%	-%	3% j	1%	1%	1%	1%	-%	2%	1%	2%	-%	1%	1%	2%
Talk Talk / Carphone Warehouse	10	2	2	7	-	*	1	1	1	*	1	1	1	1	-	*	1	-	-	2	2	1
	*%	*%	1%	*%	-%	1%	1%	1%	*%	*%	1%	1%	*%	1%	-%	*%	*%	-%	-%	1%	2%	1%
Tiscali/ HomeChoice	3	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 8

QA6C. Which supplier do you use for your mobile phone network? Please say which company you pay for this service, not the manufacturer's name.

Base : Those with a mobile phone they personally use

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED						
	Total	CONSI			BUN-DLE	FIXED			PHONE	CALLS	FIXED			BUN-DLE	FIXED			PHONE	CALLS	FIXED			PHONE	CALLS
		SWIT-CHED	DERED	NEIT-HER		TV	BAND	MOB.			LINE	TV	BAND		MOB.	LINE	TV			BAND	MOB.	LINE		
		a	b	c	d	*e	f	g	h	i	j	k	l	m	*n	o	p	q	r	s	t	u		
Significance Level: 95%																								
Unweighted total	2630	882	443	1369	120	77	348	341	208	140	463	351	322	151	79	166	194	134	117	234	149	208		
Effective Weighted Sample	1816	421	292	1242	89	42	209	119	136	91	287	125	221	109	43	113	126	86	74	183	95	142		
Total	2985	444	312	2271	93	36	142	152	138	97	227	163	227	117	55	117	162	101	85	151	108	150		
Sky (Sky TV/ Sky Broadband/ Sky Talk)	3 *%	2 1%	- -%	1 *%	2 2% f	1 2%	- -%	* *%	1 *%	2 2%	1 1%	2 1%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		
Post Office	3 *%	1 *%	* *%	2 *%	- -%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* 1%	- -%	2 1%	* *%	* *%	- -%	- -%	- -%		
Madasafish	3 *%	1 *%	* *%	2 *%	- -%	* 1%	* *%	* *%	- -%	* *%	* *%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%		
Zen Internet	1 *%	* *%	1 *%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	* *%	* *%	- -%	* *%	* *%	* *%	- -%	- -%	1 1%	* *%	- -%	* *%		
Euphony	1 *%	1 *%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%		
Telecom Plus	1 *%	1 *%	- -%	- -%	- -%	- -%	1 *%	1 *%	- -%	- -%	1 *%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		
Top-up TV	* *%	* *%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* *%		
Eclipse Internet	* *%	* *%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%		
First Telecom	* *%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		
Be	* *%	* *%	- -%	- -%	- -%	* 1%	- -%	- -%	* *%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		
AOL	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		
Other supplier	44 1%	11 2%	3 1%	30 1%	2 2%	1 2%	5 4%	5 3%	3 2%	1 1%	7 3%	6 4%	5 2%	2 2%	- -%	1 1%	3 2%	* *%	1 1%	2 1%	3 2%	1 1%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 8

QA6C. Which supplier do you use for your mobile phone network? Please say which company you pay for this service, not the manufacturer's name.

Base : Those with a mobile phone they personally use

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	2630	95	116	104	155	106	93	72	199	1342	1288	70	73	1622	1976	2630	2299
Effective Weighted Sample	1816	61	50	75	126	39	27	50	150	988	829	26	21	1083	1262	1816	1554
Total	2985	64	30	56	115	48	40	45	164	1599	1386	34	29	1746	1961	2985	2491
O2 (formerly BT Cellnet)	773 26%	20 32%	12 39%	17 31%	32 28%	15 32%	8 21%	11 24%	52 32%	420 26%	353 25%	12 37%	5 18%	482 28%	539 28%	773 26%	656 26%
Orange (Wanadoo/ Freeserve)	685 23%	9 13%	5 16%	12 22%	27 23%	4 8%	7 18%	9 21%	35 21%	339 21%	346 25%	4 11%	6 21%	363 21%	440 22%	685 23%	551 22%
Vodafone	604 20%	8 13%	2 7%	4 8%	24 21% bc	1 2%	7 18% e	7 15%	29 18%	356 22% j	248 18%	1 3%	5 16%	340 19%	390 20%	604 20%	507 20%
T-Mobile (formerly One2One)	380 13%	8 12%	1 5%	12 22% bd	9 8%	8 16%	7 17%	7 15%	16 10%	214 13%	166 12%	7 19%	6 22%	232 13%	214 11%	380 13%	308 12%
'3' Mobile	205 7%	6 10%	2 7%	2 4%	11 9%	7 13%	2 5%	3 8%	14 9%	60 4%	145 10% i	5 15%	2 7%	125 7%	124 6%	205 7%	166 7%
Virgin (Virgin Media/ Virgin Mobile - formerly NTL/ Telewest/ Blueyonder)	178 6%	7 11%	2 7%	4 8%	5 5%	4 8%	5 13%	4 9%	7 4%	101 6%	77 6%	2 6%	3 11%	116 7%	144 7%	178 6%	167 7%
Tesco	67 2%	- -%	2 6%	* 1%	1 1%	3 7%	2 6%	1 2%	4 2%	63 4% j	4 *%	1 4%	1 5%	32 2%	41 2%	67 2%	55 2%
BT (BT Total Broadband/ BT Yahoo/ BT Openworld/ BT Mobile/ BT Vision)	22 1%	3 5%	1 4%	* 1%	- -%	2 4%	- -%	- -%	2 1%	5 *%	17 1% i	- -%	- -%	16 1%	17 1%	22 1%	22 1%
Talk Talk / Carphone Warehouse	10 *%	* *%	1 2%	* 1%	- -%	* 1%	* 1%	- -%	1 *%	1 *%	9 1% i	* *%	- -%	3 *%	8 *%	10 *%	7 *%
Tiscali/ HomeChoice	3 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 *%	- -%	- -%	3 *%	1 *%	3 *%	3 *%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 8

QA6C. Which supplier do you use for your mobile phone network? Please say which company you pay for this service, not the manufacturer's name.

Base : Those with a mobile phone they personally use

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
		a	b	c	d	e	f	*g	h	i	j	*k	*l	m	n	o	p
Significance Level: 95%																	
Unweighted total	2630	95	116	104	155	106	93	72	199	1342	1288	70	73	1622	1976	2630	2299
Effective Weighted Sample	1816	61	50	75	126	39	27	50	150	988	829	26	21	1083	1262	1816	1554
Total	2985	64	30	56	115	48	40	45	164	1599	1386	34	29	1746	1961	2985	2491
Sky (Sky TV/ Sky Broadband/ Sky Talk)	3 *%	1 2%	- -%	- -%	1 1%	- -%	* 1%	1 2%	1 1%	3 *%	* *%	- -%	- -%	3 *%	3 *%	3 *%	3 *%
Post Office	3 *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	3 *%	- -%	- -%	1 *%	3 *%	3 *%	3 *%
Madasafish	3 *%	* 1%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	2 *%	1 *%	* *%	* *%	1 *%	1 *%	3 *%	3 *%
Zen Internet	1 *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	1 *%	- -%	- -%	1 *%	1 *%	1 *%	1 *%
Euphony	1 *%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	1 *%	1 *%	1 *%	1 *%
Telecom Plus	1 *%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	* *%	1 *%	1 *%	1 *%
Top-up TV	* *%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* *%	* 1%	- -%	* *%	- -%	* *%	* *%
Eclipse Internet	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	* *%	* *%	* *%
First Telecom	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	* *%	* *%	* *%	* *%
Be	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	- -%	* *%	* *%	* *%	* *%
AOL	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	* *%	* *%
Other supplier	44 1%	1 2%	1 4%	2 4%	3 2%	3 7%	* *%	2 5%	3 2%	32 2%	12 1%	1 4%	* *%	24 1%	31 2%	44 1%	36 1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 9

QA6D. Which supplier do you use for your fixed line phone (calls)? Please say which company you pay for this service, not the manufacturer's name.

Base : Those with a fixed line phone service for making and receiving calls

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	CONSI				SWITCHED & COVERED					COVERED				COVERED				COVERED				
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
						TV	BAND			TV	BAND			TV	BAND			TV	BAND			
	a	b	c	d	*e	f	g	h	i	j	k	l	m	*n	o	p	q	r	s	t	u	
Significance Level: 95%																						
Unweighted total	2508	832	427	1310	124	66	347	294	216	133	462	304	335	152	74	166	163	142	115	237	128	214
Effective Weighted Sample	1734	396	292	1188	87	39	209	93	142	85	287	99	225	109	45	119	105	92	78	185	85	146
Total	2764	409	285	2111	100	31	142	108	145	100	228	119	243	117	48	113	123	110	80	152	79	156
BT (BT Total Broadband/ BT Yahoo/ BT Openworld/ BT Mobile/ BT Vision)	1449	159	143	1162	18	14	68	59	44	22	82	62	60	29	27	76	61	73	23	72	34	71
	52%	39%	50%	55%	18%	45%	47%	54%	30%	22%	36%	52%	25%	25%	57%	67%	49%	66%	28%	47%	43%	45%
			a	a		d	dh	dh	d		il	ijl		m	mp	m	mp		r		r	
Virgin (Virgin Media/ Virgin Mobile - formerly NTL/ Telewest/ Blueyonder)	577	78	62	448	43	8	16	16	15	50	56	21	59	49	5	8	29	10	34	34	18	45
	21%	19%	22%	21%	43%	25%	11%	15%	11%	50%	24%	18%	24%	42%	10%	7%	24%	9%	43%	23%	23%	29%
					fgh	fh				ijkl				nopq			oq		stu			
Talk Talk / Carphone Warehouse	273	58	30	189	12	2	20	8	32	2	32	8	44	14	8	12	13	9	6	19	12	14
	10%	14%	11%	9%	12%	5%	14%	8%	22%	2%	14%	7%	18%	12%	16%	11%	10%	8%	8%	12%	15%	9%
		c							efg		i		ik									
Sky (Sky TV/ Sky Broadband/ Sky Talk)	238	61	21	161	18	6	21	13	26	24	32	15	44	13	2	1	11	1	12	10	9	12
	9%	15%	7%	8%	18%	19%	15%	12%	18%	24%	14%	12%	18%	11%	3%	1%	9%	1%	15%	7%	12%	8%
		bc								jk				oq			oq		s			
Other supplier	56	12	11	35	4	-	4	2	6	-	9	3	10	2	3	7	3	8	3	6	1	7
	2%	3%	4%	2%	4%	-%	3%	2%	4%	-%	4%	3%	4%	2%	7%	6%	2%	7%	4%	4%	2%	4%
			c																			
Post Office	41	10	3	29	1	*	1	1	7	*	2	1	8	-	1	2	-	3	-	2	-	1
	1%	2%	1%	1%	1%	1%	1%	1%	5%	1%	1%	1%	3%	-%	2%	2%	-%	3%	-%	1%	-%	1%
									f				j									
Tiscali/ HomeChoice	32	7	4	21	1	*	*	1	4	*	2	1	5	5	1	1	1	1	1	4	1	3
	1%	2%	1%	1%	1%	1%	1%	1%	3%	1%	1%	1%	2%	4%	1%	1%	1%	1%	1%	2%	1%	2%
									f													
AOL	23	3	1	19	-	*	2	1	2	*	2	1	2	1	-	1	-	1	-	*	-	1
	1%	1%	1%	1%	-%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	-%	1%	-%	1%	-%	1%
Tesco	15	1	2	13	-	1	*	*	1	1	*	*	1	-	-	2	-	*	-	2	-	-
	1%	1%	1%	1%	-%	2%	1%	1%	1%	1%	1%	1%	1%	-%	-%	1%	-%	1%	-%	1%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 9

QA6D. Which supplier do you use for your fixed line phone (calls)? Please say which company you pay for this service, not the manufacturer's name.

Base : Those with a fixed line phone service for making and receiving calls

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT-CHED	DERED	NEIT-HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
																							i
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u	
Significance Level: 95%																							
Unweighted total	2508	832	427	1310	124	66	347	294	216	133	462	304	335	152	74	166	163	142	115	237	128	214	
Effective Weighted Sample	1734	396	292	1188	87	39	209	93	142	85	287	99	225	109	45	119	105	92	78	185	85	146	
Total	2764	409	285	2111	100	31	142	108	145	100	228	119	243	117	48	113	123	110	80	152	79	156	
Kingston Communications (KC Talk/ Karoo)	14 1%	3 1%	5 2% c	7 *%	- -%	- -%	- -%	3 3%	- -%	- -%	- -%	3 2% j	- -%	- -%	- -%	1 1%	3 3%	* *%	- -%	1 1%	3 4% u	* *%	
Orange (Wanadoo/ Freeserve)	13 *% c	6 1% c	1 *%	6 *%	- -%	- -%	5 3%	1 1%	4 3%	- -%	5 2%	1 1%	4 2%	- -%	- -%	1 1%	- -%	1 1%	- -%	1 1%	- -%	1 *%	
Pipex	8 *%	1 *%	1 *%	6 *%	- -%	- -%	1 *%	* *%	1 *%	- -%	1 *%	* *%	1 *%	2 2%	1 2%	* *%	* *%	- -%	* *%	* *%	* *%	* *%	
PlusNet	6 *%	1 *%	- -%	5 *%	* *%	- -%	1 1%	* *%	1 1%	- -%	1 1%	* *%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Telecom Plus	5 *%	1 *%	* *%	4 *%	- -%	- -%	1 *%	1 1%	- -%	- -%	1 *%	1 1%	- -%	- -%	- -%	- -%	1 1%	1 1%	- -%	- -%	* *%	- -%	
24 Talk	3 *%	1 *%	- -%	2 *%	- -%	- -%	- -%	* *%	1 1%	- -%	- -%	* *%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Be	2 *%	* *%	- -%	2 *%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Greenbee	2 *%	* *%	- -%	2 *%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	
O2 (formerly BT Cellnet)	2 *%	2 *%	- -%	- -%	- -%	- -%	2 1%	* *%	1 1%	- -%	2 1%	* *%	1 *%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	
Vodafone	1 *%	* *%	* *%	1 *%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	1 1%	1 1%	1 1%	* *%	* *%	- -%	* *%
Madasafish	1 *%	1 *%	- -%	- -%	- -%	- -%	1 *%	* *%	- -%	- -%	1 *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Go Talk	1 *%	1 *%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 9

QA6D. Which supplier do you use for your fixed line phone (calls)? Please say which company you pay for this service, not the manufacturer's name.

Base : Those with a fixed line phone service for making and receiving calls

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED				
		SWIT- CHED	DERED	NEIT- HER		MOB. PHONE	BROAD	LINE CALLS		MOB. PHONE	BROAD	LINE CALLS		MOB. PHONE	BROAD	LINE CALLS		MOB. PHONE	BROAD	LINE CALLS		
																					TV	BAND
Significance Level: 95%	a	b	c	d	*e	f	g	h	i	j	k	l	m	*n	o	p	q	r	s	t	u	
Unweighted total	2508	832	427	1310	124	66	347	294	216	133	462	304	335	152	74	166	163	142	115	237	128	214
Effective Weighted Sample	1734	396	292	1188	87	39	209	93	142	85	287	99	225	109	45	119	105	92	78	185	85	146
Total	2764	409	285	2111	100	31	142	108	145	100	228	119	243	117	48	113	123	110	80	152	79	156
T-Mobile (formerly One2One)	1 *%	1 *%	- -%	- -%	1 1%	- -%	* *%	* *%	- -%	- -%	1 *%	* *%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Primus	* *%	* *%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%
Alpha Telecom	* *%	* *%	* *%	- -%	- -%	- -%	- *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* 1%	- -%	- -%	- -%	* *%	- -%	- -%	- -%
Eclipse Internet	* *%	* *%	* *%	- -%	- -%	- -%	- *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%
First Telecom	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%
Equitalk	* *%	* *%	- -%	- -%	- -%	* 1%	- -%	- -%	* *%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Swiftcall	* *%	* *%	- -%	- -%	- -%	- -%	- *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 9

QA6D. Which supplier do you use for your fixed line phone (calls)? Please say which company you pay for this service, not the manufacturer's name.

Base : Those with a fixed line phone service for making and receiving calls

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R *f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	2508	92	119	103	158	97	78	75	206	1143	1156	65	63	1606	1978	2299	2508
Effective Weighted Sample	1734	56	51	75	128	34	21	52	150	822	733	23	17	1085	1273	1554	1734
Total	2764	69	30	55	116	43	31	49	173	1292	1199	31	22	1723	1967	2491	2764
BT (BT Total Broadband/ BT Yahoo/ BT Openworld/ BT Mobile/ BT Vision)	1449 52%	18 26%	16 54% d	24 44% d	31 27%	22 51%	18 59%	14 29%	40 23%	661 51%	599 50%	17 55%	14 63%	732 43%	874 44%	1261 51% mn	1449 52% mn
Virgin (Virgin Media/ Virgin Mobile - formerly NTL/ Telewest/ Blueyonder)	577 21%	33 48%	1 4%	22 39% bd	29 25% b	11 26%	5 16%	21 43% h	34 20%	268 21%	269 22%	8 27%	3 11%	532 31% nop	481 24% p	537 22%	577 21%
Talk Talk / Carphone Warehouse	273 10%	1 2%	3 11%	6 11%	20 17%	2 4%	2 8%	7 14%	35 20%	152 12%	110 9%	1 4%	1 3%	120 7%	232 12% m	262 11% m	273 10% m
Sky (Sky TV/ Sky Broadband/ Sky Talk)	238 9%	14 21%	5 16% c	1 2%	21 18% c	4 8%	5 16%	4 9%	35 20%	97 8%	130 11% i	2 5%	4 20%	238 14% nop	214 11% p	227 9%	238 9%
Other supplier	56 2%	- -%	1 5%	1 1%	6 5%	2 4%	* *%	- -%	7 4%	18 1%	25 2%	1 2%	* *%	30 2%	40 2%	43 2%	56 2%
Post Office	41 1%	* 1%	* *%	- -%	1 1%	* *%	- -%	- -%	8 5%	34 3%	2 *%	* *%	- -%	7 *%	18 1%	36 1% m	41 1% m
Tiscali/ HomeChoice	32 1%	* *%	* *%	- -%	1 1%	* 1%	- -%	- -%	5 3%	13 1%	17 1%	* 1%	- -%	12 1%	30 2%	30 1%	32 1%
AOL	23 1%	* 1%	1 3%	- -%	* *%	* *%	* *%	1 2%	* *%	12 1%	10 1%	* *%	* *%	14 1%	21 1%	21 1%	23 1%
Tesco	15 1%	1 1%	- -%	- -%	* *%	* *%	* *%	1 1%	1 *%	11 1%	5 *%	- -%	* *%	7 *%	7 *%	15 1%	15 1%
Kingston Communications (KC Talk/ Karoo)	14 1%	- -%	- -%	- -%	- -%	1 2%	* 1%	- -%	- -%	9 1%	4 *%	* 1%	* 2%	6 *%	6 *%	13 1%	14 1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 9

QA6D. Which supplier do you use for your fixed line phone (calls)? Please say which company you pay for this service, not the manufacturer's name.

Base : Those with a fixed line phone service for making and receiving calls

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R *f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	2508	92	119	103	158	97	78	75	206	1143	1156	65	63	1606	1978	2299	2508
Effective Weighted Sample	1734	56	51	75	128	34	21	52	150	822	733	23	17	1085	1273	1554	1734
Total	2764	69	30	55	116	43	31	49	173	1292	1199	31	22	1723	1967	2491	2764
Orange (Wanadoo/ Freeserve)	13 *%	- -%	* 1%	- -%	3 3%	* 1%	- -%	- -%	3 2%	7 1%	7 1%	* 1%	- -%	5 *%	12 1%	13 1%	13 *%
Pipex	8 *%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	1 *%	3 *%	5 *%	- -%	- -%	5 *%	8 *%	8 *%	8 *%
PlusNet	6 *%	- -%	* 1%	1 1%	- -%	* 1%	* *%	1 2%	* *%	2 *%	4 *%	* 1%	* *%	5 *%	6 *%	6 *%	6 *%
Telecom Plus	5 *%	- -%	1 2%	- -%	- -%	* *%	- -%	- -%	- -%	1 *%	4 *%	* *%	- -%	1 *%	5 *%	5 *%	5 *%
24 Talk	3 *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	1 1%	1 *%	2 *%	- -%	* *%	2 *%	2 *%	3 *%	3 *%
Be	2 *%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	1 *%	1 *%	1 *%	2 *%
Greenbee	2 *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	2 *%	- -%	- -%	* *%	2 *%	2 *%	2 *%
O2 (formerly BT Cellnet)	2 *%	- -%	1 2%	* 1%	1 *%	* 1%	- -%	* 1%	1 *%	1 *%	1 *%	* 1%	- -%	2 *%	2 *%	2 *%	2 *%
Vodafone	1 *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	1 *%	- -%	- -%	1 *%	1 *%	1 *%	1 *%
Madasafish	1 *%	- -%	- -%	- -%	1 *%	* *%	- -%	- -%	- -%	1 *%	* *%	* 1%	- -%	* *%	1 *%	1 *%	1 *%
Go Talk	1 *%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	1 *%	- -%	1 *%	- -%	- -%	- -%	1 *%	1 *%	1 *%
T-Mobile (formerly One2One)	1 *%	- -%	* *%	- -%	1 1%	- -%	- -%	- -%	1 *%	1 *%	- -%	- -%	- -%	* *%	1 *%	1 *%	1 *%
Primus	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	* *%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 9

QA6D. Which supplier do you use for your fixed line phone (calls)? Please say which company you pay for this service, not the manufacturer's name.

Base : Those with a fixed line phone service for making and receiving calls

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R *f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	2508	92	119	103	158	97	78	75	206	1143	1156	65	63	1606	1978	2299	2508
Effective Weighted Sample	1734	56	51	75	128	34	21	52	150	822	733	23	17	1085	1273	1554	1734
Total	2764	69	30	55	116	43	31	49	173	1292	1199	31	22	1723	1967	2491	2764
Alpha Telecom	*	-	-	-	-	*	-	-	-	-	*	*	-	*	*	*	*
	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%	*%	1%	-%	*%	*%	*%	*%
Eclipse Internet	*	-	-	-	-	-	-	-	-	*	-	-	-	*	*	*	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	*%	*%	*%
First Telecom	*	-	-	-	-	-	-	-	-	*	-	-	-	*	*	*	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	*%	*%	*%
Equitalk	*	*	-	-	-	-	-	-	*	*	-	-	-	*	*	*	*
	*%	*%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%	*%	*%	*%	*%
Swiftcall	*	-	-	-	-	-	-	-	-	*	-	-	-	-	*	*	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	*%	*%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 10

QA7. Do you receive one bill or separate bills for your package of services from (SUPPLIER)?

Base : Those use use the same supplier for any two or more services

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS			
	Total	SWIT- CHED	DERED		NEIT- HER	TV	BAND	g	h	TV	BAND	j	k	l	m	*n	o	p	*q	r	s	t	u
Significance Level: 95%		a	b	c	d	*e	f	g	h	i	j	k	l	m	*n	o	p	*q	r	s	t	u	
Unweighted total	1699	646	316	780	125	59	265	220	164	127	381	230	283	155	55	94	134	65	102	185	106	159	
Effective Weighted Sample	1119	338	230	706	88	35	166	91	114	83	248	90	194	112	33	64	92	52	71	144	78	116	
Total	1739	301	192	1274	101	28	118	58	102	97	204	69	200	119	30	62	93	35	68	118	61	104	
One bill for both/ all services	1104	206	130	788	80	16	67	42	63	71	133	52	141	100	18	30	61	15	50	81	42	77	
	63%	68%	68%	62%	79%	59%	57%	72%	61%	73%	65%	75%	71%	84%	59%	48%	66%	41%	73%	69%	68%	74%	
		c			efh			f						nopq			oq						
One bill for more than one service, separate bill for mobile phone	421	48	30	346	21	4	19	7	17	18	40	8	37	18	3	7	18	5	13	17	10	15	
	24%	16%	15%	27%	21%	13%	16%	12%	17%	19%	19%	11%	18%	15%	11%	11%	19%	13%	19%	15%	17%	15%	
				ab																			
Separate bills for both/ all services	175	38	29	112	-	6	25	8	18	6	25	8	18	-	9	25	11	15	5	18	7	10	
	10%	13%	15%	9%	-%	23%	21%	13%	18%	7%	12%	11%	9%	-%	30%	41%	12%	43%	8%	15%	12%	10%	
			c			d	d	d	d						mp	mp	m	mp					
Not sure	40	9	4	28	-	1	6	2	4	1	6	2	4	1	-	*	3	1	-	1	2	2	
	2%	3%	2%	2%	-%	4%	5%	3%	4%	1%	3%	2%	2%	1%	-%	1%	3%	2%	-%	1%	3%	2%	
							d																

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 10

QA7. Do you receive one bill or separate bills for your package of services from (SUPPLIER)?

Base : Those use use the same supplier for any two or more services

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC b	C&R c	NoT d	PAC *e	C&R *f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	1699	87	88	85	143	72	60	67	175	733	897	49	49	1286	1622	1630	1678
Effective Weighted Sample	1119	54	42	62	116	29	17	47	130	503	564	19	15	856	1062	1066	1107
Total	1739	66	27	48	107	28	15	41	143	763	893	17	9	1340	1632	1656	1718
One bill for both/ all services	1104	52	13	36	69	23	11	33	98	488	541	13	7	862	1010	1028	1090
	63%	78%	50%	74%	64%	82%	75%	79%	69%	64%	61%	75%	80%	64%	62%	62%	63%
One bill for more than one service, separate bill for mobile phone	421	9	6	4	26	2	2	5	29	188	228	2	1	343	411	416	417
	24%	13%	24%	9%	25%	7%	14%	11%	20%	25%	26%	12%	10%	26%	25%	25%	24%
Separate bills for both/ all services	175	6	7	5	10	3	2	4	13	72	102	2	1	108	172	174	171
	10%	9%	26%	11%	10%	10%	11%	9%	9%	9%	11%	11%	10%	8%	11%	11%	10%
Not sure	40	1	-	2	2	*	*	-	3	16	22	*	*	27	38	38	39
	2%	1%	-%	5%	2%	1%	1%	-%	2%	2%	2%	1%	1%	2%	2%	2%	2%
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Table 11

QA7A. So, just to confirm, which services do you receive covered by a single bill from that supplier?

Base : Those who receive one bill for the services they have with the same supplier

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE PHONE CALLS	BROAD MOB.			FIXED LINE PHONE CALLS	BROAD MOB.			FIXED LINE PHONE CALLS	BROAD MOB.			FIXED LINE PHONE CALLS	
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		
Significance Level: 95%		a	b	c	d	*e	f	g	h	i	j	k	l	m	*n	*o	p	*q	r	s	t	u
Unweighted total	1399	485	249	695	125	35	165	175	113	103	281	185	232	154	41	50	111	31	92	148	87	131
Effective Weighted Sample	966	265	182	628	88	22	110	70	83	73	196	71	165	111	24	36	77	26	64	117	64	97
Total	1525	254	160	1134	101	20	86	49	80	90	172	60	178	118	21	36	79	19	63	98	52	93
Fixed line phone calls	1409	229	147	1055	98	18	69	44	72	84	152	54	170	111	20	33	74	13	58	92	50	87
	92%	90%	92%	93%	96% f	87%	80%	91%	90%	94%	88%	90%	96% j	94% q	94% q	92% q	94% q	66%	93%	94%	97%	94%
Fixed broadband service	1406	230	148	1048	86	20	83	44	76	74	169	52	159	110	20	35	78	17	53	97	51	82
	92%	91%	93%	92%	85%	99%	96% d	89%	95% d	83%	98% ikl	87%	89%	93%	95%	98% mq	99%	88%	85%	99% ru	99% ru	89%
TV service	855	149	84	638	69	15	41	30	39	84	95	38	106	68	4	10	46	10	51	47	27	54
	56%	59%	53%	56%	69% fh	74% fh	47%	60%	49%	94% jkl	55%	64%	59%	57% no	19%	28%	58% no	53% no	82% stu	47%	52%	58%
Mobile phone	90	17	5	68	10	1	6	3	3	9	14	13	12	4	-	*	1	-	*	4	4	4
	6%	7%	3%	6%	10%	3%	7%	6%	4%	10%	8%	22% jl	7%	3%	-%	1%	1%	-%	1%	4%	9% r	4%
Separate bills for both/ all services	3	2	1	-	-	*	2	1	1	*	2	1	1	-	1	-	-	1	1	-	-	*
	*%	1% c	*%	-%	-%	1%	2%	1%	1%	*%	1%	1%	1%	-%	3%	-%	-%	4% m	1%	-%	-%	*%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 11

QA7A. So, just to confirm, which services do you receive covered by a single bill from that supplier?

Base : Those who receive one bill for the services they have with the same supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT d	PAC *e	C&R *f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	1399	67	52	66	117	60	48	58	143	611	722	41	40	1084	1329	1333	1383
Effective Weighted Sample	966	46	27	48	99	24	14	41	110	438	477	15	13	754	912	915	957
Total	1525	60	20	40	95	25	13	38	127	675	769	15	8	1204	1422	1444	1507
Fixed line phone calls	1409 92%	57 95%	16 83%	31 78%	88 92% c	22 89%	13 99%	35 93%	123 97%	632 94%	702 91%	13 87%	8 98%	1097 91%	1307 92%	1334 92%	1407 93%
Fixed broadband service	1406 92%	46 76%	19 98%	40 99%	93 98%	19 77%	12 89%	35 92%	112 88%	628 93%	729 95%	12 78%	7 88%	1088 90%	1406 99% mop	1356 94% m	1389 92%
TV service	855 56%	56 94%	10 51%	26 66%	50 52%	17 69%	9 72%	25 66%	72 56%	366 54%	430 56%	10 69%	6 78%	855 71% nop	752 53%	796 55%	838 56%
Mobile phone	90 6%	7 12%	2 9%	3 8%	9 10%	7 27%	3 21%	4 11%	8 6%	30 4%	60 8% i	1 5%	- -%	69 6%	87 6%	90 6%	90 6%
Separate bills for both/ all services	3 *%	- -%	* 2%	* 1%	1 1%	* 1%	* *%	* 1%	1 1%	1 *%	2 *%	* 1%	* *%	3 *%	3 *%	3 *%	3 *%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 12

QA8. You said you receive (SERVICE) from (SUPPLIER). Do you get these services as a package or as separate services?

Base : Those unsure if they receive one bill or separate bills for the services they have with the same supplier

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED									
	CONSI				BUN- DLE	BROAD			FIXED LINE PHONE	TV	BROAD			FIXED LINE PHONE	BUN- DLE	BROAD			FIXED LINE PHONE	TV	BROAD			FIXED LINE PHONE				
	SWIT- CHED	DERED	NEIT- HER	MOB. PHONE		BAND	MOB. PHONE	BAND	MOB. PHONE		BAND	MOB. PHONE	BAND	MOB. PHONE		BAND	MOB. PHONE	BAND	MOB. PHONE		BAND	MOB. PHONE	BAND	MOB. PHONE	BAND	MOB. PHONE	BAND	MOB. PHONE
Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u							
Significance Level: 95%																												
Unweighted total	47	25	6	18	-	2	14	10	7	2	14	10	7	1	-	1	4	2	-	2	3	3						
Effective Weighted Sample	29	14	5	17	-	2	11	5	5	2	11	5	5	1	-	1	3	2	-	2	2	2						
Total	40	9	4	28	-	1	6	2	4	1	6	2	4	1	-	*	3	1	-	1	2	2						
Fixed broadband service	33	5	2	25	-	1	4	1	1	1	4	1	1	1	-	*	2	*	-	1	1	1						
	82%	56%	65%	90%	-%	100%	67%	61%	27%	100%	67%	61%	27%	100%	-%	100%	67%	43%	-%	100%	56%	75%						
Fixed line phone calls	28	5	2	21	-	1	2	1	2	1	2	1	2	1	-	*	2	*	-	1	1	1						
	71%	50%	65%	77%	-%	53%	37%	60%	52%	53%	37%	60%	52%	100%	-%	100%	67%	43%	-%	100%	56%	75%						
TV service	13	3	1	9	-	1	1	*	2	1	1	*	2	-	-	-	1	-	-	-	1	-						
	33%	29%	29%	33%	-%	53%	16%	13%	45%	53%	16%	13%	45%	-%	-%	-%	41%	-%	-%	-%	56%	-%						
Mobile phone	10	2	-	9	-	1	2	-	-	1	2	-	-	-	-	-	-	-	-	-	-	-						
	25%	17%	-%	31%	-%	47%	24%	-%	-%	47%	24%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%						
All separate services	4	3	1	1	-	-	2	1	2	-	2	1	2	-	-	-	1	*	-	-	1	*						
	11%	28%	35%	5%	-%	-%	33%	39%	37%	-%	33%	39%	37%	-%	-%	-%	33%	57%	-%	-%	44%	25%						

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 12

QA8. You said you receive (SERVICE) from (SUPPLIER). Do you get these services as a package or as separate services?

Base : Those unsure if they receive one bill or separate bills for the services they have with the same supplier

		TV PROCES S		BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	*m	*n	*o	*p
Unweighted total	47	1	-	4	3	1	3	-	5	16	29	1	3	33	46	45	46
Effective Weighted Sample	29	1	-	4	3	1	3	-	4	11	17	1	3	20	28	28	28
Total	40	1	-	2	2	*	*	-	3	16	22	*	*	27	38	38	39
Fixed broadband service	33	1	-	1	2	*	*	-	1	14	17	*	*	24	33	31	33
	82%	100%	-%	48%	79%	100%	65%	-%	30%	89%	76%	100%	65%	87%	85%	81%	83%
Fixed line phone calls	28	-	-	1	1	*	*	-	2	14	12	*	*	21	27	27	28
	71%	-%	-%	25%	28%	100%	35%	-%	61%	90%	56%	100%	35%	77%	70%	70%	72%
TV service	13	-	-	-	-	*	*	-	2	7	6	*	*	13	13	13	13
	33%	-%	-%	-%	-%	100%	31%	-%	57%	45%	27%	100%	31%	48%	34%	34%	33%
Mobile phone	10	1	-	1	1	-	-	-	-	3	7	-	-	6	9	10	10
	25%	100%	-%	23%	50%	-%	-%	-%	-%	17%	33%	-%	-%	22%	23%	26%	26%
All separate services	4	-	-	1	*	-	*	-	1	*	4	-	*	2	4	4	4
	11%	-%	-%	52%	21%	-%	35%	-%	26%	3%	18%	-%	35%	8%	11%	12%	10%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 13

QA9B. Services that are NOT part of a package

Base : Those with standalone services

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN-DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT-CHED	DERED	NEIT-HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN-DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u
Unweighted total	2773	902	455	1481	114	85	364	337	213	142	475	341	321	150	88	174	194	140	122	238	147	210
Effective Weighted Sample	1929	426	298	1344	87	43	216	117	139	90	293	119	222	108	48	119	126	91	75	187	94	143
Total	3133	444	319	2412	85	36	144	151	143	90	225	154	225	116	59	122	162	108	86	153	106	153
TV service with monthly subscription	985	156	123	729	20	21	57	54	46	21	76	56	65	28	56	61	45	55	35	56	29	55
	31%	35%	39%	30%	23%	59%	39%	36%	32%	24%	34%	36%	29%	24%	93%	50%	28%	51%	41%	37%	27%	36%
Fixed broadband service			c			dfgh	d								mopq	mp	mp					
	587	89	90	424	-	9	61	19	33	9	61	19	33	*	19	86	32	48	13	57	21	32
	19%	20%	28%	18%	-%	25%	42%	13%	23%	10%	27%	13%	15%	*%	33%	71%	19%	44%	15%	37%	19%	21%
			ac			d	degh	d	dg		ikl				m	mnpq	m	mp		rtu		
Mobile phone	2884	425	307	2194	83	35	134	150	135	87	212	150	215	113	55	117	162	101	84	147	103	146
	92%	96%	96%	91%	97%	95%	93%	99%	94%	98%	94%	97%	96%	97%	93%	96%	100%	94%	98%	96%	97%	95%
		c	c				fh										noq					
Fixed line phone	1329	175	136	1037	3	13	71	63	71	15	73	64	71	5	28	80	47	97	22	59	28	68
	42%	39%	43%	43%	3%	36%	49%	42%	49%	17%	33%	42%	32%	4%	47%	65%	29%	90%	26%	38%	26%	44%
						d	d	d	d		i	i	i		mp	mnp	m	mnp		t		rt

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 13

QA9B. Services that are NOT part of a package

Base : Those with standalone services

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	2773	97	124	106	153	101	91	71	197	1328	1260	68	73	1648	1980	2588	2413
Effective Weighted Sample	1929	60	52	81	123	36	26	50	148	978	806	25	21	1094	1256	1783	1660
Total	3133	58	30	55	112	44	38	45	160	1574	1347	34	29	1748	1928	2921	2631
TV service with monthly subscription	985 31%	17 29%	13 43%	16 29%	36 33%	13 29%	19 51%	10 22%	47 29%	435 28%	502 37% i	9 28%	13 43%	985 56% nop	659 34%	937 32%	872 33%
Fixed broadband service	587 19%	8 14%	11 38% d	17 31%	23 21%	8 17%	4 10%	6 13%	23 14%	247 16%	327 24% i	5 16%	3 11%	313 18%	587 30% mop	574 20%	545 21%
Mobile phone	2884 92%	57 97%	28 93%	52 96%	104 93%	42 95%	38 100%	41 91%	156 98% g	1566 100% j	1318 98%	33 99%	29 100%	1671 96% p	1865 97% p	2884 99% mnp	2390 91%
Fixed line phone	1329 42%	12 20%	14 45% d	23 43% d	28 25%	21 47%	18 48%	14 31%	48 30%	646 41% j	486 36%	18 54%	14 49%	606 35%	635 33%	1132 39% mn	1329 51% mno

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 15

QA11B. How long ago did you start taking TV service with monthly subscription from (SUPPLIER)?

Base : Those with TV as a monthly subscription as a standalone service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED						
					SWITCHED & COVERED																			
	CONSI				BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS			
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND				TV	BAND				BUN- DLE	TV	BAND				TV	BAND	
Significance Level: 95%		a	b	c	~d	*e	f	g	h	*i	j	k	l	*m	*n	o	*p	*q	*r	s	*t	u		
Unweighted total	996	388	197	451	29	64	172	137	82	64	201	140	109	41	79	83	64	75	55	91	48	81		
Effective Weighted Sample	624	164	115	409	23	30	112	41	52	30	128	43	74	30	43	55	41	46	27	71	29	48		
Total	985	156	123	729	20	21	57	54	46	21	76	56	65	28	56	61	45	55	35	56	29	55		
In the last 6 months	63 6%	19 12%	5 4%	41 6%	1 8%	9 44%	8 15%	4 8%	2 5%	9 44%	10 13%	4 8%	4 6%	2 8%	1 2%	2 4%	2 4%	3 6%	1 3%	2 4%	- -%	3 5%		
		bc				fgh				jkl														
In the last 7-12 months	82 8%	27 17%	8 7%	48 7%	2 12%	10 45%	7 12%	13 24%	3 6%	10 45%	9 12%	13 23%	5 8%	1 5%	7 13%	1 2%	2 4%	2 4%	5 15%	2 4%	1 5%	2 4%		
		bc				fh		h		jkl		l			o									
Up to 2 years ago	121 12%	21 13%	24 19%	81 11%	1 7%	2 9%	8 14%	7 14%	6 13%	2 9%	10 13%	7 13%	8 12%	4 15%	9 16%	5 9%	9 21%	10 18%	7 20%	6 10%	9 30%	10 17%		
			c																		s			
Up to 4 years ago	157 16%	17 11%	18 14%	125 17%	3 14%	- -%	6 10%	3 6%	9 20%	- -%	8 11%	3 6%	12 18%	5 19%	8 15%	12 19%	11 24%	10 17%	4 11%	9 17%	7 24%	9 17%		
									eg				ik											
More than 4 years ago	518 53%	65 41%	61 49%	404 55%	12 59%	- -%	24 42%	23 43%	24 51%	- -%	36 47%	25 45%	34 53%	11 39%	26 46%	38 63%	20 43%	27 49%	14 40%	32 57%	10 36%	25 46%		
				a			e	e	e		i	i	i			m								
Can't remember	44 4%	7 4%	8 7%	31 4%	* 1%	* 2%	4 6%	3 5%	2 4%	* 2%	4 5%	3 5%	2 3%	4 13%	4 7%	2 4%	2 3%	4 6%	4 11%	5 8%	2 5%	6 11%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 15

QA11B. How long ago did you start taking TV service with monthly subscription from (SUPPLIER)?

Base : Those with TV as a monthly subscription as a standalone service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT *d	PAC *e	C&R *f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	996	50	61	37	62	39	40	21	68	416	526	29	28	996	764	942	897
Effective Weighted Sample	624	25	31	31	49	14	11	17	49	280	311	10	8	624	452	591	568
Total	985	17	13	16	36	13	19	10	47	435	502	9	13	985	659	937	872
In the last 6 months	63 6%	6 38%	2 16%	3 19%	4 11%	1 7%	1 3%	1 14%	1 3%	28 6%	33 7%	1 8%	* 3%	63 6%	37 6%	61 6%	45 5%
In the last 7-12 months	82 8%	9 52%	1 4%	3 21%	5 13%	3 21%	7 37%	2 22%	3 7%	38 9%	42 8%	3 29%	7 52%	82 8%	44 7%	81 9%	67 8%
Up to 2 years ago	121 12%	2 9%	2 13%	3 17%	3 8%	* 3%	2 12%	1 12%	6 12%	58 13%	60 12%	* 2%	* *%	121 12%	81 12%	119 13%	101 12%
Up to 4 years ago	157 16%	- -%	1 9%	1 6%	5 14%	1 12%	* *%	* 5%	10 21%	57 13%	90 18%	1 16%	* *%	157 16%	107 16%	147 16%	144 16%
More than 4 years ago	518 53%	- -%	7 57%	5 34%	18 50%	7 58%	8 43%	5 47%	25 53%	236 54%	251 50%	4 45%	5 39%	518 53%	358 54%	487 52%	476 55%
Can't remember	44 4%	* 1%	* *%	* 2%	1 4%	- -%	1 4%	- -%	2 4%	17 4%	26 5%	- -%	1 6%	44 4%	33 5%	43 5%	39 5%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 16

QA21B. How satisfied are you with the overall service provided for your TV service with a monthly subscription?

Base : Those with TV as a monthly subscription as a standalone service

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT-CHED	DERED	NEIT-HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN-DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%		a	b	c	~d	*e	f	g	h	*i	j	k	l	*m	*n	o	*p	*q	*r	s	*t	u
Unweighted total	996	388	197	451	29	64	172	137	82	64	201	140	109	41	79	83	64	75	55	91	48	81
Effective Weighted Sample	624	164	115	409	23	30	112	41	52	30	128	43	74	30	43	55	41	46	27	71	29	48
Total	985	156	123	729	20	21	57	54	46	21	76	56	65	28	56	61	45	55	35	56	29	55
1 - Very dissatisfied	35 4%	7 5%	7 5%	26 4%	1 7%	* 1%	1 2%	4 8%	- -%	* 1%	3 4%	4 8%	1 2%	1 2%	6 10%	4 7%	1 1%	5 9%	2 6%	* 1%	1 2%	4 7%
2	37 4%	9 6%	8 6%	22 3%	1 6%	2 9%	5 9%	2 3%	4 8%	2 9%	6 8%	2 3%	5 7%	5 20% o	7 13%	3 5%	3 7%	3 6%	3 8%	4 7%	2 6%	3 5%
TOTAL DISSATISFIED	72 7%	16 10%	14 12%	49 7%	3 13%	2 11%	6 11%	6 11%	4 8%	2 11%	9 11%	6 11%	6 9%	6 22%	13 23%	7 12%	4 9%	8 15%	5 14%	5 8%	2 8%	7 13%
3 - Neither	137 14%	24 15%	24 19%	93 13%	3 15%	6 26%	10 17%	6 11%	6 14%	6 26%	13 16%	6 11%	9 14%	6 21%	13 23%	9 15%	5 11%	9 17%	6 18%	12 21%	4 13%	13 23%
4	268 27%	49 31%	32 26%	196 27%	4 18%	7 34%	21 37%	15 29%	17 36%	7 34%	25 32%	16 29%	20 30%	6 21%	12 22%	20 34%	14 31%	12 21%	10 28%	17 30%	9 32%	11 20%
5 - Very satisfied	492 50%	62 40%	51 41%	382 52% ab	11 54%	6 28%	16 28%	26 48% f	17 36%	6 28%	27 35%	27 49%	27 42%	7 24%	16 29%	22 36%	22 49% m	26 46%	13 36%	23 42%	13 45%	24 44%
TOTAL SATISFIED	760 77%	111 71%	83 68%	577 79% ab	14 72%	13 62%	37 65%	41 77%	33 73%	13 62%	51 67%	43 77%	47 72%	12 45%	28 51%	42 70% m	36 80% mn	37 68%	22 64%	40 71%	22 77%	35 64%
Don't know	16 2%	5 4%	2 1%	10 1%	* 1%	* 2%	4 7%	* 1%	3 6%	* 2%	4 5%	* 1%	3 4%	3 12% pq	1 2%	2 3%	* 1%	* 1%	1 4%	- -%	* 2%	* 1%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 16

QA21B. How satisfied are you with the overall service provided for your TV service with a monthly subscription?

Base : Those with TV as a monthly subscription as a standalone service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT *d	PAC *e	C&R *f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	996	50	61	37	62	39	40	21	68	416	526	29	28	996	764	942	897
Effective Weighted Sample	624	25	31	31	49	14	11	17	49	280	311	10	8	624	452	591	568
Total	985	17	13	16	36	13	19	10	47	435	502	9	13	985	659	937	872
1 - Very dissatisfied	35 4%	* 2%	- -%	* 2%	2 6%	- -%	3 17%	- -%	1 3%	19 4%	16 3%	- -%	- -%	35 4%	22 3%	35 4%	27 3%
2	37 4%	2 12%	2 14%	1 4%	3 8%	- -%	* *%	1 11%	4 8%	20 5%	11 2%	- -%	* *%	37 4%	25 4%	31 3%	33 4%
TOTAL DISSATISFIED	72 7%	2 13%	2 14%	1 6%	5 14%	- -%	3 17%	1 11%	5 11%	39 9%	27 5%	- -%	* *%	72 7%	47 7%	66 7%	61 7%
3 - Neither	137 14%	4 22%	2 13%	3 20%	6 16%	2 14%	2 12%	2 16%	5 11%	50 11%	79 16%	2 19%	1 4%	137 14%	99 15%	129 14%	122 14%
4	268 27%	6 34%	5 39%	6 36%	11 31%	3 23%	5 27%	2 22%	17 35%	114 26%	145 29%	1 16%	4 32%	268 27%	190 29%	259 28%	240 27%
5 - Very satisfied	492 50%	5 31%	4 30%	6 36%	13 35%	8 62%	9 45%	5 51%	18 38%	230 53%	237 47%	6 64%	8 64%	492 50%	307 47%	467 50%	435 50%
TOTAL SATISFIED	760 77%	11 65%	9 68%	11 71%	24 66%	11 85%	14 71%	7 73%	34 73%	344 79%	382 76%	7 80%	12 96%	760 77%	498 76%	726 77%	674 77%
Don't know	16 2%	- -%	1 5%	* 2%	1 4%	* 1%	- -%	- -%	3 6%	2 1%	13 3%	* 1%	- -%	16 2%	15 2%	16 2%	15 2%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 17

QA22B. How satisfied are you with your experience of dealing with the customer services for your TV service with a monthly subscription?

Base : Those with TV as a monthly subscription as a standalone service

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED													
	CONSI				BUN-DLE	BROAD			FIXED LINE PHONE CALLS	BROAD			FIXED LINE PHONE CALLS	BROAD			FIXED LINE PHONE CALLS	BROAD			FIXED LINE PHONE CALLS											
	Total	SWIT-CHED	DERED	NEIT-HER		TV	BAND	f		g	h	TV		BAND	j	k		l	TV	BAND		m	n	o	p	q	TV	BAND	r	s	t	u
Significance Level: 95%		a	b	c	~d	*e	f	g	h	*i	j	k	l	*m	*n	o	*p	*q	*r	s	*t	u										
Unweighted total	996	388	197	451	29	64	172	137	82	64	201	140	109	41	79	83	64	75	55	91	48	81										
Effective Weighted Sample	624	164	115	409	23	30	112	41	52	30	128	43	74	30	43	55	41	46	27	71	29	48										
Total	985	156	123	729	20	21	57	54	46	21	76	56	65	28	56	61	45	55	35	56	29	55										
1 - Very dissatisfied	60 6%	7 5%	12 10%	43 6%	2 9%	* 1%	3 6%	1 2%	3 6%	* 1%	5 7%	1 2%	4 7%	3 11%	8 14%	3 6%	2 5%	8 14%	3 10%	5 8%	1 2%	6 11%										
2	70 7%	14 9%	12 10%	46 6%	* 1%	3 16%	5 8%	4 8%	6 14%	3 16%	5 6%	4 7%	7 10%	4 15%	9 15%	7 11%	4 9%	4 8%	3 9%	6 11%	3 9%	5 9%										
TOTAL DISSATISFIED	130 13%	21 14%	24 20% c	89 12%	2 10%	4 17%	8 14%	5 10%	9 20%	4 17%	10 13%	5 9%	11 17%	7 25%	16 29%	10 16%	6 14%	12 22%	7 19%	11 19%	3 11%	11 20%										
3 - Neither	150 15%	31 20% c	28 22% c	97 13%	3 16%	5 22%	14 25%	9 16%	10 21%	5 22%	17 22%	9 17%	12 18%	5 20%	14 25%	15 25%	11 23%	10 19%	8 23%	12 21%	9 30%	9 17%										
4	217 22%	41 26%	30 24%	154 21%	5 28%	7 31%	14 24%	17 31%	8 18%	7 31%	19 25%	17 30%	14 21%	6 20%	15 27%	17 28%	12 25%	12 22%	11 31%	15 27%	6 22%	11 21%										
5 - Very satisfied	381 39%	48 31%	35 29%	301 41% ab	9 46%	4 20%	12 21%	20 36%	13 28%	4 20%	21 27%	21 37%	22 34%	6 21%	8 14%	16 26%	15 33% n	18 32% n	7 19%	17 31%	10 35%	20 37%										
TOTAL SATISFIED	599 61%	88 57%	65 53%	456 63%	15 74%	11 51%	25 45%	36 67% fh	21 46%	11 51%	40 52%	37 67%	36 55%	12 42%	23 41%	33 55%	26 58%	30 54%	17 50%	32 57%	16 56%	32 57%										
Don't know	106 11%	15 10%	6 5%	88 12% b	* 1%	2 9%	9 17%	4 7%	6 13%	2 9%	10 12%	4 7%	6 9%	4 13%	3 5%	3 4%	2 4%	3 5%	3 8%	1 2%	1 2%	3 6%										

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 17

QA22B. How satisfied are you with your experience of dealing with the customer services for your TV service with a monthly subscription?

Base : Those with TV as a monthly subscription as a standalone service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT *d	PAC *e	C&R *f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	996	50	61	37	62	39	40	21	68	416	526	29	28	996	764	942	897
Effective Weighted Sample	624	25	31	31	49	14	11	17	49	280	311	10	8	624	452	591	568
Total	985	17	13	16	36	13	19	10	47	435	502	9	13	985	659	937	872
1 - Very dissatisfied	60 6%	* 1%	1 10%	2 10%	2 5%	* 3%	* *%	2 17%	3 6%	31 7%	23 5%	* 4%	* 1%	60 6%	36 5%	55 6%	47 5%
2	70 7%	2 11%	1 5%	2 11%	2 4%	- -%	2 9%	* 2%	6 13%	24 6%	40 8%	- -%	* 3%	70 7%	46 7%	65 7%	57 7%
TOTAL DISSATISFIED	130 13%	2 12%	2 15%	3 21%	3 9%	* 3%	2 9%	2 19%	9 19%	56 13%	63 13%	* 4%	* 3%	130 13%	82 13%	119 13%	104 12%
3 - Neither	150 15%	4 25%	3 24%	4 26%	8 21%	2 18%	2 10%	2 15%	6 13%	65 15%	78 16%	1 13%	* 3%	150 15%	112 17%	143 15%	133 15%
4	217 22%	6 33%	4 28%	4 28%	8 23%	5 37%	9 49%	4 43%	8 18%	86 20%	123 25%	4 48%	6 45%	217 22%	151 23%	209 22%	204 23%
5 - Very satisfied	381 39%	3 20%	3 19%	3 20%	12 32%	4 33%	6 31%	2 22%	17 37%	180 41%	182 36%	2 25%	6 48%	381 39%	236 36%	362 39%	332 38%
TOTAL SATISFIED	599 61%	9 53%	6 48%	7 48%	20 55%	9 70%	16 81%	6 65%	26 54%	266 61%	305 61%	7 73%	12 93%	599 61%	386 59%	571 61%	536 62%
Don't know	106 11%	2 9%	2 13%	1 5%	6 15%	1 9%	* *%	- -%	6 13%	49 11%	55 11%	1 11%	* *%	106 11%	78 12%	104 11%	99 11%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 18

QA23B. How satisfied are you with the value for money for your TV service with a monthly subscription?

Base : Those with TV as a monthly subscription as a standalone service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%		a	b	c	~d	*e	f	g	h	*i	j	k	l	*m	*n	o	*p	*q	*r	s	*t	u
Unweighted total	996	388	197	451	29	64	172	137	82	64	201	140	109	41	79	83	64	75	55	91	48	81
Effective Weighted Sample	624	164	115	409	23	30	112	41	52	30	128	43	74	30	43	55	41	46	27	71	29	48
Total	985	156	123	729	20	21	57	54	46	21	76	56	65	28	56	61	45	55	35	56	29	55
1 - Very dissatisfied	63 6%	8 5%	15 12% ac	42 6%	3 16%	* 1%	2 4%	1 3%	1 2%	* 1%	6 7%	2 4%	4 5%	4 16%	15 27% p	9 15%	2 4%	8 14%	5 15%	6 11%	3 11%	7 12%
2	113 11%	21 13%	17 14%	78 11%	2 12%	3 12%	8 13%	3 6%	10 23% g	3 12%	10 13%	3 6%	13 20% k	4 15%	8 14%	10 17%	6 14%	6 11%	5 14%	10 17%	3 9%	7 13%
TOTAL DISSATISFIED	176 18%	28 18%	32 26% c	120 16%	6 28%	3 13%	10 17%	5 8%	11 25% g	3 13%	15 20%	5 9%	16 25% k	9 31%	23 41% p	19 32%	8 18%	14 26%	10 29%	16 28%	6 20%	14 25%
3 - Neither	190 19%	35 22%	36 29% c	125 17%	1 6%	9 43% gh	16 28%	11 20%	10 21%	9 43% jkl	17 23%	11 19%	11 17%	7 27%	21 38% pq	20 33% p	6 14%	10 19%	14 39% t	20 35% t	4 14%	12 21%
4	282 29%	51 32% b	25 21%	213 29%	5 24%	6 26%	19 33%	20 38%	15 32%	6 26%	23 31%	20 37%	20 30%	6 21%	6 11%	11 17%	18 40% no	12 21%	6 16%	12 22%	10 33%	13 24%
5 - Very satisfied	306 31%	36 23%	27 22%	244 34% ab	8 41%	3 16%	9 15%	15 29%	9 20%	3 16%	17 22%	17 30%	17 26%	2 8%	4 8%	9 15%	12 27% n	19 34% mno	4 12%	8 15%	9 32%	16 28%
TOTAL SATISFIED	587 60%	87 56% b	53 43%	458 63% b	13 65%	9 42%	27 48%	36 67% ef	24 52%	9 42%	40 53%	37 67% i	37 57%	8 30%	10 19%	20 32%	31 67% mno	30 55% mno	10 28%	21 37%	19 65% rs	29 53% r
Don't know	32 3%	6 4%	2 1%	26 4%	* 1%	* 2%	4 6%	3 5%	1 2%	* 2%	4 5%	3 5%	1 1%	3 12% pq	1 2%	2 3%	* 1%	* 1%	1 4%	- -%	* 2%	* 1%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 18

QA23B. How satisfied are you with the value for money for your TV service with a monthly subscription?

Base : Those with TV as a monthly subscription as a standalone service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT *d	PAC *e	C&R *f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	996	50	61	37	62	39	40	21	68	416	526	29	28	996	764	942	897
Effective Weighted Sample	624	25	31	31	49	14	11	17	49	280	311	10	8	624	452	591	568
Total	985	17	13	16	36	13	19	10	47	435	502	9	13	985	659	937	872
1 - Very dissatisfied	63 6%	* *%	2 14%	1 4%	2 6%	1 8%	* *%	1 13%	2 5%	33 8%	28 6%	* 4%	* 1%	63 6%	43 7%	60 6%	50 6%
2	113 11%	1 5%	3 24%	1 6%	6 15%	1 8%	2 9%	* 3%	11 23%	42 10%	64 13%	1 11%	* 3%	113 11%	89 13%	106 11%	101 12%
TOTAL DISSATISFIED	176 18%	1 5%	5 37%	2 10%	8 21%	2 17%	2 9%	2 17%	13 27%	74 17%	91 18%	1 15%	* 4%	176 18%	132 20%	166 18%	152 17%
3 - Neither	190 19%	9 52%	2 15%	4 29%	7 18%	3 21%	3 13%	3 30%	7 15%	83 19%	99 20%	2 23%	2 17%	190 19%	126 19%	182 19%	164 19%
4	282 29%	4 25%	3 24%	7 43%	11 31%	4 34%	10 51%	2 25%	14 29%	129 30%	142 28%	4 41%	5 39%	282 29%	195 30%	271 29%	263 30%
5 - Very satisfied	306 31%	3 18%	2 18%	2 16%	10 26%	4 28%	5 26%	3 28%	12 26%	140 32%	147 29%	2 20%	5 40%	306 31%	179 27%	288 31%	264 30%
TOTAL SATISFIED	587 60%	7 43%	5 42%	9 59%	21 57%	8 62%	15 77%	5 53%	26 56%	269 62%	289 58%	6 61%	10 80%	587 60%	374 57%	558 60%	527 60%
Don't know	32 3%	- -%	1 5%	* 2%	1 4%	* 1%	- -%	- -%	1 2%	8 2%	23 5%	* 1%	- -%	32 3%	27 4%	30 3%	30 3%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 19

QA24B. When you took out TV service with a monthly subscription with (SUPPLIER), did you have a contract which tied you to their service for a period of time? IF YES - How long was that contract for?

Base : Those with TV as a monthly subscription as a standalone service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	CONSI				SWITCHED & COVERED					COVERED				CONSIDERED & COVERED				COVERED				
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
						TV	BAND		TV	BAND		TV	BAND			TV	BAND		TV	BAND		TV
Significance Level: 95%	a	b	c	~d	*e	f	g	h	*i	j	k	l	*m	*n	o	*p	*q	*r	s	*t	u	
Unweighted total	996	388	197	451	29	64	172	137	82	64	201	140	109	41	79	83	64	75	55	91	48	81
Effective Weighted Sample	624	164	115	409	23	30	112	41	52	30	128	43	74	30	43	55	41	46	27	71	29	48
Total	985	156	123	729	20	21	57	54	46	21	76	56	65	28	56	61	45	55	35	56	29	55
No, did not have a contract with them	121	18	13	90	2	2	9	6	6	2	11	7	8	7	8	5	5	4	4	3	5	6
	12%	12%	11%	12%	12%	7%	15%	11%	13%	7%	14%	13%	13%	24% oq	14%	8%	10%	8%	13%	6%	16%	11%
Under 12 months	39	10	2	27	3	3	4	3	2	3	7	3	5	-	1	2	*	1	1	2	*	-
	4%	7%	2%	4%	15%	15%	7%	6%	5%	15%	9%	6%	8%	-%	3%	3%	-%	1%	4%	3%	1%	-%
12 months	450	66	78	320	8	10	26	17	23	10	35	18	30	17	39	35	21	35	23	34	13	36
	46%	42%	64%	44%	42%	47%	47%	32%	50%	47%	46%	32%	47%	60%	70%	58%	47%	64%	67%	61%	44%	65%
			ac												p							
18 months	103	24	6	75	*	6	7	13	2	6	7	13	2	1	2	6	5	2	2	4	2	2
	10%	15%	5%	10%	1%	26%	12%	23%	4%	26%	9%	22%	3%	5%	4%	10%	10%	4%	5%	8%	6%	3%
		b				h		h		jl		jl										
24 months/ 2 years	23	6	3	14	1	*	1	1	3	*	2	1	5	-	1	2	1	1	1	2	1	1
	2%	4%	3%	2%	5%	1%	2%	3%	8%	1%	3%	2%	7%	-%	2%	4%	3%	2%	3%	4%	5%	2%
Over 2 years	24	2	-	23	*	-	1	*	1	-	2	*	1	-	-	-	-	*	-	-	-	-
	2%	1%	-%	3%	2%	-%	2%	1%	2%	-%	2%	1%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%
			b																			
Don't know how long the contract was for	119	13	10	96	2	1	3	7	3	1	5	7	5	3	2	7	9	7	*	6	3	6
	12%	8%	8%	13%	8%	3%	6%	14%	7%	3%	7%	13%	7%	10%	3%	11%	19%	12%	1%	11%	12%	11%
																	n					
Don't know if there was a contract	107	17	10	83	3	*	5	6	6	*	7	6	8	-	2	4	5	5	2	4	5	5
	11%	11%	8%	11%	14%	2%	8%	11%	12%	2%	10%	11%	13%	-%	4%	7%	10%	9%	7%	7%	16%	9%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 19

QA24B. When you took out TV service with a monthly subscription with (SUPPLIER), did you have a contract which tied you to their service for a period of time? IF YES - How long was that contract for?

Base : Those with TV as a monthly subscription as a standalone service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT *d	PAC *e	C&R *f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	996	50	61	37	62	39	40	21	68	416	526	29	28	996	764	942	897
Effective Weighted Sample	624	25	31	31	49	14	11	17	49	280	311	10	8	624	452	591	568
Total	985	17	13	16	36	13	19	10	47	435	502	9	13	985	659	937	872
No, did not have a contract with them	121	1	1	3	5	2	*	1	7	47	64	1	*	121	74	111	108
	12%	6%	9%	17%	15%	15%	1%	9%	15%	11%	13%	6%	1%	12%	11%	12%	12%
Under 12 months	39	3	1	1	4	1	1	1	3	18	19	1	*	39	25	37	37
	4%	19%	8%	5%	12%	6%	7%	13%	6%	4%	4%	9%	*%	4%	4%	4%	4%
12 months	450	9	7	9	16	4	6	5	23	205	227	3	2	450	319	432	393
	46%	51%	55%	58%	43%	36%	33%	51%	49%	47%	45%	28%	13%	46%	48%	46%	45%
18 months	103	4	1	2	2	3	7	*	2	47	54	3	7	103	58	101	96
	10%	22%	10%	13%	6%	23%	37%	3%	3%	11%	11%	30%	52%	10%	9%	11%	11%
24 months/ 2 years	23	-	*	-	2	-	*	1	4	10	11	-	-	23	15	21	18
	2%	-%	2%	-%	6%	-%	*%	9%	8%	2%	2%	-%	-%	2%	2%	2%	2%
Over 2 years	24	-	1	-	1	*	*	*	1	13	9	*	*	24	16	22	23
	2%	-%	6%	-%	2%	3%	*%	4%	2%	3%	2%	4%	*%	2%	2%	2%	3%
Don't know how long the contract was for	119	*	*	1	2	1	3	*	3	50	63	1	3	119	79	113	106
	12%	3%	3%	5%	6%	7%	14%	5%	7%	12%	13%	9%	22%	12%	12%	12%	12%
Don't know if there was a contract	107	-	1	*	4	1	2	1	4	44	56	1	2	107	74	100	90
	11%	-%	6%	2%	10%	10%	8%	6%	10%	10%	11%	14%	12%	11%	11%	11%	10%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 20

QA25A. When does your current contract for your package of services run out?

Base : Those who have a contract for their standalone TV service with monthly subscription

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				COVERED					COVERED			
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
						TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
a	b	c	~d	*e	f	g	h	i	j	k	l	~m	*n	*o	*p	*q	*r	*s	~t	u		
Significance Level: 95%																						
Unweighted total	640	254	136	280	18	52	115	84	51	52	133	85	68	26	55	61	41	55	37	65	29	55
Effective Weighted Sample	400	107	79	254	15	25	71	24	32	25	83	25	46	20	30	45	27	33	19	51	19	32
Total	639	108	90	459	13	19	40	35	31	19	53	35	43	18	44	45	28	39	28	43	16	38
Out of the contract period	66	4	10	53	*	1	2	1	1	1	2	1	1	8	5	2	4	-	2	8	3	6
	10%	4%	11%	11% a	1%	4%	4%	4%	4%	4%	3%	4%	3%	46%	11%	4%	14% q	-%	6%	19%	16%	16%
In the next month	6	3	1	3	1	1	1	1	-	1	2	1	1	-	1	1	1	-	1	-	-	-
	1%	3%	1%	1%	7%	5%	2%	3%	-%	5%	3%	3%	2%	-%	2%	2%	3%	-%	4%	-%	-%	-%
In the next 2-3 months	15	4	1	10	1	*	*	*	3	*	1	*	4	*	-	2	-	*	-	1	-	1
	2%	4%	1%	2%	5%	2%	*%	1%	10% f	2%	1%	1%	9% j	2%	-%	4%	-%	1%	-%	2%	-%	2%
In the next 4-6 months	16	3	3	10	*	-	2	1	1	-	3	1	1	2	2	-	*	*	1	2	1	3
	3%	3%	4%	2%	2%	-%	6%	3%	3%	-%	5%	3%	3%	12%	4%	-%	1%	1%	5%	5%	6%	7%
In the next 7-12 months	30	13	6	13	5	3	6	1	4	3	11	1	9	*	1	*	6	-	1	1	4	*
	5%	12% c	7%	3%	41%	14%	15%	3%	13%	14%	22% k	3%	22% k	3%	3%	1%	23% noq	-%	5%	2%	26%	1%
Over a year from now	15	5	2	8	2	-	2	*	2	-	4	1	4	1	*	*	1	*	*	1	1	1
	2%	5%	2%	2%	18%	-%	4%	1%	6%	-%	8%	3%	8%	4%	*%	*%	3%	1%	1%	2%	4%	2%
Not sure	36	3	1	33	1	-	1	1	1	-	2	1	1	2	*	-	-	-	*	*	-	*
	6%	3%	1%	7% b	7%	-%	3%	2%	2%	-%	4%	2%	3%	13%	*%	-%	-%	-%	1%	1%	-%	1%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 20

QA25A. When does your current contract for your package of services run out?

Base : Those who have a contract for their standalone TV service with monthly subscription

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R ~c	NoT *d	PAC ~e	C&R ~f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	640	44	46	26	41	25	26	15	42	275	332	16	17	640	500	607	576
Effective Weighted Sample	400	22	23	22	32	8	8	13	30	182	200	5	4	400	298	382	362
Total	639	15	11	12	25	9	15	8	32	293	320	7	8	639	431	613	567
Out of the contract period	66 10%	1 4%	- -	1 5%	- -	* 3%	1 5%	- -	1 4%	28 9%	36 11%	* 4%	1 8%	66 10%	66 15% m	64 10%	66 12%
In the next month	6 1%	- -	- -	1 8%	1 4%	- -	1 8%	1 12%	- -	4 1%	2 1%	- -	* %	6 1%	6 1%	6 1%	6 1%
In the next 2-3 months	15 2%	* 2%	* 1%	- -	1 2%	- -	- -	1 9%	3 10%	5 2%	11 3%	- -	- -	15 2%	15 4%	15 3%	15 3%
In the next 4-6 months	16 3%	- -	* 1%	2 14%	1 4%	1 12%	- -	* 4%	1 3%	5 2%	11 3%	1 14%	- -	16 3%	16 4%	16 3%	16 3%
In the next 7-12 months	30 5%	3 17%	2 19%	2 14%	7 30%	- -	1 4%	1 19%	8 25%	16 6%	12 4%	- -	* %	30 5%	30 7%	29 5%	30 5%
Over a year from now	15 2%	- -	2 18%	* 3%	2 7%	1 13%	- -	- -	4 11%	6 2%	9 3%	* 6%	- -	15 2%	15 4%	15 2%	15 3%
Not sure	36 6%	- -	* 4%	* 4%	1 6%	- -	- -	1 11%	1 2%	22 7%	14 5%	- -	- -	36 6%	36 8%	36 6%	36 6%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 22

QA11C. How long ago did you start taking fixed line broadband from (SUPPLIER)?

Base : Those with fixed line broadband as a standalone service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%		a	b	c	~d	*e	f	g	*h	*i	j	k	*l	~m	*n	o	*p	q	~r	s	*t	*u
Unweighted total	714	332	165	252	-	33	209	97	80	33	209	97	80	1	33	125	47	83	26	94	39	62
Effective Weighted Sample	387	180	125	227	-	24	124	47	55	24	124	47	55	1	22	84	31	62	18	73	28	48
Total	587	89	90	424	-	9	61	19	33	9	61	19	33	*	19	86	32	48	13	57	21	32
In the last 6 months	49 8%	21 24% bc	5 6%	26 6%	- -%	3 31%	20 33%	3 18%	6 19%	3 31%	20 33%	3 18%	6 19%	- -%	1 6%	2 2%	3 9%	4 9%	1 8%	1 2%	1 6%	3 10%
In the last 7-12 months	56 10%	33 37% bc	6 7%	19 5%	- -%	2 26%	30 49% eg	3 14%	13 40% g	2 26%	30 49% ik	3 14%	13 40% k	- -%	1 5%	4 5%	2 7%	5 11%	1 8%	3 5%	1 6%	3 9%
Up to 2 years ago	151 26%	15 17%	17 19%	121 29% a	- -%	3 37% fh	8 13%	5 23%	5 15%	3 37% jl	8 13%	5 23%	5 15%	- -%	6 31%	15 18%	7 22%	6 12%	3 22%	12 20%	4 20%	4 14%
Up to 4 years ago	104 18%	8 8%	21 23% a	78 19% a	- -%	* 4%	1 2%	4 18% f	3 8% f	* 4%	1 2%	4 18% j	3 8% j	- -%	4 21%	24 28%	10 32%	13 27%	2 19%	12 22%	7 34%	8 24%
More than 4 years ago	197 33%	10 11%	38 42% a	152 36% a	- -%	* 1%	1 2%	5 23% ef	6 18% ef	* 1%	1 2%	5 23% ij	6 18% ij	- -%	6 31%	37 42%	9 27%	18 38%	4 30%	27 47%	6 29%	13 40%
Can't remember	30 5%	2 2%	3 4%	27 6% a	- -%	- -%	1 2%	1 3%	- -%	- -%	1 2%	1 3%	- -%	* 100%	1 6%	4 5%	1 3%	2 4%	2 12%	2 3%	1 4%	1 2%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 22

QA11C. How long ago did you start taking fixed line broadband from (SUPPLIER)?

Base : Those with fixed line broadband as a standalone service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	*b	*c	*d	*e	~f	~g	*h	i	j	~k	~l	m	n	o	p
Unweighted total	714	29	75	42	46	35	23	13	48	297	387	20	18	405	714	684	656
Effective Weighted Sample	387	21	36	35	36	19	7	11	34	168	206	11	5	219	387	374	361
Total	587	8	11	17	23	8	4	6	23	247	327	5	3	313	587	574	545
In the last 6 months	49	3	6	6	6	2	*	1	4	22	23	2	*	29	49	45	42
	8%	31%	55%	33%	27%	28%	9%	23%	17%	9%	7%	33%	11%	9%	8%	8%	8%
In the last 7-12 months	56	2	4	9	13	1	*	3	9	21	33	1	*	30	56	54	53
	10%	25%	35%	50%	57%	15%	3%	48%	39%	9%	10%	19%	4%	10%	10%	9%	10%
Up to 2 years ago	151	3	1	1	3	1	2	1	4	62	87	1	2	69	151	150	126
	26%	39%	9%	9%	14%	12%	60%	10%	18%	25%	27%	10%	53%	22%	26%	26%	23%
Up to 4 years ago	104	*	-	*	1	2	*	-	2	44	59	1	*	55	104	103	102
	18%	4%	-%	2%	2%	24%	5%	-%	10%	18%	18%	25%	4%	17%	18%	18%	19%
More than 4 years ago	197	*	*	1	-	1	1	1	4	88	105	1	1	110	197	193	192
	33%	2%	*%	6%	-%	19%	23%	19%	15%	36%	32%	14%	27%	35%	33%	34%	35%
Can't remember	30	-	*	-	-	*	-	-	-	10	20	-	-	20	30	29	30
	5%	-%	1%	-%	-%	1%	-%	-%	-%	4%	6%	-%	-%	6%	5%	5%	5%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 23

QA21C. How satisfied are you with the overall service provided for your fixed line broadband?

Base : Those with fixed line broadband as a standalone service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED					COVERED								COVERED				
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	a	b	c	~d	*e	f	g	*h	*i	j	k	*l	~m	*n	o	*p	q	~r	s	*t	*u
Unweighted total	714	332	165	252	-	33	209	97	80	33	209	97	80	1	33	125	47	83	26	94	39	62
Effective Weighted Sample	387	180	125	227	-	24	124	47	55	24	124	47	55	1	22	84	31	62	18	73	28	48
Total	587	89	90	424	-	9	61	19	33	9	61	19	33	*	19	86	32	48	13	57	21	32
1 - Very dissatisfied	16 3%	2 2%	5 6%	9 2%	- -%	- -%	2 3%	* 1%	- -%	- -%	2 3%	* 1%	- -%	* 100%	2 11%	7 8%	1 3%	3 5%	2 14%	4 7%	1 4%	1 5%
2	63 11%	9 10%	11 12%	44 10%	- -%	1 16%	7 12%	3 15%	3 10%	1 16%	7 12%	3 15%	3 10%	- -%	1 4%	16 18%	2 5%	5 9%	1 6%	8 14%	1 4%	4 12%
TOTAL DISSATISFIED	79 13%	11 12%	16 18%	53 12%	- -%	1 16%	9 14%	3 15%	3 10%	1 16%	9 14%	3 15%	3 10%	* 100%	3 15%	23 26% p	2 7%	7 15%	3 20%	12 22%	2 7%	5 17%
3 - Neither	98 17%	16 18%	16 18%	70 17%	- -%	3 28%	9 16%	4 22%	4 13%	3 28%	9 16%	4 22%	4 13%	- -%	2 11%	13 15%	5 17%	10 21%	1 10%	9 16%	3 13%	7 23%
4	173 29%	30 34%	25 28%	124 29%	- -%	2 18%	20 32%	5 28%	11 33%	2 18%	20 32%	5 28%	11 33%	- -%	3 18%	26 31%	11 36%	16 33%	3 19%	16 28%	7 36%	8 24%
5 - Very satisfied	232 40%	32 35%	31 35%	174 41%	- -%	4 38%	22 36%	7 34%	14 43%	4 38%	22 36%	7 34%	14 43%	- -%	10 53% o	24 28%	12 39%	14 30%	6 46%	19 34%	9 42%	11 36%
TOTAL SATISFIED	406 69%	62 69%	56 63%	298 70%	- -%	5 56%	42 69%	12 62%	25 77%	5 56%	42 69%	12 62%	25 77%	- -%	14 71%	51 59%	24 75%	30 63%	9 65%	35 62%	16 78%	19 59%
Don't know	4 1%	1 1%	1 1%	3 1%	- -%	- -%	1 1%	* % 1	- -%	- -%	1 1%	* % 1	- -%	- -%	1 4%	- -%	* 1%	* 1%	1 5%	- -%	* 2%	* 1%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 23

QA21C. How satisfied are you with the overall service provided for your fixed line broadband?

Base : Those with fixed line broadband as a standalone service

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC *b	C&R *c	NoT *d	PAC *e	C&R ~f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	714	29	75	42	46	35	23	13	48	297	387	20	18	405	714	684	656	
Effective Weighted Sample	387	21	36	35	36	19	7	11	34	168	206	11	5	219	387	374	361	
Total	587	8	11	17	23	8	4	6	23	247	327	5	3	313	587	574	545	
1 - Very dissatisfied	16 3%	- -%	* 1%	* 2%	1 5%	* 2%	- -%	- -%	- -%	3 1%	12 4%	* 2%	- -%	12 4%	16 3%	16 3%	16 3%	
2	63 11%	1 9%	1 6%	2 9%	4 18%	1 19%	* 10%	* 6%	3 12%	27 11%	37 11%	1 21%	* 12%	25 8%	63 11%	63 11%	58 11%	
TOTAL DISSATISFIED	79 13%	1 9%	1 7%	2 11%	5 23% b	2 21%	* 10%	* 6%	3 12%	30 12%	49 15%	1 23%	* 12%	38 12%	79 13%	79 14%	73 13%	
3 - Neither	98 17%	2 29%	1 10%	4 22%	3 12%	1 15%	2 42%	1 16%	2 11%	36 15%	56 17%	1 17%	1 42%	50 16%	98 17%	92 16%	93 17%	
4	173 29%	2 19%	4 32%	6 36%	6 25%	2 25%	1 26%	2 31%	9 37%	78 32%	91 28%	1 23%	1 32%	87 28%	173 29%	169 30%	159 29%	
5 - Very satisfied	232 40%	4 44%	6 50%	5 31%	9 40%	3 39%	1 22%	3 46%	9 40%	101 41%	127 39%	2 37%	* 14%	134 43%	232 40%	229 40%	216 40%	
TOTAL SATISFIED	406 69%	5 63%	9 82%	11 67%	15 65%	5 64%	2 49%	4 78%	18 77%	180 73%	218 67%	3 60%	1 46%	221 71%	406 69%	398 69%	375 69%	
Don't know	4 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	4 1%	- -%	- -%	3 1%	4 1%	4 1%	4 1%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 24

QA22C. How satisfied are you with your experience of dealing with the customer services for your fixed line broadband?

Base : Those with fixed line broadband as a standalone service

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
																						a
Significance Level: 95%		a	b	c	~d	*e	f	g	*h	*i	j	k	*l	~m	*n	o	*p	q	~r	s	*t	*u
Unweighted total	714	332	165	252	-	33	209	97	80	33	209	97	80	1	33	125	47	83	26	94	39	62
Effective Weighted Sample	387	180	125	227	-	24	124	47	55	24	124	47	55	1	22	84	31	62	18	73	28	48
Total	587	89	90	424	-	9	61	19	33	9	61	19	33	*	19	86	32	48	13	57	21	32
1 - Very dissatisfied	45 8%	3 3%	7 8%	35 8% a	- -%	1 6%	2 3%	1 8%	1 4%	1 6%	2 3%	1 8%	1 4%	* 100%	2 11%	13 15%	1 3%	5 10%	2 14%	6 11%	1 5%	2 6%
2	61 10%	9 11%	16 18% c	38 9%	- -%	1 13%	6 10%	4 18%	3 8%	1 13%	6 10%	4 18%	3 8%	- -%	2 12%	16 18%	3 8%	8 16%	2 13%	11 19%	1 5%	6 20%
TOTAL DISSATISFIED	107 18%	12 14%	23 26% a	73 17%	- -%	2 19%	8 13%	5 26% f	4 12%	2 19%	8 13%	5 26% j	4 12%	* 100%	4 23%	29 34% p	4 12%	13 26%	4 27%	17 30% t	2 10%	8 25%
3 - Neither	111 19%	19 21%	20 23%	75 18%	- -%	3 28%	12 20%	3 17%	7 21%	3 28%	12 20%	3 17%	7 21%	- -%	3 13%	17 20%	5 17%	13 27%	1 11%	12 21%	5 26%	8 25%
4	117 20%	23 26% c	23 26%	74 18%	- -%	2 20%	17 27%	4 21%	8 24%	2 20%	17 27%	4 21%	8 24%	- -%	5 25%	23 27%	13 41%	11 23%	5 36%	15 26%	7 35%	6 20%
5 - Very satisfied	195 33%	26 30% b	15 17%	156 37% b	- -%	3 33%	20 33%	4 21%	11 33%	3 33%	20 33%	4 21%	11 33%	- -%	5 25%	13 15%	5 17%	8 16%	2 15%	8 15%	4 17%	6 20%
TOTAL SATISFIED	312 53% b	50 56% b	38 43%	231 55% b	- -%	5 53%	37 61% g	8 43%	19 56%	5 53%	37 61% k	8 43%	19 56%	- -%	10 50%	36 42%	18 58%	19 40%	7 51%	23 41%	11 52%	13 40%
Don't know	58 10%	8 9%	8 9%	45 11%	- -%	- -%	4 6%	3 14%	3 10%	- -%	4 6%	3 14%	3 10%	- -%	3 14%	4 5%	4 13%	3 6%	1 11%	4 8%	2 11%	3 10%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 24

QA22C. How satisfied are you with your experience of dealing with the customer services for your fixed line broadband?

Base : Those with fixed line broadband as a standalone service

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE	
Significance Level: 95%		~a	*b	*c	*d	*e	~f	~g	*h	i	j	~k	~l	m	n	o	p	
Unweighted total	714	29	75	42	46	35	23	13	48	297	387	20	18	405	714	684	656	
Effective Weighted Sample	387	21	36	35	36	19	7	11	34	168	206	11	5	219	387	374	361	
Total	587	8	11	17	23	8	4	6	23	247	327	5	3	313	587	574	545	
1 - Very dissatisfied	45	1	*	*	1	1	*	1	1	16	30	1	*	27	45	45	39	
	8%	7%	%	2%	4%	12%	9%	10%	3%	6%	9%	17%	11%	9%	8%	8%	7%	
2	61	1	1	2	3	*	2	*	2	18	43	*	2	30	61	61	58	
	10%	10%	5%	12%	14%	6%	41%	5%	8%	7%	13%	7%	50%	10%	10%	11%	11%	
TOTAL DISSATISFIED	107	1	1	2	4	1	2	1	3	34	73	1	2	57	107	106	97	
	18%	17%	6%	14%	18%	19%	49%	15%	11%	14%	22% i	24%	61%	18%	18%	19%	18%	
3 - Neither	111	3	2	4	4	2	1	2	5	50	55	1	1	63	111	105	107	
	19%	32%	18%	22%	16%	21%	23%	36%	20%	20%	17%	18%	20%	20%	19%	18%	20%	
4	117	1	3	5	5	1	1	2	5	47	67	1	1	53	117	115	108	
	20%	18%	31%	31%	22%	14%	15%	33%	22%	19%	21%	10%	18%	17%	20%	20%	20%	
5 - Very satisfied	195	3	5	4	10	3	*	-	9	82	109	2	*	113	195	191	181	
	33%	34%	45% c	22%	43%	34%	12%	-%	40%	33%	33%	37%	1%	36%	33%	33%	33%	
TOTAL SATISFIED	312	4	9	9	15	4	1	2	14	129	177	3	1	166	312	306	290	
	53%	52%	76% c	53%	65%	47%	27%	33%	61%	52%	54%	47%	19%	53%	53%	53%	53%	
Don't know	58	-	*	2	*	1	-	1	2	34	22	1	-	27	58	56	51	
	10%	-%	1%	11% b	2%	13%	-%	17%	8%	14% j	7%	11%	-%	9%	10%	10%	9%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 25

QA23C. How satisfied are you with the value for money for your fixed line broadband?

Base : Those with fixed line broadband as a standalone service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%		a	b	c	~d	*e	f	g	*h	*i	j	k	*l	~m	*n	o	*p	q	~r	s	*t	*u
Unweighted total	714	332	165	252	-	33	209	97	80	33	209	97	80	1	33	125	47	83	26	94	39	62
Effective Weighted Sample	387	180	125	227	-	24	124	47	55	24	124	47	55	1	22	84	31	62	18	73	28	48
Total	587	89	90	424	-	9	61	19	33	9	61	19	33	*	19	86	32	48	13	57	21	32
1 - Very dissatisfied	33 6%	5 5%	6 7%	23 5%	- -%	- -%	4 7%	1 3%	3 9%	- -%	4 7%	1 3%	3 9%	- -%	2 12%	10 12%	1 2%	5 10%	2 13%	5 9%	1 3%	1 4%
2	60 10%	9 10%	16 17%	39 9%	- -%	1 15%	5 9%	2 11%	5 15%	1 15%	5 9%	2 11%	5 15%	- -%	3 17%	20 23%	6 19%	8 17%	1 8%	10 17%	5 26%	5 14%
			c																			
TOTAL DISSATISFIED	94 16%	14 15%	22 24%	61 14%	- -%	1 15%	10 16%	3 14%	8 24%	1 15%	10 16%	3 14%	8 24%	- -%	6 29%	30 35%	7 21%	13 27%	3 21%	15 26%	6 29%	6 18%
			c																			
3 - Neither	121 21%	18 21%	27 30%	79 19%	- -%	4 43%	12 19%	5 25%	4 13%	4 43%	12 19%	5 25%	4 13%	* 100%	4 22%	29 33%	9 30%	11 22%	4 31%	20 36%	4 20%	10 33%
			c			fh				jl												
4	180 31%	30 34%	20 22%	135 32%	- -%	2 23%	18 30%	7 36%	13 39%	2 23%	18 30%	7 36%	13 39%	- -%	2 9%	14 16%	9 29%	13 27%	2 13%	9 17%	7 33%	8 24%
			b																			
5 - Very satisfied	179 31%	24 27%	19 22%	139 33%	- -%	2 20%	19 32%	4 23%	8 25%	2 20%	19 32%	4 23%	8 25%	- -%	7 38%	13 15%	5 16%	11 23%	4 33%	12 21%	3 13%	8 25%
				b											o							
TOTAL SATISFIED	359 61%	55 61%	40 44%	274 65%	- -%	4 43%	38 62%	11 59%	21 63%	4 43%	38 62%	11 59%	21 63%	- -%	9 47%	27 31%	14 45%	24 50%	6 46%	21 38%	9 45%	16 49%
			b														o					
Don't know	13 2%	2 3%	2 2%	10 2%	- -%	- -%	2 3%	* 2%	- -%	- -%	2 3%	* 2%	- -%	- -%	* 2%	* 4%	1 4%	- -%	* 3%	* 1%	1 6%	- -%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 25

QA23C. How satisfied are you with the value for money for your fixed line broadband?

Base : Those with fixed line broadband as a standalone service

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE	
Significance Level: 95%		~a	*b	*c	*d	*e	~f	~g	*h	i	j	~k	~l	m	n	o	p	
Unweighted total	714	29	75	42	46	35	23	13	48	297	387	20	18	405	714	684	656	
Effective Weighted Sample	387	21	36	35	36	19	7	11	34	168	206	11	5	219	387	374	361	
Total	587	8	11	17	23	8	4	6	23	247	327	5	3	313	587	574	545	
1 - Very dissatisfied	33 6%	- -%	* 1%	2 13% b	2 9%	* 1%	- -%	1 25%	2 7%	11 4%	22 7%	- -%	- -%	20 6%	33 6%	33 6%	31 6%	
2	60 10%	1 11%	1 5%	1 7%	2 8%	1 7%	1 23%	* 5%	4 18%	19 8%	40 12%	1 10%	1 29%	29 9%	60 10%	59 10%	58 11%	
TOTAL DISSATISFIED	94 16%	1 11%	1 6%	3 20%	4 17%	1 8%	1 23%	2 30%	6 24%	30 12%	62 19%	1 10%	1 29%	49 16%	94 16%	91 16%	89 16%	
3 - Neither	121 21%	4 44%	2 19%	4 21%	4 16%	2 24%	2 53%	1 21%	2 9%	44 18%	75 23%	1 24%	1 43%	70 22%	121 21%	119 21%	107 20%	
4	180 31%	2 22%	3 30%	6 38%	6 25%	2 32%	* 12%	1 26%	10 45%	79 32%	96 29%	2 29%	* 15%	85 27%	180 31%	175 31%	168 31%	
5 - Very satisfied	179 31%	2 22%	5 45% c	3 20%	9 39%	3 36%	* 12%	1 24%	5 22%	87 35%	90 27%	2 37%	* 14%	101 32%	179 31%	177 31%	170 31%	
TOTAL SATISFIED	359 61%	4 44%	8 75%	10 57%	15 64%	5 68%	1 24%	3 50%	15 67%	166 67% j	186 57%	4 66%	1 28%	186 59%	359 61%	352 61%	338 62%	
Don't know	13 2%	- -%	- -%	* 2%	1 3%	- -%	- -%	- -%	- -%	8 3%	4 1%	- -%	- -%	8 2%	13 2%	12 2%	11 2%	
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																		

Table 26

QA24C. When you took out fixed line broadband with (SUPPLIER), did you have a contract which tied you to their service for a period of time? IF YES - How long was that contract for?

Base : Those with fixed line broadband as a standalone service

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED						
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS				
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		CALLS	TV	BAND		PHONE	CALLS	TV		BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS
Significance Level: 95%		a	b	c	~d	*e	f	g	*h	*i	j	k	*l	~m	*n	o	*p	q	~r	s	*t	*u			
Unweighted total	714	332	165	252	-	33	209	97	80	33	209	97	80	1	33	125	47	83	26	94	39	62			
Effective Weighted Sample	387	180	125	227	-	24	124	47	55	24	124	47	55	1	22	84	31	62	18	73	28	48			
Total	587	89	90	424	-	9	61	19	33	9	61	19	33	*	19	86	32	48	13	57	21	32			
No, did not have a contract with them	82	11	12	61	-	2	7	1	4	2	7	1	4	-	1	11	5	4	-	6	5	4			
	14%	12%	13%	14%	~%	17%	12%	6%	12%	17%	12%	6%	12%	~%	7%	13%	15%	8%	~%	11%	23%	12%			
Under 12 months	17	7	3	8	-	2	6	1	3	2	6	1	3	-	1	2	1	1	1	2	1	1			
	3%	8%	3%	2%	~%	19%	11%	7%	10%	19%	11%	7%	10%	~%	6%	2%	2%	2%	9%	3%	4%	2%			
		c																							
12 months	236	39	40	165	-	4	26	9	16	4	26	9	16	*	11	43	14	18	7	28	8	11			
	40%	44%	44%	39%	~%	40%	42%	45%	47%	40%	42%	45%	47%	100%	54%	50%	45%	38%	50%	49%	40%	34%			
18 months	82	16	14	55	-	*	13	3	5	*	13	3	5	-	3	12	2	8	3	9	2	4			
	14%	18%	15%	13%	~%	4%	22%	14%	15%	4%	22%	14%	15%	~%	18%	14%	7%	18%	21%	15%	11%	12%			
						e					i														
24 months/ 2 years	16	3	4	8	-	1	2	1	1	1	2	1	1	-	-	5	2	2	-	4	1	1			
	3%	4%	5%	2%	~%	13%	4%	7%	3%	13%	4%	7%	3%	~%	~%	6%	6%	4%	~%	7%	5%	4%			
						f					j														
Over 2 years	11	1	*	10	-	-	*	*	-	-	*	*	-	-	-	*	-	1	-	*	-	*			
	2%	1%	*%	2%	~%	~%	1%	2%	~%	~%	1%	2%	~%	~%	~%	*%	~%	1%	~%	1%	~%	1%			
Don't know how long the contract was for	73	6	9	60	-	*	3	2	2	*	3	2	2	-	1	9	3	9	1	5	*	7			
	12%	7%	10%	14%	~%	5%	6%	8%	7%	5%	6%	8%	7%	~%	5%	10%	11%	18%	5%	9%	2%	22%			
				a																	st				
Don't know if there was a contract	69	6	8	57	-	*	2	2	2	*	2	2	2	-	2	5	5	6	2	3	3	4			
	12%	7%	9%	14%	~%	1%	3%	10%	6%	1%	3%	10%	6%	~%	10%	6%	14%	12%	15%	5%	15%	13%			
				a																					

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 26

QA24C. When you took out fixed line broadband with (SUPPLIER), did you have a contract which tied you to their service for a period of time? IF YES - How long was that contract for?

Base : Those with fixed line broadband as a standalone service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	*b	*c	*d	*e	~f	~g	*h	i	j	~k	~l	m	n	o	p
Unweighted total	714	29	75	42	46	35	23	13	48	297	387	20	18	405	714	684	656
Effective Weighted Sample	387	21	36	35	36	19	7	11	34	168	206	11	5	219	387	374	361
Total	587	8	11	17	23	8	4	6	23	247	327	5	3	313	587	574	545
No, did not have a contract with them	82 14%	1 9%	1 7%	1 8%	3 14%	1 10%	* 1%	- -%	3 13%	36 15%	44 13%	* 9%	* 1%	48 15%	82 14%	80 14%	73 13%
Under 12 months	17 3%	2 22%	2 17%	2 9%	3 11%	1 18%	* 1%	1 13%	3 11%	6 2%	11 3%	1 17%	- -%	10 3%	17 3%	17 3%	17 3%
12 months	236 40%	3 42%	5 41%	9 51%	9 41%	3 41%	3 70%	3 61%	9 39%	92 37%	140 43%	2 40%	2 78%	130 42%	236 40%	232 40%	225 41%
18 months	82 14%	* 5%	3 23%	5 27%	4 19%	1 12%	1 15%	1 10%	4 19%	39 16%	42 13%	1 14%	* 6%	42 13%	82 14%	81 14%	73 13%
24 months/ 2 years	16 3%	1 15%	1 6%	* 2%	1 4%	* 4%	* 1%	1 10%	1 2%	6 2%	10 3%	* 6%	- -%	8 3%	16 3%	15 3%	15 3%
Over 2 years	11 2%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	2 1%	9 3%	- -%	- -%	4 1%	11 2%	11 2%	11 2%
Don't know how long the contract was for	73 12%	* 6%	1 5%	- -%	2 9%	* 2%	* 12%	- -%	2 9%	33 13%	39 12%	* 2%	* 14%	31 10%	73 12%	72 13%	66 12%
Don't know if there was a contract	69 12%	* 2%	* 2%	1 3%	- -%	1 12%	- -%	* 6%	1 6%	33 13%	32 10%	1 13%	- -%	39 13%	69 12%	65 11%	64 12%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 27

QA25C. When does your current contract for your fixed line broadband run out?

Base : Those who have a contract for their standalone fixed line broadband service

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%		a	b	c	~d	~e	f	*g	*h	~i	j	*k	*l	~m	~n	o	~p	*q	~r	*s	~t	*u
Unweighted total	472	239	111	145	-	24	158	66	61	24	158	66	61	1	23	88	28	56	19	68	23	39
Effective Weighted Sample	246	131	84	130	-	18	93	32	43	18	93	32	43	1	15	64	18	41	13	53	18	33
Total	363	67	61	246	-	7	48	14	25	7	48	14	25	*	15	62	19	30	11	43	12	17
Out of the contract period	158	13	31	118	-	*	5	5	6	*	5	5	6	-	7	34	13	11	5	22	8	7
	43%	19%	50%	48%	~%	2%	10%	33%	26%	2%	10%	33%	26%	~%	48%	54%	69%	37%	46%	52%	65%	38%
			a	a				f	f			j	j									
In the next month	3	3	1	-	-	*	3	*	2	*	3	*	2	-	-	1	-	1	-	1	-	-
	1%	4%	1%	~%	~%	5%	6%	*%	7%	5%	6%	*%	7%	~%	~%	1%	~%	2%	~%	2%	~%	~%
		c																				
In the next 2-3 months	31	7	5	20	-	2	5	1	3	2	5	1	3	-	2	6	1	5	2	4	1	2
	8%	11%	9%	8%	~%	24%	10%	9%	10%	24%	10%	9%	10%	~%	14%	9%	5%	18%	14%	8%	7%	14%
In the next 4-6 months	54	14	4	37	-	2	12	2	5	2	12	2	5	-	1	5	*	4	1	1	*	1
	15%	21%	6%	15%	~%	33%	25%	11%	19%	33%	25%	11%	19%	~%	5%	8%	3%	13%	7%	3%	4%	8%
		b		b																		
In the next 7-12 months	47	19	8	22	-	2	16	3	6	2	16	3	6	-	*	6	1	5	*	6	1	4
	13%	28%	13%	9%	~%	28%	33%	18%	26%	28%	33%	18%	26%	~%	2%	9%	5%	16%	3%	14%	8%	24%
		bc																				
Over a year from now	14	8	3	6	-	*	6	3	2	*	6	3	2	-	-	1	2	1	-	1	1	1
	4%	12%	5%	2%	~%	4%	12%	21%	9%	4%	12%	21%	9%	~%	~%	2%	8%	3%	~%	3%	7%	5%
		c																				
Not sure	56	4	10	44	-	*	2	1	1	*	2	1	1	*	5	10	2	4	3	8	1	2
	16%	6%	16%	18%	~%	5%	4%	7%	4%	5%	4%	7%	4%	100%	31%	15%	10%	12%	29%	18%	9%	12%
			a	a																		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 27

QA25C. When does your current contract for your fixed line broadband run out?

Base : Those who have a contract for their standalone fixed line broadband service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
		~a	*b	*c	*d	~e	~f	~g	*h	i	j	~k	~l	m	n	o	p
Significance Level: 95%																	
Unweighted total	472	22	59	36	35	23	19	12	36	194	261	14	15	269	472	455	437
Effective Weighted Sample	246	17	29	30	27	12	6	10	26	103	138	7	4	143	246	240	229
Total	363	7	10	15	18	6	3	5	16	145	212	4	3	195	363	357	341
Out of the contract period	158	*	*	2	3	2	1	1	5	67	89	1	1	84	158	156	150
	43%	2%	2%	10%	15%	33%	42%	23%	28%	46%	42%	35%	52%	43%	43%	44%	44%
In the next month	3	*	1	-	2	-	*	-	2	1	2	-	*	3	3	3	3
	1%	5%	8%	-%	10%	-%	1%	-%	10%	1%	1%	-%	1%	2%	1%	1%	1%
In the next 2-3 months	31	1	1	1	2	1	-	1	1	15	14	1	-	21	31	30	29
	8%	22%	6%	5%	13%	10%	-%	17%	6%	11%	7%	13%	-%	11%	8%	8%	9%
In the next 4-6 months	54	2	3	3	5	1	*	1	2	20	33	1	*	23	54	53	46
	15%	34%	33%	22%	30%	25%	3%	25%	13%	14%	16%	22%	5%	12%	15%	15%	14%
In the next 7-12 months	47	2	2	6	4	1	1	2	4	17	28	1	1	25	47	44	43
	13%	28%	25%	40%	23%	17%	22%	35%	25%	12%	13%	15%	28%	13%	13%	12%	12%
Over a year from now	14	*	2	2	2	*	1	-	2	4	10	*	*	6	14	14	14
	4%	4%	22%	12%	9%	4%	31%	-%	13%	3%	5%	2%	13%	3%	4%	4%	4%
Not sure	56	*	*	2	-	1	*	-	1	21	35	1	*	32	56	56	56
	16%	5%	4%	11%	-%	11%	1%	-%	4%	14%	16%	12%	1%	17%	16%	16%	16%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 29

QA11D. How long ago did you start taking mobile phone network from (SUPPLIER)?

Base : Those with mobile phone as a standalone service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	CONSI				SWITCHED & COVERED					COVERED				CONSIDERED & COVERED				COVERED				
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
						TV	BAND			TV	BAND			TV	BAND			TV	BAND			
Significance Level: 95%	a	b	c	d	*e	f	g	h	i	j	k	l	m	*n	o	p	q	r	s	t	u	
Unweighted total	2556	856	437	1326	110	75	335	333	204	131	442	333	311	147	79	165	193	134	116	229	144	204
Effective Weighted Sample	1760	404	287	1204	84	40	198	115	133	86	274	115	214	106	43	112	126	86	73	180	91	138
Total	2884	425	307	2194	83	35	134	150	135	87	212	150	215	113	55	117	162	101	84	147	103	146
In the last 6 months	178 6%	96 23% bc	15 5%	74 3%	10 12%	2 6%	14 10%	80 54% defh	12 9%	9 10%	24 11%	80 54% ijl	23 10%	6 5%	3 5%	5 4%	2 1%	7 7% p	5 6%	9 6%	2 2%	8 6%
In the last 7-12 months	205 7% bc	74 17% bc	20 7%	115 5%	9 11%	5 14%	15 11%	49 33% defh	15 11%	9 11%	24 11%	49 33% ijl	24 11%	10 8%	2 4%	6 5%	14 9%	8 7%	5 6%	7 5%	8 8%	12 8%
Up to 2 years ago	508 18%	55 13%	56 18%	404 18% a	11 13% g	6 19% g	22 17% g	6 4%	26 19% g	16 18% k	33 15% k	6 4%	35 16% k	25 22% q	10 19%	20 17%	38 23% q	12 11%	16 19%	27 18%	21 20%	22 15%
Up to 4 years ago	418 14%	55 13%	44 14%	325 15%	17 21% g	3 9%	20 15% g	5 3%	21 16% g	14 15% k	36 17% k	5 3%	38 18% k	19 17%	6 11%	19 16%	32 20%	18 18%	13 15%	23 16%	18 17%	22 15%
More than 4 years ago	1419 49%	127 30%	163 53% a	1142 52% a	31 37% g	16 47% g	56 42% g	5 3%	57 42% g	35 40% k	85 40% k	5 3%	87 41% k	49 43%	33 59%	64 55%	73 45%	52 52%	40 47%	77 52% a	52 50%	75 51%
Can't remember	156 5%	17 4%	10 3%	134 6%	5 6%	2 5%	7 5%	4 3%	4 3%	5 6%	9 4%	4 3%	8 4%	5 4%	1 2%	3 2%	2 1%	5 5%	5 5%	5 3%	2 2%	7 5%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 29

QA11D. How long ago did you start taking mobile phone network from (SUPPLIER)?

Base : Those with mobile phone as a standalone service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	2556	88	112	101	142	98	91	68	192	1321	1235	67	73	1566	1906	2556	2225
Effective Weighted Sample	1760	57	47	77	114	34	26	49	144	973	788	25	21	1041	1210	1760	1498
Total	2884	57	28	52	104	42	38	41	156	1566	1318	33	29	1671	1865	2884	2390
In the last 6 months	178 6%	5 9%	4 16%	6 12%	10 10%	24 57%	17 46%	6 15%	13 8%	69 4%	109 8% i	18 56%	14 50%	91 5%	102 5%	178 6%	129 5%
In the last 7-12 months	205 7%	6 10%	2 7%	7 14%	11 11%	13 31%	15 40%	7 16%	15 9%	85 5%	120 9% i	10 30%	13 45%	126 8%	120 6%	205 7%	159 7%
Up to 2 years ago	508 18%	11 20%	8 28% cd	7 13%	14 13%	1 2%	* %	6 15%	25 16%	269 17%	239 18%	1 2%	* %	296 18%	322 17%	508 18%	387 16%
Up to 4 years ago	418 14%	11 19%	2 9%	7 14%	24 23% b	1 2%	1 4%	5 13%	32 20%	205 13%	213 16%	1 3%	1 5%	247 15%	264 14%	418 14%	354 15%
More than 4 years ago	1419 49%	20 35%	11 38%	22 42%	40 39%	3 6%	* 1%	14 35%	67 43%	829 53% j	589 45%	3 8%	* %	803 48%	945 51%	1419 49%	1220 51%
Can't remember	156 5%	4 7%	1 3%	3 5%	5 5%	* 1%	3 9%	2 6%	5 3%	109 7% j	48 4%	* 1%	- -%	109 6%	112 6%	156 5%	141 6%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 30

QA21D. How satisfied are you with the overall service provided for your mobile phone network?

Base : Those with mobile phone as a standalone service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED					COVERED				COVERED				COVERED				
	CONSI				BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND		TV	BAND		TV	BAND			TV	BAND		TV	BAND		TV
		a	b	c	d	*e	f	g	h	i	j	k	l	m	*n	o	p	q	r	s	t	u
Significance Level: 95%																						
Unweighted total	2556	856	437	1326	110	75	335	333	204	131	442	333	311	147	79	165	193	134	116	229	144	204
Effective Weighted Sample	1760	404	287	1204	84	40	198	115	133	86	274	115	214	106	43	112	126	86	73	180	91	138
Total	2884	425	307	2194	83	35	134	150	135	87	212	150	215	113	55	117	162	101	84	147	103	146
1 - Very dissatisfied	55 2%	13 3%	10 3%	36 2%	1 1%	* 1%	4 3%	7 5%	4 3%	* *%	5 2%	7 5%	5 2%	3 2%	1 2%	4 3%	10 6%	6 5%	1 2%	4 3%	4 3%	6 4%
2	89 3%	17 4%	19 6%	54 2%	7 9%	- -%	4 3%	4 2%	6 5%	7 8%	11 5%	4 2%	12 6%	3 3%	1 1%	7 6%	21 13%	1 1%	1 2%	6 4%	14 14%	3 2%
			c		efg											mnq					rsu	
TOTAL DISSATISFIED	144 5%	30 7%	29 10%	91 4%	8 10%	* 1%	8 6%	11 7%	10 8%	7 8%	16 8%	11 7%	17 8%	6 5%	2 3%	11 9%	31 19%	7 7%	3 3%	10 7%	18 17%	9 6%
		c	c		e											mnoq					rsu	
3 - Neither	310 11%	47 11%	48 16%	222 10%	4 5%	7 21%	20 15%	17 11%	11 8%	11 13%	24 11%	17 11%	15 7%	19 16%	5 9%	13 11%	39 24%	15 15%	12 14%	20 14%	20 20%	22 15%
			c		dh	d											no					
4	828 29%	130 31%	96 31%	614 28%	18 22%	12 35%	45 33%	50 33%	45 33%	20 23%	63 30%	50 33%	63 29%	38 34%	18 32%	34 29%	55 34%	27 27%	28 33%	46 31%	40 39%	45 31%
5 - Very satisfied	1548 54%	212 50%	129 42%	1223 56%	52 63%	14 39%	58 43%	71 48%	66 49%	48 54%	105 50%	71 48%	117 54%	45 40%	30 54%	57 49%	36 22%	49 49%	39 47%	69 47%	25 24%	67 46%
		b		ab	efgh									p	p	p	p	p	t	t	t	t
TOTAL SATISFIED	2376 82%	342 80%	224 73%	1837 84%	70 85%	26 74%	102 76%	121 81%	110 82%	68 78%	168 79%	121 81%	179 83%	83 73%	48 86%	91 78%	91 56%	76 75%	67 80%	115 78%	65 63%	112 76%
		b		b										p	p	p	p	p	t	t	t	t
Don't know	54 2%	6 1%	5 2%	44 2%	- -%	1 4%	4 3%	* *%	3 2%	1 2%	4 2%	* *%	3 1%	6 5%	1 2%	3 2%	1 1%	3 3%	3 3%	2 1%	* *%	3 2%
					g									p								

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 30

QA21D. How satisfied are you with the overall service provided for your mobile phone network?

Base : Those with mobile phone as a standalone service

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	2556	88	112	101	142	98	91	68	192	1321	1235	67	73	1566	1906	2556	2225	
Effective Weighted Sample	1760	57	47	77	114	34	26	49	144	973	788	25	21	1041	1210	1760	1498	
Total	2884	57	28	52	104	42	38	41	156	1566	1318	33	29	1671	1865	2884	2390	
1 - Very dissatisfied	55 2%	* *%	* 2%	* 1%	3 2%	3 6%	3 9%	- -%	5 3%	28 2%	28 2%	2 7%	* *%	27 2%	35 2%	55 2%	49 2%	
2	89 3%	4 8%	2 6%	3 7%	4 4%	* *%	- -%	3 7%	9 6%	33 2%	56 4% i	* *%	- -%	51 3%	62 3%	89 3%	73 3%	
TOTAL DISSATISFIED	144 5%	4 8%	2 8%	4 7%	7 7%	3 7%	3 9%	3 7%	13 9%	60 4%	84 6% i	2 7%	* *%	78 5%	97 5%	144 5%	122 5%	
3 - Neither	310 11%	9 16%	2 9%	8 15%	10 9%	4 10%	4 11%	5 13%	8 5%	165 11%	145 11%	3 9%	2 8%	194 12%	233 13%	310 11%	267 11%	
4	828 29%	11 20%	7 26%	17 32%	32 31%	17 40%	15 40%	14 33%	45 29%	437 28%	390 30%	13 40%	12 43%	443 27%	545 29%	828 29%	702 29%	
5 - Very satisfied	1548 54%	32 56%	15 54%	24 46%	55 52%	18 42%	15 41%	18 44%	87 56%	870 56%	678 51%	14 43%	14 49%	920 55%	951 51%	1548 54%	1247 52%	
TOTAL SATISFIED	2376 82%	43 76%	22 80%	41 78%	87 83%	34 82%	30 81%	32 77%	133 85%	1307 83%	1068 81%	28 83%	27 92%	1363 82%	1496 80%	2376 82%	1949 82%	
Don't know	54 2%	- -%	1 4%	- -%	1 1%	* *%	- -%	1 3%	2 1%	33 2%	21 2%	* *%	- -%	35 2%	39 2%	54 2%	52 2%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 31

QA22D. How satisfied are you with your experience of dealing with the customer services for your mobile phone network?

Base : Those with mobile phone as a standalone service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
				SWITCHED & COVERED						COVERED				COVERED				COVERED				
	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	a	b	c	d	*e	f	g	h	i	j	k	l	m	*n	o	p	q	r	s	t	u
Unweighted total	2556	856	437	1326	110	75	335	333	204	131	442	333	311	147	79	165	193	134	116	229	144	204
Effective Weighted Sample	1760	404	287	1204	84	40	198	115	133	86	274	115	214	106	43	112	126	86	73	180	91	138
Total	2884	425	307	2194	83	35	134	150	135	87	212	150	215	113	55	117	162	101	84	147	103	146
1 - Very dissatisfied	60 2%	12 3%	13 4%	40 2%	* *%	- -%	3 2%	7 5%	4 3%	- -%	3 2%	7 5%	5 2%	2 2%	1 3%	6 5%	17 11% m	9 9% m	1 2%	4 3%	6 5%	6 4%
2	99 3%	19 5%	18 6% c	62 3%	4 5%	1 2%	8 6%	6 4%	9 7%	4 5%	12 6%	6 4%	13 6%	2 1%	1 2%	6 5%	19 12% m	4 4%	2 3%	7 5%	12 12% rsu	6 4%
TOTAL DISSATISFIED	159 6% c	31 7% c	31 10% c	103 5%	4 5%	1 2%	11 8%	13 9%	13 10%	4 5%	15 7%	13 9%	18 8%	4 3%	3 5%	12 10% m	36 23% mno	14 13% m	4 4%	11 7%	18 17% rsu	12 8%
3 - Neither	396 14%	62 15%	65 21% ac	277 13%	11 14%	5 14%	27 20% g	15 10%	21 16%	14 16%	36 17%	15 10%	32 15%	23 21%	8 14%	22 19%	44 27%	18 18%	15 17%	32 21%	28 27%	30 20%
4	668 23%	108 25%	70 23%	499 23%	17 21%	14 41% dg	36 27%	33 22%	38 28%	23 26%	53 25%	33 22%	54 25%	40 35% op	19 33%	24 21%	36 22%	25 24%	28 34%	35 24%	23 22%	37 25%
5 - Very satisfied	1239 43%	168 39%	99 32%	984 45% b	42 50% efh	11 31%	37 27%	73 49% fh	38 28%	37 42%	77 36%	73 49% jl	79 37%	31 27%	24 44% p	45 38% p	30 19%	33 32% p	27 32%	52 35% t	23 23%	45 31%
TOTAL SATISFIED	1907 66%	276 65% b	170 55% b	1483 68% b	59 71% fh	25 72% f	73 54%	106 71% fh	77 57%	60 68%	130 61%	106 71%	133 62%	71 63% p	43 77% opq	69 59% p	67 41% p	57 56% p	55 65% t	87 59% t	47 45%	82 56%
Don't know	422 15%	56 13%	41 13%	331 15%	8 10%	4 11%	24 18%	16 11%	24 18%	10 11%	31 14%	16 11%	32 15%	15 13%	2 4%	13 11%	15 9%	13 13%	11 13%	18 12%	12 11%	23 16%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 31

QA22D. How satisfied are you with your experience of dealing with the customer services for your mobile phone network?

Base : Those with mobile phone as a standalone service

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	2556	88	112	101	142	98	91	68	192	1321	1235	67	73	1566	1906	2556	2225	
Effective Weighted Sample	1760	57	47	77	114	34	26	49	144	973	788	25	21	1041	1210	1760	1498	
Total	2884	57	28	52	104	42	38	41	156	1566	1318	33	29	1671	1865	2884	2390	
1 - Very dissatisfied	60 2%	- -%	* *%	1 1%	1 1%	1 1%	3 9%	* 1%	4 3%	21 1%	39 3% i	* 1%	* *%	38 2%	40 2%	60 2%	52 2%	
2	99 3%	2 3%	1 5%	1 2%	9 8%	3 8%	* 1%	1 2%	12 7%	34 2%	65 5% i	2 6%	* 1%	58 3%	71 4%	99 3%	82 3%	
TOTAL DISSATISFIED	159 6%	2 3%	2 5%	2 3%	10 10%	4 9%	4 10%	1 2%	16 10%	55 4%	104 8% i	2 7%	* 2%	96 6%	111 6%	159 6%	134 6%	
3 - Neither	396 14%	12 20%	5 19%	13 24% d	11 11%	3 8%	5 12%	7 17%	21 13%	198 13%	198 15%	2 7%	2 6%	240 14%	294 16%	396 14%	335 14%	
4	668 23%	14 25%	8 29%	12 22%	28 27%	8 20%	9 24%	11 26%	41 26%	321 20%	347 26% i	7 20%	8 29%	395 24%	448 24%	668 23%	581 24%	
5 - Very satisfied	1239 43%	22 39%	8 27%	17 32%	42 41%	21 51%	17 46%	13 33%	58 37%	674 43%	565 43%	19 56%	17 60%	725 43%	750 40%	1239 43%	979 41%	
TOTAL SATISFIED	1907 66%	36 64%	16 56%	28 54%	71 68%	30 71%	27 71%	24 59%	98 63%	994 63%	912 69% i	25 76%	26 89%	1119 67%	1199 64%	1907 66%	1559 65%	
Don't know	422 15%	7 12%	5 19%	9 18%	12 12%	5 12%	3 7%	9 21%	21 14%	318 20% i	104 8%	3 10%	1 4%	216 13%	262 14%	422 15%	362 15%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 32

QA23D. How satisfied are you with the value for money for your mobile phone network?

Base : Those with mobile phone as a standalone service

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED							
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS				
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		CALLS	TV	BAND		PHONE	CALLS	TV		BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS
Significance Level: 95%	a	b	c	d	*e	f	g	h	i	j	k	l	m	*n	o	p	q	r	s	t	u				
Unweighted total	2556	856	437	1326	110	75	335	333	204	131	442	333	311	147	79	165	193	134	116	229	144	204			
Effective Weighted Sample	1760	404	287	1204	84	40	198	115	133	86	274	115	214	106	43	112	126	86	73	180	91	138			
Total	2884	425	307	2194	83	35	134	150	135	87	212	150	215	113	55	117	162	101	84	147	103	146			
1 - Very dissatisfied	71 2%	10 2%	12 4%	54 2%	1 2%	* 1%	3 3%	4 3%	3 2%	2 2%	5 2%	4 3%	5 2%	2 2%	- -%	1 1%	15 9% mno	7 7% o	1 1%	2 1%	7 7% rs	5 3%			
2	133 5%	29 7% c	26 8% c	82 4%	2 3%	3 8%	13 10% d	10 7%	12 9%	4 4%	15 7%	10 7%	14 6%	8 7%	1 1%	8 7%	18 11% n	7 7%	4 5%	12 8%	12 12%	12 8%			
TOTAL DISSATISFIED	204 7%	39 9% c	38 12% c	136 6%	3 4%	3 9%	16 12% d	14 10%	15 11%	5 6%	20 9%	14 10%	19 9%	9 8%	1 1%	10 8% mno	32 20% n	14 13%	5 6%	15 10%	19 19% rs	17 12%			
3 - Neither	448 16%	67 16%	65 21% c	323 15%	8 10%	6 16%	28 21% d	21 14%	25 19%	12 14%	36 17%	21 14%	33 15%	33 29% q	12 22%	32 27%	39 24%	16 16%	17 20%	37 25%	20 19%	33 23%			
4	883 31%	139 33%	99 32%	653 30%	23 28%	12 36%	44 33%	55 37%	44 32%	24 28%	67 32%	55 37%	67 31%	34 30%	20 36%	32 27%	54 33%	32 32%	29 35%	48 33%	41 40%	47 32%			
5 - Very satisfied	1289 45%	175 41% b	101 33% ab	1029 47% efgh	48 58% efh	12 34%	41 31% g	59 39%	49 36%	45 51%	84 40%	59 39%	96 44%	32 28%	22 39% p	40 34% p	35 22% p	36 36% t	30 36%	46 32%	21 21%	48 33%			
TOTAL SATISFIED	2171 75%	314 74% b	200 65% b	1683 77% efh	71 86% efh	24 70%	86 64% f	113 76% f	93 69%	69 79%	152 72%	113 76%	162 75%	66 58%	42 75% p	71 61%	89 55% p	68 67%	60 71%	95 64%	63 61%	95 65%			
Don't know	61 2%	6 1%	4 1%	52 2%	* *%	1 4% g	4 3%	* *%	1 1%	1 2%	4 2%	* *%	2 1%	5 4%	1 2%	4 3%	2 1%	4 4%	3 3%	1 *%	1 1%	2 1%			

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 32

QA23D. How satisfied are you with the value for money for your mobile phone network?

Base : Those with mobile phone as a standalone service

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	2556	88	112	101	142	98	91	68	192	1321	1235	67	73	1566	1906	2556	2225	
Effective Weighted Sample	1760	57	47	77	114	34	26	49	144	973	788	25	21	1041	1210	1760	1498	
Total	2884	57	28	52	104	42	38	41	156	1566	1318	33	29	1671	1865	2884	2390	
1 - Very dissatisfied	71 2%	* 1%	- -%	1 3%	2 2%	1 2%	3 9%	1 2%	4 2%	37 2%	34 3%	1 2%	* %	45 3%	44 2%	71 2%	60 3%	
2	133 5%	2 3%	2 8%	3 5%	8 8%	4 10%	2 7%	* 1%	12 8%	54 3%	79 6% i	4 11%	1 5%	84 5%	102 5%	133 5%	121 5%	
TOTAL DISSATISFIED	204 7%	2 4%	2 8%	4 8%	10 10%	5 11%	6 15%	1 2%	16 10%	91 6%	113 9% i	4 13%	1 5%	128 8%	146 8%	204 7%	181 8%	
3 - Neither	448 16%	10 18%	4 15%	15 29% d	11 11%	9 22%	7 19%	11 26% h	18 11%	211 14%	236 18% i	6 19%	5 17%	286 17%	342 18% o	448 16%	405 17%	
4	883 31%	16 27%	11 39%	15 29%	36 35%	14 34%	14 37%	10 26%	53 34%	449 29%	434 33%	11 33%	13 44%	487 29%	580 31%	883 31%	739 31%	
5 - Very satisfied	1289 45%	29 51%	10 35%	18 34%	45 43%	13 32%	11 29%	18 44%	69 44%	776 50% j	512 39%	11 34%	10 34%	728 44%	752 40%	1289 45% n	1007 42%	
TOTAL SATISFIED	2171 75%	44 78%	21 74%	33 63%	82 78% c	27 66%	25 66%	29 70%	122 78%	1225 78% j	946 72%	22 67%	23 78%	1215 73%	1332 71%	2171 75% n	1746 73%	
Don't know	61 2%	- -%	1 2%	- -%	1 1%	* %	- -%	1 2%	1 %	38 2%	23 2%	* %	- -%	42 2%	46 2%	61 2%	59 2%	
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																		

Table 33

QA24D. When you took out mobile phone network with (SUPPLIER), did you have a contract which tied you to their service for a period of time? IF YES - How long was that contract for?

Base : Those with mobile phone as a standalone service

	ACTIONS TAKEN									SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS				
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE					
Significance Level: 95%	a	b	c	d	*e	f	g	h	i	j	k	l	m	*n	o	p	q	r	s	t	u				
Unweighted total	2556	856	437	1326	110	75	335	333	204	131	442	333	311	147	79	165	193	134	116	229	144	204			
Effective Weighted Sample	1760	404	287	1204	84	40	198	115	133	86	274	115	214	106	43	112	126	86	73	180	91	138			
Total	2884	425	307	2194	83	35	134	150	135	87	212	150	215	113	55	117	162	101	84	147	103	146			
No, did not have a contract with them	1320	169	134	1032	32	11	47	60	55	34	77	60	86	53	29	47	46	48	40	63	31	73			
	46%	40%	44%	47% a	39%	33%	35%	40%	41%	39%	36%	40%	40%	47% p	53% p	40%	29% p	47% p	47% t	43%	30%	50% t			
Under 12 months	54	15	2	38	2	2	3	11	3	2	4	11	4	1	-	2	2	-	*	2	*	*			
	2%	4% bc	1%	2%	2%	5%	2%	7% f	2%	3%	2%	7% jl	2%	1%	-%	2%	1%	-%	1%	1%	*%	*%			
12 months	415	58	55	308	11	7	25	16	20	13	36	16	31	19	10	20	26	18	17	27	21	29			
	14%	14%	18%	14%	13%	20%	19% g	10%	15%	15%	17%	10%	14%	17%	18%	17%	16%	17%	20%	18%	20%	20%			
18 months	593	114	69	423	16	10	36	46	31	20	53	46	46	25	11	26	65	21	14	29	32	25			
	21%	27% c	22%	19%	19%	28%	27%	31%	23%	23%	25%	31%	21%	22%	21%	22%	40% mnoq	21%	17%	20%	31% rsu	17%			
24 months/ 2 years	141	33	22	91	9	2	12	14	7	7	21	14	16	7	3	6	11	6	5	9	10	7			
	5%	8% c	7% c	4%	11%	5%	9%	10%	5%	8%	10%	10%	8%	6%	6%	5%	7%	6%	6%	6%	10%	5%			
Over 2 years	41	6	1	34	1	*	2	-	5	*	3	-	6	-	1	*	-	*	1	*	-	*			
	1%	1%	*%	2%	1%	1%	1%	-%	3% g	*%	1%	-%	3% k	-%	1%	*%	-%	*%	1%	*%	-%	*%			
Don't know how long the contract was for	117	8	11	98	2	*	3	1	4	3	5	1	6	5	-	8	3	4	3	10	3	6			
	4%	2%	4%	4% a	3%	1%	2%	1%	3%	3%	2%	1%	3%	4%	-%	7%	2%	4%	4%	7%	3%	4%			
Don't know if there was a contract	204	24	13	169	9	2	7	2	11	8	13	2	19	4	1	7	8	5	4	7	6	5			
	7%	6%	4%	8% b	11% g	6%	5%	1%	8% g	10% k	6% k	1%	9% k	3%	2%	6%	5%	5%	5%	5%	6%	3%			
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																									

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 33

QA24D. When you took out mobile phone network with (SUPPLIER), did you have a contract which tied you to their service for a period of time? IF YES - How long was that contract for?

Base : Those with mobile phone as a standalone service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	2556	88	112	101	142	98	91	68	192	1321	1235	67	73	1566	1906	2556	2225
Effective Weighted Sample	1760	57	47	77	114	34	26	49	144	973	788	25	21	1041	1210	1760	1498
Total	2884	57	28	52	104	42	38	41	156	1566	1318	33	29	1671	1865	2884	2390
No, did not have a contract with them	1320 46%	24 43%	10 34%	22 42%	31 29%	13 32%	5 13%	20 48%	58 37%	1208 77%	112 9%	5 16%	1 2%	647 39%	692 37%	1320 46%	1031 43%
										j						mn	mn
Under 12 months	54 2%	2 4%	1 3%	* 1%	2 2%	2 5%	4 11%	* 1%	3 2%	7 *%	46 4%	2 6%	4 14%	34 2%	37 2%	54 2%	45 2%
											i						
12 months	415 14%	8 14%	3 9%	11 21%	19 18%	5 12%	6 15%	10 23%	18 12%	76 5%	339 26%	5 16%	2 8%	279 17%	330 18%	415 14%	377 16%
											i				o		
18 months	593 21%	12 22%	11 38%	14 26%	24 23%	13 32%	20 53%	6 15%	38 24%	57 4%	536 41%	13 40%	19 66%	376 23%	419 22%	593 21%	490 20%
											i						
24 months/ 2 years	141 5%	3 6%	3 10%	3 7%	14 13%	7 18%	3 8%	3 7%	13 8%	9 1%	132 10%	7 22%	3 9%	97 6%	111 6%	141 5%	117 5%
											i						
Over 2 years	41 1%	* 1%	* 1%	- -%	2 2%	- -%	- -%	* 1%	5 3%	11 1%	29 2%	- -%	- -%	22 1%	31 2%	41 1%	39 2%
											i						
Don't know how long the contract was for	117 4%	1 2%	* 2%	* 1%	3 3%	- -%	- -%	- -%	5 3%	37 2%	81 6%	- -%	- -%	83 5%	96 5%	117 4%	111 5%
											i						
Don't know if there was a contract	204 7%	5 9%	1 3%	1 2%	10 9%	* 1%	* *%	2 4%	16 10%	161 10%	43 3%	* 1%	* *%	133 8%	149 8%	204 7%	181 8%
										j							

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 34

QA25D. When does your current contract for your mobile phone network run out?

Base : Those who have a contract for their standalone mobile phone service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED								
					SWITCHED & COVERED																					
	CONSI				BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS					BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS					TV	BROAD MOB. PHONE		FIXED LINE CALLS
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS
Significance Level: 95%	Total	a	b	c	*d	*e	f	g	h	*i	j	k	l	*m	*n	*o	p	*q	*r	s	t	u				
Unweighted total	1156	450	225	518	53	45	182	185	103	69	235	185	155	71	47	77	126	61	61	103	91	88				
Effective Weighted Sample	743	208	144	467	41	23	110	63	65	43	148	63	105	49	31	55	80	35	41	78	55	56				
Total	1243	225	148	894	39	21	78	87	65	42	117	87	103	52	25	56	104	45	37	67	63	62				
Out of the contract period	320	31	46	250	4	5	11	8	8	8	16	8	11	14	7	21	20	18	12	24	13	23				
	26%	14%	31%	28%	11%	27%	14%	10%	12%	18%	13%	10%	11%	27%	28%	38%	20%	40%	31%	36%	20%	38%				
			a	a		g										p	p			t						
In the next month	47	13	6	29	1	*	4	2	9	1	5	2	10	2	-	1	16	*	-	*	5	1				
	4%	6%	4%	3%	2%	2%	5%	3%	15%	2%	4%	3%	10%	5%	-%	1%	16%	1%	-%	-%	9%	1%				
								dfg								noq				s						
In the next 2-3 months	99	18	4	78	5	3	10	2	5	6	15	2	10	3	1	7	17	4	1	3	2	1				
	8%	8%	3%	9%	12%	13%	13%	2%	8%	13%	13%	2%	10%	6%	3%	13%	16%	9%	2%	5%	3%	2%				
				b	g	g	g			k	k		k													
In the next 4-6 months	214	45	25	148	9	3	11	19	6	10	20	19	15	12	3	4	17	3	6	13	13	11				
	17%	20%	17%	17%	22%	16%	15%	22%	10%	23%	17%	22%	15%	22%	10%	8%	16%	7%	17%	19%	20%	18%				
										o																
In the next 7-12 months	233	56	33	150	10	6	18	28	15	7	27	28	25	12	9	12	16	11	11	13	16	15				
	19%	25%	22%	17%	25%	30%	23%	33%	24%	17%	23%	33%	24%	22%	36%	21%	15%	25%	30%	19%	25%	24%				
		c													p											
Over a year from now	193	47	23	127	6	1	17	27	13	6	23	27	19	9	3	6	9	4	5	11	9	7				
	16%	21%	16%	14%	15%	6%	22%	31%	20%	14%	20%	31%	19%	18%	13%	11%	9%	9%	14%	16%	14%	11%				
		c					e																			
Not sure	137	15	11	112	5	1	7	1	7	5	12	1	12	-	2	4	8	5	2	3	6	4				
	11%	7%	7%	13%	12%	6%	9%	1%	11%	12%	10%	1%	12%	-%	9%	8%	8%	10%	6%	5%	9%	6%				
				a	g		g		g	k	k		k		m	m	m	m								

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 34

QA25D. When does your current contract for your mobile phone network run out?

Base : Those who have a contract for their standalone mobile phone service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT d	PAC *e	C&R *f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	1156	49	55	56	81	58	70	33	97	124	1032	57	65	798	961	1156	1030
Effective Weighted Sample	743	30	26	41	65	22	21	23	72	88	655	21	20	498	588	743	650
Total	1243	26	17	29	61	28	32	20	77	161	1082	28	28	807	929	1243	1067
Out of the contract period	320	4	2	2	10	1	7	1	9	73	248	1	4	209	238	320	282
	26%	14%	13%	8%	16%	4%	22%	7%	11%	45%	23%	4%	13%	26%	26%	26%	26%
In the next month	47	1	1	1	2	2	-	1	9	*	47	2	-	28	31	47	36
	4%	3%	6%	5%	3%	6%	-%	4%	12%	*%	4%	6%	-%	3%	3%	4%	3%
In the next 2-3 months	99	4	1	5	9	*	1	2	8	6	93	*	1	71	73	99	74
	8%	14%	4%	16%	14%	*%	3%	8%	11%	4%	9%	*%	3%	9%	8%	8%	7%
In the next 4-6 months	214	7	1	8	10	4	8	5	9	21	193	4	8	139	155	214	179
	17%	25%	4%	28% b	16%	16%	25%	23%	12%	13%	18%	16%	29%	17%	17%	17%	17%
In the next 7-12 months	233	3	4	5	17	7	11	5	18	16	216	7	10	153	175	233	205
	19%	12%	24%	16%	28%	24%	34%	27%	24%	10%	20% i	24%	35%	19%	19%	19%	19%
Over a year from now	193	3	6	6	10	14	5	4	14	15	178	14	5	114	145	193	160
	16%	13%	33%	20%	16%	49% f	16%	20%	18%	9%	16%	49% l	18%	14%	16%	16%	15%
Not sure	137	5	3	2	5	*	*	2	9	30	107	-	*	93	113	137	130
	11%	18%	16%	8%	8%	1%	1%	10%	12%	18% j	10%	-%	1%	12%	12%	11%	12%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 36

QA11E. How long ago did you start taking fixed line phone (calls) from (SUPPLIER)?

Base : Those with fixed line phone as a standalone service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED					COVERED				COVERED				COVERED				
	CONSI				BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND			TV	BAND			TV	BAND			TV	BAND			
Significance Level: 95%		a	b	c	~d	*e	f	g	h	*i	j	k	l	~m	*n	o	*p	q	*r	s	*t	u
Unweighted total	1214	403	198	647	5	36	214	138	117	39	219	141	117	9	36	120	58	121	32	98	44	90
Effective Weighted Sample	826	162	127	590	4	21	130	42	69	24	133	43	69	7	24	87	34	78	20	76	25	56
Total	1329	175	136	1037	3	13	71	63	71	15	73	64	71	5	28	80	47	97	22	59	28	68
In the last 6 months	74 6%	31 17% bc	7 5%	40 4%	1 40%	1 10%	10 14%	4 6%	24 34% efg	2 16%	11 15%	4 6%	24 34% jk	- -%	1 5%	3 3%	4 9%	4 5%	- -%	3 4%	2 8%	4 5%
In the last 7-12 months	69 5%	39 22% bc	6 4%	26 2%	* 17%	3 22%	18 25% g	5 9%	30 42% fg	3 22%	18 25% k	6 9%	30 42% jk	1 20%	* 1%	3 3%	2 4%	8 9%	1 4%	2 3%	1 3%	5 7%
Up to 2 years ago	134 10%	31 17% c	14 11%	92 9%	- -%	4 33% fh	11 16%	14 23%	6 8%	4 29% l	11 15%	14 22%	6 8%	2 32%	6 21%	8 11%	6 12%	9 10%	3 14%	5 8%	3 10%	6 8%
Up to 4 years ago	118 9%	19 11%	19 14%	84 8%	- -%	2 15% h	6 8%	12 19% h	2 3%	2 13%	6 8%	12 18% l	2 3%	* 10%	4 15%	12 14%	10 21%	12 12%	4 18%	10 16%	4 15%	8 11%
More than 4 years ago	867 65%	51 29% a	86 63% a	738 71% a	1 26%	2 17%	25 35% h	26 42% h	7 9%	2 15%	26 35% l	27 42% il	7 9%	* 9%	15 54%	49 61%	25 53%	60 62%	12 54%	37 63%	18 63%	45 66%
Can't remember	66 5%	5 3%	5 3%	57 5%	* 17%	* 3%	1 2%	1 2%	2 3%	1 5%	2 2%	1 2%	2 3%	2 30%	1 4%	6 8%	* 1%	3 3%	2 11%	4 6%	* 1%	1 2%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 36

QA11E. How long ago did you start taking fixed line phone (calls) from (SUPPLIER)?

Base : Those with fixed line phone as a standalone service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT *d	PAC *e	C&R *f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	1214	31	77	50	55	45	34	22	70	564	501	30	27	630	755	1065	1214
Effective Weighted Sample	826	18	34	40	43	14	10	15	44	404	291	11	8	389	420	694	826
Total	1329	12	14	23	28	21	18	14	48	646	486	18	14	606	635	1132	1329
In the last 6 months	74 6%	2 17%	4 28%	3 12%	3 12%	2 8%	* 2%	4 29%	18 37%	41 6%	28 6%	2 9%	* 2%	39 6%	39 6%	69 6%	74 6%
In the last 7-12 months	69 5%	2 21%	2 14%	7 31%	7 26%	3 13%	2 9%	8 56%	19 40%	27 4%	40 8%	3 15%	2 12%	26 4%	44 7%	67 6%	69 5%
Up to 2 years ago	134 10%	4 35%	2 14%	3 13%	5 17%	5 26%	5 30%	1 6%	3 5%	60 9%	67 14%	5 29%	5 35%	69 11%	84 13%	127 11%	134 10%
Up to 4 years ago	118 9%	1 11%	1 9%	2 9%	2 7%	5 22%	* 2%	* 3%	2 3%	48 8%	61 13%	4 24%	* *%	60 10%	62 10%	110 10%	118 9%
More than 4 years ago	867 65%	1 10%	5 34%	8 33%	10 37%	6 31%	10 56%	1 5%	5 11%	438 68%	265 54%	4 23%	7 50%	386 64%	359 56%	703 62%	867 65%
Can't remember	66 5%	1 6%	* 1%	1 3%	* 1%	- -%	* 1%	- -%	2 4%	31 5%	25 5%	- -%	* 1%	27 4%	47 7%	56 5%	66 5%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 37

QA21E. How satisfied are you with the overall service provided for your fixed line phone (calls)?

Base : Those with fixed line phone as a standalone service

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED							
	Total	CONSI			BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS				
		SWIT-CHED	DERED	NEIT-HER		TV	BAND	PHONE		CALLS	TV	BAND		PHONE	CALLS	TV		BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS
Significance Level: 95%		a	b	c	~d	*e	f	g	h	*i	j	k	l	~m	*n	o	*p	q	*r	s	*t	u			
Unweighted total	1214	403	198	647	5	36	214	138	117	39	219	141	117	9	36	120	58	121	32	98	44	90			
Effective Weighted Sample	826	162	127	590	4	21	130	42	69	24	133	43	69	7	24	87	34	78	20	76	25	56			
Total	1329	175	136	1037	3	13	71	63	71	15	73	64	71	5	28	80	47	97	22	59	28	68			
1 - Very dissatisfied	36 3%	7 4%	12 9%	20 2%	- -%	1 7%	3 4%	4 7%	2 2%	1 6%	3 4%	4 6%	2 2%	1 18%	1 4%	3 4%	4 8%	11 11%	2 7%	3 6%	2 9%	10 15%			
2	58 4%	13 7%	6 4%	40 4%	1 40%	1 8%	8 11%	1 2%	8 11%	2 14%	9 12%	1 2%	8 11%	- -%	2 7%	3 4%	1 3%	10 10%	1 3%	2 3%	* 1%	4 5%			
TOTAL DISSATISFIED	94 7%	20 12%	18 13%	59 6%	1 40%	2 15%	11 15%	6 9%	10 14%	3 21%	12 16%	6 9%	10 14%	1 18%	3 11%	6 8%	5 11%	21 21%	2 9%	5 9%	3 10%	14 20%			
3 - Neither	148 11%	27 15%	36 27%	90 9%	- -%	3 20%	16 23%	5 8%	12 17%	3 17%	16 22%	5 8%	12 17%	2 30%	4 14%	20 25%	14 29%	30 31%	5 21%	15 25%	7 27%	20 29%			
4	358 27%	61 35%	36 27%	265 26%	1 26%	5 40%	22 31%	30 48%	17 24%	5 35%	23 31%	31 48%	17 24%	2 40%	9 31%	32 40%	13 27%	23 24%	10 43%	19 32%	8 29%	16 23%			
5 - Very satisfied	713 54%	66 38%	45 33%	607 59%	1 30%	3 24%	22 31%	22 34%	32 45%	4 27%	23 31%	22 34%	32 45%	1 12%	12 42%	22 27%	16 33%	22 23%	6 25%	19 33%	10 34%	18 27%			
TOTAL SATISFIED	1071 81%	127 73%	81 60%	872 84%	1 56%	8 65%	44 62%	51 82%	49 69%	9 62%	45 62%	53 82%	49 69%	3 53%	20 73%	53 67%	29 60%	46 47%	15 68%	38 65%	18 64%	34 50%			
Don't know	16 1%	1 *%	1 1%	15 1%	* 4%	- -%	- -%	1 1%	* *%	- -%	* *%	1 1%	* *%	- -%	* 1%	* *%	- -%	* *%	* 2%	* 1%	- -%	* 1%			

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 37

QA21E. How satisfied are you with the overall service provided for your fixed line phone (calls)?

Base : Those with fixed line phone as a standalone service

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT *d	PAC *e	C&R *f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	1214	31	77	50	55	45	34	22	70	564	501	30	27	630	755	1065	1214	
Effective Weighted Sample	826	18	34	40	43	14	10	15	44	404	291	11	8	389	420	694	826	
Total	1329	12	14	23	28	21	18	14	48	646	486	18	14	606	635	1132	1329	
1 - Very dissatisfied	36 3%	* 3%	* %	1 4%	2 6%	* %	3 18%	* 2%	1 1%	22 3%	14 3%	* 1%	* %	27 4%	18 3%	36 3%	36 3%	
2	58 4%	2 18%	2 13%	2 10%	4 14%	* 1%	* %	1 8%	6 12%	28 4%	21 4%	* 1%	* %	26 4%	34 5%	49 4%	58 4%	
TOTAL DISSATISFIED	94 7%	3 22%	2 13%	3 14%	6 20%	* 1%	3 18%	1 10%	6 13%	50 8%	35 7%	* 1%	* 1%	53 9%	52 8%	85 8%	94 7%	
3 - Neither	148 11%	2 19%	4 32%	4 18%	5 17%	3 13%	1 3%	2 17%	9 18%	63 10%	73 15% i	2 12%	1 4%	86 14%	104 16% op	136 12%	148 11%	
4	358 27%	4 34%	4 27%	11 45% d	6 20%	9 44%	11 63%	7 49%	9 19%	170 26%	149 31%	8 43%	11 78%	159 26%	183 29%	319 28%	358 27%	
5 - Very satisfied	713 54%	3 26%	4 28%	5 23%	12 43%	9 42%	3 16%	3 24%	24 50%	357 55% j	223 46%	8 43%	2 17%	300 49%	286 45%	580 51% n	713 54% n	
TOTAL SATISFIED	1071 81%	7 59%	7 55%	16 68%	18 63%	18 86%	14 79%	10 73%	33 69%	527 82%	371 76%	16 87%	13 96%	459 76%	469 74%	899 79% n	1071 81% n	
Don't know	16 1%	- -%	- -%	- -%	- -%	- -%	* *% %	- -%	* *% %	6 1%	7 1%	- -%	* *% %	9 1%	11 2%	13 1%	16 1%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 38

QA22E. How satisfied are you with your experience of dealing with the customer services for your fixed line phone (calls)?

Base : Those with fixed line phone as a standalone service

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS			
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS			
																					Total	a	b
Significance Level: 95%																							
Unweighted total	1214	403	198	647	5	36	214	138	117	39	219	141	117	9	36	120	58	121	32	98	44	90	
Effective Weighted Sample	826	162	127	590	4	21	130	42	69	24	133	43	69	7	24	87	34	78	20	76	25	56	
Total	1329	175	136	1037	3	13	71	63	71	15	73	64	71	5	28	80	47	97	22	59	28	68	
1 - Very dissatisfied	50 4%	9 5%	13 10% c	29 3%	- -%	1 10%	6 9%	2 2%	5 7%	1 9%	6 8%	2 2%	5 7%	1 12%	2 6%	5 7%	10 21% o	12 12%	2 8%	5 9%	6 22%	8 12%	
2	73 5%	17 10% c	13 10% c	48 5%	- -%	2 13%	9 13%	7 11%	6 9%	2 11%	9 13%	7 10%	6 9%	1 15%	1 4%	9 11%	4 8%	16 17%	1 4%	5 9%	1 5%	10 15%	
TOTAL DISSATISFIED	122 9%	26 15% c	26 19% c	77 7%	- -%	3 23%	15 22%	8 13%	12 16%	3 20%	15 21%	8 13%	12 16%	1 26%	3 10%	14 18%	14 29%	28 29%	3 12%	10 17%	7 27%	18 27%	
3 - Neither	186 14%	35 20% c	38 28% c	117 11%	2 66%	2 19%	14 19%	9 14%	16 23%	3 23%	15 21%	9 15%	16 23%	2 32%	7 26%	19 24%	11 24%	27 28%	7 30%	15 25%	8 30%	18 27%	
4	306 23%	45 26%	30 22%	234 23%	- -%	5 42% h	19 28%	20 32%	11 16%	5 37% l	19 27%	20 31%	11 16%	2 29%	7 26%	22 27%	10 21%	24 24%	8 36%	13 22%	6 20%	16 23%	
5 - Very satisfied	548 41%	51 29%	26 19%	473 46% ab	1 30%	2 17%	17 24%	20 32%	23 32%	3 20%	18 24%	21 32%	23 32%	1 12%	9 34% q	14 18%	7 16%	12 12%	4 19%	13 23%	3 11%	11 17%	
TOTAL SATISFIED	854 64%	97 55% b	56 41%	707 68% ab	1 30%	8 59%	36 51%	40 64%	34 49%	8 57%	37 50%	41 64%	34 49%	2 42%	17 60% q	36 45%	17 36%	35 37%	12 55%	26 44%	9 31%	27 40%	
Don't know	167 13%	18 10%	15 11%	137 13%	* 4%	- -%	5 8%	6 9%	9 12%	- -%	6 8%	6 9%	9 12%	- -%	1 4%	10 12%	5 11%	6 6%	1 3%	8 13%	3 12%	5 7%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 38

QA22E. How satisfied are you with your experience of dealing with the customer services for your fixed line phone (calls)?

Base : Those with fixed line phone as a standalone service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT *d	PAC *e	C&R *f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	1214	31	77	50	55	45	34	22	70	564	501	30	27	630	755	1065	1214
Effective Weighted Sample	826	18	34	40	43	14	10	15	44	404	291	11	8	389	420	694	826
Total	1329	12	14	23	28	21	18	14	48	646	486	18	14	606	635	1132	1329
1 - Very dissatisfied	50 4%	1 6%	1 6%	3 11%	2 7%	* 1%	* *%	2 11%	2 5%	24 4%	24 5%	* 1%	* *%	29 5%	35 5%	48 4%	50 4%
2	73 5%	2 15%	2 13%	2 6%	5 17%	1 3%	3 18%	* 2%	6 12%	43 7%	28 6%	1 3%	* *%	39 6%	51 8%	71 6%	73 5%
TOTAL DISSATISFIED	122 9%	2 21%	3 19%	4 17%	7 23%	1 3%	3 18%	2 14%	8 16%	67 10%	52 11%	1 4%	* 1%	67 11%	86 14%	119 11%	122 9%
3 - Neither	186 14%	3 27%	5 38% d	5 21%	3 11%	6 27%	1 3%	5 33%	8 18%	80 12%	82 17%	4 23%	1 4%	102 17%	117 18% p	162 14%	186 14%
4	306 23%	4 37%	3 22%	8 33%	7 24%	6 28%	8 41%	5 33%	7 14%	145 22%	127 26%	5 30%	7 48%	150 25%	149 24%	272 24%	306 23%
5 - Very satisfied	548 41%	2 15%	2 17%	5 21%	10 34%	8 38%	5 30%	3 20%	19 40%	266 41%	181 37%	7 39%	5 39%	228 38%	204 32%	447 39% n	548 41% n
TOTAL SATISFIED	854 64%	6 53%	5 39%	13 54%	16 58%	14 66%	13 72%	8 53%	26 54%	411 64%	308 63%	13 70%	12 87%	378 62%	353 56%	719 64% n	854 64% n
Don't know	167 13%	- -%	1 4%	2 8%	2 8%	1 4%	1 7%	- -%	6 12%	88 14%	44 9%	1 3%	1 9%	59 10%	79 12%	132 12%	167 13%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 39

QA23E. How satisfied are you with the value for money for your fixed line phone (calls)?

Base : Those with fixed line phone as a standalone service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED					COVERED				COVERED				COVERED				
	CONSI				BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
	Total	SWIT-CHED	DERED	NEIT-HER		TV	BAND		TV	BAND		TV	BAND		BUN-DLE	TV	BAND		TV	BAND		
Significance Level: 95%		a	b	c	~d	*e	f	g	h	*i	j	k	l	~m	*n	o	*p	q	*r	s	*t	u
Unweighted total	1214	403	198	647	5	36	214	138	117	39	219	141	117	9	36	120	58	121	32	98	44	90
Effective Weighted Sample	826	162	127	590	4	21	130	42	69	24	133	43	69	7	24	87	34	78	20	76	25	56
Total	1329	175	136	1037	3	13	71	63	71	15	73	64	71	5	28	80	47	97	22	59	28	68
1 - Very dissatisfied	57 4%	10 6%	14 10%	33 3%	- -%	1 8%	5 7%	3 5%	6 8%	1 7%	5 7%	3 5%	6 8%	1 18%	2 6%	4 5%	7 15%	16 16%	2 7%	4 6%	3 12%	10 14%
2	131 10%	19 11%	26 19%	92 9%	- -%	1 11%	7 10%	7 12%	9 13%	1 10%	7 9%	7 12%	9 13%	* 6%	3 12%	17 22%	5 11%	25 26%	2 10%	10 18%	5 18%	15 22%
TOTAL DISSATISFIED	188 14%	29 17%	40 29%	125 12%	- -%	2 19%	12 17%	10 16%	15 21%	2 17%	12 16%	10 16%	15 21%	1 24%	5 18%	22 27%	12 26%	41 42%	4 17%	14 24%	8 30%	25 37%
3 - Neither	215 16%	40 23%	34 25%	145 14%	- -%	4 32%	20 28%	14 22%	15 22%	4 28%	20 27%	14 22%	15 22%	2 41%	8 27%	24 30%	11 22%	19 20%	9 39%	19 32%	5 20%	15 22%
4	389 29%	61 35%	30 22%	302 29%	2 66%	3 26%	23 32%	26 42%	21 30%	4 30%	25 33%	27 42%	21 30%	1 23%	5 17%	21 26%	12 25%	21 21%	5 22%	13 22%	8 27%	14 20%
5 - Very satisfied	511 38%	42 24%	29 22%	442 43%	1 30%	3 23%	15 21%	11 18%	18 26%	4 26%	16 22%	12 18%	18 26%	1 12%	10 36%	13 16%	12 26%	15 15%	5 20%	13 22%	6 22%	12 18%
TOTAL SATISFIED	900 68%	103 59%	59 44%	744 72%	3 96%	6 49%	38 54%	38 60%	40 56%	8 55%	40 55%	39 61%	40 56%	2 35%	15 53%	34 42%	24 51%	36 37%	10 42%	26 44%	14 49%	26 38%
Don't know	26 2%	2 1%	3 2%	22 2%	* 4%	- -%	1 2%	1 1%	1 2%	- -%	1 2%	1 1%	1 2%	- -%	* 1%	* %	* 1%	2 2%	* 2%	* 1%	* 1%	2 3%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 39

QA23E. How satisfied are you with the value for money for your fixed line phone (calls)?

Base : Those with fixed line phone as a standalone service

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE	
Significance Level: 95%		*a	*b	*c	*d	*e	*f	~g	*h	i	j	~k	~l	m	n	o	p	
Unweighted total	1214	31	77	50	55	45	34	22	70	564	501	30	27	630	755	1065	1214	
Effective Weighted Sample	826	18	34	40	43	14	10	15	44	404	291	11	8	389	420	694	826	
Total	1329	12	14	23	28	21	18	14	48	646	486	18	14	606	635	1132	1329	
1 - Very dissatisfied	57 4%	1 5%	* 2%	2 8%	2 8%	* 1%	* *%	1 7%	5 10%	29 4%	24 5%	* 1%	* *%	34 6%	31 5%	53 5%	57 4%	
2	131 10%	1 12%	2 12%	2 7%	2 9%	2 9%	5 29%	1 9%	6 13%	71 11%	40 8%	2 10%	2 14%	51 8%	65 10%	111 10%	131 10%	
TOTAL DISSATISFIED	188 14%	2 17%	2 14%	4 15%	5 16%	2 10%	5 29%	2 16%	11 22%	100 16%	64 13%	2 11%	2 15%	86 14%	97 15%	164 15%	188 14%	
3 - Neither	215 16%	4 32%	5 37% d	9 38% d	3 10%	6 30%	2 10%	5 39%	9 18%	103 16%	93 19%	5 30%	2 12%	119 20%	131 21%	196 17%	215 16%	
4	389 29%	3 27%	5 37%	8 33%	9 33%	7 33%	11 59%	5 39%	12 25%	188 29%	159 33%	6 32%	10 71%	179 30%	201 32%	347 31%	389 29%	
5 - Very satisfied	511 38%	3 24%	2 11%	3 11%	11 39% bc	6 27%	* 1%	1 6%	16 33%	244 38%	158 32%	5 28%	* 2%	206 34%	191 30%	402 36%	511 38% n	
TOTAL SATISFIED	900 68%	6 51%	7 49%	10 44%	20 71% bc	12 60%	11 61%	6 45%	28 59%	432 67%	317 65%	11 59%	10 73%	385 63%	392 62%	749 66%	900 68% n	
Don't know	26 2%	- -%	- -%	1 3%	1 2%	- -%	* *%	- -%	1 1%	11 2%	12 2%	- -%	* *%	17 3%	15 2%	23 2%	26 2%	
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																		

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 40

QA24E. When you took out fixed line phone service (calls) with (SUPPLIER), did you have a contract which tied you to their service for a period of time? IF YES - How long was that contract for?

Base : Those with fixed line phone as a standalone service

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE						
		a	b	c	~d	*e	f	g	h	*i	j	k	l	~m	*n	o	*p	q	*r	s	*t	u
Significance Level: 95%																						
Unweighted total	1214	403	198	647	5	36	214	138	117	39	219	141	117	9	36	120	58	121	32	98	44	90
Effective Weighted Sample	826	162	127	590	4	21	130	42	69	24	133	43	69	7	24	87	34	78	20	76	25	56
Total	1329	175	136	1037	3	13	71	63	71	15	73	64	71	5	28	80	47	97	22	59	28	68
No, did not have a contract with them	595	47	52	498	1	5	16	23	10	5	17	24	10	1	13	26	19	31	10	18	12	24
	45%	27%	39%	48%	56%	36%	22%	36%	15%	37%	24%	37%	15%	24%	46%	32%	40%	32%	46%	31%	45%	35%
		a	a			h		h		l		l										
Under 12 months	34	7	3	25	-	1	2	2	4	1	2	2	4	-	-	1	*	3	-	*	*	2
	3%	4%	2%	2%	-%	7%	3%	2%	6%	6%	3%	2%	6%	-%	-%	1%	1%	3%	-%	1%	2%	3%
12 months	244	55	41	158	1	2	26	13	32	3	27	13	32	2	9	24	12	30	6	18	8	21
	18%	32%	30%	15%	40%	18%	37%	21%	46%	23%	37%	21%	46%	46%	34%	30%	24%	31%	25%	31%	29%	31%
		c	c					eg				k										
18 months	67	24	7	39	-	2	13	8	6	2	13	8	6	-	1	3	6	7	1	2	4	5
	5%	14%	5%	4%	-%	12%	18%	13%	9%	11%	17%	13%	9%	-%	5%	3%	12%	8%	3%	3%	14%	7%
		bc																				
24 months/ 2 years	5	1	1	3	-	*	1	*	*	*	1	*	*	-	-	2	-	2	-	1	-	1
	*%	1%	1%	*%	-%	2%	1%	1%	1%	2%	1%	1%	1%	-%	-%	3%	-%	2%	-%	2%	-%	1%
Over 2 years	18	1	1	16	-	*	*	-	*	*	*	-	*	-	-	1	*	1	-	1	*	1
	1%	*%	1%	2%	-%	3%	*%	-%	1%	2%	*%	-%	1%	-%	-%	1%	1%	1%	-%	2%	1%	2%
Don't know how long the contract was for	125	13	9	104	-	*	6	3	8	*	6	3	8	-	1	9	2	7	1	4	1	5
	9%	8%	6%	10%	-%	4%	9%	5%	11%	3%	8%	5%	11%	-%	3%	12%	5%	7%	4%	7%	4%	7%
Don't know if there was a contract	240	27	21	194	*	2	7	14	9	2	7	14	9	2	3	14	8	15	5	13	1	10
	18%	15%	16%	19%	4%	18%	10%	22%	13%	16%	10%	21%	13%	30%	12%	18%	16%	16%	22%	23%	5%	14%
																				t		

t

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 40

QA24E. When you took out fixed line phone service (calls) with (SUPPLIER), did you have a contract which tied you to their service for a period of time? IF YES - How long was that contract for?

Base : Those with fixed line phone as a standalone service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT *d	PAC *e	C&R *f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	1214	31	77	50	55	45	34	22	70	564	501	30	27	630	755	1065	1214
Effective Weighted Sample	826	18	34	40	43	14	10	15	44	404	291	11	8	389	420	694	826
Total	1329	12	14	23	28	21	18	14	48	646	486	18	14	606	635	1132	1329
No, did not have a contract with them	595 45%	3 23%	4 28%	4 16%	8 28%	11 53% f	2 10%	3 24%	6 12%	306 47% j	185 38%	10 53%	1 10%	230 38%	230 36%	491 43% n	595 45% mn
Under 12 months	34 3%	1 8%	* 3%	* 1%	2 6%	1 6%	- -%	2 13%	2 5%	12 2%	13 3%	1 6%	- -%	18 3%	14 2%	25 2%	34 3%
12 months	244 18%	3 28%	6 42%	10 43%	9 30%	4 21%	6 32%	7 48%	23 47%	94 15%	129 27% i	3 19%	3 18%	137 23%	160 25% op	224 20%	244 18%
18 months	67 5%	1 12%	1 10%	5 21%	5 17%	3 12%	5 27%	1 6%	5 10%	35 5%	32 7%	2 14%	5 35%	41 7%	40 6%	67 6%	67 5%
24 months/ 2 years	5 *% 3%	* 3%	- -%	1 3%	- -%	* *% 2%	* 2%	- -%	* 1%	3 *% 3%	2 *% 3%	* 1%	* *% 3%	4 1%	4 1%	5 *% 3%	5 *% 3%
Over 2 years	18 1%	* 3%	* *% 3%	- -%	- -%	- -%	- -%	- -%	* 1%	5 1%	13 3%	- -%	- -%	8 1%	12 2%	18 2%	18 1%
Don't know how long the contract was for	125 9%	* 4%	* 2%	2 7%	3 9%	1 3%	* 3%	1 9%	6 12%	64 10%	41 8%	1 3%	* 3%	50 8%	62 10%	105 9%	125 9%
Don't know if there was a contract	240 18%	2 20%	2 14%	2 8%	3 10%	1 5%	5 26%	- -%	6 13%	127 20%	71 15%	1 5%	5 34%	118 20%	114 18%	198 18%	240 18%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 41

QA25E. When does your current contract for your fixed line phone (calls) run out?

Base : Those who have a contract for their standalone fixed line phone service

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED			
	CONSI				BUN- DLE	BROAD MOB. LINE			TV	BROAD MOB. LINE			BUN- DLE	BROAD MOB. LINE			TV	BROAD MOB. LINE		
	SWIT- CHED	DERED	NEIT- HER			TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE
Total	a	*b	c		~d	~e	f	*g	*h	~i	j	*k	*l	~m	~n	*o	~p	*q	~r	*s
Significance Level: 95%																				
Unweighted total	406	206	78	142	1	21	122	54	72	22	123	54	72	4	16	46	23	60	11	37
Effective Weighted Sample	232	85	46	128	1	17	79	15	40	15	79	15	40	4	11	36	15	35	8	29
Total	369	88	53	239	1	5	42	23	44	7	43	23	44	2	11	31	18	44	6	23
Out of the contract period	161	22	23	122	-	*	7	12	4	*	7	12	4	1	3	11	5	17	2	10
	44%	25%	44%	51%	-%	6%	18%	52%	9%	5%	17%	52%	9%	56%	28%	37%	26%	40%	31%	43%
			a	a				fh				jl								
In the next month	6	3	-	3	1	-	1	*	1	1	2	*	1	1	1	-	-	1	-	-
	2%	3%	-%	1%	100%	-%	2%	1%	2%	16%	5%	1%	2%	25%	6%	-%	-%	2%	-%	-%
In the next 2-3 months	33	13	3	19	-	1	7	2	7	1	7	2	7	-	1	4	3	6	1	1
	9%	15%	5%	8%	-%	13%	17%	9%	16%	11%	17%	9%	16%	-%	14%	14%	18%	14%	12%	5%
In the next 4-6 months	47	17	8	23	-	2	7	3	12	2	7	3	12	*	-	2	5	7	*	2
	13%	19%	14%	10%	-%	30%	16%	12%	27%	25%	16%	12%	27%	19%	-%	7%	27%	16%	7%	9%
In the next 7-12 months	56	24	8	26	-	2	13	5	16	2	13	5	16	-	2	5	3	6	2	4
	15%	27%	16%	11%	-%	34%	32%	23%	37%	29%	31%	23%	37%	-%	19%	16%	19%	13%	31%	17%
		c																		
Over a year from now	16	6	2	9	-	*	3	*	4	*	3	*	4	-	-	*	1	*	-	*
	4%	7%	3%	4%	-%	5%	8%	2%	8%	5%	8%	2%	8%	-%	-%	1%	7%	1%	-%	2%
Not sure	49	3	9	37	-	1	3	*	*	1	3	*	*	-	4	7	1	6	1	6
	13%	3%	18%	15%	-%	12%	6%	1%	1%	10%	6%	1%	1%	-%	34%	24%	3%	14%	19%	25%
			a	a																

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 41

QA25E. When does your current contract for your fixed line phone (calls) run out?

Base : Those who have a contract for their standalone fixed line phone service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
		~a	*b	*c	*d	~e	~f	~g	*h	i	j	~k	~l	m	n	o	p
Significance Level: 95%																	
Unweighted total	406	19	36	37	32	21	17	16	42	171	211	13	13	254	320	382	406
Effective Weighted Sample	232	13	18	29	24	8	5	10	25	99	115	6	4	136	162	213	232
Total	369	6	8	16	15	8	11	9	31	149	189	7	7	208	230	338	369
Out of the contract period	161	*	1	3	2	2	9	*	3	58	89	2	5	99	99	147	161
	44%	3%	17%	19%	12%	29%	78%	3%	9%	39%	47%	27%	72%	48%	43%	43%	44%
In the next month	6	1	1	*	1	*	*	-	1	1	5	*	*	6	6	6	6
	2%	17%	15%	2%	5%	2%	1%	-%	3%	1%	3%	2%	1%	3%	2%	2%	2%
In the next 2-3 months	33	1	1	3	3	*	2	4	2	16	14	*	2	23	22	29	33
	9%	11%	7%	17%	19%	2%	15%	44%	6%	11%	7%	1%	21%	11%	10%	9%	9%
In the next 4-6 months	47	1	1	3	2	2	*	3	9	19	26	2	*	21	31	45	47
	13%	23%	12%	21%	13%	30%	3%	27%	28%	13%	14%	34%	4%	10%	14%	13%	13%
In the next 7-12 months	56	2	3	4	5	3	*	2	13	27	23	2	*	25	33	50	56
	15%	29%	39%	25%	35%	35%	*%	26%	43%	18%	12%	35%	*%	12%	15%	15%	15%
Over a year from now	16	*	-	1	2	*	*	-	3	8	7	-	-	7	9	15	16
	4%	5%	-%	6%	16%	1%	3%	-%	10%	6%	4%	-%	-%	3%	4%	5%	4%
Not sure	49	1	1	2	-	-	*	-	*	20	25	-	*	28	29	45	49
	13%	11%	12%	10%	-%	-%	*%	-%	1%	13%	13%	-%	*%	14%	13%	13%	13%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 42

QA9A. Services that are part of same package

Base : Those with a bundle of services for which they receive one bill

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%	a	b	c	d	*e	f	g	h	i	j	k	l	m	*n	*o	p	~q	r	s	t	u	
Unweighted total	1424	492	250	712	125	36	168	177	114	104	284	187	233	155	39	51	113	30	90	150	88	132
Effective Weighted Sample	987	269	183	644	88	23	112	71	83	74	198	72	166	112	23	36	79	25	63	118	65	98
Total	1557	259	162	1160	101	21	89	49	82	91	175	60	179	119	20	36	80	19	62	100	53	94
TV service with monthly subscription	868	152	85	647	69	16	42	30	41	85	96	38	107	68	4	10	47	10	51	47	28	54
	56%	59%	53%	56%	69% fh	74% fh	47%	60%	50%	94% jkl	55%	64%	60%	57% no	19%	28%	58% no	54%	83% stu	47%	53%	58%
Fixed broadband service	1439	235	151	1073	86	21	88	45	78	75	174	53	160	111	20	36	80	17	53	99	52	84
	92%	91%	93%	92%	85%	100% d	99% dg	90%	95% d	83%	99% ikl	88%	89%	93%	98%	98%	99% m	92%	86%	99% ru	99% ru	89%
Mobile phone	100	19	5	77	10	1	8	3	3	10	16	13	12	4	-	*	1	-	*	4	4	4
	6%	7%	3%	7%	10%	5%	9%	6%	4%	11%	9%	22% jl	7%	3%	-%	1%	1%	-%	1%	4%	8% r	4%
Fixed line phone	1438	234	150	1076	98	18	72	45	74	85	154	55	172	112	20	34	76	13	58	94	51	89
	92%	90%	93%	93%	96% f	86%	81%	92% f	91% f	94%	88%	91%	96% j	94%	97%	92%	94%	70%	94%	94%	97%	95%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 42

QA9A. Services that are part of same package

Base : Those with a bundle of services for which they receive one bill

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT d	PAC *e	C&R *f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	1424	68	51	67	116	58	49	57	144	623	733	40	41	1098	1353	1356	1408
Effective Weighted Sample	987	46	26	49	99	24	14	40	112	448	487	15	13	768	931	934	977
Total	1557	61	19	41	96	25	13	37	129	690	784	15	8	1226	1453	1475	1540
TV service with monthly subscription	868 56%	56 93%	10 52%	26 64%	50 52%	17 70%	9 72%	25 66%	74 57%	373 54%	436 56%	11 71%	6 78%	868 71%	765 53%	809 55%	851 55%
Fixed broadband service	1439 92%	46 76%	19 100%	41 100%	95 99%	19 78%	12 90%	35 93%	113 88%	642 93%	746 95%	12 79%	7 89%	1111 91%	1439 99%	1387 94%	1422 92%
Mobile phone	100 6%	8 13%	2 9%	4 9%	10 11%	7 27%	3 21%	4 11%	8 6%	33 5%	68 9%	1 5%	- -%	75 6%	95 7%	100 7%	100 7%
Fixed line phone	1438 92%	57 94%	16 85%	32 78%	88 92%	22 90%	13 99%	35 94%	125 97%	646 94%	715 91%	13 88%	8 98%	1118 91%	1334 92%	1361 92%	1436 93%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 43

SERVICES COVERED IN BUNDLE

Base : Those with a bundle of services for which they receive one bill

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND			TV	BAND			TV	BAND			TV	BAND			
Significance Level: 95%		a	b	c	d	*e	f	g	h	i	j	k	l	m	*n	*o	p	~q	r	s	t	u
Unweighted total	1424	492	250	712	125	36	168	177	114	104	284	187	233	155	39	51	113	30	90	150	88	132
Effective Weighted Sample	987	269	183	644	88	23	112	71	83	74	198	72	166	112	23	36	79	25	63	118	65	98
Total	1557	259	162	1160	101	21	89	49	82	91	175	60	179	119	20	36	80	19	62	100	53	94
BROADBAND AND LANDLINE	640	97	73	477	30	5	40	18	38	5	70	18	68	48	16	26	33	9	10	50	21	36
	41%	38%	45%	41%	29%	23%	45% d	35%	47% de	5%	40% i	29% i	38% i	41%	81% mp	72% mp	41%	46%	17%	50% r	39% r	39% r
TV AND BROADBAND AND LANDLINE	608	102	62	455	46	13	27	22	30	59	73	22	76	51	3	7	41	3	38	40	26	38
	39%	40%	38%	39%	45% f	60% f	31%	44%	37%	65% jkl	42%	36%	43%	43% no	15%	19%	51% no	16%	62% su	40%	48%	41%
TV AND LANDLINE	111	20	11	83	13	-	1	4	4	13	1	4	17	8	*	*	1	2	9	*	1	10
	7%	8%	7%	7%	13% f	-%	1%	9% f	5%	14% j	1%	7% j	9% j	7% p	2%	1%	1%	8%	14% st	*%	1%	11% st
TV AND BROADBAND	98	19	12	68	2	2	13	3	6	5	15	3	6	7	1	2	5	6	4	6	2	5
	6%	8%	7%	6%	2%	11%	15% d	6%	7%	5%	9% l	5%	3%	6%	3%	7%	6%	30%	6%	6%	3%	5%
TV AND BROADBAND AND MOBILE AND LANDLINE	47	6	*	40	5	1	1	*	-	6	6	6	5	*	-	-	-	-	*	*	*	*
	3%	2%	*%	3% b	5% fh	3%	1%	1%	-%	7%	3%	10% l	3%	*%	-%	-%	-%	-%	1%	*%	1%	1%
BROADBAND AND MOBILE AND LANDLINE	25	4	4	17	1	-	3	1	2	-	4	3	3	3	-	-	1	-	-	3	4	3
	2%	2%	2%	1%	1%	-%	3%	3%	2%	-%	3%	5%	2%	3%	-%	-%	1%	-%	-%	3%	7% r	4%
BROADBAND AND MOBILE	21	5	-	16	1	1	4	1	1	1	5	1	1	-	-	-	-	-	-	-	-	-
	1%	2%	-%	1%	1%	3%	4%	1%	1%	1%	3%	2%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TV AND MOBILE AND LANDLINE	4	3	-	1	3	-	-	-	-	3	-	3	3	-	-	-	-	-	-	-	-	-
	*%	1%	-%	*%	3%	-%	-%	-%	-%	3% j	-%	4% j	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MOBILE AND LANDLINE	3	*	-	3	-	-	*	*	-	-	*	*	-	-	-	-	-	-	-	-	-	-
	*%	*%	-%	*%	-%	-%	*%	*%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TV AND BROADBAND AND MOBILE	*	*	-	-	*	-	-	-	*	*	*	*	*	-	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	*%	-%	-%	-%	1%	1%	*%	1%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TV AND MOBILE	*	*	*	-	-	-	-	*	-	-	-	*	-	-	-	*	-	-	-	*	-	-
	*%	*%	*%	-%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	-%	*%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 43

SERVICES COVERED IN BUNDLE

Base : Those with a bundle of services for which they receive one bill

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT d	PAC *e	C&R *f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	1424	68	51	67	116	58	49	57	144	623	733	40	41	1098	1353	1356	1408
Effective Weighted Sample	987	46	26	49	99	24	14	40	112	448	487	15	13	768	931	934	977
Total	1557	61	19	41	96	25	13	37	129	690	784	15	8	1226	1453	1475	1540
BROADBAND AND LANDLINE	640 41%	4 6%	7 39%	13 32%	40 42%	5 20%	4 28%	12 32%	52 40%	305 44%	312 40%	4 27%	2 22%	335 27%	640 44% m	617 42% m	640 42% m
TV AND BROADBAND AND LANDLINE	608 39%	34 56%	8 41%	16 40%	40 42%	8 32%	6 43%	18 47%	52 40%	267 39%	317 40%	5 36%	5 64%	608 50% nop	608 42%	585 40%	606 39%
TV AND LANDLINE	111 7%	12 20%	- -%	- -%	1 1%	3 13%	1 7%	2 6%	13 10%	46 7%	35 4%	3 21%	1 11%	111 9% no	12 1%	81 5% n	111 7% n
TV AND BROADBAND	98 6%	3 5%	2 12%	8 19% d	4 5%	2 7%	* 1%	1 4%	4 3%	39 6%	53 7%	2 12%	* 2%	98 8% p	98 7%	92 6%	82 5%
TV AND BROADBAND AND MOBILE AND LANDLINE	47 3%	5 8%	- -%	2 6%	4 4%	2 9%	2 17%	3 8%	2 2%	20 3%	26 3%	* 2%	- -%	47 4%	47 3%	47 3%	47 3%
BROADBAND AND MOBILE AND LANDLINE	25 2%	- -%	1 5%	- -%	3 4%	2 7%	- -%	- -%	3 2%	4 1%	21 3% i	* 2%	- -%	14 1%	25 2%	25 2%	25 2%
BROADBAND AND MOBILE	21 1%	1 1%	1 3%	1 3%	3 3%	1 3%	- -%	1 2%	- -%	5 1%	16 2%	- -%	- -%	10 1%	21 1%	21 1%	21 1%
TV AND MOBILE AND LANDLINE	4 *% %	3 4%	- -%	- -%	- -%	2 9%	* 3%	* 1%	2 2%	- -%	4 *% %	- -%	- -%	4 *% %	- -%	4 *% %	4 *% %
MOBILE AND LANDLINE	3 *% %	- -%	* *% %	- -%	- -%	- -%	- -%	- -%	- -%	3 *% %	- -%	- -%	- -%	* *% %	2 *% %	3 *% %	3 *% %
TV AND BROADBAND AND MOBILE	* *% %	- -%	- -%	- -%	* *% %	- -%	- -%	- -%	* *% %	- -%	* *% %	- -%	- -%	* *% %	* *% %	* *% %	* *% %
TV AND MOBILE	* *% %	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *% %	- -%	- -%	- -%	* *% %	* *% %	* *% %	* *% %

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 44

QA10A. PACKAGES OF SERVICES SUPPLIER

Base : Those with a bundle of services for which they receive one bill

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				COVERED					COVERED			
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
						TV	BAND			TV	BAND			TV	BAND			TV	BAND			
		a	b	c	d	*e	f	g	h	i	j	k	l	m	*n	*o	p	~q	r	s	t	u
Significance Level: 95%																						
Unweighted total	1424	492	250	712	125	36	168	177	114	104	284	187	233	155	39	51	113	30	90	150	88	132
Effective Weighted Sample	987	269	183	644	88	23	112	71	83	74	198	72	166	112	23	36	79	25	63	118	65	98
Total	1557	259	162	1160	101	21	89	49	82	91	175	60	179	119	20	36	80	19	62	100	53	94
Virgin (Virgin Media/ Virgin Mobile - formerly NTL/ Telewest/ Blueyonder)	558 36%	77 30%	61 38%	429 37% a	45 44% fh	8 37% f	15 17%	16 32% fh	15 18%	51 57% jkl	56 32%	21 34%	58 32%	51 43% n	3 15%	9 26%	28 34%	7 36%	35 56% st	37 38%	18 33%	42 45%
BT (BT Total Broadband/ BT Yahoo/ BT Openworld/ BT Mobile/ BT Vision)	379 24%	39 15%	45 28% a	299 26% a	16 16%	5 24%	15 17%	6 12%	8 9%	11 13%	27 15%	8 14%	24 13%	26 21%	7 35%	19 53% m	27 34%	4 21%	6 10%	29 29% r	15 28% r	20 21%
Sky (Sky TV/ Sky Broadband/ Sky Talk)	306 20%	73 28% bc	26 16%	213 18%	19 19%	7 34%	30 34% d	15 31%	29 35% d	27 29%	42 24%	17 28%	47 26%	18 15%	1 7%	1 4%	14 18% o	5 28%	14 23%	12 12%	10 19%	15 16%
Talk Talk / Carphone Warehouse	190 12%	36 14%	19 12%	137 12%	12 12%	1 4%	14 16%	6 12%	15 18%	1 1%	26 15% i	6 10% i	27 15% i	14 11%	6 29% mp	4 11%	7 9%	1 7%	4 7%	13 13%	8 16%	11 11%
Tiscali/ HomeChoice	29 2%	7 3%	4 2%	19 2%	1 1%	- -%	- -%	1 2%	4 5% f	- -%	1 1%	1 2%	5 3%	5 4%	1 3%	1 2%	1 1%	- -%	1 1%	4 4%	1 2%	3 3%
Orange (Wanadoo/ Freeserve)	21 1%	4 2%	1 1%	15 1%	- -%	- -%	4 5% d	1 2%	2 3%	- -%	4 2%	1 1%	2 1%	- -%	- -%	1 3%	- -%	1 3%	- -%	1 1%	- -%	1 1%
AOL	18 1%	2 1%	* *%	15 1%	- -%	- -%	1 1%	* 1%	2 3%	- -%	1 1%	* 1%	2 1%	1 1%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* *%
O2 (formerly BT Cellnet)	10 1%	4 2%	- -%	6 1%	1 1%	- -%	3 4%	1 1%	1 1%	- -%	4 2%	1 2%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Post Office	7 *%	4 1%	- -%	4 *%	1 1%	- -%	1 1%	* *%	3 3%	- -%	1 1%	* *%	3 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
PlusNet	6 *%	1 *%	- -%	5 *%	* *%	- -%	1 1%	* 1%	1 1%	- -%	1 1%	* *%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 44

QA10A. PACKAGES OF SERVICES SUPPLIER

Base : Those with a bundle of services for which they receive one bill

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN-DLE	FIXED			BUN-DLE	FIXED			BUN-DLE	FIXED			BUN-DLE	FIXED				
		SWIT-CHED	DERED	NEIT-HER		TV	BAND	MOB. PHONE		LINE CALLS	TV	BAND		MOB. PHONE	LINE CALLS	TV		BAND	MOB. PHONE	LINE CALLS		
Significance Level: 95%	a	b	c	d	*e	f	g	h	i	j	k	l	m	*n	*o	p	~q	r	s	t	u	
Unweighted total	1424	492	250	712	125	36	168	177	114	104	284	187	233	155	39	51	113	30	90	150	88	132
Effective Weighted Sample	987	269	183	644	88	23	112	71	83	74	198	72	166	112	23	36	79	25	63	118	65	98
Total	1557	259	162	1160	101	21	89	49	82	91	175	60	179	119	20	36	80	19	62	100	53	94
Pipex	4 *%	1 *%	* *%	3 *%	- -%	- -%	1 1%	* 1%	1 1%	- -%	1 *%	* 1%	1 *%	2 2%	1 4%	- -%	* *%	- -%	- -%	* *%	* 1%	* *%
Greenbee	2 *%	- -%	- -%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Telecom Plus	2 *%	1 *%	* *%	1 *%	- -%	- -%	1 1%	1 1%	- -%	- -%	1 *%	1 1%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	* *%	- -%
24 Talk	2 *%	- -%	- -%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Vodafone	1 *%	- -%	* *%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	1 1%	1 4%	* 1%	* *%	- -%	* *%
'3' Mobile	1 *%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Be	1 *%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Go Talk	1 *%	1 *%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
T-Mobile (formerly One2One)	1 *%	1 *%	- -%	- -%	1 1%	- -%	* *%	* *%	- -%	- -%	1 *%	* *%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Eclipse Internet	* *%	* *%	* *%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* *%	- -%	- -%
Madasafish	* *%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other supplier	18 1%	8 3%	3 2%	9 1%	4 4%	1 3%	3 4%	1 2%	3 3%	1 1%	8 4%	2 4%	7 4%	1 1%	1 7%	* 1%	* 1%	- -%	1 2%	1 1%	* 1%	1 1%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 44

QA10A. PACKAGES OF SERVICES SUPPLIER

Base : Those with a bundle of services for which they receive one bill

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT d	PAC *e	C&R *f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	1424	68	51	67	116	58	49	57	144	623	733	40	41	1098	1353	1356	1408
Effective Weighted Sample	987	46	26	49	99	24	14	40	112	448	487	15	13	768	931	934	977
Total	1557	61	19	41	96	25	13	37	129	690	784	15	8	1226	1453	1475	1540
Virgin (Virgin Media/ Virgin Mobile - formerly NTL/ Telewest/ Blueyonder)	558 36%	34 56%	1 5%	22 55% bd	28 29% b	10 42%	5 38%	21 56% h	34 26%	260 38%	255 33%	8 53%	3 32%	528 43% nop	482 33%	515 35%	546 35%
BT (BT Total Broadband/ BT Yahoo/ BT Openworld/ BT Mobile/ BT Vision)	379 24%	10 17%	5 25%	4 10%	14 15%	4 17%	1 11%	3 7%	19 15%	154 22%	208 26%	2 12%	* 6%	253 21%	372 26% m	362 25%	379 25%
Sky (Sky TV/ Sky Broadband/ Sky Talk)	306 20%	15 25%	7 36%	7 17%	23 24%	5 21%	5 38%	6 16%	36 28%	121 18%	172 22%	3 21%	4 54%	306 25% nop	284 20%	293 20%	301 20%
Talk Talk / Carphone Warehouse	190 12%	1 1%	2 13%	5 13%	16 17%	2 6%	2 12%	5 14%	21 16%	106 15% j	77 10%	1 7%	1 7%	80 6%	190 13% m	184 12% m	190 12% m
Tiscali/ HomeChoice	29 2%	- -%	- -%	- -%	1 1%	* 1%	- -%	- -%	5 4%	13 2%	16 2%	* 2%	- -%	11 1%	29 2%	29 2%	29 2%
Orange (Wanadoo/ Freeserve)	21 1%	- -%	* 2%	- -%	3 3%	* 1%	- -%	- -%	2 1%	7 1%	13 2%	* 2%	- -%	9 1%	21 1%	21 1%	21 1%
AOL	18 1%	- -%	1 4%	- -%	- -%	- -%	* 1%	1 3%	* *%	9 1%	7 1%	- -%	* 1%	11 1%	18 1%	16 1%	18 1%
O2 (formerly BT Cellnet)	10 1%	- -%	1 4%	1 2%	2 3%	1 3%	- -%	1 2%	- -%	3 *%	7 1%	- -%	- -%	4 *%	10 1%	10 1%	10 1%
Post Office	7 *%	- -%	- -%	- -%	1 1%	* *%	- -%	- -%	3 3%	5 1%	2 *%	* 1%	- -%	2 *%	7 1%	7 1%	7 *%
PlusNet	6 *%	- -%	* 2%	1 2%	- -%	* 1%	* *%	1 2%	* *%	2 *%	4 *%	* 2%	* *%	5 *%	6 *%	6 *%	6 *%
Pipex	4 *%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	1 *%	2 *%	2 *%	- -%	- -%	3 *%	4 *%	4 *%	4 *%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 44

QA10A. PACKAGES OF SERVICES SUPPLIER

Base : Those with a bundle of services for which they receive one bill

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT d	PAC *e	C&R *f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	1424	68	51	67	116	58	49	57	144	623	733	40	41	1098	1353	1356	1408
Effective Weighted Sample	987	46	26	49	99	24	14	40	112	448	487	15	13	768	931	934	977
Total	1557	61	19	41	96	25	13	37	129	690	784	15	8	1226	1453	1475	1540
Greenbee	2 *0%	- -0%	- -0%	- -0%	- -0%	- -0%	- -0%	- -0%	- -0%	- -0%	2 *0%	- -0%	- -0%	- -0%	2 *0%	2 *0%	2 *0%
Telecom Plus	2 *0%	- -0%	1 30%	- -0%	- -0%	- -0%	- -0%	- -0%	- -0%	1 *0%	1 *0%	- -0%	- -0%	* *0%	2 *0%	2 *0%	2 *0%
24 Talk	2 *0%	- -0%	- -0%	- -0%	- -0%	- -0%	- -0%	- -0%	- -0%	- -0%	2 *0%	- -0%	- -0%	2 *0%	2 *0%	2 *0%	2 *0%
Vodafone	1 *0%	- -0%	- -0%	- -0%	- -0%	- -0%	- -0%	- -0%	- -0%	- -0%	1 *0%	- -0%	- -0%	* *0%	1 *0%	1 *0%	1 *0%
'3' Mobile	1 *0%	- -0%	- -0%	- -0%	- -0%	- -0%	- -0%	- -0%	- -0%	- -0%	1 *0%	- -0%	- -0%	- -0%	1 *0%	1 *0%	1 *0%
Be	1 *0%	- -0%	- -0%	- -0%	- -0%	- -0%	- -0%	- -0%	- -0%	- -0%	1 *0%	- -0%	- -0%	1 *0%	1 *0%	1 *0%	1 *0%
Go Talk	1 *0%	- -0%	- -0%	- -0%	1 100%	- -0%	- -0%	- -0%	1 100%	- -0%	1 *0%	- -0%	- -0%	- -0%	1 *0%	1 *0%	1 *0%
T-Mobile (formerly One2One)	1 *0%	- -0%	* *0%	- -0%	1 100%	- -0%	- -0%	- -0%	1 *0%	1 *0%	- -0%	- -0%	- -0%	* *0%	1 *0%	1 *0%	1 *0%
Eclipse Internet	* *0%	- -0%	- -0%	- -0%	- -0%	- -0%	- -0%	- -0%	- -0%	* *0%	- -0%	- -0%	- -0%	* *0%	* *0%	* *0%	* *0%
Madasafish	* *0%	- -0%	- -0%	- -0%	- -0%	* 100%	- -0%	- -0%	- -0%	- -0%	* *0%	* 100%	- -0%	* *0%	* *0%	* *0%	* *0%
Other supplier	18 100%	1 100%	1 60%	1 100%	5 50%	1 50%	* *0%	- -0%	6 50%	6 100%	11 100%	- -0%	* *0%	10 100%	18 100%	17 100%	18 100%
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Table 45

QA11A. How long ago did you start taking Package of services from (SUPPLIER)?

Base : Those with a bundle of services for which they receive one bill

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED							
					SWITCHED & COVERED																					
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE					BUN- DLE	BROAD MOB.			FIXED LINE					TV	BROAD MOB.		FIXED LINE
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS
Significance Level: 95%	Total	a	b	c	d	*e	f	g	h	i	j	k	l	m	*n	*o	p	~q	r	s	t	u				
Unweighted total	1424	492	250	712	125	36	168	177	114	104	284	187	233	155	39	51	113	30	90	150	88	132				
Effective Weighted Sample	987	269	183	644	88	23	112	71	83	74	198	72	166	112	23	36	79	25	63	118	65	98				
Total	1557	259	162	1160	101	21	89	49	82	91	175	60	179	119	20	36	80	19	62	100	53	94				
In the last 6 months	170	90	9	72	39	5	38	10	34	31	74	14	73	7	1	1	4	1	3	5	3	5				
	11%	35%	6%	6%	39%	23%	42%	19%	41%	34%	42%	23%	40%	6%	4%	2%	5%	8%	6%	5%	6%	6%				
In the last 7-12 months		bc			g		g		g		k		k													
	187	101	21	75	47	11	31	13	32	47	67	19	76	9	3	4	14	-	5	9	10	5				
	12%	39%	13%	6%	46%	53%	35%	27%	39%	52%	39%	31%	42%	7%	13%	11%	18%	-%	8%	9%	18%	5%				
		bc		c	g	g			jk							m				u						
Up to 2 years ago	394	32	46	319	7	3	15	8	10	6	21	9	17	36	8	13	20	5	16	31	16	24				
	25%	12%	28%	28%	7%	14%	16%	16%	12%	7%	12%	15%	9%	30%	41%	35%	25%	24%	26%	31%	30%	25%				
			a	a																						
Up to 4 years ago	282	13	28	244	3	1	2	6	2	2	5	6	6	23	2	7	16	5	10	21	7	18				
	18%	5%	17%	21%	3%	6%	2%	12%	3%	3%	3%	10%	3%	19%	10%	20%	20%	27%	16%	22%	12%	19%				
			a	a				dfh				jl														
More than 4 years ago	478	21	56	409	3	1	4	13	4	3	7	13	7	41	6	11	22	7	25	31	16	40				
	31%	8%	35%	35%	3%	5%	4%	25%	5%	3%	4%	21%	4%	34%	28%	31%	27%	39%	40%	31%	31%	42%				
			a	a				defh				ijl														
Can't remember	46	2	2	42	1	-	*	*	-	1	1	*	1	4	1	*	4	*	2	2	1	2				
	3%	1%	1%	4%	1%	-%	*%	*%	-%	1%	1%	*%	1%	3%	4%	1%	4%	2%	3%	2%	2%	2%				
				a																						

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 45

QA11A. How long ago did you start taking Package of services from (SUPPLIER)?

Base : Those with a bundle of services for which they receive one bill

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT d	PAC *e	C&R *f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	1424	68	51	67	116	58	49	57	144	623	733	40	41	1098	1353	1356	1408
Effective Weighted Sample	987	46	26	49	99	24	14	40	112	448	487	15	13	768	931	934	977
Total	1557	61	19	41	96	25	13	37	129	690	784	15	8	1226	1453	1475	1540
In the last 6 months	170 11%	21 35%	6 31%	17 41%	42 44%	5 19%	4 27%	18 48%	47 36%	75 11%	87 11%	3 18%	1 16%	125 10%	162 11%	161 11%	170 11%
In the last 7-12 months	187 12%	32 53%	10 51%	17 42%	35 36%	8 31%	4 28%	15 40%	58 45%	64 9%	110 14%	3 22%	2 28%	144 12%	168 12%	175 12%	185 12%
Up to 2 years ago	394 25%	4 6%	3 15%	4 9%	12 12%	2 9%	2 19%	2 6%	12 10%	188 27%	190 24%	1 8%	1 16%	293 24%	384 26%	378 26%	389 25%
Up to 4 years ago	282 18%	1 2%	- -%	- -%	3 4%	3 12%	1 4%	- -%	5 4%	108 16%	156 20%	2 10%	1 7%	227 18%	267 18%	264 18%	278 18%
More than 4 years ago	478 31%	2 4%	* 2%	3 7%	3 3%	7 28%	3 21%	2 5%	5 4%	230 33%	223 28%	6 43%	3 33%	403 33%	428 29%	452 31%	473 31%
Can't remember	46 3%	- -%	* 1%	- -%	1 1%	- -%	- -%	- -%	1 1%	25 4%	18 2%	- -%	- -%	34 3%	43 3%	44 3%	46 3%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 46

QA12. How much is your average MONTHLY bill for this package of services?

Base : Those with a bundle of services for which they receive one bill

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED																		
	CONSI				BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND			TV	BAND				TV	BAND			TV	BAND			TV
Significance Level: 95%		a	b	c	d	*e	f	g	h	i	j	k	l	m	*n	*o	p	~q	r	s	t	u	
Unweighted total	1424	492	250	712	125	36	168	177	114	104	284	187	233	155	39	51	113	30	90	150	88	132	
Effective Weighted Sample	987	269	183	644	88	23	112	71	83	74	198	72	166	112	23	36	79	25	63	118	65	98	
Total	1557	259	162	1160	101	21	89	49	82	91	175	60	179	119	20	36	80	19	62	100	53	94	
Up to £19.99	82 5%	14 5%	9 6%	60 5%	5 5%	1 4%	4 5%	3 7%	4 5%	2 2%	10 6%	3 6%	9 5%	3 3%	1 5%	4 10%	5 6%	- -%	* *%	6 6%	4 7%	2 2%	
£20.00 - £29.99	273 18%	46 18%	33 20%	197 17%	15 14%	3 13%	18 20%	8 16%	18 22%	8 9%	31 18%	8 13%	31 17%	27 22%	4 18%	9 24%	11 14%	4 22%	6 9%	26 26%	12 22%	21 23%	
£30.00 - £39.99	333 21%	52 20%	35 21%	249 21%	17 17%	4 20%	23 25%	9 18%	19 23%	13 14%	39 22%	11 18%	35 20%	30 25%	5 26%	11 31%	17 21%	4 21%	18 29%	23 23%	11 21%	22 24%	
£40.00 - £49.99	245 16%	49 19%	30 18%	172 15%	26 26%	5 23%	10 11%	10 21%	7 9%	25 27%	33 19%	16 27%	32 18%	23 19%	1 7%	5 15%	18 22%	4 19%	10 15%	20 20%	9 17%	17 18%	
£50.00 - £59.99	182 12%	35 13%	24 15%	129 11%	14 14%	4 19%	9 11%	7 15%	11 13%	17 19%	17 10%	8 13%	25 14%	15 13%	5 22%	4 12%	9 11%	3 16%	13 20%	11 11%	7 13%	13 14%	
£60.00 or more	272 17%	43 17%	23 14%	213 18%	16 15%	3 16%	18 21%	7 14%	17 21%	17 19%	31 18%	8 14%	33 18%	19 16%	3 14%	1 4%	14 17%	3 14%	14 23%	11 11%	8 15%	14 15%	
Don't know	169 11%	19 8%	9 6%	140 12%	8 8%	1 3%	6 7%	4 9%	6 7%	8 9%	15 8%	6 9%	14 8%	2 2%	1 7%	1 4%	8 9%	1 7%	1 2%	4 4%	3 6%	4 4%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 46

QA12. How much is your average MONTHLY bill for this package of services?

Base : Those with a bundle of services for which they receive one bill

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT d	PAC *e	C&R *f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	1424	68	51	67	116	58	49	57	144	623	733	40	41	1098	1353	1356	1408
Effective Weighted Sample	987	46	26	49	99	24	14	40	112	448	487	15	13	768	931	934	977
Total	1557	61	19	41	96	25	13	37	129	690	784	15	8	1226	1453	1475	1540
Up to £19.99	82 5%	1 2%	* 3%	3 8%	3 3%	1 3%	1 5%	3 7%	5 4%	45 7%	28 4%	1 5%	* *%	42 3%	77 5%	74 5%	80 5%
£20.00 - £29.99	273 18%	7 12%	2 12%	7 17%	19 20%	2 9%	2 13%	4 11%	24 19%	134 19%	127 16%	2 11%	1 7%	157 13%	246 17% m	261 18% m	271 18% m
£30.00 - £39.99	333 21%	5 8%	8 39%	8 20%	20 21%	5 21%	1 9%	7 19%	28 22%	146 21%	173 22%	2 16%	1 14%	252 21%	320 22%	320 22%	329 21%
£40.00 - £49.99	245 16%	20 34%	3 16%	10 23%	19 20%	8 32%	6 44%	10 28%	20 16%	109 16%	128 16%	3 22%	3 42%	218 18%	227 16%	237 16%	245 16%
£50.00 - £59.99	182 12%	11 18%	1 6%	3 8%	9 9%	4 18%	2 12%	2 6%	21 16%	64 9%	100 13%	4 30%	1 14%	169 14%	167 11%	164 11%	178 12%
£60.00 or more	272 17%	12 20%	4 20%	5 13%	19 20%	3 12%	2 14%	7 19%	22 17%	115 17%	146 19%	1 8%	2 22%	261 21% np	250 17%	261 18%	269 18%
Don't know	169 11%	4 7%	1 4%	4 10%	6 6%	1 5%	* 4%	3 9%	9 7%	78 11%	81 10%	1 9%	* 1%	127 10%	166 11%	158 11%	167 11%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 47

QA13. Do you receive a discount or special deal for having this package of services?

Base : Those with a bundle of services for which they receive one bill

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
	CONSI				BUN-DLE	BROAD		MOB.	FIXED LINE	TV	BROAD		MOB.	FIXED LINE	BUN-DLE	BROAD		MOB.	FIXED LINE	TV	BROAD		MOB.	FIXED LINE
	SWIT-CHED	DERED	NEIT-HER	TV		BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS						
Significance Level: 95%	Total	a	b	c	d	*e	f	g	h	i	j	k	l	m	*n	*o	p	~q	r	s	t	u		
Unweighted total	1424	492	250	712	125	36	168	177	114	104	284	187	233	155	39	51	113	30	90	150	88	132		
Effective Weighted Sample	987	269	183	644	88	23	112	71	83	74	198	72	166	112	23	36	79	25	63	118	65	98		
Total	1557	259	162	1160	101	21	89	49	82	91	175	60	179	119	20	36	80	19	62	100	53	94		
Yes	805	160	81	579	65	11	53	27	54	52	113	33	118	63	13	14	43	8	34	49	31	45		
	52%	62%	50%	50%	64%	51%	60%	54%	66%	57%	64%	55%	66%	53%	62%	38%	54%	44%	55%	50%	58%	48%		
		bc																						
No	419	61	52	315	23	7	23	12	13	26	43	17	34	40	4	14	24	7	20	30	14	33		
	27%	23%	32%	27%	23%	34%	26%	25%	16%	28%	25%	28%	19%	34%	18%	39%	29%	40%	33%	30%	27%	36%		
			a																					
No, not possible to purchase separately	9	1	1	8	-	-	*	*	*	-	*	*	*	-	*	-	-	*	*	-	-	*		
	1%	*%	*%	1%	-%	-%	*%	1%	*%	-%	*%	1%	*%	-%	1%	-%	-%	2%	*%	-%	-%	*%		
Not sure	323	38	28	258	13	3	12	10	14	13	19	10	27	16	4	8	14	3	7	20	8	15		
	21%	15%	17%	22%	13%	16%	13%	21%	17%	14%	11%	17%	15%	14%	18%	23%	17%	15%	12%	20%	15%	16%		
				a																				

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 47

QA13. Do you receive a discount or special deal for having this package of services?

Base : Those with a bundle of services for which they receive one bill

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE
	Total	C&R *a	MAC *b	C&R *c	NoT d	PAC *e	C&R *f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	
Significance Level: 95%																	
Unweighted total	1424	68	51	67	116	58	49	57	144	623	733	40	41	1098	1353	1356	1408
Effective Weighted Sample	987	46	26	49	99	24	14	40	112	448	487	15	13	768	931	934	977
Total	1557	61	19	41	96	25	13	37	129	690	784	15	8	1226	1453	1475	1540
Yes	805	33	10	24	67	14	5	25	87	330	445	7	4	647	774	775	801
	52%	54%	51%	59%	70%	58%	40%	67%	67%	48%	57%	50%	44%	53%	53%	53%	52%
No	419	19	7	12	19	8	6	8	24	216	171	6	4	338	368	387	411
	27%	31%	37%	30%	20%	32%	45%	22%	18%	31%	22%	37%	44%	28%	25%	26%	27%
No, not possible to purchase separately	9	-	-	-	*	*	-	-	*	5	4	-	-	8	8	9	9
	1%	-%	-%	-%	*%	1%	-%	-%	*%	1%	1%	-%	-%	1%	1%	1%	1%
Not sure	323	9	2	4	9	2	2	4	18	139	164	2	1	233	303	303	318
	21%	15%	11%	10%	10%	9%	15%	11%	14%	20%	21%	13%	11%	19%	21%	21%	21%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 48

SUMMARY OF ALL PACKAGES

Base : Those with a bundle of services for which they receive one bill

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
		a	b	c	d	*e	f	g	h	i	j	k	l	m	*n	*o	p	~q	r	s	t	u
Significance Level: 95%																						
Unweighted total	1424	492	250	712	125	36	168	177	114	104	284	187	233	155	39	51	113	30	90	150	88	132
Effective Weighted Sample	987	269	183	644	88	23	112	71	83	74	198	72	166	112	23	36	79	25	63	118	65	98
Total	1557	259	162	1160	101	21	89	49	82	91	175	60	179	119	20	36	80	19	62	100	53	94
ANY INCLUDES A DISCOUNT	933	181	90	677	72	12	61	33	63	58	123	39	133	66	13	17	49	11	36	54	35	49
	60%	70%	55%	58%	71%	58%	68%	66%	77%	64%	70%	65%	74%	55%	66%	47%	60%	57%	58%	55%	67%	53%
		bc																				
NONE INCLUDES A DISCOUNT	454	63	61	340	23	7	24	14	14	26	44	18	35	47	6	16	25	8	23	37	16	39
	29%	24%	38%	29%	23%	34%	27%	28%	17%	28%	25%	30%	20%	39%	30%	45%	31%	42%	38%	37%	30%	42%
			ac																			
UNSURE INCLUDES A DISCOUNT	170	15	11	144	6	2	5	3	5	7	9	3	11	7	1	3	7	*	3	8	2	5
	11%	6%	7%	12%	6%	8%	5%	6%	6%	7%	5%	5%	6%	6%	4%	9%	9%	2%	5%	8%	4%	6%
				ab																		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 48

SUMMARY OF ALL PACKAGES

Base : Those with a bundle of services for which they receive one bill

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT d	PAC *e	C&R *f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	1424	68	51	67	116	58	49	57	144	623	733	40	41	1098	1353	1356	1408
Effective Weighted Sample	987	46	26	49	99	24	14	40	112	448	487	15	13	768	931	934	977
Total	1557	61	19	41	96	25	13	37	129	690	784	15	8	1226	1453	1475	1540
ANY INCLUDES A DISCOUNT	933	37	11	26	73	16	7	26	100	379	517	9	4	731	892	896	929
	60%	61%	57%	64%	76%	64%	51%	69%	78%	55%	66% i	58%	53%	60%	61%	61%	60%
NONE INCLUDES A DISCOUNT	454	19	7	12	19	8	6	8	24	233	187	6	4	367	400	420	446
	29%	31%	37%	30%	20%	33%	48%	22%	19%	34% j	24%	38%	44%	30%	28%	28%	29%
UNSURE INCLUDES A DISCOUNT	170	5	1	2	3	1	*	3	4	78	80	1	*	128	161	158	165
	11%	8%	5%	6%	4%	2%	2%	9%	3%	11%	10%	4%	3%	10%	11%	11%	11%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 49

SUMMARY OF ALL PACKAGES

Base : All respondents

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE PHONE CALLS	BROAD MOB.			FIXED LINE PHONE CALLS	BROAD MOB.			FIXED LINE PHONE CALLS	BROAD MOB.			FIXED LINE PHONE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u	
Unweighted total	2871	925	460	1551	125	87	373	341	216	155	489	351	335	155	88	174	194	142	124	242	149	214
Effective Weighted Sample	2005	434	302	1405	88	45	222	119	142	92	300	125	225	112	48	119	126	92	77	189	95	146
Total	3268	465	322	2523	101	37	149	152	145	107	235	163	243	119	59	122	162	110	86	156	108	156
ANY INCLUDES A DISCOUNT	933	181	90	677	72	12	61	33	63	58	123	39	133	66	13	17	49	11	36	54	35	49
	29%	39%	28%	27%	71%	33%	41%	21%	43%	55%	52%	24%	55%	55%	23%	14%	30%	10%	41%	35%	33%	32%
	bc			efgh			g		g	k	k		k	nopq	q		oq					
NONE INCLUDES A DISCOUNT	454	63	61	340	23	7	24	14	14	26	44	18	35	47	6	16	25	8	23	37	16	39
	14%	13%	19%	13%	23%	19%	16%	9%	10%	24%	19%	11%	14%	39%	10%	13%	15%	7%	27%	24%	15%	25%
		ac		gh						kl				nopq					t			
UNSURE INCLUDES A DISCOUNT	170	15	11	144	6	2	5	3	5	7	9	3	11	7	1	3	7	*	3	8	2	5
	5%	3%	3%	6%	6%	5%	3%	2%	3%	6%	4%	2%	5%	6%	1%	3%	4%	*%	3%	5%	2%	3%
				a										q								
NO PACKAGE	1711	207	160	1362	-	16	60	103	64	16	60	103	64	-	39	86	82	91	25	56	55	63
	52%	44%	50%	54%	-%	43%	40%	68%	44%	15%	25%	63%	26%	-%	66%	70%	51%	83%	28%	36%	51%	40%
				a		d	d	defh	d		i	ijl	i		m	mp	m	mnp		rs		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 49

SUMMARY OF ALL PACKAGES

Base : All respondents

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
	Total	a	b	c	d	e	f	*g	h	i	j	*k	*l	m	n	o	p
Significance Level: 95%																	
Unweighted total	2871	108	125	109	161	106	93	75	206	1342	1288	70	73	1721	2052	2630	2508
Effective Weighted Sample	2005	61	53	79	130	39	27	52	150	988	829	26	21	1151	1309	1816	1734
Total	3268	73	31	58	118	48	40	49	173	1599	1386	34	29	1853	2027	2985	2764
ANY INCLUDES A DISCOUNT	933 29%	37 51%	11 36%	26 45%	73 62% bc	16 33%	7 16%	26 52%	100 58%	379 24%	517 37% i	9 25%	4 15%	731 39% op	892 44% mop	896 30%	929 34% o
NONE INCLUDES A DISCOUNT	454 14%	19 25%	7 24%	12 21%	19 16%	8 17%	6 15%	8 17%	24 14%	233 15%	187 14%	6 17%	4 13%	367 20% op	400 20% op	420 14%	446 16%
UNSURE INCLUDES A DISCOUNT	170 5%	5 7%	1 3%	2 4%	3 3%	1 1%	* 1%	3 7%	4 2%	78 5%	80 6%	1 2%	* 1%	128 7%	161 8%	158 5%	165 6%
NO PACKAGE	1711 52%	12 17%	11 37% d	17 30%	22 19%	24 49%	27 68%	12 24%	44 26%	909 57% j	601 43%	19 56%	21 72%	627 34% n	574 28%	1510 51% mnp	1225 44% mn

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 50

QA14. Do you think you pay less for having these services from the same supplier than you would if you had shopped around and bought the services separately from different suppliers?

Base : Those unsure if they receive a discount or special deal for having this package of services

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				CONSIDERED & COVERED					COVERED			
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
						TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	a	*b	c	~d	~e	~f	*g	~h	~i	*j	*k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	303	95	42	167	16	6	28	46	23	14	41	46	39	20	8	14	19	5	10	28	14	19
Effective Weighted Sample	211	39	33	153	8	4	17	20	17	8	26	20	22	17	6	11	15	4	7	23	11	16
Total	323	38	28	258	13	3	12	10	14	13	19	10	27	16	4	8	14	3	7	20	8	15
Yes	127	21	8	98	7	2	7	6	9	6	10	6	15	3	1	3	5	2	2	5	5	4
	39%	56%	30%	38%	51%	47%	62%	58%	62%	48%	54%	58%	57%	16%	22%	39%	40%	88%	24%	25%	58%	29%
	b																					
No	23	1	8	14	*	-	-	1	-	-	*	1	*	7	2	2	1	-	3	7	1	5
	7%	3%	30%	5%	1%	-%	-%	8%	-%	-%	1%	8%	1%	42%	56%	22%	9%	-%	37%	35%	16%	35%
			ac																			
No, not possible to purchase separately	3	*	-	2	-	-	-	*	*	-	-	*	*	-	-	-	-	-	-	-	-	-
	1%	1%	-%	1%	-%	-%	-%	5%	2%	-%	-%	5%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Not sure	170	15	11	144	6	2	5	3	5	7	9	3	11	7	1	3	7	*	3	8	2	5
	53%	41%	40%	56%	48%	53%	38%	29%	35%	52%	45%	29%	41%	43%	22%	39%	51%	12%	39%	40%	26%	36%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 50

QA14. Do you think you pay less for having these services from the same supplier than you would if you had shopped around and bought the services separately from different suppliers?

Base : Those unsure if they receive a discount or special deal for having this package of services

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	303	9	9	9	13	8	13	8	20	129	157	6	10	215	287	286	300	
Effective Weighted Sample	211	5	4	7	11	3	6	7	12	95	104	3	4	153	200	199	209	
Total	323	9	2	4	9	2	2	4	18	139	164	2	1	233	303	303	318	
Yes	127	5	1	2	6	1	1	1	14	49	72	1	1	84	118	121	127	
	39%	49%	52%	41%	63%	67%	72%	25%	74%	35%	44%	63%	77%	36%	39%	40%	40%	
No	23	-	-	-	-	*	-	-	-	9	12	*	-	18	21	21	23	
	7%	-%	-%	-%	-%	5%	-%	-%	-%	7%	7%	5%	-%	8%	7%	7%	7%	
No, not possible to purchase separately	3	-	-	-	-	-	*	-	*	3	-	-	-	3	3	3	3	
	1%	-%	-%	-%	-%	-%	17%	-%	2%	2%	-%	-%	-%	1%	1%	1%	1%	
Not sure	170	5	1	2	3	1	*	3	4	78	80	1	*	128	161	158	165	
	53%	51%	48%	59%	37%	29%	11%	75%	24%	56%	49%	32%	23%	55%	53%	52%	52%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 51

QA15. How much do you think you are saving each month by having this package of services?

Base : Those who receive a discount or special deal for having this package of services

		ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
		CONSI			BUN-DLE	BROAD MOB.		FIXED LINE PHONE CALLS	BROAD MOB.		FIXED LINE PHONE CALLS	BROAD MOB.		FIXED LINE PHONE CALLS	BROAD MOB.		FIXED LINE PHONE CALLS	BROAD MOB.		FIXED LINE PHONE CALLS			
		SWIT-CHED	DERED	NEIT-HER		TV	BAND		TV	BAND		TV	BAND		TV	BAND							
																		Total	a		b	c	d
Significance Level: 95%			a	b	c	d	~e	f	g	h	*i	j	k	l	m	~n	~o	*p	~q	*r	s	*t	*u
Unweighted total		869	329	152	408	84	25	108	119	84	71	187	127	165	90	25	26	74	20	58	88	60	79
Effective Weighted Sample		596	189	112	373	62	17	76	55	63	48	140	59	123	63	13	17	50	17	44	70	42	62
Total		933	181	90	677	72	12	61	33	63	58	123	39	133	66	13	17	49	11	36	54	35	49
Under £5	(3.0)	31 3%	8 5%	4 5%	19 3%	1 2%	2 20%	6 9%	2 7%	3 5%	3 5%	7 6%	2 6%	5 3%	1 2%	- -%	2 12%	2 4%	1 7%	- -%	2 5%	2 5%	1 2%
£5.00 - £9.99	(7.5)	164 18%	35 20%	20 22%	112 17%	14 20%	2 18%	13 21%	4 12%	12 19%	10 17%	26 21%	4 10%	26 19%	17 26%	2 18%	3 20%	12 25%	5 47%	7 20%	9 17%	7 20%	12 24%
£10.00 - £14.99	(12.5)	189 20%	39 22%	22 25%	133 20%	10 14%	1 9%	13 21%	13 41% df	15 24%	7 12%	23 19%	15 38% ijl	24 18%	19 30%	6 43%	1 8%	9 19%	2 16%	11 30%	15 27%	8 23%	12 25%
£15.00 - £19.99	(17.5)	59 6%	11 6%	14 15% ac	36 5%	5 7%	2 15%	4 7%	1 3%	3 4%	5 9%	9 7%	1 2%	8 6%	9 14%	1 7%	3 19%	7 14%	2 15%	7 19%	10 18%	8 21%	9 18%
£20.00 or more	(22.5)	103 11% c	31 17% c	14 16% c	60 9%	14 19%	2 17%	11 18%	7 22%	9 15%	12 20%	22 18%	10 25%	23 17%	7 11%	2 14%	2 11%	7 15%	1 8%	5 13%	8 15%	5 14%	8 15%
Don't know		386 41% b	56 31% b	16 18% ab	317 47% ab	28 38% g	3 21%	15 25%	5 15%	21 33% g	21 37% k	37 30%	7 19%	48 36% k	12 18%	3 19%	5 30%	11 23%	1 7%	6 17%	10 18%	5 16%	8 16%
Mean score		12.9	13.4	13.4	12.6	14.2	12.0	12.7	13.8	12.9	14.3	13.3	14.5	13.6	12.9	13.5	12.4	13.3	10.9	14.0	13.9	13.7	13.7
Standard deviation		5.84	6.31	5.93	5.63	6.51	7.84	6.67	6.09	6.16	6.85	6.53	6.20	6.39	5.22	5.06	7.05	6.10	5.76	5.13	5.72	5.87	5.71
Standard error		.24	.40	.52	.37	.85	1.71	.75	.60	.79	.95	.56	.60	.59	.59	1.08	1.54	.77	1.36	.73	.67	.82	.70
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																							

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 51

QA15. How much do you think you are saving each month by having this package of services?

Base : Those who receive a discount or special deal for having this package of services

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		Total	C&R *a	MAC ~b	C&R *c	NoT d	PAC *e	C&R *f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																		
Unweighted total		869	44	27	43	87	43	31	39	111	355	485	29	25	678	839	840	861
Effective Weighted Sample		596	28	16	33	76	22	11	29	87	255	321	15	9	466	574	575	593
Total		933	37	11	26	73	16	7	26	100	379	517	9	4	731	892	896	929
Under £5	(3.0)	31 3%	1 3%	* 4%	2 9%	2 3%	* 2%	1 14%	2 8%	2 2%	14 4%	18 3%	* 3%	* 8%	24 3%	30 3%	31 4%	31 3%
£5.00 - £9.99	(7.5)	164 18%	5 12%	3 23%	7 25%	16 22%	2 10%	* 7%	4 15%	22 22%	68 18%	93 18%	1 17%	* 11%	125 17%	153 17%	160 18%	164 18%
£10.00 - £14.99	(12.5)	189 20%	5 14%	3 25%	6 21%	13 18%	6 41%	2 26%	5 18%	18 18%	70 18%	116 22%	3 34%	2 40%	139 19%	188 21%	186 21%	187 20%
£15.00 - £19.99	(17.5)	59 6%	3 7%	- -%	1 5%	6 8%	* 2%	* 2%	2 6%	5 5%	18 5%	41 8%	* 4%	* 2%	49 7%	59 7%	59 7%	59 6%
£20.00 or more	(22.5)	103 11%	10 28%	1 11%	5 18%	14 20%	5 31%	3 47%	8 30% h	13 13%	39 10%	59 11%	3 30%	2 37%	90 12%	98 11%	98 11%	103 11%
Don't know		386 41%	13 36%	4 37%	5 21%	21 29%	2 14%	* 3%	6 23%	39 39%	171 45% j	190 37%	1 12%	* 3%	304 42%	364 41%	361 40%	384 41%
Mean score		12.9	16.0	11.8	12.4	13.9	15.5	15.8	14.8	12.9	12.5	13.0	14.8	15.1	13.2	12.9	12.8	12.9
Standard deviation		5.84	6.62	6.05	6.71	6.41	5.94	7.97	7.24	6.08	5.92	5.75	6.60	7.35	5.99	5.80	5.81	5.85
Standard error		.24	1.13	1.43	1.12	.80	.95	1.53	1.28	.70	.40	.31	1.29	1.57	.28	.24	.24	.24

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 52

QA16. When you first took a subscription from (SUPPLIER), which services were in the package?

Base : Those with a bundle of services for which they receive one bill

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	a	b	c	d	*e	f	g	h	i	j	k	l	m	*n	*o	p	~q	r	s	t	u
Unweighted total	1424	492	250	712	125	36	168	177	114	104	284	187	233	155	39	51	113	30	90	150	88	132
Effective Weighted Sample	987	269	183	644	88	23	112	71	83	74	198	72	166	112	23	36	79	25	63	118	65	98
Total	1557	259	162	1160	101	21	89	49	82	91	175	60	179	119	20	36	80	19	62	100	53	94
TV service	777	137	80	575	66	11	35	28	38	76	87	35	101	62	4	10	38	10	47	45	24	51
	50%	53%	50%	50%	65% fh	54%	39%	56% f	47%	84% jkl	50%	58%	57%	52% no	20%	28%	47% n	52%	76% stu	45%	46%	55%
Fixed broadband service	1205	204	121	897	84	15	71	36	65	69	153	43	147	89	17	30	62	15	38	77	44	66
	77%	79%	75%	77%	83%	73%	80%	73%	80%	76%	88% ik	72%	82%	75%	82%	83%	77% r	79%	62% r	77%	83%	70%
Mobile phone	82	16	7	60	8	1	7	2	3	10	13	10	11	5	-	1	1	-	2	6	4	5
	5%	6%	4%	5%	8%	5%	8%	4%	4%	11%	7%	17% jl	6%	5%	-%	2%	1% m	-%	4%	6%	7%	5%
Fixed line phone calls	1269	209	137	943	93	16	66	37	62	78	146	45	155	105	17	31	65	13	54	87	46	81
	81%	81%	85%	81%	92% efgh	74%	74%	75%	76%	87%	83%	75%	86% k	88%	85%	85%	81%	68%	88%	87%	86%	87%
Don't know	153	20	8	126	4	3	11	3	5	6	13	4	9	3	1	1	11	1	2	3	4	3
	10%	8%	5%	11% b	4%	16% d	13% d	7%	7%	7%	8%	7%	5%	3%	5%	3%	13% m	5%	3%	3%	8%	3%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 52

QA16. When you first took a subscription from (SUPPLIER), which services were in the package?

Base : Those with a bundle of services for which they receive one bill

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT d	PAC *e	C&R *f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	1424	68	51	67	116	58	49	57	144	623	733	40	41	1098	1353	1356	1408
Effective Weighted Sample	987	46	26	49	99	24	14	40	112	448	487	15	13	768	931	934	977
Total	1557	61	19	41	96	25	13	37	129	690	784	15	8	1226	1453	1475	1540
TV service	777 50%	48 79%	8 43%	20 50%	49 51%	16 63%	8 64%	22 58%	72 56%	319 46%	407 52%	11 71%	5 64%	770 63% nop	685 47%	726 49%	762 49%
Fixed broadband service	1205 77%	43 72%	14 75%	32 79%	91 96% bc	17 69%	10 78%	32 87%	104 81%	520 75%	637 81% i	11 76%	5 65%	909 74%	1199 83% mop	1157 78% m	1190 77%
Mobile phone	82 5%	8 13%	2 9%	4 9%	7 8%	4 18%	3 21%	4 11%	7 5%	31 5%	50 6%	* 2%	- -%	56 5%	78 5%	82 6%	82 5%
Fixed line phone calls	1269 81%	51 85%	14 74%	31 75%	87 90% bc	19 76%	10 80%	30 80%	114 88%	551 80%	651 83%	12 78%	6 73%	980 80%	1177 81%	1201 81%	1264 82%
Don't know	153 10%	5 8%	3 13% d	6 14% d	2 2%	2 7%	1 8%	3 8%	4 3%	84 12% j	60 8%	- -%	1 12%	125 10%	142 10%	144 10%	151 10%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 53

QA17B. Who did you use for your TV service with Monthly subscription before you had your package of services with (SUPPLIER)?

Base : Those with TV in their package of services

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED					COVERED												
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	a	b	c	*d	~e	*f	g	*h	i	j	k	l	m	~n	~o	*p	~q	*r	*s	*t	*u
Unweighted total	725	232	120	392	68	23	63	84	57	91	122	91	121	82	9	14	61	16	69	68	44	70
Effective Weighted Sample	528	136	89	351	52	16	45	34	40	67	93	37	88	60	7	9	43	13	50	54	33	52
Total	868	152	85	647	69	16	42	30	41	85	96	38	107	68	4	10	47	10	51	47	28	54
The current supplier	244	33	25	192	6	3	13	11	14	9	18	12	19	18	1	2	14	1	16	10	9	16
	28%	22%	29%	30%	8%	20%	30% d	37% d	35% d	10%	19%	31% i	17%	27%	35%	18%	29%	10%	31%	21%	33%	29%
Another supplier, as part of a package	80	38	5	39	33	1	3	3	3	34	25	8	35	2	-	-	5	1	2	2	3	2
	9%	25% bc	6%	6%	47% fgh	5%	7%	9%	8%	39% k	26%	20%	32%	3%	-%	-%	11%	9%	4%	5%	10%	3%
Another supplier, but not in a package	120	30	13	80	19	7	6	6	2	25	21	8	20	14	1	1	11	1	8	8	3	8
	14%	20% c	15%	12%	27% h	45%	15%	19%	4%	30%	22%	20%	19%	20%	31%	13%	24%	13%	15%	17%	12%	14%
Did not have this service before	390	48	40	308	13	5	19	10	19	17	31	11	32	30	1	7	16	7	22	24	12	26
	45%	32%	47% a	48% a	18%	30%	45% d	34% d	47% d	20%	32%	28%	29%	45%	25%	69%	34%	68%	44%	51%	43%	48%
Don't know	33	3	3	27	-	-	1	*	2	-	1	*	2	3	*	-	1	-	3	3	1	3
	4%	2%	4%	4%	-%	-%	3%	***	6%	-%	1%	***	2%	4%	9%	-%	2%	-%	6%	6%	3%	5%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 53

QA17B. Who did you use for your TV service with Monthly subscription before you had your package of services with (SUPPLIER)?

Base : Those with TV in their package of services

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	*a	~b	*c	*d	~e	~f	~g	*h	i	j	~k	~l	m	n	o	p
Unweighted total	725	58	17	34	53	28	28	30	76	298	382	20	24	725	655	680	709
Effective Weighted Sample	528	41	11	26	45	14	9	22	57	229	264	8	9	528	472	492	518
Total	868	56	10	26	50	17	9	25	74	373	436	11	6	868	765	809	851
The current supplier	244	3	3	4	9	7	1	4	13	96	133	5	1	244	205	228	243
	28%	5%	32%	16%	17%	40%	14%	16%	17%	26%	30%	48%	15%	28%	27%	28%	29%
Another supplier, as part of a package	80	27	3	6	13	3	3	9	22	35	36	1	*	80	65	71	78
	9%	48%	32%	23%	25%	19%	29%	35%	29%	9%	8%	11%	1%	9%	9%	9%	9%
Another supplier, but not in a package	120	18	-	8	13	4	2	6	13	45	67	2	2	120	110	113	118
	14%	33%	-%	30%	26%	25%	16%	25%	18%	12%	15%	17%	24%	14%	14%	14%	14%
Did not have this service before	390	8	3	8	16	3	4	6	24	179	186	3	4	390	356	365	379
	45%	14%	26%	31%	32%	16%	39%	24%	32%	48%	43%	24%	58%	45%	46%	45%	45%
Don't know	33	-	1	-	-	-	*	-	2	18	14	-	*	33	29	32	33
	4%	-%	10%	-%	-%	-%	1%	-%	3%	5%	3%	-%	2%	4%	4%	4%	4%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 54

QA17C. Who did you use for your fixed line broadband before you had your package of services with (SUPPLIER)?

Base : Those with fixed line broadband in their package of services

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED									
	Total	CONSI			BUN- DLE	FIXED			TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS						
		SWIT- CHED	DERED	NEIT- HER		BROAD	MOB.	LINE														BROAD	MOB.	LINE	BROAD	MOB.	LINE
Significance Level: 95%		a	b	c	d	*e	f	g	h	i	j	k	l	m	*n	*o	p	~q	r	s	t	u					
Unweighted total	1338	469	239	657	116	36	164	168	108	95	280	176	218	149	38	49	111	28	83	148	86	124					
Effective Weighted Sample	922	271	182	595	88	23	111	75	79	72	197	74	163	110	22	35	78	23	63	117	63	98					
Total	1439	235	151	1073	86	21	88	45	78	75	174	53	160	111	20	36	80	17	53	99	52	84					
The current supplier	279	17	32	232	7	2	4	5	3	9	11	5	9	23	7	8	21	3	11	21	15	16					
	19%	7%	21%	22% a	9%	9%	4%	11%	4%	11%	6%	10%	6%	21%	33%	23%	27%	16%	20%	22%	28%	19%					
Another supplier, as part of a package	190	79	16	101	49	4	19	13	16	36	68	18	63	10	3	2	13	1	6	7	7	6					
	13%	33% bc	10%	9%	56% efgh	18%	22%	29%	20%	48%	39%	35%	39%	9%	15%	5%	17%	7%	11%	7%	13%	7%					
Another supplier, but not in a package	329	90	44	205	22	9	52	13	35	20	74	15	57	28	5	10	27	5	15	26	20	21					
	23%	38% c	29% c	19%	26%	43%	59% dg	29%	45% dg	26%	43% ik	29%	35%	25%	27%	28%	34%	30%	28%	27%	37%	26%					
Did not have this service before	578	42	53	485	7	5	10	12	22	8	16	12	29	47	4	15	17	7	19	41	11	36					
	40%	18%	35% a	45% ab	8%	22%	11%	27% df	29% df	11%	9%	24% ij	18% j	42% p	21%	43% p	22%	38%	36%	42% t	20%	43% t					
Don't know	63	7	5	51	1	2	3	1	2	3	4	1	3	2	1	-	1	2	3	2	1	4					
	4%	3%	3%	5%	1%	8%	3%	3%	2%	4%	2%	3%	2%	2%	4%	-%	1%	9%	6%	3%	2%	5%					
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																											

Table 54

QA17C. Who did you use for your fixed line broadband before you had your package of services with (SUPPLIER)?

Base : Those with fixed line broadband in their package of services

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT d	PAC *e	C&R *f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	1338	60	50	67	115	54	45	54	133	589	703	38	38	1014	1338	1292	1322
Effective Weighted Sample	922	45	26	49	98	27	12	39	109	422	466	19	11	705	922	888	912
Total	1439	46	19	41	95	19	12	35	113	642	746	12	7	1111	1439	1387	1422
The current supplier	279	4	1	2	7	2	1	2	6	107	157	1	*	206	279	264	277
	19%	9%	6%	6%	8%	11%	10%	7%	5%	17%	21%	7%	2%	19%	19%	19%	19%
Another supplier, as part of a package	190	26	7	20	36	7	3	17	40	79	111	4	*	158	190	189	189
	13%	57%	36%	48%	38%	36%	30%	50%	36%	12%	15%	34%	2%	14%	13%	14%	13%
Another supplier, but not in a package	329	10	10	15	42	6	4	11	41	126	198	4	4	260	329	324	324
	23%	21%	51%	37%	44%	34%	36%	32%	37%	20%	27%	31%	57%	23%	23%	23%	23%
Did not have this service before	578	5	1	2	8	3	3	3	24	298	250	3	3	441	578	548	568
	40%	10%	7%	5%	9%	18%	24%	9%	22%	47%	34%	26%	38%	40%	40%	40%	40%
Don't know	63	2	-	2	1	*	*	1	1	32	30	*	*	47	63	62	63
	4%	4%	-%	4%	1%	1%	*%	2%	1%	5%	4%	2%	1%	4%	4%	4%	4%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 55

QA17D. Who did you use for your mobile phone network before you had your package of services with (SUPPLIER)?

Base : Those with mobile phone in their package of services

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				CONSIDERED & COVERED					COVERED			
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD			FIXED	BROAD			FIXED	BROAD			FIXED	BROAD			FIXED	
						MOB.	PHONE	LINE	MOB.	PHONE	LINE	MOB.	PHONE	LINE	MOB.	PHONE	LINE	MOB.	PHONE	LINE		
						TV	BAND			TV	BAND				TV	BAND			TV	BAND		
Significance Level: 95%		~a	~b	*c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	74	26	6	43	10	2	13	8	4	9	21	18	11	4	-	1	1	-	1	5	5	4
Effective Weighted Sample	57	17	5	39	7	2	11	6	4	7	15	11	9	3	-	1	1	-	1	4	4	3
Total	100	19	5	77	10	1	8	3	3	10	16	13	12	4	-	*	1	-	*	4	4	4
The current supplier	27	5	3	19	*	1	5	-	2	1	5	*	3	2	-	-	1	-	-	2	3	2
	26%	28%	52%	24%	4%	47%	62%	-%	84%	10%	31%	3%	24%	50%	-%	-%	100%	-%	-%	45%	57%	50%
Another supplier, as part of a package	5	3	-	2	2	-	*	*	-	2	3	3	2	-	-	-	-	-	-	-	-	-
	5%	15%	-%	3%	23%	-%	5%	13%	-%	25%	18%	21%	20%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Another supplier, but not in a package	55	10	2	43	8	1	2	1	*	6	7	9	7	2	-	-	-	-	*	2	2	2
	55%	52%	40%	56%	73%	53%	25%	51%	16%	65%	48%	68%	56%	50%	-%	-%	-%	-%	100%	46%	43%	50%
Did not have this service before	9	*	*	8	-	-	-	*	-	-	-	*	-	-	-	*	-	-	-	*	-	-
	9%	2%	8%	11%	-%	-%	-%	13%	-%	-%	-%	3%	-%	-%	-%	100%	-%	-%	-%	9%	-%	-%
Don't know	5	1	-	4	-	-	1	1	-	-	1	1	-	-	-	-	-	-	-	-	-	-
	5%	3%	-%	6%	-%	-%	8%	23%	-%	-%	4%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 55

QA17D. Who did you use for your mobile phone network before you had your package of services with (SUPPLIER)?

Base : Those with mobile phone in their package of services

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	*j	~k	~l	*m	*n	*o	*p
Unweighted total	74	7	4	3	13	8	2	4	7	21	53	3	-	56	70	74	74
Effective Weighted Sample	57	5	3	2	11	5	1	3	6	16	41	3	-	42	53	57	57
Total	100	8	2	4	10	7	3	4	8	33	68	1	-	75	95	100	100
The current supplier	27	1	-	1	3	-	*	1	2	11	16	-	-	16	26	27	27
	26%	13%	-%	37%	34%	-%	16%	29%	21%	33%	24%	-%	-%	21%	27%	26%	26%
Another supplier, as part of a package	5	1	*	-	2	2	-	-	2	1	4	*	-	3	5	5	5
	5%	15%	22%	-%	23%	23%	-%	-%	30%	4%	5%	50%	-%	4%	5%	5%	5%
Another supplier, but not in a package	55	6	1	2	4	5	2	3	4	12	43	*	-	46	53	55	55
	55%	73%	78%	63%	37%	77%	84%	71%	49%	38%	63%	50%	-%	61%	56%	55%	55%
Did not have this service before	9	-	-	-	-	-	-	-	-	5	4	-	-	8	7	9	9
	9%	-%	-%	-%	-%	-%	-%	-%	-%	15%	6%	-%	-%	10%	8%	9%	9%
Don't know	5	-	-	-	1	-	-	-	-	4	2	-	-	3	4	5	5
	5%	-%	-%	-%	6%	-%	-%	-%	-%	11%	2%	-%	-%	4%	4%	5%	5%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 56

QA17E. Who did you use for your fixed line phone (calls) before you had your package of services with (SUPPLIER)?

Base : Those with fixed line phone in their package of services

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
				SWITCHED & COVERED					COVERED				COVERED				COVERED					
	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS		
	SWIT- CHED	DERED	NEIT- HER		TV	BAND		TV	BAND		TV	BAND		TV	BAND		TV	BAND				
Significance Level: 95%	Total	a	b	c	d	~e	f	g	h	i	j	k	l	m	*n	*o	p	~q	r	s	t	u
Unweighted total	1295	429	229	664	119	30	133	156	99	94	243	163	218	143	38	46	105	21	83	139	84	124
Effective Weighted Sample	910	235	167	600	84	19	88	64	73	67	170	63	156	103	22	33	73	17	58	110	62	92
Total	1438	234	150	1076	98	18	72	45	74	85	154	55	172	112	20	34	76	13	58	94	51	89
The current supplier	444	32	55	363	12	3	13	7	3	12	25	7	16	38	8	19	35	3	15	34	21	28
	31%	14%	37%	34% a	13%	19%	17% h	15% h	4%	14%	16%	12%	9%	34%	42%	55% m	47%	24%	26%	37%	41%	32%
Another supplier, as part of a package	169	75	13	85	54	2	14	10	12	41	59	15	67	9	3	*	10	-	5	6	5	6
	12%	32% bc	9%	8%	56% fgh	14%	19%	22%	16%	49% k	38%	27%	39%	8%	15%	1%	13%	-%	8%	7%	10%	7%
Another supplier, but not in a package	573	111	62	410	24	10	43	23	56	24	62	27	81	51	8	10	24	8	28	39	21	40
	40%	47% c	42%	38%	25%	56%	59% d	51% d	76% dfg	29%	40%	50% i	47% i	46%	39%	30%	31%	59%	48%	42%	41%	45%
Did not have this service before	170	10	13	148	4	1	1	4	3	4	5	4	6	10	-	3	4	2	6	9	4	10
	12%	4%	9%	14% a	4%	7%	1%	9% f	4%	5%	3%	7%	4%	9%	-%	10%	6%	14%	11%	10%	7%	12%
Don't know	82	6	6	70	3	1	2	1	-	3	3	1	3	3	1	1	3	*	4	5	1	4
	6%	2%	4%	6% a	3%	4%	3%	3%	-%	4%	2%	2%	2%	3%	4%	4%	3%	3%	7%	5%	2%	4%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 56

QA17E. Who did you use for your fixed line phone (calls) before you had your package of services with (SUPPLIER)?

Base : Those with fixed line phone in their package of services

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT d	PAC *e	C&R *f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	1295	61	42	53	103	52	44	53	136	579	656	35	36	977	1224	1235	1294
Effective Weighted Sample	910	42	22	37	89	21	14	37	106	418	443	13	12	697	854	861	909
Total	1438	57	16	32	88	22	13	35	125	646	715	13	8	1118	1334	1361	1436
The current supplier	444	7	2	7	13	2	2	4	10	176	245	1	1	321	419	421	444
	31%	13%	15%	23%	14%	7%	17%	11%	8%	27%	34%	7%	14%	29%	31%	31%	31%
Another supplier, as part of a package	169	31	6	12	37	4	4	17	45	69	89	2	*	137	156	158	169
	12%	55%	36%	39%	42%	19%	30%	48%	36%	11%	12%	15%	1%	12%	12%	12%	12%
Another supplier, but not in a package	573	14	7	10	36	14	6	12	64	273	274	8	6	454	532	547	573
	40%	24%	46%	32%	41%	64%	49%	34%	52%	42%	38%	62%	78%	41%	40%	40%	40%
Did not have this service before	170	2	*	1	3	2	1	3	3	86	69	2	1	144	153	155	168
	12%	4%	*%	4%	3%	7%	5%	8%	3%	13%	10%	11%	7%	13%	11%	11%	12%
Don't know	82	2	*	1	-	1	-	-	2	42	38	1	-	63	74	79	82
	6%	4%	3%	2%	-%	3%	-%	-%	1%	6%	5%	5%	-%	6%	6%	6%	6%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 57

QA18. Is there one service in your package which you particularly wanted to use (SUPPLIER) for?

Base : Those with a bundle of services for which they receive one bill

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				CONSIDERED & COVERED					COVERED			
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
						TV	BAND			TV	BAND			TV	BAND			TV	BAND			
Significance Level: 95%	a	b	c	d	*e	f	g	h	i	j	k	l	m	*n	*o	p	~q	r	s	t	u	
Unweighted total	1424	492	250	712	125	36	168	177	114	104	284	187	233	155	39	51	113	30	90	150	88	132
Effective Weighted Sample	987	269	183	644	88	23	112	71	83	74	198	72	166	112	23	36	79	25	63	118	65	98
Total	1557	259	162	1160	101	21	89	49	82	91	175	60	179	119	20	36	80	19	62	100	53	94
Fixed broadband service	585	102	73	419	35	11	41	22	31	30	76	26	66	48	10	15	33	7	18	46	29	39
	38%	39%	45%	36%	35%	50%	47%	44%	38%	33%	44%	44%	37%	40%	49%	42%	41%	38%	30%	47%	54%	42%
			c																r	r		
TV service	366	62	38	274	24	5	20	10	20	29	39	14	42	33	1	1	21	8	27	19	10	30
	24%	24%	23%	24%	24%	23%	23%	20%	25%	32%	22%	23%	23%	27% no	6%	4%	26% no	41%	43% st	19%	20%	32% s
Fixed line phone calls	115	14	11	90	5	4	4	1	6	4	9	2	10	6	3	5	3	1	2	8	2	5
	7%	6%	7%	8%	5%	19% dfg	5%	2%	7%	4%	5%	4%	6%	5%	13%	13%	4%	4%	3%	8%	4%	5%
Mobile phone	13	3	1	10	1	-	2	-	1	-	3	1	1	-	-	-	1	-	-	-	1	-
	1%	1%	*%	1%	1%	-%	2%	-%	1%	-%	1%	1%	1%	-%	-%	-%	1%	-%	-%	-%	1%	-%
No particular service	391	59	23	312	33	*	14	8	19	26	37	8	52	18	4	9	14	1	9	15	6	11
	25%	23% b	14%	27% b	33% efg	1%	16%	15%	23% e	28% k	21%	13%	29% k	15%	18%	25%	18%	7%	15%	15%	11%	12%
Don't know	88	18	16	55	4	1	7	9	4	2	11	9	8	16	3	6	8	2	6	12	5	9
	6%	7%	10% c	5%	4%	7%	8%	19% dfh	5%	2%	6%	15% ijl	4%	13%	14%	16%	10%	10%	9%	12%	10%	9%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 57

QA18. Is there one service in your package which you particularly wanted to use (SUPPLIER) for?

Base : Those with a bundle of services for which they receive one bill

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT d	PAC *e	C&R *f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	1424	68	51	67	116	58	49	57	144	623	733	40	41	1098	1353	1356	1408
Effective Weighted Sample	987	46	26	49	99	24	14	40	112	448	487	15	13	768	931	934	977
Total	1557	61	19	41	96	25	13	37	129	690	784	15	8	1226	1453	1475	1540
Fixed broadband service	585 38%	21 35%	8 43%	16 40%	45 47%	9 36%	8 58%	14 39%	47 37%	266 39%	300 38%	4 30%	3 39%	413 34%	585 40% m	566 38% m	580 38%
TV service	366 24%	20 33%	5 24%	12 30%	19 20%	7 28%	4 27%	8 22%	32 25%	168 24%	170 22%	4 30%	3 38%	366 30% nop	299 21%	338 23%	363 24%
Fixed line phone calls	115 7%	2 3%	1 4%	2 4%	6 6%	2 8%	* *%	2 6%	8 6%	45 6%	62 8%	* 3%	* *%	72 6%	102 7%	107 7%	115 7%
Mobile phone	13 1%	- -%	1 3%	- -%	2 2%	1 3%	- -%	- -%	1 1%	4 1%	9 1%	- -%	- -%	5 *%	13 1%	13 1%	13 1%
No particular service	391 25%	16 26%	4 23%	6 14%	20 20%	3 12%	- -%	10 27%	36 28%	166 24%	200 26%	3 19%	- -%	308 25%	371 26%	366 25%	382 25%
Don't know	88 6%	2 3%	* 2%	5 12%	4 4%	3 13%	2 14%	3 7%	4 3%	41 6%	43 5%	3 18%	2 23%	62 5%	82 6%	84 6%	86 6%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 58

QA19. Which, if any, of these were important in your decision to take a package of services rather than take these services separately?

Base : Those with a bundle of services for which they receive one bill

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED								
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS				
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		CALLS	TV	BAND		PHONE	CALLS	TV		BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS
Significance Level: 95%																									
Unweighted total	1424	492	250	712	125	36	168	177	114	104	284	187	233	155	39	51	113	30	90	150	88	132			
Effective Weighted Sample	987	269	183	644	88	23	112	71	83	74	198	72	166	112	23	36	79	25	63	118	65	98			
Total	1557	259	162	1160	101	21	89	49	82	91	175	60	179	119	20	36	80	19	62	100	53	94			
PROMPTED RESPONSES																									
It's cheaper to take a package than separate services or a single service	1088	191	108	806	75	17	64	35	62	70	131	42	135	83	15	27	60	14	40	70	38	62			
	70%	74%	67%	69%	74%	80%	73%	70%	76%	78%	75%	70%	75%	69%	73%	73%	74%	76%	65%	70%	71%	66%			
It's more convenient to deal with one supplier	766	131	83	561	52	14	42	30	39	53	85	32	90	67	7	19	49	12	34	52	27	51			
	49%	51%	52%	48%	51%	68%	47%	61%	48%	59%	49%	54%	50%	56%	36%	51%	61% n	63%	55%	53%	50%	55%			
It's more convenient to have everything on one bill	527	112	59	364	50	7	31	23	30	43	70	27	78	52	10	9	43	8	28	37	24	36			
	34%	43% c	37%	31%	49% f	33%	35%	46%	36%	48%	40%	46%	44%	44% o	49%	25%	53% o	41%	45%	38%	45%	38%			
It's easier to budget for the monthly cost of a package	319	79	50	196	32	7	24	18	25	34	46	22	56	42	7	9	27	7	22	32	18	32			
	21%	31% c	31% c	17%	32%	33%	27%	37%	31%	38%	26%	37%	31%	35%	34%	25%	34%	36%	36%	32%	34%	34%			
I had good previous experience using this supplier for one or more services, so was happy to try them for another service	173	29	20	127	4	1	12	9	14	4	15	10	17	17	5	5	14	5	9	12	7	11			
	11%	11%	13%	11%	4%	5%	13% d	19% d	17% d	5%	8%	17% i	9%	15%	26%	14%	17%	24%	14%	12%	14%	12%			
The supplier offered one of the services for free if I took out the package	111	28	18	68	8	2	11	5	12	9	19	5	20	14	2	1	8	2	8	11	8	12			
	7%	11% c	11% c	6%	8%	11%	12%	10%	14%	10%	11%	9%	11%	12%	10%	3%	10%	13%	13%	11%	15%	12%			

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 58

QA19. Which, if any, of these were important in your decision to take a package of services rather than take these services separately?

Base : Those with a bundle of services for which they receive one bill

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		TV	BAND	PHONE			TV	BAND	PHONE						
																			a	b	c		d
Significance Level: 95%																							
Unweighted total	1424	492	250	712	125	36	168	177	114	104	284	187	233	155	39	51	113	30	90	150	88	132	
Effective Weighted Sample	987	269	183	644	88	23	112	71	83	74	198	72	166	112	23	36	79	25	63	118	65	98	
Total	1557	259	162	1160	101	21	89	49	82	91	175	60	179	119	20	36	80	19	62	100	53	94	
I needed to sign up for a package of services in order to get some equipment from this supplier for free or at a reduced price (such as a set-top box, a digital video recorder, a wireless router or a mobile phone)	89 6%	20 8%	8 5%	63 5%	7 7%	* 1%	7 7%	3 5%	10 12%	4 5%	12 7%	4 6%	16 9%	8 6%	1 3%	2 6%	8 10%	1 6%	3 5%	6 6%	3 5%	3 4%	
This is the only supplier I can use for one or more of the services I have	68 4%	11 4%	13 8% c	45 4%	4 4%	1 6%	5 5%	4 8%	2 3%	5 6%	9 5%	5 8%	5 3%	7 6%	- -%	5 15% np	3 4%	1 5%	3 5%	10 10%	3 6%	8 9%	
I had to take more than one service to use this supplier	24 2%	4 1%	6 4% c	14 1%	2 2%	- -%	1 1%	* *%	1 1%	1 2%	3 2%	* *%	3 2%	6 5%	1 5%	1 2%	1 1%	* 2%	4 6%	5 5%	3 5%	5 6%	
SPONTANEOUS RESPONSES																							
It's cheaper than competitors	24 2%	2 1%	3 2%	19 2%	- -%	- -%	2 2%	1 1%	- -%	- -%	2 1%	1 1%	- -%	2 1%	- -%	1 2%	1 1%	- -%	- -%	2 2%	1 1%	2 2%	
To get faster broadband	14 1%	3 1%	1 1%	9 1%	3 3% f	- -%	- -%	* *%	- -%	2 3%	3 2%	* *%	3 2%	1 1%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	1 1%	
Other person bought/ recommended it	8 *%	- -%	- -%	8 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Other	28 2%	4 2%	3 2%	21 2%	* *%	- -%	4 4%	* *%	4 5% d	- -%	4 2%	* *%	4 2%	3 3%	* 2%	2 6%	3 4%	1 4%	1 1%	2 2%	1 3%	1 1%	
Don't know	57 4%	4 1%	3 2%	51 4% a	1 1%	- -%	2 2%	2 4%	- -%	- -%	3 2%	2 3%	1 1%	- -%	1 4% m	1 2%	2 2%	* 2%	1 1%	1 1%	2 3%	* *%	
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																							

Table 58

QA19. Which, if any, of these were important in your decision to take a package of services rather than take these services separately?

Base : Those with a bundle of services for which they receive one bill

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT d	PAC *e	C&R *f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	1424	68	51	67	116	58	49	57	144	623	733	40	41	1098	1353	1356	1408
Effective Weighted Sample	987	46	26	49	99	24	14	40	112	448	487	15	13	768	931	934	977
Total	1557	61	19	41	96	25	13	37	129	690	784	15	8	1226	1453	1475	1540
PROMPTED RESPONSES																	
It's cheaper to take a package than separate services or a single service	1088 70%	43 71%	12 60%	31 76%	73 76%	16 66%	8 58%	28 76%	97 75%	466 68%	564 72%	10 65%	4 46%	854 70%	1021 70%	1030 70%	1077 70%
It's more convenient to deal with one supplier	766 49%	33 54%	10 53%	17 42%	46 48%	14 57%	5 36%	15 41%	68 53%	353 51%	374 48%	11 72%	3 39%	614 50%	705 49%	727 49%	758 49%
It's more convenient to have everything on one bill	527 34%	32 53%	10 54%	13 32%	39 41%	14 56%	4 29%	13 35%	60 46%	224 32%	274 35%	7 44%	3 34%	423 34%	484 33%	498 34%	524 34%
It's easier to budget for the monthly cost of a package	319 21%	22 37%	5 25%	8 21%	27 28%	9 36%	4 34%	8 22%	44 34%	133 19%	168 21%	3 18%	4 45%	271 22%	289 20%	301 20%	317 21%
I had good previous experience using this supplier for one or more services, so was happy to try them for another service	173 11%	3 6%	4 19% d	4 9%	5 5%	4 14%	2 15%	3 8%	12 10%	69 10%	94 12%	3 20%	1 9%	135 11%	163 11%	163 11%	171 11%
The supplier offered one of the services for free if I took out the package	111 7%	4 7%	2 11%	2 5%	14 14%	2 9%	2 12%	3 8%	16 13%	47 7%	62 8%	1 6%	1 14%	86 7%	109 7%	109 7%	111 7%
I needed to sign up for a package of services in order to get some equipment from this supplier for free or at a reduced price (such as a set-top box, a digital video recorder, a wireless router or a mobile phone)	89 6%	3 4%	2 11%	4 10%	6 6%	1 6%	2 13%	4 11%	12 10%	30 4%	55 7%	* 1%	2 20%	81 7%	85 6%	85 6%	88 6%
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Table 58

QA19. Which, if any, of these were important in your decision to take a package of services rather than take these services separately?

Base : Those with a bundle of services for which they receive one bill

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
		*a	*b	*c	d	*e	*f	*g	h	i	j	*k	*l	m	n	o	p
Significance Level: 95%																	
Unweighted total	1424	68	51	67	116	58	49	57	144	623	733	40	41	1098	1353	1356	1408
Effective Weighted Sample	987	46	26	49	99	24	14	40	112	448	487	15	13	768	931	934	977
Total	1557	61	19	41	96	25	13	37	129	690	784	15	8	1226	1453	1475	1540
This is the only supplier I can use for one or more of the services I have	68 4%	5 8%	1 5%	3 6%	4 4%	4 14%	1 8%	2 5%	2 2%	30 4%	37 5%	2 12%	* 6%	62 5%	64 4%	66 4%	68 4%
I had to take more than one service to use this supplier	24 2%	* *%	1 4%	* 1%	2 2%	* 1%	* *%	* 1%	3 2%	12 2%	11 1%	* 1%	* *%	19 2%	23 2%	23 2%	24 2%
SPONTANEOUS RESPONSES																	
It's cheaper than competitors	24 2%	- -%	- -%	- -%	2 2%	- -%	- -%	- -%	- -%	12 2%	12 2%	- -%	- -%	13 1%	24 2%	24 2%	24 2%
To get faster broadband	14 1%	1 2%	- -%	- -%	3 4%	- -%	* 1%	- -%	3 3%	5 1%	9 1%	- -%	* 1%	10 1%	14 1%	14 1%	14 1%
Other person bought/ recommended it	8 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	8 1%	- -%	- -%	- -%	8 1%	6 *%	8 1%	8 *%
Other	28 2%	- -%	1 6%	- -%	3 3%	- -%	- -%	* 1%	4 3%	5 1%	20 3%	- -%	- -%	20 2%	28 2%	25 2%	28 2%
Don't know	57 4%	- -%	1 3%	* 1%	2 2%	* 1%	* *%	- -%	1 1%	23 3%	29 4%	* 2%	* *%	43 4%	51 4%	53 4%	55 4%
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Table 59

QA20. Which one was most important in your decision to take a package of services?

Base : Those with a bundle of services for which they receive one bill

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
		SWIT-CHED	DERED	NEIT-HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%																						
Unweighted total	1424	492	250	712	125	36	168	177	114	104	284	187	233	155	39	51	113	30	90	150	88	132
Effective Weighted Sample	987	269	183	644	88	23	112	71	83	74	198	72	166	112	23	36	79	25	63	118	65	98
Total	1557	259	162	1160	101	21	89	49	82	91	175	60	179	119	20	36	80	19	62	100	53	94
PROMPTED RESPONSES																						
It's cheaper to take a package than separate services or a single service	808	139	83	600	55	9	43	23	47	46	92	30	100	62	12	19	43	8	31	54	28	47
	52%	54%	51%	52%	55%	44%	48%	47%	57%	51%	53%	51%	56%	52%	59%	53%	54%	41%	50%	54%	54%	50%
It's more convenient to deal with one supplier	289	42	33	218	14	7	16	10	13	14	29	11	27	29	1	4	11	5	13	19	7	24
	19%	16%	20%	19%	14%	31%	18%	20%	17%	16%	16%	18%	15%	24%	6%	12%	13%	24%	21%	19%	13%	26% t
It's more convenient to have everything on one bill	110	23	9	81	10	2	9	4	5	10	17	5	14	7	1	1	5	1	4	3	4	4
	7%	9%	6%	7%	10%	11%	10%	9%	7%	11%	10%	8%	8%	6%	7%	3%	7%	6%	6%	3%	8%	4%
It's easier to budget for the monthly cost of a package	65	15	4	47	8	2	6	2	4	8	11	4	12	4	*	1	2	1	2	3	1	3
	4%	6%	3%	4%	8%	8%	7%	5%	4%	9%	6%	7%	7%	3%	2%	2%	3%	5%	4%	3%	3%	3%
I had good previous experience using this supplier for one or more services, so was happy to try them for another service	57	4	6	48	1	-	1	1	1	1	2	1	2	4	1	1	6	1	2	2	2	1
	4%	1%	3%	4% a	1%	-%	1%	1%	2%	1%	1%	1%	1%	3%	7%	3%	7%	4%	4%	2%	3%	1%
The supplier offered one of the services for free if I took out the package	48	13	9	26	4	1	3	4	4	5	8	4	8	6	1	1	4	2	5	6	4	6
	3%	5% c	6% c	2%	4%	3%	4%	7%	4%	5%	5%	6%	4%	5%	7%	2%	5%	8%	9%	6%	8%	6%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 59

QA20. Which one was most important in your decision to take a package of services?

Base : Those with a bundle of services for which they receive one bill

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
		SWIT-CHED	DERED	NEIT-HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%																						
Unweighted total	1424	492	250	712	125	36	168	177	114	104	284	187	233	155	39	51	113	30	90	150	88	132
Effective Weighted Sample	987	269	183	644	88	23	112	71	83	74	198	72	166	112	23	36	79	25	63	118	65	98
Total	1557	259	162	1160	101	21	89	49	82	91	175	60	179	119	20	36	80	19	62	100	53	94
I needed to sign up for a package of services in order to get some equipment from this supplier for free or at a reduced price (such as a set-top box, a digital video recorder, a wireless router or a mobile phone)	30 2%	5 2%	3 2%	23 2%	2 2%	* 1%	1 1%	2 3%	2 2%	1 1%	1 1%	2 3%	4 2%	2 2%	* 1%	1 3%	3 4%	- -%	2 3%	3 3%	* 1%	2 2%
This is the only supplier I can use for one or more of the services I have	18 1%	3 1%	6 3% c	9 1%	- -%	* 2%	2 2%	1 3%	1 1%	* -%	2 1%	1 2%	1 -%	3 3%	- -%	3 9%	2 3%	- -%	1 1%	5 5%	2 4%	3 4%
I had to take more than one service to use this supplier	4 -%	1 -%	2 1%	2 -%	- -%	- -%	1 1%	* -%	1 1%	- -%	1 -%	* -%	1 -%	1 1%	1 5%	1 2%	1 1%	- -%	1 2%	2 2%	1 1%	1 1%
SPONTANEOUS RESPONSES																						
It's cheaper than competitors	16 1%	1 -%	2 1%	13 1%	- -%	- -%	1 1%	- -%	- -%	- -%	1 1%	- -%	- -%	1 -%	- -%	1 2%	1 1%	- -%	- -%	1 1%	1 1%	1 1%
To get faster broadband	13 1%	3 1%	- -%	9 1%	3 3% f	- -%	- -%	* -%	- -%	2 3%	3 2%	* -%	3 2%	* -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Needed a TV (had no aerial)	8 -%	- -%	1 1%	6 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 6%	- -%	- -%	- -%	1 1%
Experienced problems with previous supplier	6 -%	3 1%	- -%	3 -%	2 2%	- -%	1 1%	- -%	1 1%	2 2%	1 -%	- -%	3 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other person bought/ recommended it	5 -%	- -%	- -%	5 -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Easier/ simple to do	4 -%	- -%	- -%	4 -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Table 59

QA20. Which one was most important in your decision to take a package of services?

Base : Those with a bundle of services for which they receive one bill

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS		
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE			
																					Total	a
Significance Level: 95%		a	b	c	d	*e	f	g	h	i	j	k	l	m	*n	*o	p	~q	r	s	t	u
Unweighted total	1424	492	250	712	125	36	168	177	114	104	284	187	233	155	39	51	113	30	90	150	88	132
Effective Weighted Sample	987	269	183	644	88	23	112	71	83	74	198	72	166	112	23	36	79	25	63	118	65	98
Total	1557	259	162	1160	101	21	89	49	82	91	175	60	179	119	20	36	80	19	62	100	53	94
Other	20	4	2	14	*	-	4	*	4	-	4	*	4	2	*	2	1	1	*	1	1	*
	1%	2%	1%	1%	*%	-%	4%	*%	5% d	-%	2%	*%	2%	2%	2%	6%	1%	4%	1%	1%	1%	*%
Don't know	57	4	3	51	1	-	2	2	-	-	3	2	1	-	1	1	2	*	1	1	2	*
	4%	1%	2%	4% a	1%	-%	2%	4%	-%	-%	2%	3%	1%	-%	4% m	2%	2%	2%	1%	1%	3%	*%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 59

QA20. Which one was most important in your decision to take a package of services?

Base : Those with a bundle of services for which they receive one bill

		TV PROCES S	BB PROCESS			MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT d	PAC *e	C&R *f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	1424	68	51	67	116	58	49	57	144	623	733	40	41	1098	1353	1356	1408
Effective Weighted Sample	987	46	26	49	99	24	14	40	112	448	487	15	13	768	931	934	977
Total	1557	61	19	41	96	25	13	37	129	690	784	15	8	1226	1453	1475	1540
PROMPTED RESPONSES																	
It's cheaper to take a package than separate services or a single service	808	29	8	26	49	11	7	23	69	349	417	7	3	627	760	765	801
	52%	48%	41%	63%	51%	44%	53%	62%	54%	51%	53%	47%	38%	51%	52%	52%	52%
It's more convenient to deal with one supplier	289	10	3	6	16	4	3	5	19	131	145	4	2	239	264	276	281
	19%	16%	16%	14%	17%	18%	20%	13%	15%	19%	19%	29%	21%	20%	18%	19%	18%
It's more convenient to have everything on one bill	110	9	2	3	11	4	*	3	12	50	53	2	*	87	102	103	110
	7%	15%	12%	7%	11%	17%	*%	7%	9%	7%	7%	16%	*%	7%	7%	7%	7%
It's easier to budget for the monthly cost of a package	65	5	2	1	5	2	*	3	8	22	40	-	*	53	60	62	64
	4%	8%	9%	3%	5%	10%	1%	7%	6%	3%	5%	-%	1%	4%	4%	4%	4%
I had good previous experience using this supplier for one or more services, so was happy to try them for another service	57	1	1	1	-	*	*	-	2	29	23	-	*	42	52	52	57
	4%	2%	7% d	1%	-%	1%	3%	-%	1%	4%	3%	-%	4%	3%	4%	4%	4%
The supplier offered one of the services for free if I took out the package	48	3	-	1	6	1	1	1	7	28	18	-	1	36	48	46	48
	3%	5%	-%	3%	6%	5%	8%	2%	6%	4%	2%	-%	13%	3%	3%	3%	3%
I needed to sign up for a package of services in order to get some equipment from this supplier for free or at a reduced price (such as a set-top box, a digital video recorder, a wireless router or a mobile phone)	30	*	1	1	-	-	1	1	3	12	16	-	1	29	28	28	29
	2%	*%	3%	2%	-%	-%	10%	2%	2%	2%	2%	-%	16%	2%	2%	2%	2%
Columns Tested: b,c,d - e,f - q,h - i,j - k,l - m,n,o,p																	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 59

QA20. Which one was most important in your decision to take a package of services?

Base : Those with a bundle of services for which they receive one bill

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT d	PAC *e	C&R *f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	1424	68	51	67	116	58	49	57	144	623	733	40	41	1098	1353	1356	1408
Effective Weighted Sample	987	46	26	49	99	24	14	40	112	448	487	15	13	768	931	934	977
Total	1557	61	19	41	96	25	13	37	129	690	784	15	8	1226	1453	1475	1540
This is the only supplier I can use for one or more of the services I have	18 1%	* 1%	- -%	2 5% d	- -%	1 3%	* 3%	* 1%	- -%	7 1%	11 1%	1 5%	* 5%	16 1%	18 1%	18 1%	18 1%
I had to take more than one service to use this supplier	4 *%	- -%	1 4%	- -%	- -%	- -%	* *%	- -%	1 1%	1 *%	3 *%	- -%	* *%	1 *%	4 *%	4 *%	4 *%
SPONTANEOUS RESPONSES																	
It's cheaper than competitors	16 1%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	12 2%	4 1%	- -%	- -%	10 1%	16 1%	16 1%	16 1%
To get faster broadband	13 1%	1 2%	- -%	- -%	3 4%	- -%	* 1%	- -%	3 3%	5 1%	8 1%	- -%	* 1%	10 1%	13 1%	13 1%	13 1%
Needed a TV (had no aerial)	8 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	6 1% j	- -%	- -%	- -%	8 1%	6 *%	6 *%	8 *%
Experienced problems with previous supplier	6 *%	2 3%	- -%	- -%	1 1%	- -%	- -%	2 5%	1 1%	3 *%	3 *%	- -%	- -%	5 *%	4 *%	6 *%	6 *%
Other person bought/ recommended it	5 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 1% j	- -%	- -%	- -%	5 *%	4 *%	5 *%	5 *%
Easier/ simple to do	4 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 1%	- -%	- -%	- -%	2 *%	4 *%	4 *%	4 *%
Other	20 1%	- -%	1 6%	- -%	3 3%	- -%	- -%	* 1%	4 3%	3 *%	15 2% i	- -%	- -%	14 1%	20 1%	18 1%	20 1%
Don't know	57 4%	- -%	1 3%	* 1%	2 2%	* 1%	* *%	- -%	1 1%	23 3%	29 4%	* 2%	* *%	43 4%	51 4%	53 4%	55 4%
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Table 60

QA21B. How satisfied are you with the overall service provided for your TV service with a monthly subscription?

Base : Those with TV in their package of services

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT-CHED	DERED	NEIT-HER		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		
Significance Level: 95%		a	b	c	*d	~e	*f	g	*h	i	j	k	l	m	~n	~o	*p	~q	*r	*s	*t	*u
Unweighted total	725	232	120	392	68	23	63	84	57	91	122	91	121	82	9	14	61	16	69	68	44	70
Effective Weighted Sample	528	136	89	351	52	16	45	34	40	67	93	37	88	60	7	9	43	13	50	54	33	52
Total	868	152	85	647	69	16	42	30	41	85	96	38	107	68	4	10	47	10	51	47	28	54
1 - Very dissatisfied	24 3%	2 1%	4 5%	19 3%	1 1%	- -%	* 1%	1 2%	* 1%	1 1%	1 1%	1 2%	1 1%	4 6%	- -%	1 5%	1 3%	- -%	3 5%	1 2%	1 3%	3 5%
2	28 3%	5 4%	5 6%	18 3%	2 3%	1 5%	2 5%	1 3%	1 3%	3 3%	4 4%	1 3%	3 3%	6 9%	- -%	1 8%	1 2%	1 5%	3 6%	4 8%	1 3%	4 7%
TOTAL DISSATISFIED	52 6%	7 5%	9 11%	37 6%	3 4%	1 5%	2 6%	2 5%	1 4%	4 4%	5 5%	2 5%	4 4%	11 16%	- -%	1 13%	2 5%	1 5%	6 11%	5 11%	2 6%	6 12%
3 - Neither	106 12%	16 10%	21 25% ac	71 11%	6 9%	3 17%	5 12%	4 12%	3 8%	9 10%	11 12%	6 15%	8 8%	23 34% p	2 59%	1 11%	5 12%	* 4%	20 39% t	16 33%	4 14%	17 31%
4	242 28%	45 30%	34 40% c	172 27%	19 28%	8 48%	8 20%	11 39%	10 25%	27 31%	24 24%	14 36%	29 27%	26 39%	1 19%	6 59%	20 43%	3 34%	20 40%	20 44%	13 46%	21 39%
5 - Very satisfied	465 54%	84 55% b	20 24%	364 56% b	41 59%	5 30%	26 63%	13 44%	26 64%	46 54%	57 59%	17 45%	65 61%	6 9%	1 22%	2 17%	19 41% m	6 57%	5 10%	6 12%	9 33% rs	10 18%
TOTAL SATISFIED	707 81%	129 85% b	54 64%	536 83% b	60 87%	12 78%	35 83%	25 83%	36 89%	73 85%	80 83%	31 80%	95 88%	33 48%	2 41%	8 76%	39 83% m	9 91%	26 50%	26 56%	23 80% rsu	31 57%
Don't know	3 *%	- -%	- -%	3 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 60

QA21B. How satisfied are you with the overall service provided for your TV service with a monthly subscription?

Base : Those with TV in their package of services

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC ~b	C&R *c	NoT *d	PAC ~e	C&R ~f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	725	58	17	34	53	28	28	30	76	298	382	20	24	725	655	680	709	
Effective Weighted Sample	528	41	11	26	45	14	9	22	57	229	264	8	9	528	472	492	518	
Total	868	56	10	26	50	17	9	25	74	373	436	11	6	868	765	809	851	
1 - Very dissatisfied	24 3%	1 1%	- -%	- -%	* *%	- -%	1 6%	- -%	1 1%	11 3%	12 3%	- -%	1 9%	24 3%	22 3%	23 3%	24 3%	
2	28 3%	2 3%	1 5%	1 4%	2 4%	* 2%	1 9%	1 3%	2 3%	11 3%	13 3%	* 1%	* 7%	28 3%	26 3%	24 3%	27 3%	
TOTAL DISSATISFIED	52 6%	2 4%	1 5%	1 4%	2 5%	* 2%	1 15%	1 3%	3 4%	23 6%	24 6%	* 1%	1 15%	52 6%	48 6%	47 6%	51 6%	
3 - Neither	106 12%	6 11%	1 11%	4 15%	5 11%	1 9%	2 25%	5 19%	4 5%	42 11%	62 14%	1 6%	2 37%	106 12%	102 13%	104 13%	104 12%	
4	242 28%	17 30%	2 24%	5 20%	13 26%	9 55%	2 17%	7 28%	20 28%	109 29%	119 27%	5 50%	2 24%	242 28%	209 27%	227 28%	240 28%	
5 - Very satisfied	465 54%	31 54%	6 60%	16 61%	29 58%	6 35%	4 43%	12 50%	47 63%	198 53%	231 53%	4 43%	1 23%	465 54%	403 53%	429 53%	453 53%	
TOTAL SATISFIED	707 81%	48 85%	8 84%	21 81%	42 85%	15 89%	6 60%	19 77%	67 91%	307 82%	349 80%	10 92%	3 48%	707 81%	612 80%	656 81%	693 81%	
Don't know	3 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	3 *%	3 *%	1 *%	3 *%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 61

QA22B. How satisfied are you with your experience of dealing with the customer services for your TV service with a monthly subscription?

Base : Those with TV in their package of services

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT-CHERED	DERED	NEIT-HER		TV	BAND	g	TV	BAND	j	k	l		m	~n	~o	*p	~q	*r	*s	*t	*u
Significance Level: 95%		a	b	c	*d	~e	*f	g	*h	i	j	k	l	m	~n	~o	*p	~q	*r	*s	*t	*u	
Unweighted total	725	232	120	392	68	23	63	84	57	91	122	91	121	82	9	14	61	16	69	68	44	70	
Effective Weighted Sample	528	136	89	351	52	16	45	34	40	67	93	37	88	60	7	9	43	13	50	54	33	52	
Total	868	152	85	647	69	16	42	30	41	85	96	38	107	68	4	10	47	10	51	47	28	54	
1 - Very dissatisfied	42 5%	4 3%	6 7%	33 5%	1 1%	1 3%	2 6%	2 5%	1 2%	1 2%	3 3%	2 4%	2 1%	11 16% p	- -%	1 9%	1 2%	- -%	5 10%	2 4%	- -%	5 9%	
2	62 7%	9 6%	13 15% ac	40 6%	2 3%	3 18%	4 10%	2 6%	4 9%	5 6%	6 7%	2 5%	6 5%	14 21%	1 23%	2 22%	4 8% -	- -%	11 21%	11 23% t	1 5%	9 18%	
TOTAL DISSATISFIED	104 12%	14 9%	19 22% ac	72 11%	3 5%	3 22%	6 15%	3 11%	4 10%	7 8%	10 10%	3 9%	7 7%	25 37% p	1 23%	3 31%	4 9% -	- -%	16 30% t	13 27% t	1 5%	14 27% t	
3 - Neither	131 15%	27 17%	26 30% ac	85 13%	10 14%	4 25%	6 13%	9 30% h	4 9%	14 16%	14 15%	11 28% l	13 12%	18 27%	2 44%	5 49%	11 24%	2 22%	18 35%	15 33%	9 31%	17 31%	
4	186 21%	35 23%	26 30% c	131 20%	12 17%	3 20%	12 28%	6 19%	12 30%	15 18%	21 22%	9 23%	24 22%	18 27%	* 11%	* 4%	18 39%	5 53%	14 28%	14 30%	11 39%	18 33%	
5 - Very satisfied	374 43%	68 45% b	14 16%	295 46% b	40 58% fg	5 32%	15 36%	10 33%	18 44%	45 53%	45 47%	14 36%	57 53%	5 7%	1 22%	1 13%	12 26% m	3 25%	4 7%	4 9%	6 22% r	5 9%	
TOTAL SATISFIED	560 65%	104 68% b	39 46%	427 66% b	52 75% g	8 52%	26 63%	16 52%	30 74%	61 71%	67 69%	22 58%	81 75%	23 34%	1 33%	2 17%	30 65% m	8 78%	18 35%	18 39%	17 61% rs	23 42%	
Don't know	72 8%	8 5%	1 1%	63 10% b	4 6%	* 1%	3 8%	2 6%	3 7%	4 5%	6 6%	2 5%	7 6%	1 2%	- -%	* 4%	1 2%	- -%	- -%	* 1%	1 3%	- -%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 61

QA22B. How satisfied are you with your experience of dealing with the customer services for your TV service with a monthly subscription?

Base : Those with TV in their package of services

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE	CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC ~b	C&R *c	NoT *d	PAC ~e	C&R ~f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	725	58	17	34	53	28	28	30	76	298	382	20	24	725	655	680	709
Effective Weighted Sample	528	41	11	26	45	14	9	22	57	229	264	8	9	528	472	492	518
Total	868	56	10	26	50	17	9	25	74	373	436	11	6	868	765	809	851
1 - Very dissatisfied	42 5%	1 2%	- -%	1 4%	2 4%	- -%	1 15%	* 2%	1 2%	14 4%	28 6%	- -%	1 23%	42 5%	39 5%	42 5%	41 5%
2	62 7%	2 4%	1 8%	- -%	4 7%	2 9%	* *%	- -%	6 8%	35 9%	25 6%	* 4%	* *%	62 7%	58 8%	60 7%	62 7%
TOTAL DISSATISFIED	104 12%	3 5%	1 8%	1 4%	6 12%	2 9%	1 16%	* 2%	7 10%	49 13%	53 12%	* 4%	1 23%	104 12%	97 13%	102 13%	103 12%
3 - Neither	131 15%	9 16%	3 34%	4 14%	7 14%	5 28%	3 29%	4 16%	7 9%	43 11%	82 19%	4 35%	2 36%	131 15%	111 14%	124 15%	129 15%
4	186 21%	11 19%	2 17%	9 34%	10 19%	5 29%	2 18%	7 28%	16 22%	87 23%	87 20%	2 20%	2 26%	186 21%	169 22%	174 21%	183 22%
5 - Very satisfied	374 43%	31 55%	3 26%	12 47%	24 48%	4 25%	3 37%	11 44%	40 54%	165 44%	173 40%	3 27%	1 14%	374 43%	321 42%	338 42%	365 43%
TOTAL SATISFIED	560 65%	42 74%	4 43%	21 81%	34 68%	9 54%	5 55%	18 72%	56 75%	252 68%	260 60%	5 47%	3 40%	560 65%	490 64%	512 63%	548 64%
Don't know	72 8%	2 4%	1 15%	* 2%	4 7%	1 9%	* *%	2 10%	4 6%	29 8%	42 10%	1 14%	* 1%	72 8%	67 9%	71 9%	70 8%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 62

QA23B. How satisfied are you with the value for money for your TV service with a monthly subscription?

Base : Those with TV in their package of services

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI				BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%		a	b	c	*d	~e	*f	g	*h	i	j	k	l	m	~n	~o	*p	~q	*r	*s	*t	*u
Unweighted total	725	232	120	392	68	23	63	84	57	91	122	91	121	82	9	14	61	16	69	68	44	70
Effective Weighted Sample	528	136	89	351	52	16	45	34	40	67	93	37	88	60	7	9	43	13	50	54	33	52
Total	868	152	85	647	69	16	42	30	41	85	96	38	107	68	4	10	47	10	51	47	28	54
1 - Very dissatisfied	32 4%	2 2%	6 8%	24 4%	1 2%	- -%	* 1%	1 2%	- -%	1 1%	2 2%	1 2%	1 1%	9 13%	- -%	1 5%	1 2%	- -%	6 11%	3 6%	* 1%	6 11%
2	54 6%	12 8%	13 15%	32 5%	3 4%	2 15%	6 15%	4 13%	2 6%	5 6%	9 9%	4 10%	5 5%	14 21%	1 14%	1 14%	7 15%	1 11%	9 17%	10 21%	4 14%	9 17%
			a	c																		
TOTAL DISSATISFIED	86 10%	14 9%	20 23%	56 9%	4 6%	2 15%	7 16%	5 16%	2 6%	6 7%	11 11%	5 12%	6 6%	23 34%	1 14%	2 20%	8 17%	1 11%	15 28%	12 26%	4 15%	15 28%
3 - Neither	171 20%	23 15%	22 26%	132 20%	6 9%	2 14%	7 16%	6 20%	9 23%	8 10%	12 12%	8 22%	15 14%	19 28%	2 53%	2 15%	8 17%	3 27%	16 30%	10 22%	7 24%	13 25%
4	236 27%	51 33%	25 30%	163 25%	20 29%	8 51%	12 30%	9 30%	16 40%	28 33%	29 30%	12 32%	35 33%	22 33%	* 11%	1 11%	17 36%	4 38%	18 34%	18 39%	8 29%	20 37%
5 - Very satisfied	353 41%	63 41%	17 20%	279 43%	38 55%	3 20%	16 38%	10 33%	13 32%	41 49%	44 46%	13 33%	50 46%	3 5%	* 10%	4 43%	14 30%	2 24%	3 6%	5 10%	9 32%	5 10%
		b		b	gh												m			rsu		
TOTAL SATISFIED	590 68%	113 75%	42 50%	441 68%	58 84%	11 71%	28 68%	19 63%	29 72%	69 82%	73 76%	25 65%	85 79%	26 38%	1 22%	5 54%	31 66%	6 62%	21 41%	23 49%	17 61%	25 47%
Don't know	20 2%	1 1%	2 2%	18 3%	1 1%	- -%	- -%	* 1%	- -%	1 1%	1 1%	* 1%	1 1%	- -%	* 11%	1 11%	- -%	- -%	* 1%	1 2%	- -%	- -%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 62

QA23B. How satisfied are you with the value for money for your TV service with a monthly subscription?

Base : Those with TV in their package of services

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC ~b	C&R *c	NoT *d	PAC ~e	C&R ~f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	725	58	17	34	53	28	28	30	76	298	382	20	24	725	655	680	709
Effective Weighted Sample	528	41	11	26	45	14	9	22	57	229	264	8	9	528	472	492	518
Total	868	56	10	26	50	17	9	25	74	373	436	11	6	868	765	809	851
1 - Very dissatisfied	32 4%	- -%	- -%	* 1%	1 2%	- -%	1 6%	- -%	1 2%	14 4%	18 4%	- -%	1 9%	32 4%	29 4%	32 4%	32 4%
2	54 6%	3 5%	1 14%	3 12%	3 5%	1 9%	2 25%	3 11%	2 3%	22 6%	28 7%	1 12%	2 36%	54 6%	52 7%	50 6%	51 6%
TOTAL DISSATISFIED	86 10%	3 5%	1 14%	3 13%	4 8%	1 9%	3 30%	3 11%	4 5%	36 10%	47 11%	1 12%	3 45%	86 10%	81 11%	82 10%	84 10%
3 - Neither	171 20%	5 9%	2 23%	3 13%	5 10%	4 24%	2 17%	4 18%	9 12%	56 15%	104 24% i	3 32%	1 19%	171 20%	145 19%	160 20%	169 20%
4	236 27%	18 32%	3 30%	8 29%	17 35%	9 51%	1 13%	6 26%	26 35%	110 29%	114 26%	3 31%	1 19%	236 27%	219 29%	224 28%	233 27%
5 - Very satisfied	353 41%	30 54%	3 32%	12 45%	24 47%	3 17%	4 39%	11 45%	35 47%	160 43%	162 37%	3 25%	1 17%	353 41%	301 39%	322 40%	345 41%
TOTAL SATISFIED	590 68%	49 87%	6 62%	20 74%	41 82%	12 68%	5 52%	17 71%	61 83%	270 72% j	275 63%	6 56%	2 36%	590 68%	520 68%	546 67%	577 68%
Don't know	20 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	11 3%	10 2%	- -%	- -%	20 2%	19 3%	20 3%	20 2%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 63

QA21C. How satisfied are you with the overall service provided for your fixed line broadband?

Base : Those with fixed line broadband in their package of services

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT-CHED	DERED	NEIT-HER		TV	BAND			TV	BAND			TV	BAND			TV	BAND			
Significance Level: 95%	a	b	c	d	*e	f	g	h	i	j	k	l	m	*n	*o	p	~q	r	s	t	u	
Unweighted total	1338	469	239	657	116	36	164	168	108	95	280	176	218	149	38	49	111	28	83	148	86	124
Effective Weighted Sample	922	271	182	595	88	23	111	75	79	72	197	74	163	110	22	35	78	23	63	117	63	98
Total	1439	235	151	1073	86	21	88	45	78	75	174	53	160	111	20	36	80	17	53	99	52	84
1 - Very dissatisfied	43 3%	7 3%	7 4%	32 3%	2 3%	1 3%	4 4%	1 2%	1 1%	1 2%	6 3%	1 2%	3 2%	7 7%	* 1%	2 5%	2 3%	* 3%	1 1%	5 5%	1 3%	4 4%
2	74 5%	14 6%	15 10%	45 4%	7 8%	1 5%	3 4%	2 5%	4 5%	4 6%	10 6%	2 5%	11 7%	16 14%	1 7%	4 11%	3 4%	2 14%	5 10%	13 13%	3 6%	9 10%
			c											p								
TOTAL DISSATISFIED	117 8%	21 9%	21 14%	77 7%	9 10%	2 7%	7 8%	3 7%	5 6%	6 7%	16 9%	3 6%	14 9%	23 21%	2 9%	6 16%	6 7%	3 16%	6 11%	18 18%	5 9%	12 15%
			c											p								
3 - Neither	170 12%	24 10%	29 20%	119 11%	7 8%	2 11%	7 8%	8 18%	6 7%	7 9%	14 8%	9 16%	13 8%	28 25%	3 16%	6 17%	11 14%	2 11%	13 24%	23 23%	9 16%	20 24%
			ac																			
4	430 30%	80 34%	52 35%	306 28%	22 25%	11 53%	31 35%	17 38%	28 37%	26 35%	53 30%	18 35%	49 31%	36 33%	7 34%	13 36%	31 39%	8 45%	24 45%	35 35%	19 36%	32 38%
						d																
5 - Very satisfied	706 49%	108 46%	48 32%	558 52%	47 55%	6 29%	42 48%	16 35%	37 47%	37 49%	90 52%	21 41%	82 51%	24 21%	8 42%	11 30%	32 40%	5 28%	11 20%	24 24%	20 39%	19 23%
		b		b	eg									m	m					rsu		
TOTAL SATISFIED	1136 79%	188 80%	100 66%	864 81%	69 80%	17 82%	73 84%	33 73%	65 84%	63 84%	142 82%	40 75%	131 82%	60 54%	15 75%	24 66%	63 79%	13 73%	34 65%	58 59%	39 74%	51 61%
		b		b												m				s		
Don't know	16 1%	3 1%	- -	13 1%	1 1%	- -	- -	1 2%	2 2%	- -	1 1%	1 2%	3 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 63

QA21C. How satisfied are you with the overall service provided for your fixed line broadband?

Base : Those with fixed line broadband in their package of services

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT d	PAC *e	C&R *f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	1338	60	50	67	115	54	45	54	133	589	703	38	38	1014	1338	1292	1322	
Effective Weighted Sample	922	45	26	49	98	27	12	39	109	422	466	19	11	705	922	888	912	
Total	1439	46	19	41	95	19	12	35	113	642	746	12	7	1111	1439	1387	1422	
1 - Very dissatisfied	43 3%	1 2%	* 1%	2 6%	2 2%	- -%	1 5%	1 4%	1 1%	18 3%	21 3%	- -%	1 8%	32 3%	43 3%	39 3%	43 3%	
2	74 5%	1 2%	1 5%	1 3%	6 6%	1 5%	* 1%	2 5%	7 7%	27 4%	41 6%	1 8%	* 1%	49 4%	74 5%	69 5%	74 5%	
TOTAL DISSATISFIED	117 8%	2 4%	1 6%	4 9%	7 8%	1 5%	1 6%	3 10%	8 7%	45 7%	62 8%	1 8%	1 9%	80 7%	117 8%	108 8%	117 8%	
3 - Neither	170 12%	6 13%	2 10%	6 14%	5 5%	3 14%	3 26%	6 17% h	6 5%	77 12%	89 12%	2 17%	3 43%	129 12%	170 12%	165 12%	167 12%	
4	430 30%	15 32%	6 33%	12 30%	29 31%	6 33%	4 34%	9 26%	37 33%	187 29%	230 31%	4 33%	3 39%	318 29%	430 30%	417 30%	427 30%	
5 - Very satisfied	706 49%	24 51%	10 52%	19 47%	53 56%	9 47%	4 34%	16 48%	61 53%	324 50%	360 48%	5 43% l	1 9%	572 51%	706 49%	683 49%	694 49%	
TOTAL SATISFIED	1136 79%	38 83%	16 85%	32 77%	82 87%	16 80%	8 68%	25 73%	98 86%	510 80%	590 79%	9 75%	3 48%	889 80%	1136 79%	1100 79%	1121 79%	
Don't know	16 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 1%	9 1%	4 1%	- -%	- -%	13 1%	16 1%	14 1%	16 1%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 64

QA22C. How satisfied are you with your experience of dealing with the customer services for your fixed line broadband?

Base : Those with fixed line broadband in their package of services

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED							
	Total	CONSI			BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS				
		SWIT-CHED	DERED	NEIT-HER		TV	BAND	PHONE		CALLS	TV	BAND		PHONE	CALLS	TV		BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS
Significance Level: 95%		a	b	c	d	*e	f	g	h	i	j	k	l	m	*n	*o	p	~q	r	s	t	u			
Unweighted total	1338	469	239	657	116	36	164	168	108	95	280	176	218	149	38	49	111	28	83	148	86	124			
Effective Weighted Sample	922	271	182	595	88	23	111	75	79	72	197	74	163	110	22	35	78	23	63	117	63	98			
Total	1439	235	151	1073	86	21	88	45	78	75	174	53	160	111	20	36	80	17	53	99	52	84			
1 - Very dissatisfied	89 6%	12 5%	12 8%	65 6%	2 3%	1 5%	5 6%	1 3%	6 8%	1 2%	8 4%	1 3%	9 6%	18 16% p	2 10%	4 11%	3 4%	1 3%	3 6%	10 11%	2 4%	7 8%			
2	100 7%	16 7%	17 12% c	68 6%	5 5%	3 13%	5 5%	5 11%	4 6%	5 7%	9 5%	5 9%	9 6%	20 18% p	1 5%	5 14%	5 6%	2 10%	8 16% t	15 15% t	2 4%	13 16% t			
TOTAL DISSATISFIED	189 13%	28 12%	30 20% ac	133 12%	7 8%	4 18%	10 11%	6 14%	11 14%	6 9%	17 10%	6 12%	18 11%	37 34% p	3 15%	9 25% p	8 10%	2 13%	11 22% t	25 25% t	4 8%	20 24% t			
3 - Neither	207 14%	34 14%	50 33% ac	130 12%	11 13%	4 17%	12 13%	9 21% h	6 7%	12 16%	23 13%	10 20%	17 10%	36 33%	6 28%	9 25%	19 24%	3 16%	23 44%	36 36%	17 33%	30 36%			
4	315 22%	62 26%	31 21%	229 21%	20 23%	6 29%	24 27%	11 24%	22 29%	16 21%	44 25%	12 22%	41 26%	21 19%	4 19%	8 21%	23 29%	8 45%	12 24%	19 19%	12 23%	20 24%			
5 - Very satisfied	586 41%	89 38% b	36 24%	466 43% b	43 49% fg	7 31%	31 35%	14 31%	27 35%	36 48%	73 42%	20 37%	67 42%	15 14%	7 38% m	9 26%	25 32% m	4 20%	6 11%	18 18%	16 31% ru	12 15%			
TOTAL SATISFIED	901 63%	151 64% b	68 45%	695 65% b	62 73% g	13 60%	55 62%	25 55%	49 64%	52 69%	117 67%	31 60%	108 68%	36 32% m	11 57% m	17 48%	48 61% m	11 66%	19 35%	37 37%	28 54% rs	33 39%			
Don't know	142 10%	23 10% b	4 3%	116 11% b	5 6%	1 5%	11 13%	5 10%	12 15%	4 6%	17 10%	5 9%	17 11%	1 1%	- -%	1 2%	4 6%	1 6%	- -%	1 1%	3 5%	1 1%			

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 64

QA22C. How satisfied are you with your experience of dealing with the customer services for your fixed line broadband?

Base : Those with fixed line broadband in their package of services

		TV PROCESSES				BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON-TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE				
Significance Level: 95%		*a	*b	*c	d	*e	*f	*g	h	i	j	*k	*l	m	n	o	p				
Unweighted total	1338	60	50	67	115	54	45	54	133	589	703	38	38	1014	1338	1292	1322				
Effective Weighted Sample	922	45	26	49	98	27	12	39	109	422	466	19	11	705	922	888	912				
Total	1439	46	19	41	95	19	12	35	113	642	746	12	7	1111	1439	1387	1422				
1 - Very dissatisfied	89 6%	1 1%	1 5%	3 8% d	1 1%	* 2%	- -	3 8%	6 5%	36 6%	49 7%	* 3%	- -	65 6%	89 6%	85 6%	88 6%				
2	100 7%	3 6%	1 5%	1 1%	7 7%	2 13%	1 11%	* 1%	9 8%	47 7%	47 6%	1 11%	1 13%	74 7%	100 7%	94 7%	100 7%				
TOTAL DISSATISFIED	189 13%	3 8%	2 10%	4 9%	8 8%	3 14%	1 11%	3 9%	14 13%	83 13%	96 13%	2 14%	1 13%	139 12%	189 13%	179 13%	188 13%				
3 - Neither	207 14%	7 16%	2 12%	7 18%	10 10%	3 16%	3 30%	7 21% h	7 6%	74 12%	126 17% i	2 16%	2 33%	165 15%	207 14%	200 14%	204 14%				
4	315 22%	10 22%	4 19%	11 26%	28 29%	4 20%	3 24%	8 23%	32 28%	139 22%	168 22%	2 21%	2 31%	238 21%	315 22%	306 22%	315 22%				
5 - Very satisfied	586 41%	22 49%	6 30%	17 41%	42 45%	8 40%	3 26%	14 42%	47 42%	283 44% j	280 38%	4 34%	1 10%	465 42%	586 41%	563 41%	574 40%				
TOTAL SATISFIED	901 63%	33 71%	9 49%	28 68%	70 74% b	12 60%	6 51%	22 65%	80 70%	422 66%	447 60%	6 55%	3 40%	704 63%	901 63%	869 63%	889 63%				
Don't know	142 10%	3 6%	6 30% cd	2 5%	8 8%	2 10%	1 8%	2 6%	12 11%	62 10%	76 10%	2 16%	1 13%	105 9%	142 10%	139 10%	140 10%				

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 65

QA23C. How satisfied are you with the value for money for your fixed line broadband?

Base : Those with fixed line broadband in their package of services

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	FIXED			FIXED	FIXED			BUN- DLE	FIXED			FIXED	FIXED				
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	MOB. PHONE		LINE CALLS	TV	BAND		MOB. PHONE	LINE CALLS	TV		BAND	MOB. PHONE	LINE CALLS		
Significance Level: 95%	a	b	c	d	*e	f	g	h	i	j	k	l	m	*n	*o	p	~q	r	s	t	u	
Unweighted total	1338	469	239	657	116	36	164	168	108	95	280	176	218	149	38	49	111	28	83	148	86	124
Effective Weighted Sample	922	271	182	595	88	23	111	75	79	72	197	74	163	110	22	35	78	23	63	117	63	98
Total	1439	235	151	1073	86	21	88	45	78	75	174	53	160	111	20	36	80	17	53	99	52	84
1 - Very dissatisfied	48 3%	7 3%	6 4%	35 3%	2 3%	- -%	3 3%	1 3%	3 3%	1 2%	5 3%	1 2%	5 3%	11 10%	- -%	3 10%	2 3%	1 5%	2 3%	6 6%	2 3%	3 4%
2	102 7%	15 6%	21 14% ac	69 6%	3 4%	1 5%	7 8%	5 11%	4 5%	3 4%	11 6%	5 9%	8 5%	20 18% p	2 8%	6 16%	5 6%	1 5%	7 13%	18 18% t	3 6% t	14 17% t
TOTAL DISSATISFIED	150 10%	22 9%	27 18% ac	104 10%	6 7%	1 5%	10 11%	6 14%	7 9%	5 6%	16 9%	6 12%	13 8%	31 28% np	2 8%	9 25% p	7 9%	2 10%	8 16%	24 24% t	5 9%	17 21% t
3 - Neither	236 16%	33 14%	35 23% ac	172 16%	10 12%	5 23%	12 14%	7 15%	9 12%	12 15%	22 13%	9 17%	18 11%	31 28%	5 27%	12 34%	17 22%	5 29%	14 26%	25 25%	11 22%	19 23%
4	410 28%	79 33%	45 30%	291 27%	22 26%	10 46%	30 34%	13 29%	32 41% d	22 30%	52 30%	14 27%	54 34%	34 31% o	9 44% o	4 10%	33 41% o	4 24%	25 47% s	30 30%	16 31%	29 35%
5 - Very satisfied	607 42%	100 43% b	40 27%	473 44% b	46 54% eh	6 26%	36 41%	18 41%	29 38%	36 47%	83 48%	23 43%	73 46%	13 12%	4 18%	11 31% m	22 28% m	5 31%	5 10%	20 20%	19 37% rsu	16 19%
TOTAL SATISFIED	1017 71%	179 76% b	86 57%	765 71% b	69 80%	15 72%	66 75%	31 70%	61 79%	58 77%	135 78%	37 71%	128 80%	47 43%	12 62%	15 41%	55 69% mo	10 56%	30 58%	50 50%	35 67% s	45 54%
Don't know	37 3%	2 1%	2 2%	32 3% a	1 1%	- -%	* *%	* 1%	* 1%	1 1%	1 1%	* 1%	1 1%	1 1%	* 2%	- -%	1 1%	1 6%	* 1%	1 1%	1 2%	2 2%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 65

QA23C. How satisfied are you with the value for money for your fixed line broadband?

Base : Those with fixed line broadband in their package of services

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT d	PAC *e	C&R *f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	1338	60	50	67	115	54	45	54	133	589	703	38	38	1014	1338	1292	1322
Effective Weighted Sample	922	45	26	49	98	27	12	39	109	422	466	19	11	705	922	888	912
Total	1439	46	19	41	95	19	12	35	113	642	746	12	7	1111	1439	1387	1422
1 - Very dissatisfied	48 3%	- -%	1 5%	2 6%	1 2%	* 1%	1 5%	2 7%	2 2%	18 3%	26 3%	* 1%	1 8%	37 3%	48 3%	44 3%	48 3%
2	102 7%	2 5%	2 12%	2 6%	4 4%	1 7%	2 20%	2 7%	5 4%	44 7%	54 7%	1 9%	2 31%	79 7%	102 7%	98 7%	101 7%
TOTAL DISSATISFIED	150 10%	2 5%	3 17%	5 11%	5 5%	2 8%	3 25%	5 13%	7 6%	62 10%	80 11%	1 10%	3 40%	116 10%	150 10%	142 10%	149 10%
3 - Neither	236 16%	7 16%	3 14%	7 18%	10 10%	3 15%	2 21%	6 17%	10 9%	78 12%	150 20% i	2 18%	2 30%	182 16%	236 16%	229 17%	234 16%
4	410 28%	13 28%	7 34%	10 26%	30 32%	7 34%	3 24%	6 19%	45 39% g	193 30%	204 27%	4 31%	2 22%	307 28%	410 28%	396 29%	404 28%
5 - Very satisfied	607 42%	24 51%	7 35%	18 45%	50 52%	8 43%	3 30%	17 51%	51 45%	291 45%	292 39%	5 41%	1 8%	474 43%	607 42%	583 42%	598 42%
TOTAL SATISFIED	1017 71%	37 79%	13 69%	29 71%	80 85%	15 77%	6 54%	24 69%	95 84% g	483 75% j	496 67%	8 72% l	2 31%	781 70%	1017 71%	979 71%	1003 71%
Don't know	37 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* -%	17 3%	19 3%	- -%	- -%	32 3%	37 3%	37 3%	37 3%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 66

QA21D. How satisfied are you with the overall service provided for your mobile phone network?

Base : Those with mobile phone in their package of services

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD			MOB.	FIXED	BUN- DLE	BROAD			MOB.	FIXED	BUN- DLE	BROAD			MOB.	FIXED
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND		PHONE	CALLS	TV	BAND	PHONE		CALLS	TV	BAND	PHONE	CALLS
Total	~a	~b	*c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	74	26	6	43	10	2	13	8	4	9	21	18	11	4	-	1	1	-	1	5	5	4
Effective Weighted Sample	57	17	5	39	7	2	11	6	4	7	15	11	9	3	-	1	1	-	1	4	4	3
Total	100	19	5	77	10	1	8	3	3	10	16	13	12	4	-	*	1	-	*	4	4	4
1 - Very dissatisfied	7	-	-	7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	7%	-%	-%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
2	3	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	3%	-%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TOTAL DISSATISFIED	10	-	-	10	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	10%	-%	-%	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
3 - Neither	9	4	2	3	3	-	*	*	-	3	1	4	3	1	-	-	1	-	-	1	2	1
	9%	20%	43%	4%	31%	-%	6%	16%	-%	34%	8%	28%	27%	38%	-%	-%	100%	-%	-%	35%	46%	38%
4	25	3	2	21	-	1	3	1	1	1	3	1	1	2	-	-	-	-	*	2	2	2
	25%	17%	35%	27%	-%	47%	41%	23%	26%	6%	20%	5%	6%	44%	-%	-%	-%	-%	100%	40%	38%	44%
5 - Very satisfied	55	10	1	44	6	1	4	1	2	4	10	7	7	1	-	-	-	-	-	1	1	1
	55%	55%	14%	57%	56%	53%	53%	48%	74%	47%	64%	54%	57%	18%	-%	-%	-%	-%	-%	17%	16%	18%
TOTAL SATISFIED	80	14	2	64	6	1	7	2	3	5	13	8	8	2	-	-	-	-	*	2	2	2
	80%	71%	50%	84%	56%	100%	94%	71%	100%	53%	84%	59%	63%	62%	-%	-%	-%	-%	100%	57%	54%	62%
Don't know	2	2	*	-	1	-	-	*	-	1	1	2	1	-	-	*	-	-	-	*	-	-
	2%	9%	8%	-%	13%	-%	-%	13%	-%	13%	8%	13%	10%	-%	-%	100%	-%	-%	-%	9%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 66

QA21D. How satisfied are you with the overall service provided for your mobile phone network?

Base : Those with mobile phone in their package of services

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	*j	~k	~l	*m	*n	*o	*p
Unweighted total	74	7	4	3	13	8	2	4	7	21	53	3	-	56	70	74	74
Effective Weighted Sample	57	5	3	2	11	5	1	3	6	16	41	3	-	42	53	57	57
Total	100	8	2	4	10	7	3	4	8	33	68	1	-	75	95	100	100
1 - Very dissatisfied	7 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 10%	4 6%	- -%	- -%	5 7%	7 7%	7 7%	7 7%
2	3 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 4%	- -%	- -%	3 4%	3 3%	3 3%	3 3%
TOTAL DISSATISFIED	10 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 10%	7 10%	- -%	- -%	8 10%	10 10%	10 10%	10 10%
3 - Neither	9 9%	3 42%	- -%	- -%	1 12%	3 42%	* 16%	1 28%	2 26%	* 1%	8 12%	- -%	- -%	8 11%	6 6%	9 9%	9 9%
4	25 25%	1 7%	- -%	1 37%	2 18%	- -%	- -%	1 18%	- -%	8 23%	18 26%	- -%	- -%	13 17%	25 27%	25 25%	25 25%
5 - Very satisfied	55 55%	4 51%	2 100%	2 63%	6 59%	4 58%	2 84%	2 54%	5 58%	20 61%	35 52%	1 100%	- -%	45 60%	52 55%	55 55%	55 55%
TOTAL SATISFIED	80 80%	5 58%	2 100%	4 100%	8 77%	4 58%	2 84%	3 72%	5 58%	27 84%	53 78%	1 100%	- -%	57 76%	78 82%	80 80%	80 80%
Don't know	2 2%	- -%	- -%	- -%	1 12%	- -%	- -%	- -%	1 15%	2 5%	* -%	- -%	- -%	2 2%	2 2%	2 2%	2 2%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 67

QA22D. How satisfied are you with your experience of dealing with the customer services for your mobile phone network?

Base : Those with mobile phone in their package of services

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																														
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	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN- DLE	BROAD MOB.			BUN

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 67

QA22D. How satisfied are you with your experience of dealing with the customer services for your mobile phone network?

Base : Those with mobile phone in their package of services

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	*j	~k	~l	*m	*n	*o	*p
Unweighted total	74	7	4	3	13	8	2	4	7	21	53	3	-	56	70	74	74
Effective Weighted Sample	57	5	3	2	11	5	1	3	6	16	41	3	-	42	53	57	57
Total	100	8	2	4	10	7	3	4	8	33	68	1	-	75	95	100	100
3 - Neither	13	1	-	1	2	1	-	2	-	2	11	-	-	7	13	13	13
	13%	9%	-%	21%	17%	11%	-%	36%	-%	6%	16%	-%	-%	9%	13%	13%	13%
4	18	3	-	-	2	2	*	*	3	4	15	-	-	14	16	18	18
	18%	32%	-%	-%	20%	31%	16%	10%	38%	12%	21%	-%	-%	18%	17%	18%	18%
5 - Very satisfied	64	4	2	2	5	4	2	2	4	23	42	1	-	49	62	64	64
	64%	51%	100%	63%	52%	58%	84%	54%	46%	69%	62%	100%	-%	66%	65%	64%	64%
TOTAL SATISFIED	83	7	2	2	7	6	3	3	7	26	56	1	-	63	78	83	83
	83%	84%	100%	63%	72%	89%	100%	64%	85%	81%	83%	100%	-%	84%	82%	83%	83%
Don't know	5	1	-	1	1	-	-	-	1	4	1	-	-	5	5	5	5
	5%	7%	-%	15%	12%	-%	-%	-%	15%	13%	1%	-%	-%	6%	5%	5%	5%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 68

QA23D. How satisfied are you with the value for money for your mobile phone network?

Base : Those with mobile phone in their package of services

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
					SWITCHED & COVERED					COVERED				CONSIDERED & COVERED					COVERED					
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			TV	BROAD MOB.		FIXED LINE
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS	TV	BAND	PHONE		CALLS	TV	BAND
	Total	~a	~b	*c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u		
Significance Level: 95%																								
Unweighted total	74	26	6	43	10	2	13	8	4	9	21	18	11	4	-	1	1	-	1	5	5	4		
Effective Weighted Sample	57	17	5	39	7	2	11	6	4	7	15	11	9	3	-	1	1	-	1	4	4	3		
Total	100	19	5	77	10	1	8	3	3	10	16	13	12	4	-	*	1	-	*	4	4	4		
2	2	1	-	1	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-		
	2%	5%	-%	2%	-%	-%	12%	-%	-%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
TOTAL DISSATISFIED	2	1	-	1	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-		
	2%	5%	-%	2%	-%	-%	12%	-%	-%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
3 - Neither	13	2	1	10	2	-	*	*	-	2	2	2	2	1	-	-	-	-	-	1	1	1		
	13%	11%	30%	13%	16%	-%	6%	16%	-%	17%	11%	16%	14%	38%	-%	-%	-%	-%	-%	35%	33%	38%		
4	17	5	-	12	2	-	3	*	2	2	3	2	4	-	-	-	-	-	-	-	-			
	17%	25%	-%	16%	20%	-%	33%	7%	59%	22%	16%	17%	31%	-%	-%	-%	-%	-%	-%	-%	-%			
5 - Very satisfied	62	11	3	48	7	1	4	2	1	6	10	8	7	2	-	-	1	-	*	2	3	2		
	62%	56%	62%	63%	63%	100%	49%	65%	41%	61%	66%	64%	55%	62%	-%	-%	100%	-%	100%	57%	67%	62%		
TOTAL SATISFIED	79	15	3	60	9	1	6	2	3	8	13	11	11	2	-	-	1	-	*	2	3	2		
	79%	81%	62%	78%	83%	100%	82%	71%	100%	83%	83%	81%	86%	62%	-%	-%	100%	-%	100%	57%	67%	62%		
Don't know	6	*	*	5	*	-	-	*	-	-	*	*	-	-	-	*	-	-	-	*	-	-		
	6%	2%	8%	7%	1%	-%	-%	13%	-%	-%	1%	3%	-%	-%	-%	100%	-%	-%	-%	9%	-%	-%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 68

QA23D. How satisfied are you with the value for money for your mobile phone network?

Base : Those with mobile phone in their package of services

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	*j	~k	~l	*m	*n	*o	*p
Unweighted total	74	7	4	3	13	8	2	4	7	21	53	3	-	56	70	74	74
Effective Weighted Sample	57	5	3	2	11	5	1	3	6	16	41	3	-	42	53	57	57
Total	100	8	2	4	10	7	3	4	8	33	68	1	-	75	95	100	100
2	2	-	-	-	1	-	-	-	-	-	2	-	-	1	2	2	2
	2%	-%	-%	-%	9%	-%	-%	-%	-%	-%	3%	-%	-%	2%	2%	2%	2%
TOTAL DISSATISFIED	2	-	-	-	1	-	-	-	-	-	2	-	-	1	2	2	2
	2%	-%	-%	-%	9%	-%	-%	-%	-%	-%	3%	-%	-%	2%	2%	2%	2%
3 - Neither	13	*	-	-	2	-	*	*	1	3	10	-	-	8	13	13	13
	13%	6%	-%	-%	16%	-%	16%	10%	15%	9%	15%	-%	-%	10%	13%	13%	13%
4	17	2	-	1	2	2	-	1	3	4	13	*	-	11	15	17	17
	17%	27%	-%	21%	17%	34%	-%	18%	38%	11%	20%	25%	-%	15%	16%	17%	17%
5 - Very satisfied	62	5	2	3	6	4	2	3	4	24	38	1	-	49	59	62	62
	62%	68%	100%	79%	57%	66%	84%	71%	46%	75%	55%	75%	-%	65%	62%	62%	62%
TOTAL SATISFIED	79	7	2	4	8	7	2	4	7	28	51	1	-	60	74	79	79
	79%	94%	100%	100%	75%	100%	84%	90%	85%	85%	75%	100%	-%	80%	78%	79%	79%
Don't know	6	-	-	-	-	-	-	-	-	2	4	-	-	6	6	6	6
	6%	-%	-%	-%	-%	-%	-%	-%	-%	5%	6%	-%	-%	8%	6%	6%	6%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 69

QA21E. How satisfied are you with the overall service provided for your fixed line phone (calls)?

Base : Those with fixed line phone in their package of services

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN-DLE	FIXED			PHONE CALLS	FIXED			PHONE CALLS	FIXED			PHONE CALLS	FIXED			PHONE CALLS	
		SWIT-CHER	DERED	NEIT-HER		TV	BAND	MOB.		BROAD	TV	BAND		MOB.	BROAD	TV		BAND	MOB.	BROAD		
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u
Significance Level: 95%																						
Unweighted total	1295	429	229	664	119	30	133	156	99	94	243	163	218	143	38	46	105	21	83	139	84	124
Effective Weighted Sample	910	235	167	600	84	19	88	64	73	67	170	63	156	103	22	33	73	17	58	110	62	92
Total	1438	234	150	1076	98	18	72	45	74	85	154	55	172	112	20	34	76	13	58	94	51	89
1 - Very dissatisfied	39 3%	6 2%	8 6%	26 2%	2 2%	- -%	2 3%	2 3%	1 2%	1 1%	4 3%	2 3%	3 2%	10 9%	1 4%	3 8%	2 3%	- -%	5 8%	4 4%	2 3%	6 6%
2	47 3%	8 3%	8 6%	31 3%	3 4%	- -%	1 2%	2 4%	2 3%	2 3%	5 3%	2 3%	6 3%	11 10%	* 1%	4 12%	1 2%	3 21%	2 3%	8 8%	1 2%	6 7%
TOTAL DISSATISFIED	86 6%	13 6%	16 11%	58 5%	5 6%	- -%	4 5%	3 7%	4 5%	3 4%	9 6%	3 6%	9 5%	21 19%	1 6%	7 19%	3 5%	3 21%	7 12%	12 13%	3 5%	11 13%
3 - Neither	145 10%	20 9%	31 21%	97 9%	5 5%	3 18%	7 10%	7 16%	4 5%	7 9%	12 8%	8 15%	9 5%	28 25%	3 15%	6 19%	13 17%	2 12%	15 25%	24 25%	9 18%	23 26%
4	422 29%	78 33%	54 36%	300 28%	26 27%	9 47%	20 28%	18 40%	29 39%	26 30%	42 27%	22 40%	55 32%	38 34%	6 32%	13 37%	27 36%	5 39%	26 44%	35 37%	18 35%	34 38%
5 - Very satisfied	771 54%	119 51%	48 32%	611 57%	60 61%	6 35%	40 56%	15 33%	36 49%	48 57%	89 58%	20 36%	96 56%	25 22%	9 47%	8 24%	32 43%	4 29%	11 19%	23 25%	22 42%	20 23%
TOTAL SATISFIED	1193 83%	197 84%	102 68%	910 85%	86 88%	15 82%	61 85%	33 73%	65 88%	74 87%	132 85%	42 76%	152 88%	63 56%	16 79%	21 61%	59 78%	9 67%	37 63%	58 62%	40 77%	54 61%
Don't know	14 1%	3 1%	- -%	11 1%	1 2%	- -%	* -%	1 3%	1 2%	* 1%	2 1%	1 3%	3 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 69

QA21E. How satisfied are you with the overall service provided for your fixed line phone (calls)?

Base : Those with fixed line phone in their package of services

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE	CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT d	PAC *e	C&R *f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	1295	61	42	53	103	52	44	53	136	579	656	35	36	977	1224	1235	1294
Effective Weighted Sample	910	42	22	37	89	21	14	37	106	418	443	13	12	697	854	861	909
Total	1438	57	16	32	88	22	13	35	125	646	715	13	8	1118	1334	1361	1436
1 - Very dissatisfied	39 3%	1 1%	* *%	2 6% d	* *%	- -%	1 5%	1 4%	2 1%	18 3%	20 3%	- -%	1 7%	32 3%	35 3%	37 3%	39 3%
2	47 3%	1 2%	1 7%	1 3%	2 3%	1 4%	* *%	2 6%	3 3%	19 3%	24 3%	* 4%	* *%	32 3%	45 3%	43 3%	47 3%
TOTAL DISSATISFIED	86 6%	2 3%	1 7%	3 9%	3 3%	1 4%	1 5%	4 10%	5 4%	37 6%	43 6%	* 4%	1 8%	64 6%	80 6%	80 6%	86 6%
3 - Neither	145 10%	6 11%	* 3%	6 17% d	4 4%	2 10%	3 27%	6 16% h	3 2%	59 9%	80 11%	1 10%	3 43%	105 9%	141 11%	139 10%	145 10%
4	422 29%	15 26%	5 31%	7 21%	26 29%	12 53%	5 36%	11 30%	41 33%	183 28%	224 31%	7 54%	3 35%	314 28%	389 29%	407 30%	422 29%
5 - Very satisfied	771 54%	34 59%	10 59%	16 50%	56 63%	7 30%	4 32%	15 42%	75 60%	358 55%	366 51%	4 29%	1 14%	626 56%	710 53%	723 53%	769 54%
TOTAL SATISFIED	1193 83%	48 85%	15 90%	23 72%	81 92% c	19 84%	9 69%	25 72%	116 93% g	541 84%	589 82%	11 83%	4 50%	939 84%	1099 82%	1130 83%	1191 83%
Don't know	14 1%	* 1%	- -%	* 2%	* *%	* 2%	- -%	* 1%	1 1%	9 1%	3 *%	* 4%	- -%	10 1%	14 1%	12 1%	14 1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 70

QA22E. How satisfied are you with your experience of dealing with the customer services for your fixed line phone (calls)?

Base : Those with fixed line phone in their package of services

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		CALLS	TV	BAND		PHONE	CALLS	TV		BAND	PHONE	CALLS		
																						a
Significance Level: 95%																						
Unweighted total	1295	429	229	664	119	30	133	156	99	94	243	163	218	143	38	46	105	21	83	139	84	124
Effective Weighted Sample	910	235	167	600	84	19	88	64	73	67	170	63	156	103	22	33	73	17	58	110	62	92
Total	1438	234	150	1076	98	18	72	45	74	85	154	55	172	112	20	34	76	13	58	94	51	89
1 - Very dissatisfied	64 4%	10 4%	11 7%	44 4%	2 2%	- %	5 6%	3 6%	4 6%	1 1%	7 4%	3 5%	7 4%	16 14% p	- %	3 8%	3 4%	* 3%	4 7%	8 9%	2 3%	8 9%
2	91 6%	16 7%	16 11% c	60 6%	4 4%	2 13%	4 6%	3 7%	6 8%	5 5%	8 5%	3 6%	10 6%	18 16%	2 10%	3 8%	6 8%	1 8%	8 14%	13 14%	3 5%	12 14%
TOTAL DISSATISFIED	154 11%	26 11%	27 18% ac	103 10%	6 6%	2 13%	9 12%	6 14%	10 14%	5 6%	15 10%	6 11%	17 10%	34 30% p	2 10%	5 16%	9 11%	1 11%	13 22% t	21 22% t	4 8%	20 23% t
3 - Neither	206 14%	31 13%	42 28% ac	139 13%	12 12%	3 18%	8 12%	11 24% h	3 5%	13 15%	19 13%	13 24% jl	15 9%	34 30%	6 31%	10 30%	15 20%	3 23%	21 36%	26 28%	14 27%	28 31%
4	318 22%	62 26%	33 22%	229 21%	21 21%	6 34%	19 26%	10 21%	26 35%	17 20%	37 24%	12 22%	47 27%	22 20%	4 19%	7 20%	20 26%	4 31%	14 25%	21 23%	12 24%	21 24%
5 - Very satisfied	620 43%	94 40% b	39 26% b	494 46% b	53 54% fgh	6 33%	27 37%	14 31%	23 31%	46 54% k	70 45%	19 34%	76 44%	20 18%	7 37% m	8 25% m	27 36% m	3 21%	8 14%	21 22%	17 34% ru	16 18%
TOTAL SATISFIED	938 65% b	156 67% b	72 48% b	723 67% b	74 76% g	12 68%	45 63%	24 52%	49 66%	63 74% k	107 69%	31 57%	123 72% k	43 38%	11 56%	15 45%	47 62% m	7 52%	23 39%	42 45%	30 57% r	37 42%
Don't know	139 10%	20 9%	8 6%	111 10%	6 6%	* 2%	9 13%	4 10%	11 15%	4 5%	13 8%	4 8%	17 10%	2 2%	1 3%	3 8%	5 6%	2 14%	2 3%	4 5%	4 7%	4 4%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 70

QA22E. How satisfied are you with your experience of dealing with the customer services for your fixed line phone (calls)?

Base : Those with fixed line phone in their package of services

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT d	PAC *e	C&R *f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	1295	61	42	53	103	52	44	53	136	579	656	35	36	977	1224	1235	1294	
Effective Weighted Sample	910	42	22	37	89	21	14	37	106	418	443	13	12	697	854	861	909	
Total	1438	57	16	32	88	22	13	35	125	646	715	13	8	1118	1334	1361	1436	
1 - Very dissatisfied	64 4%	1 1%	1 6%	3 9% d	1 1%	1 3%	1 7%	3 8%	3 3%	28 4%	32 5%	1 5%	1 12%	48 4%	62 5%	60 4%	64 4%	
2	91 6%	3 4%	1 7%	1 2%	5 6%	3 12%	* 1%	1 1%	10 8%	48 7%	40 6%	1 11%	* 1%	61 5%	87 7%	88 6%	91 6%	
TOTAL DISSATISFIED	154 11%	3 5%	2 13%	3 11%	7 7%	3 15%	1 8%	3 10%	13 10%	76 12%	72 10%	2 16%	1 13%	109 10%	149 11%	148 11%	154 11%	
3 - Neither	206 14%	8 14%	2 14%	7 22% d	7 8%	5 24%	4 29%	7 19% h	7 5%	75 12%	126 18% i	3 25%	2 29%	158 14%	185 14%	200 15%	206 14%	
4	318 22%	13 22%	3 17%	7 21%	26 29%	5 24%	4 28%	10 27%	35 28%	141 22%	162 23%	3 23%	3 32%	247 22%	302 23%	303 22%	318 22%	
5 - Very satisfied	620 43%	31 54%	5 31%	14 43%	42 48%	7 30%	3 25%	13 37%	57 46%	293 45%	279 39%	3 25%	1 11%	500 45%	564 42%	572 42%	618 43%	
TOTAL SATISFIED	938 65%	44 77%	8 49%	21 65%	68 77% b	12 54%	7 53%	23 65%	92 74%	434 67%	441 62%	6 48%	3 43%	747 67%	867 65%	875 64%	936 65%	
Don't know	139 10%	3 4%	4 25% cd	1 3%	7 7%	1 7%	1 10%	2 7%	13 11%	61 9%	76 11%	1 11%	1 16%	105 9%	133 10%	138 10%	139 10%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 71

QA23E. How satisfied are you with the value for money for your fixed line phone (calls)?

Base : Those with fixed line phone in their package of services

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED									
					SWITCHED & COVERED																						
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE					BUN- DLE	BROAD MOB.			FIXED LINE					BUN- DLE	BROAD MOB.			FIXED LINE
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS					
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u						
Unweighted total	1295	429	229	664	119	30	133	156	99	94	243	163	218	143	38	46	105	21	83	139	84	124					
Effective Weighted Sample	910	235	167	600	84	19	88	64	73	67	170	63	156	103	22	33	73	17	58	110	62	92					
Total	1438	234	150	1076	98	18	72	45	74	85	154	55	172	112	20	34	76	13	58	94	51	89					
1 - Very dissatisfied	42 3%	7 3%	9 6% c	27 2%	3 3%	- %	2 3%	1 3%	2 3%	1 1%	5 3%	1 3%	5 3%	13 11%	- %	3 10%	3 4%	2 12%	5 9%	5 5%	2 3%	7 8%					
2	68 5%	11 5%	18 12% ac	41 4%	2 2%	2 10%	5 7%	5 12% dh	2 2%	3 4%	7 4%	5 10% l	3 2%	20 18%	2 8%	3 8%	7 9%	1 10%	8 14%	14 15%	4 8%	13 15%					
TOTAL DISSATISFIED	110 8%	18 8%	27 18% ac	68 6%	4 4%	2 10%	7 10%	7 15% d	4 6%	4 5%	12 8%	7 12%	8 5%	33 29% np	2 8%	6 18%	10 13%	3 21%	14 23%	19 20%	6 11%	20 23%					
3 - Neither	231 16%	28 12%	38 25% ac	169 16%	7 8%	4 19%	11 16%	6 14%	9 13%	9 11%	17 11%	9 16%	17 10%	29 26%	5 27%	13 37% p	14 18%	4 33%	13 23%	25 27%	13 25%	22 25%					
4	433 30%	82 35%	43 29%	314 29%	29 29%	8 43%	20 29%	17 38%	33 44% f	23 27%	46 30%	19 35%	61 36%	35 32% o	8 42% o	4 12%	29 39% o	2 14%	23 40%	29 31%	15 28%	30 33%					
5 - Very satisfied	630 44%	103 44% b	40 27%	494 46% b	56 57% gh	5 27%	33 45%	14 32%	28 38%	46 55% k	78 51% k	19 35%	84 49%	13 12%	4 21%	11 33% m	22 29% m	4 32%	7 13%	20 21%	17 34% ru	16 18%					
TOTAL SATISFIED	1063 74%	185 79% b	84 56%	808 75% b	85 87% fg	13 70%	53 74%	32 69%	61 82%	70 82%	124 80%	38 70%	145 84% k	49 43%	12 63%	15 44%	51 68% mo	6 46%	31 53%	49 52%	32 62%	46 51%					
Don't know	34 2%	2 1%	1 1%	31 3%	1 2%	- %	- %	1 2%	- %	1 2%	1 1%	1 1%	1 1%	1 1%	* 2%	- %	1 1%	- %	* 1%	1 1%	1 2%	1 1%					

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 71

QA23E. How satisfied are you with the value for money for your fixed line phone (calls)?

Base : Those with fixed line phone in their package of services

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT d	PAC *e	C&R *f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	1295	61	42	53	103	52	44	53	136	579	656	35	36	977	1224	1235	1294	
Effective Weighted Sample	910	42	22	37	89	21	14	37	106	418	443	13	12	697	854	861	909	
Total	1438	57	16	32	88	22	13	35	125	646	715	13	8	1118	1334	1361	1436	
1 - Very dissatisfied	42	-	1	2	1	*	1	2	2	20	18	*	1	33	37	38	42	
	3%	-%	5%	6%	1%	2%	4%	7%	2%	3%	3%	1%	7%	3%	3%	3%	3%	
2	68	1	2	1	1	1	2	1	2	26	38	1	2	54	67	64	68	
	5%	2%	10%	4%	1%	6%	18%	4%	1%	4%	5%	8%	29%	5%	5%	5%	5%	
TOTAL DISSATISFIED	110	1	2	3	2	2	3	4	4	46	56	1	3	87	104	102	110	
	8%	2%	15% d	10%	3%	8%	22%	10%	3%	7%	8%	9%	36%	8%	8%	8%	8%	
3 - Neither	231	6	2	5	8	3	3	5	11	82	139	2	3	180	206	221	231	
	16%	11%	15%	16%	9%	11%	26%	15%	9%	13%	19% i	13%	32%	16%	15%	16%	16%	
4	433	15	5	8	31	12	3	8	49	200	215	7	2	324	412	415	433	
	30%	27%	32%	25%	35%	53%	22%	24%	39%	31%	30%	53%	22%	29%	31%	31%	30%	
5 - Very satisfied	630	34	6	15	48	6	4	17	61	301	287	3	1	497	577	588	628	
	44%	59%	39%	48%	54%	26%	30%	49%	49%	47%	40%	21%	11%	44%	43%	43%	44%	
TOTAL SATISFIED	1063	49	11	23	78	18	7	26	110	502	502	10	3	821	989	1003	1061	
	74%	86%	70%	72%	89% bc	79%	52%	73%	88% g	78% j	70%	74% l	33%	73%	74%	74%	74%	
Don't know	34	*	-	*	-	*	-	*	-	16	18	*	-	31	34	34	34	
	2%	1%	-%	2%	-%	2%	-%	1%	-%	2%	3%	4%	-%	3%	3%	3%	2%	
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																		

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 72

QA24A. When you took out a package of services with (SUPPLIER), did you have a contract which tied you to their service for a period of time? IF YES - How long was that contract for?

Base : Those with a bundle of services for which they receive one bill

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%	a	b	c	d	*e	f	g	h	i	j	k	l	m	*n	*o	p	~q	r	s	t	u	
Unweighted total	1424	492	250	712	125	36	168	177	114	104	284	187	233	155	39	51	113	30	90	150	88	132
Effective Weighted Sample	987	269	183	644	88	23	112	71	83	74	198	72	166	112	23	36	79	25	63	118	65	98
Total	1557	259	162	1160	101	21	89	49	82	91	175	60	179	119	20	36	80	19	62	100	53	94
No, did not have a contract with them	177	20	17	143	4	2	8	6	9	3	13	8	13	17	4	4	3	1	8	11	3	10
	11%	8%	10%	12% a	4%	11%	10%	12%	11%	3%	7%	13% i	7%	14% p	20% p	12%	3%	7%	13%	11%	5%	11%
Under 12 months	67	7	4	56	4	3	3	*	1	5	7	*	5	1	3	1	3	1	-	2	1	1
	4%	3%	2%	5%	4%	13% fgh	3%	1%	2%	6% k	4%	1%	3%	*%	13% m	4%	3%	4%	-%	2%	2%	1%
12 months	693	138	77	488	62	9	41	25	42	59	90	32	102	63	6	17	38	6	32	48	25	46
	45%	53% c	47%	42%	61% f	44%	46%	50%	51%	66% j	51%	53%	57%	53%	31%	46%	47%	34%	52%	48%	47%	49%
18 months	221	46	30	152	14	4	20	12	11	11	33	13	24	21	4	9	15	5	8	20	9	16
	14%	18%	18%	13%	14%	17%	22%	24%	14%	13%	19%	22%	13%	18%	22%	25%	18%	25%	13%	20%	17%	17%
24 months/ 2 years	44	12	7	27	4	*	3	2	4	1	6	3	7	5	1	-	3	-	4	4	2	4
	3%	5%	4%	2%	4%	1%	3%	4%	5%	1%	4%	5%	4%	4%	5%	-%	4%	-%	7%	4%	3%	5%
Over 2 years	40	1	3	36	1	-	-	-	1	-	1	-	1	2	1	-	1	1	2	1	-	2
	3%	1%	2%	3% a	1%	-%	-%	-%	1%	-%	*%	-%	1%	2%	3%	-%	1%	6%	3%	1%	-%	2%
Don't know how long the contract was for	158	19	17	125	8	2	8	2	8	6	16	2	16	8	1	2	15	2	6	9	11	9
	10%	7%	11%	11%	7%	9%	9%	3%	10%	6%	9%	3%	9%	7%	4%	5%	19% m	8%	9%	9%	20% s	9%
Don't know if there was a contract	156	15	7	134	5	1	6	3	5	5	10	3	10	3	*	3	3	3	2	4	3	4
	10%	6%	4%	12% ab	5%	5%	7%	5%	6%	5%	6%	5%	6%	2%	2%	8%	3%	16%	3%	4%	5%	5%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 72

QA24A. When you took out a package of services with (SUPPLIER), did you have a contract which tied you to their service for a period of time? IF YES - How long was that contract for?

Base : Those with a bundle of services for which they receive one bill

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT d	PAC *e	C&R *f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	1424	68	51	67	116	58	49	57	144	623	733	40	41	1098	1353	1356	1408
Effective Weighted Sample	987	46	26	49	99	24	14	40	112	448	487	15	13	768	931	934	977
Total	1557	61	19	41	96	25	13	37	129	690	784	15	8	1226	1453	1475	1540
No, did not have a contract with them	177 11%	- -%	2 11%	1 2%	6 6%	2 10%	1 8%	1 3%	9 7%	79 11%	86 11%	1 7%	1 13%	131 11%	167 12%	165 11%	171 11%
Under 12 months	67 4%	2 4%	1 5%	1 2%	4 4%	- -%	- -%	- -%	5 4%	29 4%	31 4%	- -%	- -%	52 4%	64 4%	60 4%	67 4%
12 months	693 45%	44 73%	8 44%	27 67%	45 47%	16 64%	6 50%	28 75%	70 55%	285 41%	363 46%	12 78%	4 51%	583 48%	627 43%	648 44%	686 45%
18 months	221 14%	8 13%	4 20%	9 21%	18 19%	5 21%	4 29%	5 14%	17 13%	109 16%	107 14%	2 11%	1 16%	149 12%	216 15%	216 15%	220 14%
24 months/ 2 years	44 3%	1 1%	1 4%	1 3%	5 5%	1 4%	1 11%	1 3%	6 5%	18 3%	23 3%	* 2%	1 17%	33 3%	44 3%	42 3%	44 3%
Over 2 years	40 3%	- -%	1 4%	- -%	- -%	- -%	- -%	1 2%	1 1%	23 3%	16 2%	- -%	- -%	31 3%	39 3%	39 3%	40 3%
Don't know how long the contract was for	158 10%	4 6%	2 9%	2 5%	10 11%	* 1%	* 1%	1 3%	12 9%	62 9%	92 12%	* 2%	* 2%	134 11%	157 11%	154 10%	158 10%
Don't know if there was a contract	156 10%	2 4%	1 4%	- -%	8 8%	* 1%	* *%	- -%	9 7%	84 12%	65 8%	* 1%	* 1%	114 9%	140 10%	149 10%	152 10%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 73

QA25A. When does your current contract for your package of services run out?

Base : Those who have a contract for this package of services

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u
Unweighted total	1017	376	194	472	102	28	130	128	85	87	225	135	183	122	31	40	87	22	71	117	65	101
Effective Weighted Sample	692	210	140	424	71	20	90	52	64	62	158	53	130	85	17	28	60	19	48	91	49	73
Total	1065	204	120	759	84	16	66	39	59	77	137	48	141	92	15	27	60	13	46	75	37	70
Out of the contract period	391	33	47	319	5	1	9	15	8	6	12	19	13	45	7	10	20	6	19	32	13	32
	37%	16%	39%	42%	5%	9%	14%	39%	14%	7%	9%	39%	9%	49%	46%	35%	34%	46%	41%	42%	34%	46%
			a	a				dfh				ijl										
In the next month	26	5	1	21	1	1	2	2	1	1	3	2	2	*	1	2	2	-	1	-	-	-
	2%	2%	1%	3%	1%	6%	3%	5%	2%	1%	2%	4%	1%	*%	7%	8%	4%	-%	2%	-%	-%	-%
															m	m						
In the next 2-3 months	72	16	7	50	6	1	3	3	7	5	9	3	12	11	2	4	5	2	3	4	1	2
	7%	8%	6%	7%	8%	6%	4%	8%	12%	6%	7%	7%	9%	12%	11%	13%	9%	13%	5%	5%	4%	4%
In the next 4-6 months	144	45	26	78	17	7	21	7	11	22	35	8	28	16	2	4	12	1	10	16	11	16
	14%	22%	22%	10%	20%	43%	31%	18%	19%	28%	26%	16%	20%	17%	12%	13%	21%	11%	22%	21%	30%	23%
		c	c																			
In the next 7-12 months	161	67	20	80	36	4	18	6	22	29	51	10	57	8	2	4	12	*	7	12	8	9
	15%	33%	16%	10%	43%	27%	28%	15%	37%	38%	37%	21%	41%	9%	12%	14%	20%	3%	15%	16%	22%	12%
		bc			fg				g		k		k			m						
Over a year from now	81	27	10	44	15	1	8	2	7	11	17	3	21	3	1	2	3	2	3	5	2	6
	8%	13%	8%	6%	18%	4%	11%	5%	12%	14%	12%	6%	15%	4%	6%	6%	4%	18%	6%	7%	4%	8%
		c			g																	
Not sure	190	12	10	167	4	1	5	3	3	5	10	3	7	8	1	3	5	1	4	7	2	5
	18%	6%	9%	22%	5%	6%	8%	9%	4%	6%	7%	7%	5%	9%	6%	10%	8%	9%	9%	9%	6%	7%
				ab																		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 73

QA25A. When does your current contract for your package of services run out?

Base : Those who have a contract for this package of services

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT d	PAC *e	C&R *f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	1017	61	42	62	87	49	36	53	109	442	524	32	28	786	967	966	1007
Effective Weighted Sample	692	41	21	45	76	20	12	37	84	308	346	13	11	541	656	655	687
Total	1065	55	15	38	72	22	12	35	99	465	540	13	7	848	989	1006	1057
Out of the contract period	391	5	*	2	6	12	4	1	11	181	182	7	3	332	359	363	389
	37%	10%	*%	6%	8%	55%	30%	3%	11%	39%	34%	50%	50%	39%	36%	36%	37%
In the next month	26	-	1	1	1	*	1	1	1	10	16	*	*	19	26	26	26
	2%	-%	7%	2%	1%	2%	10%	3%	1%	2%	3%	3%	1%	2%	3%	3%	2%
In the next 2-3 months	72	4	3	1	5	2	1	2	10	25	42	1	*	57	67	67	70
	7%	7%	21%	4%	6%	10%	5%	5%	10%	5%	8%	7%	4%	7%	7%	7%	7%
In the next 4-6 months	144	11	2	12	18	2	2	7	20	48	93	2	2	107	135	140	142
	14%	21%	11%	31%	26%	11%	18%	19%	20%	10%	17%	18%	24%	13%	14%	14%	13%
In the next 7-12 months	161	21	6	14	29	3	4	16	39	79	77	2	1	129	155	156	160
	15%	39%	42%	36%	41%	13%	32%	46%	40%	17%	14%	14%	14%	15%	16%	16%	15%
Over a year from now	81	8	2	4	8	1	*	5	15	39	33	1	*	50	73	72	81
	8%	15%	15%	12%	11%	7%	1%	14%	15%	8%	6%	5%	1%	6%	7%	7%	8%
Not sure	190	4	1	3	5	*	*	3	3	83	98	*	*	153	174	182	190
	18%	8%	5%	9%	7%	2%	4%	9%	3%	18%	18%	3%	6%	18%	18%	18%	18%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 74

QA26/ QA17. DETAILED BEHAVIOUR IN LAST YEAR

Base : Those with a bundle of services for which they receive one bill

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS		
	Total	SWIT- CHED	DERED		NEIT- HER	TV	BAND		TV	BAND	TV		BAND	TV	BAND		TV	BAND	TV		BAND	
Significance Level: 95%		a	b	c	d	*e	f	g	h	i	j	k	l	m	*n	*o	p	~q	r	s	t	u
Unweighted total	1424	492	250	712	125	36	168	177	114	104	284	187	233	155	39	51	113	30	90	150	88	132
Effective Weighted Sample	987	269	183	644	88	23	112	71	83	74	198	72	166	112	23	36	79	25	63	118	65	98
Total	1557	259	162	1160	101	21	89	49	82	91	175	60	179	119	20	36	80	19	62	100	53	94
Switched package	54 3%	52 20% bc	2 1%	2 *%	40 39% efgh	1 7%	12 13%	3 6%	12 15%	25 28% k	43 24% k	5 9%	50 28% k	- -%	- -%	- -%	2 2%	- -%	- -%	- -%	2 3%	- -%
Switched and enhanced package	32 2%	32 12% bc	1 *%	- -%	21 21% g	1 6%	11 12% g	2 3%	9 12% g	22 24% k	31 18% k	5 8%	30 17%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	1 1%	- -%
Created package	127 8%	118 45% bc	10 6% c	9 1%	41 40% dg	14 65% dg	46 52% g	13 26% g	44 54% g	39 43% k	81 46% k	17 29% k	83 46% k	- -%	3 14% mo	- -%	12 15% mo	- -%	3 4% su	- -%	7 14% su	- -%
Switched services into package	27 2%	25 10% bc	2 1%	2 *%	- -%	3 14% dg	20 23% dg	2 3%	14 17% dg	3 3%	20 11% ik	2 3%	14 8%	- -%	- -%	* 1%	* *%	1 6%	- -%	* *%	* 1%	1 1%
Considered switching supplier for your whole package of services to one other supplier, but not switched	147 9%	12 5%	87 54% ac	55 5%	- -%	1 3%	- -%	11 22% defh	1 1%	1 1%	- -%	11 18% ijl	1 *%	119 100% nop	8 38% o	* 1%	23 29% o	2 9%	52 84% t	75 75% t	19 35% st	80 86% st
Considered switching supplier for any individual services in your package, but not switched	66 4%	3 1%	38 24% ac	26 2%	- -%	1 3%	- -%	2 4%	- -%	1 1%	- -%	2 4% jl	- -%	- -%	5 24% m	36 98% mnp	7 9% m	15 79%	4 7%	25 25% rtu	6 11%	11 12%
Neither switched nor considering switching supplier	1105 71%	17 7%	23 14% a	1066 92% ab	- -%	1 3%	* *% defh	17 35%	1 2%	1 1%	* *% ijl	17 29% ijl	1 1%	- -%	5 25% mo	- -%	35 44% mo	1 6%	3 4% s	- -%	19 35% rsu	1 1%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 74

QA26/ QA17. DETAILED BEHAVIOUR IN LAST YEAR

Base : Those with a bundle of services for which they receive one bill

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT d	PAC *e	C&R *f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	1424	68	51	67	116	58	49	57	144	623	733	40	41	1098	1353	1356	1408
Effective Weighted Sample	987	46	26	49	99	24	14	40	112	448	487	15	13	768	931	934	977
Total	1557	61	19	41	96	25	13	37	129	690	784	15	8	1226	1453	1475	1540
Switched package	54 3%	22 36%	6 32%	9 21%	24 25%	3 11%	- -%	10 28%	35 27%	26 4%	20 3%	1 4%	- -%	36 3%	45 3%	46 3%	53 3%
Switched and enhanced package	32 2%	13 21%	2 11%	7 18%	19 20%	1 5%	3 21%	8 22%	19 15%	11 2%	20 3%	* 3%	* 1%	30 2%	31 2%	32 2%	32 2%
Created package	127 8%	23 38%	8 42%	21 51%	43 45%	9 35%	3 25%	17 46%	60 47%	61 9%	62 8%	5 30%	3 36%	99 8%	119 8%	123 8%	126 8%
Switched services into package	27 2%	1 2%	3 15%	4 11%	9 10%	* 1%	* 3%	1 3%	12 9%	7 1%	19 2%	* 1%	* 5%	25 2%	27 2%	27 2%	27 2%
Considered switching supplier for your whole package of services to one other supplier, but not switched	147 9%	* 1%	- -%	- -%	- -%	6 23%	3 22%	- -%	1 *%	65 9%	80 10%	5 35%	3 35%	114 9%	139 10%	145 10%	145 9%
Considered switching supplier for any individual services in your package, but not switched	66 4%	1 1%	- -%	- -%	- -%	1 4%	1 4%	- -%	- -%	35 5%	27 3%	* 1%	1 7%	47 4%	60 4%	62 4%	66 4%
Neither switched nor considering switching supplier	1105 71%	1 1%	- -%	- -%	- -%	5 22%	3 24%	* 1%	1 1%	484 70%	556 71%	4 25%	1 17%	874 71%	1031 71%	1040 71%	1091 71%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 75

QA27. Which of the individual services in your package have you switched supplier for in the last year?

Base : Those switched supplier for any individual services in their package in the last year

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED													
	CONSI				BUN- DLE	BROAD			MOB. PHONE	FIXED LINE CALLS	BROAD			MOB. PHONE	FIXED LINE CALLS	BROAD			MOB. PHONE	FIXED LINE CALLS	BROAD			MOB. PHONE	FIXED LINE CALLS							
	Total	SWIT- CHED	DERED	NEI- HER		TV	BAND	f			g	h	TV			BAND	j	k			l	m	n			o	p	q	r	s	t	u
Significance Level: 95%		a	~b	~c	~d	~e	f	~g	h	~i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u										
Unweighted total	223	221	9	2	-	27	167	28	110	27	167	28	110	-	4	1	7	2	3	1	3	2										
Effective Weighted Sample	143	143	7	2	-	19	112	22	80	19	112	22	80	-	3	1	6	2	3	1	3	2										
Total	128	125	5	4	-	18	89	12	79	18	89	12	79	-	1	*	5	1	1	*	2	1										
Fixed broadband service	90	88	4	2	-	12	88	6	46	12	88	6	46	-	1	-	4	1	1	-	1	1										
	70%	71%	76%	46%	-%	69%	99%	50%	58%	69%	99%	50%	58%	-%	100%	-%	83%	100%	100%	-%	63%	100%										
Fixed line phone calls	86	82	1	4	-	6	49	8	74	6	49	8	74	-	-	-	2	-	-	-	1	-										
	67%	66%	17%	100%	-%	33%	55%	72%	94%	33%	55%	72%	94%	-%	-%	-%	31%	-%	-%	-%	37%	-%										
TV service with a monthly subscription	18	18	-	-	-	16	12	1	5	16	12	1	5	-	-	-	*	-	-	-	-	-										
	14%	14%	-%	-%	-%	88%	14%	6%	7%	88%	14%	6%	7%	-%	-%	-%	6%	-%	-%	-%	-%	-%										
Mobile phone network	4	4	*	-	-	1	3	3	-	1	3	3	-	-	-	*	-	-	-	*	-	-										
	3%	3%	7%	-%	-%	7%	4%	25%	-%	7%	4%	25%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%										

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 75

QA27. Which of the individual services in your package have you switched supplier for in the last year?

Base : Those switched supplier for any individual services in their package in the last year

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC *b	C&R *c	NoT *d	PAC ~e	C&R ~f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	223	16	43	34	62	6	8	18	80	94	119	6	7	160	220	213	221
Effective Weighted Sample	143	12	20	28	51	5	7	15	60	63	75	5	6	101	141	137	142
Total	128	9	13	19	45	2	3	12	62	51	73	2	3	93	127	125	128
Fixed broadband service	90	6	13	19	44	2	1	8	34	34	53	2	1	64	90	87	90
	70%	68%	100%	100%	98%	66%	38%	65%	55%	66%	72%	66%	42%	69%	71%	70%	70%
Fixed line phone calls	86	4	8	5	30	2	2	10	60	37	46	2	2	58	84	83	86
	67%	42%	61%	28%	66%	68%	77%	84%	97%	73%	63%	68%	74%	63%	66%	67%	67%
TV service with a monthly subscription	18	8	-	2	8	-	1	*	5	6	11	-	1	18	18	18	18
	14%	86%	-%	11%	17%	-%	22%	3%	8%	12%	16%	-%	25%	19%	14%	14%	14%
Mobile phone network	4	1	1	1	2	1	-	-	-	2	2	1	-	2	4	4	4
	3%	12%	8%	3%	4%	32%	-%	-%	-%	4%	3%	32%	-%	3%	3%	3%	3%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 76

QA27. Which of the individual services in your package have you switched supplier for in the last year?

Base : BT double play who have switched supplier for any individual services in their package in the last year

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				COVERED					COVERED			
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
						TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%		*a	~b	~c	~d	~e	*f	~g	~h	~i	*j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	43	43	3	-	-	2	42	3	10	2	42	3	10	-	3	-	1	-	2	-	1	-
Effective Weighted Sample	26	26	3	-	-	2	25	3	9	2	25	3	9	-	2	-	1	-	2	-	1	-
Total	15	15	1	-	-	1	15	1	6	1	15	1	6	-	1	-	*	-	1	-	*	-
Fixed broadband service	15	15	1	-	-	1	15	1	6	1	15	1	6	-	1	-	*	-	1	-	*	-
	98%	98%	100%	-%	-%	100%	100%	68%	95%	100%	100%	68%	95%	-%	100%	-%	100%	-%	100%	-%	100%	-%
Fixed line phone calls	7	7	-	-	-	*	6	*	6	*	6	*	6	-	-	-	-	-	-	-	-	-
	45%	45%	-%	-%	-%	31%	44%	32%	100%	31%	44%	32%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 76

QA27. Which of the individual services in your package have you switched supplier for in the last year?

Base : BT double play who have switched supplier for any individual services in their package in the last year

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	43	1	15	7	10	1	1	1	9	18	23	1	1	28	43	41	43
Effective Weighted Sample	26	1	8	7	9	1	1	1	8	9	16	1	1	20	26	25	26
Total	15	*	2	3	7	*	*	*	6	5	10	*	*	10	15	15	15
Fixed broadband service	15	*	2	3	7	*	-	*	6	5	9	*	-	9	15	14	15
	98%	100%	100%	100%	100%	100%	-%	100%	95%	100%	97%	100%	-%	97%	98%	98%	98%
Fixed line phone calls	7	*	*	*	3	-	*	*	6	3	3	-	*	4	7	6	7
	45%	100%	22%	12%	50%	-%	100%	100%	100%	62%	33%	-%	100%	41%	45%	43%	45%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 77

QA27. Which of the individual services in your package have you switched supplier for in the last year?

Base : Other double play who have switched supplier for any individual services in their package in the last year

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	*a	~b	~c	~d	~e	*f	~g	*h	~i	*j	~k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	69	68	1	1	-	1	51	7	44	1	51	7	44	-	1	-	-	-	1	-	-	-
Effective Weighted Sample	45	45	1	1	-	1	37	6	32	1	37	6	32	-	1	-	-	-	1	-	-	-
Total	41	40	1	2	-	*	25	3	32	*	25	3	32	-	1	-	-	-	1	-	-	-
Fixed line phone calls	36	34	-	2	-	*	19	3	32	*	19	3	32	-	-	-	-	-	-	-	-	-
	87%	86%	-%	100%	-%	100%	78%	82%	100% f	100%	78%	82%	100% j	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fixed broadband service	27	25	1	2	-	*	25	2	17	*	25	2	17	-	1	-	-	-	1	-	-	-
	64%	63%	100%	100%	-%	100%	100% h	62%	53%	100%	100% l	62%	53%	-%	100%	-%	-%	-%	100%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 77

QA27. Which of the individual services in your package have you switched supplier for in the last year?

Base : Other double play who have switched supplier for any individual services in their package in the last year

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT *h	PAYG *i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	69	1	12	10	20	1	1	8	31	37	27	1	1	27	69	64	69
Effective Weighted Sample	45	1	6	8	18	1	1	7	24	26	16	1	1	16	45	41	45
Total	41	*	4	5	13	1	*	5	26	22	17	1	*	16	41	39	41
Fixed line phone calls	36	*	3	3	11	1	-	5	26	20	14	1	-	13	36	34	36
	87%	100%	74%	66%	88%	100%	-%	100%	100%	88%	86%	100%	-%	83%	87%	87%	87%
Fixed broadband service	27	*	4	5	13	1	*	3	13	14	11	1	*	11	27	24	27
	64%	100%	100%	100%	100%	100%	100%	63%	50%	60%	64%	100%	100%	66%	64%	62%	64%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 78

QA27. Which of the individual services in your package have you switched supplier for in the last year?

Base : Sky triple play who have switched supplier for any individual services in their package in the last year

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	27	27	1	-	-	4	17	2	21	4	17	2	21	-	-	-	1	-	-	-	1	-
Effective Weighted Sample	21	21	1	-	-	3	14	2	16	3	14	2	16	-	-	-	1	-	-	-	1	-
Total	25	25	1	-	-	5	17	1	19	5	17	1	19	-	-	-	1	-	-	-	1	-
Fixed line phone calls	22	22	-	-	-	5	14	1	19	5	14	1	19	-	-	-	-	-	-	-	-	-
	88%	88%	-%	-%	-%	88%	83%	100%	100%	88%	83%	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fixed broadband service	17	17	1	-	-	2	17	1	11	2	17	1	11	-	-	-	1	-	-	-	1	-
	68%	68%	100%	-%	-%	38%	100%	64%	58%	38%	100%	64%	58%	-%	-%	-%	100%	-%	-%	-%	100%	-%
TV service with a monthly subscription	7	7	-	-	-	5	4	-	5	5	4	-	5	-	-	-	-	-	-	-	-	-
	27%	27%	-%	-%	-%	100%	21%	-%	25%	100%	21%	-%	25%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 78

QA27. Which of the individual services in your package have you switched supplier for in the last year?

Base : Sky triple play who have switched supplier for any individual services in their package in the last year

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p
Unweighted total	27	2	6	1	8	-	1	2	18	12	15	-	1	27	27	27	27
Effective Weighted Sample	21	2	5	1	7	-	1	2	13	10	12	-	1	21	21	21	21
Total	25	3	5	1	9	-	1	2	15	10	15	-	1	25	25	25	25
Fixed line phone calls	22	3	3	1	8	-	1	2	15	8	14	-	1	22	22	22	22
	88%	100%	75%	100%	88%	-%	100%	100%	100%	83%	92%	-%	100%	88%	88%	88%	88%
Fixed broadband service	17	1	5	1	9	-	1	1	8	6	10	-	1	17	17	17	17
	68%	54%	100%	100%	100%	-%	100%	43%	56%	65%	70%	-%	100%	68%	68%	68%	68%
TV service with a monthly subscription	7	3	-	-	3	-	-	-	5	2	5	-	-	7	7	7	7
	27%	100%	-%	-%	33%	-%	-%	-%	31%	18%	33%	-%	-%	27%	27%	27%	27%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 79

QA27. Which of the individual services in your package have you switched supplier for in the last year?

Base : Virgin triple play who have switched supplier for any individual services in their package in the last year

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED								
	CONSI				SWITCHED & COVERED					COVERED				CONSIDERED & COVERED					COVERED			
	Total	SWIT-CHED	DERED	NEI-HER	BUN-DLE	BROAD			FIXED LINE PHONE CALLS	BROAD			FIXED LINE PHONE CALLS	BROAD			FIXED LINE PHONE CALLS	BROAD			FIXED LINE PHONE CALLS	
						TV	BAND			TV	BAND			TV	BAND			TV	BAND			
	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	24	24	1	-	-	11	13	2	13	11	13	2	13	-	-	-	2	-	-	-	1	-
Effective Weighted Sample	18	18	1	-	-	8	11	2	10	8	11	2	10	-	-	-	2	-	-	-	1	-
Total	17	17	1	-	-	7	10	1	10	7	10	1	10	-	-	-	2	-	-	-	1	-
Fixed broadband service	11	11	-	-	-	6	10	-	5	6	10	-	5	-	-	-	1	-	-	-	-	-
	65%	65%	-%	-%	-%	82%	100%	-%	53%	82%	100%	-%	53%	-%	-%	-%	46%	-%	-%	-%	-%	-%
Fixed line phone calls	10	10	1	-	-	-	5	1	10	-	5	1	10	-	-	-	2	-	-	-	1	-
	60%	60%	100%	-%	-%	-%	45%	66%	100%	-%	45%	66%	100%	-%	-%	-%	100%	-%	-%	-%	100%	-%
TV service with a monthly subscription	7	7	-	-	-	7	6	*	-	7	6	*	-	-	-	-	-	-	-	-	-	-
	40%	40%	-%	-%	-%	100%	55%	34%	-%	100%	55%	34%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 79

QA27. Which of the individual services in your package have you switched supplier for in the last year?

Base : Virgin triple play who have switched supplier for any individual services in their package in the last year

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p
Significance Level: 95%																	
Unweighted total	24	6	-	3	7	-	1	3	8	9	15	-	1	24	24	24	24
Effective Weighted Sample	18	5	-	3	6	-	1	3	6	7	10	-	1	18	18	18	18
Total	17	4	-	3	5	-	*	2	7	6	11	-	*	17	17	17	17
Fixed broadband service	11	3	-	3	5	-	-	2	3	3	8	-	-	11	11	11	11
	65%	74%	-%	100%	100%	-%	-%	64%	47%	53%	72%	-%	-%	65%	65%	65%	65%
Fixed line phone calls	10	-	-	1	3	-	-	2	7	4	6	-	-	10	10	10	10
	60%	-%	-%	32%	61%	-%	-%	100%	100%	70%	54%	-%	-%	60%	60%	60%	60%
TV service with a monthly subscription	7	4	-	2	2	-	*	-	-	2	5	-	*	7	7	7	7
	40%	100%	-%	68%	39%	-%	100%	-%	-%	30%	46%	-%	100%	40%	40%	40%	40%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 80

QA28. Which of the individual services in your package have you considered switching supplier for in the last year, but not switched?

Base : Those who considered switching supplier for any individual services in their package in the last year, but not switched

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE		
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	*o	~p	~q	~r	*s	~t	~u
Unweighted total	96	17	64	18	-	3	-	14	-	3	-	14	-	-	12	49	13	24	10	40	11	19
Effective Weighted Sample	53	10	51	13	-	2	-	8	-	2	-	8	-	-	10	35	10	20	9	32	8	15
Total	66	3	38	26	-	1	-	2	-	1	-	2	-	-	5	36	7	15	4	25	6	11
TV service with a monthly subscription	15	1	6	9	-	-	-	1	-	-	-	1	-	-	4	*	*	2	4	*	*	2
	23%	21%	15%	33%	-%	-%	-%	27%	-%	-%	-%	27%	-%	-%	82%	1%	4%	15%	86%	1%	6%	20%
Fixed broadband service	44	2	26	17	-	1	-	1	-	1	-	1	-	-	2	36	6	6	1	25	4	3
	67%	74%	69%	64%	-%	100%	-%	67%	-%	100%	-%	67%	-%	-%	34%	100%	84%	40%	31%	100%	79%	26%
Mobile phone network	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-
	1%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	9%	-%	-%	-%	11%	-%
Fixed line phone calls	16	1	10	5	-	*	-	1	-	*	-	1	-	-	1	5	1	13	1	3	1	9
	24%	48%	26%	18%	-%	43%	-%	50%	-%	43%	-%	50%	-%	-%	17%	14%	19%	88%	18%	11%	11%	84%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 80

QA28. Which of the individual services in your package have you considered switching supplier for in the last year, but not switched?

Base : Those who considered switching supplier for any individual services in their package in the last year, but not switched

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	96	3	-	-	-	6	2	-	-	43	49	2	2	66	93	92	96
Effective Weighted Sample	53	2	-	-	-	4	1	-	-	22	35	2	1	33	57	50	53
Total	66	1	-	-	-	1	1	-	-	35	27	*	1	47	60	62	66
TV service with a monthly subscription	15	-	-	-	-	*	*	-	-	10	4	-	*	15	10	15	15
	23%	-%	-%	-%	-%	11%	6%	-%	-%	30%	16%	-%	6%	32%	17%	24%	23%
Fixed broadband service	44	1	-	-	-	*	1	-	-	22	20	*	1	27	44	43	44
	67%	100%	-%	-%	-%	48%	100%	-%	-%	63%	75%	100%	100%	57%	73%	68%	67%
Mobile phone network	1	-	-	-	-	-	-	-	-	-	1	-	-	1	1	1	1
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	1%	1%	1%	1%
Fixed line phone calls	16	*	-	-	-	1	*	-	-	5	8	*	*	10	14	14	16
	24%	43%	-%	-%	-%	66%	6%	-%	-%	15%	31%	53%	6%	21%	23%	22%	24%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 81

QA29B. Which of these applies to your TV service with a monthly subscription in the last year? IF SWITCHED/ CONSIDERED SWITCHING TV SERVICE - Would you switch to another service with a monthly subscription?

Base : Those with TV as a monthly subscription as a standalone service

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI			BUN- DLE	FIXED			FIXED			FIXED			FIXED			FIXED					
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	MOB. PHONE	LINE CALLS	TV	BAND	MOB. PHONE	LINE CALLS	TV	BAND	MOB. PHONE	LINE CALLS	TV	BAND	MOB. PHONE	LINE CALLS		
Total	a	b	c	~d	*e	f	g	h	*i	j	k	l	*m	*n	o	*p	*q	*r	s	*t	u	
Significance Level: 95%																						
Unweighted total	996	388	197	451	29	64	172	137	82	64	201	140	109	41	79	83	64	75	55	91	48	81
Effective Weighted Sample	624	164	115	409	23	30	112	41	52	30	128	43	74	30	43	55	41	46	27	71	29	48
Total	985	156	123	729	20	21	57	54	46	21	76	56	65	28	56	61	45	55	35	56	29	55
Switched supplier for the service	30	28	3	1	1	21	14	2	4	21	15	2	6	1	-	2	2	3	-	2	1	2
	3%	18%	3%	*%	7%	100%	24%	4%	9%	100%	20%	4%	9%	2%	-%	3%	5%	5%	-%	3%	4%	3%
		bc	c			fgh	gh			jkl	kl											
Considered switching supplier, but not switched	78	17	43	25	2	-	8	7	4	-	10	7	6	10	56	10	5	10	35	15	3	13
	8%	11%	35%	3%	9%	-%	14%	13%	8%	-%	13%	12%	9%	36%	100%	16%	12%	18%	100%	26%	9%	24%
		c	ac				e				i			op	mopq				stu			
Neither switched nor considered switching	878	112	77	702	17	-	35	45	38	-	52	47	54	17	-	49	38	43	-	40	25	40
	89%	72%	62%	96%	84%	-%	62%	83%	82%	-%	68%	84%	83%	61%	-%	81%	84%	78%	-%	71%	87%	73%
				ab			e	ef	ef		i	ij	ij	n		mn	mn	n		r	r	r

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 81

QA29B. Which of these applies to your TV service with a monthly subscription in the last year? IF SWITCHED/ CONSIDERED SWITCHING TV SERVICE - Would you switch to another service with a monthly subscription?

Base : Those with TV as a monthly subscription as a standalone service

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE	
	Total	C&R *a	MAC *b	C&R *c	NoT *d	PAC *e	C&R *f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o		
Significance Level: 95%																		
Unweighted total	996	50	61	37	62	39	40	21	68	416	526	29	28	996	764	942	897	
Effective Weighted Sample	624	25	31	31	49	14	11	17	49	280	311	10	8	624	452	591	568	
Total	985	17	13	16	36	13	19	10	47	435	502	9	13	985	659	937	872	
Switched supplier for the service	30	17	2	4	9	-	1	2	3	11	17	-	-	30	22	29	23	
	3%	100%	15%	23%	24%	-%	5%	23%	7%	3%	3%	-%	-%	3%	3%	3%	3%	
Considered switching supplier, but not switched	78	-	2	2	3	2	3	1	4	35	38	2	*	78	56	73	64	
	8%	-%	19%	14%	9%	17%	15%	9%	8%	8%	8%	21%	4%	8%	8%	8%	7%	
Neither switched nor considered switching	878	-	9	10	24	10	15	7	40	388	447	7	12	878	581	835	785	
	89%	-%	66%	63%	67%	83%	80%	68%	85%	89%	89%	79%	96%	89%	88%	89%	90%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 82

QA29C. Which of these applies to your fixed line broadband in the last year?

Base : Those with fixed line broadband as a standalone service

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI			BUN- DLE	FIXED			FIXED			FIXED			FIXED								
	SWIT- CHED	DERED	NEIT- HER		BROAD	MOB. PHONE	LINE CALLS	BROAD	MOB. PHONE	LINE CALLS	BROAD	MOB. PHONE	LINE CALLS	BROAD	MOB. PHONE	LINE CALLS						
																	TV	BAND	TV	BAND	TV	BAND
Total	a	b	c	~d	*e	f	g	*h	*i	j	k	*l	~m	*n	o	*p	q	~r	s	*t	*u	
Significance Level: 95%																						
Unweighted total	714	332	165	252	-	33	209	97	80	33	209	97	80	1	33	125	47	83	26	94	39	62
Effective Weighted Sample	387	180	125	227	-	24	124	47	55	24	124	47	55	1	22	84	31	62	18	73	28	48
Total	587	89	90	424	-	9	61	19	33	9	61	19	33	*	19	86	32	48	13	57	21	32
Switched supplier for the service	63	61	6	2	-	6	61	4	21	6	61	4	21	-	1	-	3	4	1	-	2	2
	11%	68%	7%	*%	-%	68%	100%	20%	63%	68%	100%	20%	63%	-%	7%	-%	10%	8%	11%	-%	12%	7%
		bc	c			g	egh		g	k	ikl		k		o		o	o		s		s
Considered switching supplier, but not switched	118	11	65	48	-	1	-	7	3	1	-	7	3	*	12	86	9	35	10	57	6	22
	20%	12%	72%	11%	-%	14%	-%	38%	9%	14%	-%	38%	9%	100%	60%	100%	28%	72%	78%	100%	30%	69%
			ac			f		efh	f	j		ijl	j		p	npq	p		tu		t	
Neither switched nor considered switching	407	18	19	374	-	2	-	8	9	2	-	8	9	-	6	-	19	10	1	-	12	8
	69%	20%	21%	88%	-%	18%	-%	42%	28%	18%	-%	42%	28%	-%	33%	-%	62%	20%	11%	-%	59%	25%
			ab			f		f	f	i		i	i		o		noq	o		su		s

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 82

QA29C. Which of these applies to your fixed line broadband in the last year?

Base : Those with fixed line broadband as a standalone service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE
	Total	C&R ~a	MAC *b	C&R *c	NoT *d	PAC *e	C&R ~f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	
Significance Level: 95%																	
Unweighted total	714	29	75	42	46	35	23	13	48	297	387	20	18	405	714	684	656
Effective Weighted Sample	387	21	36	35	36	19	7	11	34	168	206	11	5	219	387	374	361
Total	587	8	11	17	23	8	4	6	23	247	327	5	3	313	587	574	545
Switched supplier for the service	63	5	11	17	23	2	*	4	13	23	36	1	*	36	63	60	57
	11%	64%	100%	100%	100%	21%	8%	78%	59%	9%	11%	23%	10%	11%	11%	10%	10%
Considered switching supplier, but not switched	118	1	-	-	-	2	3	*	2	48	66	2	2	60	118	114	109
	20%	15%	-%	-%	-%	28%	67%	6%	9%	20%	20%	31%	71%	19%	20%	20%	20%
Neither switched nor considered switching	407	2	-	-	-	4	1	1	7	176	224	3	1	217	407	400	379
	69%	21%	-%	-%	-%	51%	24%	15%	33%	71%	69%	46%	19%	69%	69%	70%	70%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 83

QA29D. Which of these applies to your mobile phone network in the last year?

Base : Those with mobile phone as a standalone service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	TV		BAND	PHONE	TV		BAND	PHONE							
Total	a	b	c	d	*e	f	g	h	i	j	k	l	m	*n	o	p	q	r	s	t	u	
Significance Level: 95%																						
Unweighted total	2556	856	437	1326	110	75	335	333	204	131	442	333	311	147	79	165	193	134	116	229	144	204
Effective Weighted Sample	1760	404	287	1204	84	40	198	115	133	86	274	115	214	106	43	112	126	86	73	180	91	138
Total	2884	425	307	2194	83	35	134	150	135	87	212	150	215	113	55	117	162	101	84	147	103	146
Switched supplier for the service	173	161	20	12	8	5	18	150	15	10	26	150	23	9	3	7	-	9	9	9	-	13
	6%	38%	6%	1%	9%	14%	13%	100%	11%	12%	12%	100%	11%	8%	5%	6%	-%	9%	10%	6%	-%	9%
		bc	c					defh				ijl		p	p	p		p	t	t		t
Considered switching supplier, but not switched	249	45	128	92	13	2	24	-	18	12	37	-	31	31	17	25	162	24	25	36	103	32
	9%	11%	42%	4%	16%	6%	18%	-%	13%	13%	17%	-%	14%	27%	31%	21%	100%	24%	29%	24%	100%	22%
		c	ac		g	g	g		g	k	k		k			mnoq					rsu	
Neither switched nor considered switching	2462	219	159	2089	62	28	93	-	102	66	150	-	161	74	36	85	-	68	51	103	-	101
	85%	52%	52%	95%	75%	80%	69%	-%	75%	75%	71%	-%	75%	65%	64%	73%	-%	67%	61%	70%	-%	69%
				ab	q	q	q		q	k	k		k	p	p	p		p	t	t		t

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 83

QA29D. Which of these applies to your mobile phone network in the last year?

Base : Those with mobile phone as a standalone service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
	Total	a	b	c	d	e	f	*g	h	i	j	*k	*l	m	n	o	p
Significance Level: 95%																	
Unweighted total	2556	88	112	101	142	98	91	68	192	1321	1235	67	73	1566	1906	2556	2225
Effective Weighted Sample	1760	57	47	77	114	34	26	49	144	973	788	25	21	1041	1210	1760	1498
Total	2884	57	28	52	104	42	38	41	156	1566	1318	33	29	1671	1865	2884	2390
Switched supplier for the service	173	8	3	8	11	42	38	7	14	70	104	33	29	99	81	173	128
	6%	14%	12%	15%	11%	100%	100%	17%	9%	4%	8%	100%	100%	6%	4%	6%	5%
											i					n	
Considered switching supplier, but not switched	249	9	7	11	15	-	-	9	20	100	149	-	-	156	186	249	203
	9%	16%	24%	21%	14%	-%	-%	21%	13%	6%	11%	-%	-%	9%	10%	9%	8%
											i						
Neither switched nor considered switching	2462	40	18	34	78	-	-	25	122	1397	1065	-	-	1416	1598	2462	2060
	85%	70%	64%	65%	75%	-%	-%	61%	78%	89%	81%	-%	-%	85%	86%	85%	86%
									g		j						

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 84

QA29E. Which of these applies to your fixed line phone (calls) in the last year?

Base : Those with fixed line phone as a standalone service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	CONSI				SWITCHED & COVERED					FIXED				FIXED				FIXED				
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
						TV	BAND			TV	BAND			TV	BAND			TV	BAND			
		a	b	c	~d	*e	f	g	h	*i	j	k	l	~m	*n	o	*p	q	*r	s	*t	u
Significance Level: 95%																						
Unweighted total	1214	403	198	647	5	36	214	138	117	39	219	141	117	9	36	120	58	121	32	98	44	90
Effective Weighted Sample	826	162	127	590	4	21	130	42	69	24	133	43	69	7	24	87	34	78	20	76	25	56
Total	1329	175	136	1037	3	13	71	63	71	15	73	64	71	5	28	80	47	97	22	59	28	68
Switched supplier for the service	77 6%	76 43%	4 3%	1 *%	* 17%	5 35%	29 41%	6 9%	71 100%	5 34%	29 40%	6 10%	71 100%	1 20%	* 1%	1 1%	4 9%	- -%	1 4%	1 2%	3 9%	- -%
		bc	c			g	g	efg		k	k	ijk				oq				u		
Considered switching supplier, but not switched	140 11%	21 12%	84 62%	45 4%	* 4%	1 10%	11 16%	9 15%	- -%	1 9%	11 15%	9 14%	- -%	2 44%	17 60%	42 53%	12 25%	97 100%	16 71%	28 48%	8 28%	68 100%
		c	ac			h	h	h		l	l	l			p	p	nop		t		rst	
Neither switched nor considered switching	1112 84%	79 45%	48 35%	990 96%	2 79%	7 55%	31 44%	48 76%	- -%	9 58%	33 45%	49 76%	- -%	2 36%	11 39%	36 46%	31 66%	- -%	6 26%	29 49%	18 63%	- -%
				ab		h	h	fh		l	l	jl			q	q	noq		u	u	ru	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 84

QA29E. Which of these applies to your fixed line phone (calls) in the last year?

Base : Those with fixed line phone as a standalone service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
											CON- TRACT				BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	C&R *a	MAC *b	C&R *c	NoT *d	PAC *e	C&R *f	C&R ~g	NoT *h	PAYG i		PAC ~k	C&R ~l	TV m	n	o	p
Unweighted total	1214	31	77	50	55	45	34	22	70	564	501	30	27	630	755	1065	1214
Effective Weighted Sample	826	18	34	40	43	14	10	15	44	404	291	11	8	389	420	694	826
Total	1329	12	14	23	28	21	18	14	48	646	486	18	14	606	635	1132	1329
Switched supplier for the service	77 6%	4 30%	5 39%	10 41%	10 36%	1 7%	2 11%	14 100%	48 100%	39 6%	33 7%	1 8%	2 14%	40 7%	43 7%	72 6%	77 6%
Considered switching supplier, but not switched	140 11%	1 10%	2 13%	2 11%	6 20%	2 12%	4 23%	- -%	- -%	73 11%	57 12%	2 14%	* 1%	80 13%	89 14%	130 11%	140 11%
Neither switched nor considered switching	1112 84%	7 59%	7 48%	11 49%	12 44%	17 81%	12 66%	- -%	- -%	534 83%	397 82%	14 79%	12 85%	486 80%	503 79%	930 82%	1112 84%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 86

QA30A. Which, if any, of these have you done when considering switching supplier for your packages of service in the last year?

Base : Those who have considered but not switched their whole package of services in the last year

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	BROAD MOB. LINE			PHONE CALLS	BROAD MOB. LINE			PHONE CALLS	BROAD MOB. LINE			PHONE CALLS	BROAD MOB. LINE			PHONE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		CALLS	TV	BAND		PHONE	CALLS	TV		BAND	PHONE	CALLS		
																						*a
Significance Level: 95%																						
Unweighted total	216	51	128	45	-	2	-	48	1	2	-	48	1	155	15	1	39	3	70	109	33	110
Effective Weighted Sample	130	12	92	37	-	1	-	11	1	1	-	11	1	112	11	1	26	3	50	86	24	82
Total	147	12	87	55	-	1	-	11	1	1	-	11	1	119	8	*	23	2	52	75	19	80
Actually made the switch to another supplier, but then cancelled the service during the cooling-off period	1 1%	* 2%	1 1%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	* 2%	- -%	1 1%	- -%	- -%	* 1%	- -%	1 2%	1 2%	* 3%	1 2%
Started the switching process with your current supplier by telling them you want to cancel the service	8 5%	2 19%	6 7%	2 3%	- -%	* 80%	- -%	2 17%	- -%	* 80%	- -%	2 17%	- -%	8 7%	1 15%	- -%	- -%	- -%	4 7%	6 8%	* 3%	6 8%
Started the switching process with another supplier by telling them you want to start using their service	4 3%	1 5%	2 2%	2 4%	- -%	* 80%	- -%	* 1%	- -%	* 80%	- -%	* 1%	- -%	4 4%	- -%	* 100%	2 6%	- -%	2 3%	2 3%	- -%	2 3%
Contacted your supplier about possibly cancelling their service	38 26%	6 46%	26 30%	11 20%	- -%	* 80%	- -%	5 47%	- -%	* 80%	- -%	5 47%	- -%	36 30%	2 22%	- -%	7 28%	* 31%	21 40%	21 28%	4 22%	25 32%
Contacted any other suppliers you could use	38 26%	5 40%	26 31%	11 20%	- -%	- -%	- -%	5 45%	- -%	- -%	- -%	5 45%	- -%	38 32%	1 18%	- -%	7 31%	- -%	16 31%	22 29%	6 33%	26 33%
Looked into the process I would need to go through to change supplier	80 54%	4 37%	55 63%	22 39%	- -%	- -%	- -%	4 35%	1 100%	- -%	- -%	4 35%	1 100%	76 64%	5 66%	- -%	14 61%	2 100%	30 57%	50 67%	13 69%	51 64%
Looked for information about other suppliers you could use	51 35%	7 55%	26 30%	23 42%	- -%	- -%	- -%	6 55%	1 100%	- -%	- -%	6 55%	1 100%	38 32%	2 32%	- -%	11 48%	1 58%	17 34%	21 29%	6 35%	23 29%
STARTED PROCESS/ CONTACTED SUPPLIER/S	70 47%	8 68%	49 57%	19 34%	- -%	* 80%	- -%	8 72%	- -%	* 80%	- -%	8 72%	- -%	67 56%	4 46%	* 100%	13 54%	* 31%	36 69%	42 57%	9 49%	48 60%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 86

QA30A. Which, if any, of these have you done when considering switching supplier for your packages of service in the last year?

Base : Those who have considered but not switched their whole package of services in the last year

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI			BUN- DLE	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS			
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE				
																					Total	*a	b
Significance Level: 95%																							
Unweighted total	216	51	128	45	-	2	-	48	1	2	-	48	1	155	15	1	39	3	70	109	33	110	
Effective Weighted Sample	130	12	92	37	-	1	-	11	1	1	-	11	1	112	11	1	26	3	50	86	24	82	
Total	147	12	87	55	-	1	-	11	1	1	-	11	1	119	8	*	23	2	52	75	19	80	
ONLY LOOKED INTO PROCESS	55	2	36	17	-	-	-	2	1	-	-	2	1	52	3	-	9	1	15	32	9	32	
	37%	20%	41%	30%	-%	-%	-%	17%	100%	-%	-%	17%	100%	44%	44%	-%	41%	69%	30%	43%	47%	40%	
ONLY LOOKED FOR INFO	11	1	1	10	-	-	-	1	-	-	-	1	-	-	*	-	1	-	-	-	1	-	
	8%	4%	1%	18% b	-%	-%	-%	5%	-%	-%	-%	5%	-%	-%	*%	-%	3%	-%	-%	-%	4%	-%	
None of these	11	1	1	10	-	*	-	1	-	*	-	1	-	-	1	-	1	-	1	-	-	-	
	8%	7%	1%	17% b	-%	20%	-%	7%	-%	20%	-%	7%	-%	-%	9%	-%	3%	-%	1%	-%	-%	-%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 86

QA30A. Which, if any, of these have you done when considering switching supplier for your packages of service in the last year?

Base : Those who have considered but not switched their whole package of services in the last year

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	216	1	-	-	-	19	17	-	1	88	124	16	15	168	211	212	212	
Effective Weighted Sample	130	1	-	-	-	4	4	-	1	61	66	3	3	103	129	127	128	
Total	147	*	-	-	-	6	3	-	1	65	80	5	3	114	139	145	145	
Actually made the switch to another supplier, but then cancelled the service during the cooling-off period	1 1%	- -%	- -%	- -%	- -%	* 2%	* 1%	- -%	- -%	1 1%	1 1%	- -%	* 1%	1 1%	1 1%	1 1%	1 1%	
Started the switching process with your current supplier by telling them you want to cancel the service	8 5%	* 100%	- -%	- -%	- -%	1 10%	1 46%	- -%	- -%	1 2%	7 9%	1 10%	1 47%	6 5%	8 6%	8 6%	8 6%	
Started the switching process with another supplier by telling them you want to start using their service	4 3%	* 100%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	3 5%	1 2%	* 3%	- -%	4 4%	4 3%	4 3%	4 3%	
Contacted your supplier about possibly cancelling their service	38 26%	* 100%	- -%	- -%	- -%	4 70%	1 43%	- -%	- -%	13 20%	25 31%	4 76%	1 44%	33 29%	33 24%	38 26%	36 25%	
Contacted any other suppliers you could use	38 26%	- -%	- -%	- -%	- -%	3 61%	1 22%	- -%	- -%	11 18%	26 32%	3 66%	1 23%	31 27%	34 24%	37 26%	37 26%	
Looked into the process I would need to go through to change supplier	80 54%	- -%	- -%	- -%	- -%	2 29%	1 37%	- -%	1 100%	41 63%	36 46%	1 27%	1 36%	62 54%	76 55%	77 53%	78 54%	
Looked for information about other suppliers you could use	51 35%	- -%	- -%	- -%	- -%	5 83%	* 8%	- -%	1 100%	24 37%	26 33%	4 86%	* 6%	41 36%	48 35%	50 34%	51 35%	
STARTED PROCESS/ CONTACTED SUPPLIER/S	70 47%	* 100%	- -%	- -%	- -%	4 77%	3 89%	- -%	- -%	26 39%	43 54%	4 81%	3 91%	59 52%	63 46%	69 48%	68 47%	
ONLY LOOKED INTO PROCESS	55 37%	- -%	- -%	- -%	- -%	* 9%	* 9%	- -%	1 100%	31 48%	23 28%	* 6%	* 9%	39 34%	53 38%	54 37%	55 38%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 86

QA30A. Which, if any, of these have you done when considering switching supplier for your packages of service in the last year?

Base : Those who have considered but not switched their whole package of services in the last year

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	216	1	-	-	-	19	17	-	1	88	124	16	15	168	211	212	212
Effective Weighted Sample	130	1	-	-	-	4	4	-	1	61	66	3	3	103	129	127	128
Total	147	*	-	-	-	6	3	-	1	65	80	5	3	114	139	145	145
ONLY LOOKED FOR INFO	11	-	-	-	-	*	*	-	-	5	6	*	-	7	11	11	11
	8%	-%	-%	-%	-%	6%	1%	-%	-%	7%	8%	6%	-%	6%	8%	8%	8%
None of these	11	-	-	-	-	*	-	-	-	3	8	*	-	8	11	11	11
	8%	-%	-%	-%	-%	8%	-%	-%	-%	5%	10%	7%	-%	7%	8%	8%	8%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 87

QA31A. Why haven't you taken any of these steps (SHOWN AT QA30A) towards switching to another supplier for your Package of services so far?

Base : Those who have considered switching their whole package of services but not taken any action

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED									
	Total	CONSI			BUN-DLE	FIXED			BUN-DLE	FIXED			BUN-DLE	FIXED			BUN-DLE	FIXED								
		SWIT-CHERD	DERED	NEIT-HER		TV	BAND	PHONE		MOB.	LINE	CALLS		TV	BAND	PHONE		MOB.	LINE	CALLS	TV	BAND	PHONE	MOB.	LINE	CALLS
		*a	*b	*c	~d	~e	~f	~g	~h	~i	~j	~k	~l	*m	~n	~o	~p	~q	*r	*s	~t	*u				
Significance Level: 95%																										
Unweighted total	102	32	49	25	-	1	-	30	1	1	-	30	1	55	8	-	21	2	31	39	14	38				
Effective Weighted Sample	52	6	32	20	-	1	-	6	1	1	-	6	1	36	6	-	13	2	20	32	12	26				
Total	63	7	26	33	-	*	-	7	1	*	-	7	1	38	3	-	12	1	18	21	6	23				
Base for %	35	3	10	25	-	-	-	3	-	-	-	3	-	17	-	-	4	-	6	7	2	10				
Just haven't got around to thinking about it	12	-	1	11	-	-	-	-	-	-	-	-	-	5	-	-	2	-	-	1	-	1				
	34%	-%	10%	44%	-%	-%	-%	-%	-%	-%	-%	-%	-%	33%	-%	-%	60%	-%	-%	14%	-%	10%				
Waiting until the end of the contract period	7	-	3	4	-	-	-	-	-	-	-	-	-	4	-	-	2	-	3	3	2	3				
	20%	-%	29%	16%	-%	-%	-%	-%	-%	-%	-%	-%	-%	23%	-%	-%	40%	-%	44%	40%	100%	29%				
Undecided/ waiting for the right time	6	-	-	6	-	-	-	-	-	-	-	-	-	3	-	-	-	-	-	-	-	-				
	19%	-%	-%	26%	-%	-%	-%	-%	-%	-%	-%	-%	-%	21%	-%	-%	-%	-%	-%	-%	-%	-%				
Don't offer anything better (price/ service/ deal)	4	-	2	2	-	-	-	-	-	-	-	-	-	2	-	-	-	-	1	2	-	2				
	10%	-%	20%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%	-%	-%	-%	-%	14%	27%	-%	20%				
Too expensive	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1	-	1				
	4%	-%	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	8%	-%	-%	-%	-%	-%	18%	-%	13%				
Other reasons	7	3	3	4	-	-	-	3	-	-	-	3	-	3	-	-	-	-	3	-	-	3				
	19%	100%	28%	16%	-%	-%	-%	100%	-%	-%	-%	100%	-%	16%	-%	-%	-%	-%	42%	-%	-%	28%				
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																										

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 87

QA31A. Why haven't you taken any of these steps (SHOWN AT QA30A) towards switching to another supplier for your Package of services so far?

Base : Those who have considered switching their whole package of services but not taken any action

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	102	-	-	-	-	15	7	-	1	41	58	13	5	80	100	99	101	
Effective Weighted Sample	52	-	-	-	-	3	7	-	1	25	25	3	5	42	51	50	51	
Total	63	-	-	-	-	5	*	-	1	27	34	5	*	49	59	61	62	
Base for %	35	-	-	-	-	3	-	-	-	15	19	3	-	26	32	34	35	
Just haven't got around to thinking about it	12	-	-	-	-	-	-	-	-	2	9	-	-	9	12	12	12	
	34%	-%	-%	-%	-%	-%	-%	-%	-%	16%	51%	-%	-%	34%	37%	35%	34%	
Waiting until the end of the contract period	7	-	-	-	-	-	-	-	-	4	3	-	-	7	7	7	7	
	20%	-%	-%	-%	-%	-%	-%	-%	-%	28%	14%	-%	-%	26%	21%	20%	20%	
Undecided/ waiting for the right time	6	-	-	-	-	-	-	-	-	4	2	-	-	5	6	6	6	
	19%	-%	-%	-%	-%	-%	-%	-%	-%	30%	11%	-%	-%	18%	20%	19%	19%	
Don't offer anything better (price/ service/ deal)	4	-	-	-	-	-	-	-	-	3	-	-	-	4	4	3	4	
	10%	-%	-%	-%	-%	-%	-%	-%	-%	17%	-%	-%	-%	14%	11%	8%	10%	
Too expensive	1	-	-	-	-	-	-	-	-	-	1	-	-	-	1	1	1	
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	7%	-%	-%	-%	4%	4%	4%	
Other reasons	7	-	-	-	-	3	-	-	-	1	5	3	-	4	4	7	7	
	19%	-%	-%	-%	-%	100%	-%	-%	-%	9%	28%	100%	-%	15%	12%	20%	19%	
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																		

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 88

QA32A. Which, if any, of these are reasons why you have not considered switching to another supplier for your package of services in the last year?

Base : Those who neither switched nor considered switching their package of services in the last year

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS		
	SWIT- CHED	DERED	NEIT- HER		TV	BAND		TV	BAND		TV	BAND			TV	BAND		TV	BAND		TV	BAND	
Significance Level: 95%		~a	~b	c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	667	19	20	629	-	1	-	19	1	1	-	19	1	-	4	-	24	1	3	-	16	1	
Effective Weighted Sample	604	14	18	581	-	1	-	14	1	1	-	14	1	-	3	-	20	1	3	-	14	1	
Total	1084	11	17	1056	-	1	-	11	1	1	-	11	1	-	5	-	28	1	2	-	14	1	
PROMPTED RESPONSES																							
I'm happy/ satisfied/ content with my current supplier	886 82%	6 57%	15 89%	865 82%	- -%	1 100%	- -%	6 57%	- -%	1 100%	- -%	6 57%	- -%	- -%	4 91%	- -%	23 85%	1 100%	2 80%	- -%	13 89%	1 100%	
It's too time-consuming to go through the process of switching from one supplier to another	86 8%	1 8%	* 2%	85 8%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	1 8%	- -%	- -%	* 9%	- -%	- -%	- -%	* 20%	- -%	- -%	- -%	
There's not enough difference in cost to be worth switching	77 7%	- -%	1 8%	76 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	1 10%	- -%	
It's difficult to compare the services available from different providers	63 6%	- -%	1 5%	62 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	1 6%	- -%	
I'm still within my contract period/ would have to pay an early termination charge/ cancellation charge	44 4%	- -%	- -%	44 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
There's a big risk that something will go wrong in the switch from one supplier to another and I will lose service	33 3%	- -%	1 4%	32 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	1 5%	- -%	
I don't want to have to change my email address	29 3%	- -%	- -%	29 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
It would have been difficult to keep my phone number	26 2%	- -%	- -%	26 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																							

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 88

QA32A. Which, if any, of these are reasons why you have not considered switching to another supplier for your package of services in the last year?

Base : Those who neither switched nor considered switching their package of services in the last year

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	CONSI				SWITCHED & COVERED					COVERED				CONSIDERED & COVERED				COVERED				
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
						TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	~a	~b	c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	667	19	20	629	-	1	-	19	1	1	-	19	1	-	4	-	24	1	3	-	16	1
Effective Weighted Sample	604	14	18	581	-	1	-	14	1	1	-	14	1	-	3	-	20	1	3	-	14	1
Total	1084	11	17	1056	-	1	-	11	1	1	-	11	1	-	5	-	28	1	2	-	14	1
It's not clear what steps I would need to take to switch supplier	10 1%	- -%	- -%	10 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I would need to change, return or pay for equipment I have from my supplier	9 1%	- -%	- -%	9 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I don't want to have to tell my supplier I want to cancel their service	5 *%	- -%	- -%	5 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
SPONTANEOUS RESPONSES																						
Can't be bothered	10 1%	- -%	- -%	10 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
No choice/ not available	6 1%	- -%	- -%	6 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Too expensive/ price	5 *%	- -%	- -%	5 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't use it enough/ need it	2 *%	1 7%	- -%	1 *%	- -%	- -%	- -%	1 7%	- -%	- -%	- -%	1 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other reasons	10 1%	- -%	- -%	10 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	51 5%	4 35%	- -%	47 4%	- -%	- -%	- -%	4 35%	1 100%	- -%	- -%	4 35%	1 100%	- -%	- -%	- -%	3 9%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 88

QA32A. Which, if any, of these are reasons why you have not considered switching to another supplier for your package of services in the last year?

Base : Those who neither switched nor considered switching their package of services in the last year

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	667	1	-	-	-	4	4	-	1	305	318	3	1	525	619	623	660	
Effective Weighted Sample	604	1	-	-	-	4	3	-	1	276	289	3	1	475	561	564	597	
Total	1084	1	-	-	-	4	3	-	1	478	542	2	1	856	1010	1020	1070	
PROMPTED RESPONSES																		
I'm happy/ satisfied/ content with my current supplier	886 82%	1 100%	- -%	- -%	- -%	1 39%	3 100%	- -%	- -%	394 82%	439 81%	* 13%	1 100%	717 84%	827 82%	833 82%	877 82%	
It's too time-consuming to go through the process of switching from one supplier to another	86 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	44 9%	41 7%	- -%	- -%	61 7%	79 8%	84 8%	84 8%	
There's not enough difference in cost to be worth switching	77 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	31 7%	44 8%	- -%	- -%	64 7%	74 7%	76 7%	77 7%	
It's difficult to compare the services available from different providers	63 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	29 6%	28 5%	- -%	- -%	40 5%	57 6%	57 6%	59 6%	
I'm still within my contract period/ would have to pay an early termination charge/ cancellation charge	44 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	13 3%	31 6%	- -%	- -%	31 4%	41 4%	44 4%	42 4%	
There's a big risk that something will go wrong in the switch from one supplier to another and I will lose service	33 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	10 2%	20 4%	- -%	- -%	26 3%	29 3%	30 3%	33 3%	
I don't want to have to change my email address	29 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	12 3%	16 3%	- -%	- -%	14 2%	29 3%	28 3%	29 3%	
It would have been difficult to keep my phone number	26 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	13 3%	11 2%	- -%	- -%	16 2%	24 2%	24 2%	26 2%	
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																		

Table 88

QA32A. Which, if any, of these are reasons why you have not considered switching to another supplier for your package of services in the last year?

Base : Those who neither switched nor considered switching their package of services in the last year

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	667	1	-	-	-	4	4	-	1	305	318	3	1	525	619	623	660	
Effective Weighted Sample	604	1	-	-	-	4	3	-	1	276	289	3	1	475	561	564	597	
Total	1084	1	-	-	-	4	3	-	1	478	542	2	1	856	1010	1020	1070	
It's not clear what steps I would need to take to switch supplier	10	-	-	-	-	-	-	-	-	7	1	-	-	6	8	8	10	
	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%	*%	-%	-%	1%	1%	1%	1%	
I would need to change, return or pay for equipment I have from my supplier	9	-	-	-	-	-	-	-	-	4	5	-	-	9	7	8	7	
	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%	1%	-%	-%	1%	1%	1%	1%	
I don't want to have to tell my supplier I want to cancel their service	5	-	-	-	-	-	-	-	-	2	2	-	-	2	5	3	5	
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	*%	*%	*%	*%	
SPONTANEOUS RESPONSES																		
Can't be bothered	10	-	-	-	-	-	-	-	-	6	4	-	-	9	9	10	10	
	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%	1%	-%	-%	1%	1%	1%	1%	
No choice/ not available	6	-	-	-	-	-	-	-	-	2	4	-	-	6	4	6	6	
	1%	-%	-%	-%	-%	-%	-%	-%	-%	*%	1%	-%	-%	1%	*%	1%	1%	
Too expensive/ price	5	-	-	-	-	-	-	-	-	4	1	-	-	2	3	5	5	
	*%	-%	-%	-%	-%	-%	-%	-%	-%	1%	*%	-%	-%	*%	*%	*%	*%	
Don't use it enough/ need it	2	-	-	-	-	-	-	-	-	-	1	-	-	1	2	1	2	
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*%	*%	*%	
Other reasons	10	-	-	-	-	-	-	-	-	4	5	-	-	7	10	9	8	
	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%	1%	-%	-%	1%	1%	1%	1%	
Don't know	51	-	-	-	-	2	-	-	1	25	23	2	-	34	47	47	51	
	5%	-%	-%	-%	-%	61%	-%	-%	100%	5%	4%	87%	-%	4%	5%	5%	5%	
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																		

Table 89

QA32A. ANY MENTIONS OF HASSLE

Base : Those who neither switched nor considered switching their package of services in the last year

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				BUN- DLE	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	TV	BAND		TV	BAND	TV		BAND	TV	BAND		TV	BAND			
Significance Level: 95%	Total	~a	~b	c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	667	19	20	629	-	1	-	19	1	1	-	19	1	-	4	-	24	1	3	-	16	1
Effective Weighted Sample	604	14	18	581	-	1	-	14	1	1	-	14	1	-	3	-	20	1	3	-	14	1
Total	1084	11	17	1056	-	1	-	11	1	1	-	11	1	-	5	-	28	1	2	-	14	1
TOTAL HASSLE MENTIONS	141	1	1	139	-	-	-	1	-	-	-	1	-	-	*	-	1	-	*	-	1	-
	13%	8%	7%	13%	-%	-%	-%	8%	-%	-%	-%	8%	-%	-%	9%	-%	3%	-%	20%	-%	5%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 89

QA32A. ANY MENTIONS OF HASSLE

Base : Those who neither switched nor considered switching their package of services in the last year

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
											CON- TRACT				BROAD BAND	MOB. PHONE	FIXED LINE VOICE	
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG i	j	PAC ~k	C&R ~l	TV m	n	o	p	
Significance Level: 95%																		
Unweighted total	667	1	-	-	-	4	4	-	1	305	318	3	1	525	619	623	660	
Effective Weighted Sample	604	1	-	-	-	4	3	-	1	276	289	3	1	475	561	564	597	
Total	1084	1	-	-	-	4	3	-	1	478	542	2	1	856	1010	1020	1070	
TOTAL HASSLE MENTIONS	141	-	-	-	-	-	-	-	-	61	71	-	-	101	126	132	139	
	13%	-%	-%	-%	-%	-%	-%	-%	-%	13%	13%	-%	-%	12%	12%	13%	13%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 90

QA32A. ANY MENTIONS OF HAPPY AND HASSLE

Base : Those who neither switched nor considered switching their package of services in the last year

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	TV		BAND	PHONE	TV		BAND	PHONE	TV		BAND	PHONE			
Total	~a	~b	c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	667	19	20	629	-	1	-	19	1	1	-	19	1	-	4	-	24	1	3	-	16	1
Effective Weighted Sample	604	14	18	581	-	1	-	14	1	1	-	14	1	-	3	-	20	1	3	-	14	1
Total	1084	11	17	1056	-	1	-	11	1	1	-	11	1	-	5	-	28	1	2	-	14	1
BOTH HAPPY AND HASSLE	79	1	-	78	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	7%	8%	-%	7%	-%	-%	-%	8%	-%	-%	-%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 90

QA32A. ANY MENTIONS OF HAPPY AND HASSLE

Base : Those who neither switched nor considered switching their package of services in the last year

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
											CON- TRACT				BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG i	j	PAC ~k	C&R ~l	TV m	n	o	p
Unweighted total	667	1	-	-	-	4	4	-	1	305	318	3	1	525	619	623	660
Effective Weighted Sample	604	1	-	-	-	4	3	-	1	276	289	3	1	475	561	564	597
Total	1084	1	-	-	-	4	3	-	1	478	542	2	1	856	1010	1020	1070
BOTH HAPPY AND HASSLE	79	-	-	-	-	-	-	-	-	33	42	-	-	61	70	74	79
	7%	-%	-%	-%	-%	-%	-%	-%	-%	7%	8%	-%	-%	7%	7%	7%	7%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 91

QA33A. Which one of these is the main reason why you have not considered switching to another supplier for your package of services?

Base : Those who neither switched nor considered switching their package of services in the last year

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	TV	BROAD MOB. PHONE			FIXED LINE CALLS
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS					
																				~a	~b	c	~d
Significance Level: 95%																							
Unweighted total	667	19	20	629	-	1	-	19	1	1	-	19	1	-	4	-	24	1	3	-	16	1	
Effective Weighted Sample	604	14	18	581	-	1	-	14	1	1	-	14	1	-	3	-	20	1	3	-	14	1	
Total	1084	11	17	1056	-	1	-	11	1	1	-	11	1	-	5	-	28	1	2	-	14	1	
PROMPTED RESPONSES																							
I'm happy/ satisfied/ content with my current supplier	859 79%	6 57%	15 85%	838 79%	- -%	1 100%	- -%	6 57%	- -%	1 100%	- -%	6 57%	- -%	- -%	4 91%	- -%	23 83%	1 100%	2 80%	- -%	12 84%	1 100%	
There's not enough difference in cost to be worth switching	42 4%	- -%	1 4%	41 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	1 5%	- -%	
I'm still within my contract period/ would have to pay an early termination charge/ cancellation charge	31 3%	- -%	- -%	31 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
It's difficult to compare the services available from different providers	21 2%	- -%	1 5%	20 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	1 6%	- -%	
It's too time-consuming to go through the process of switching from one supplier to another	20 2%	- -%	* 2%	20 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 9%	- -%	- -%	- -%	* 20%	- -%	- -%	- -%	
There's a big risk that something will go wrong in the switch from one supplier to another and I will lose service	17 2%	- -%	1 4%	16 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	1 5%	- -%	
It would have been difficult to keep my phone number	5 *%	- -%	- -%	5 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
I would need to change, return or pay for equipment I have from my supplier	5 *%	- -%	- -%	5 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																							

Table 91

QA33A. Which one of these is the main reason why you have not considered switching to another supplier for your package of services?

Base : Those who neither switched nor considered switching their package of services in the last year

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	FIXED			FIXED				FIXED				FIXED					
		SWIT- CHED	DERED	NEIT- HER		BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE		
																					PHONE	CALLS
		~a	~b	c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Significance Level: 95%																						
Unweighted total	667	19	20	629	-	1	-	19	1	1	-	19	1	-	4	-	24	1	3	-	16	1
Effective Weighted Sample	604	14	18	581	-	1	-	14	1	1	-	14	1	-	3	-	20	1	3	-	14	1
Total	1084	11	17	1056	-	1	-	11	1	1	-	11	1	-	5	-	28	1	2	-	14	1
I don't want to have to change my email address	4	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It's not clear what steps I would need to take to switch supplier	3	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
I don't want to have to tell my supplier I want to cancel their service	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
SPONTANEOUS RESPONSES																						
Other reasons	25	1	-	24	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	2%	7%	-%	2%	-%	-%	-%	7%	-%	-%	-%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 91

QA33A. Which one of these is the main reason why you have not considered switching to another supplier for your package of services?

Base : Those who neither switched nor considered switching their package of services in the last year

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	667	1	-	-	-	4	4	-	1	305	318	3	1	525	619	623	660	
Effective Weighted Sample	604	1	-	-	-	4	3	-	1	276	289	3	1	475	561	564	597	
Total	1084	1	-	-	-	4	3	-	1	478	542	2	1	856	1010	1020	1070	
PROMPTED RESPONSES																		
I'm happy/ satisfied/ content with my current supplier	859 79%	1 100%	- -%	- -%	- -%	1 39%	3 100%	- -%	- -%	384 80%	423 78%	* 13%	1 100%	697 81%	801 79%	806 79%	849 79%	
There's not enough difference in cost to be worth switching	42 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	18 4%	23 4%	- -%	- -%	31 4%	42 4%	42 4%	42 4%	
I'm still within my contract period/ would have to pay an early termination charge/ cancellation charge	31 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	9 2%	22 4%	- -%	- -%	25 3%	28 3%	31 3%	29 3%	
It's difficult to compare the services available from different providers	21 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	8 2%	11 2%	- -%	- -%	11 1%	20 2%	18 2%	21 2%	
It's too time-consuming to go through the process of switching from one supplier to another	20 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	15 3%	5 1%	- -%	- -%	14 2%	19 2%	20 2%	20 2%	
There's a big risk that something will go wrong in the switch from one supplier to another and I will lose service	17 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 1%	12 2%	- -%	- -%	15 2%	13 1%	16 2%	17 2%	
It would have been difficult to keep my phone number	5 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 1%	2 *%	- -%	- -%	5 1%	5 *%	5 *%	5 *%	
I would need to change, return or pay for equipment I have from my supplier	5 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 *%	3 1%	- -%	- -%	5 1%	3 *%	5 *%	3 *%	
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																		

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 91

QA33A. Which one of these is the main reason why you have not considered switching to another supplier for your package of services?

Base : Those who neither switched nor considered switching their package of services in the last year

		TV PROCES S		BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
		~a	~b	~c	~d	~e	~f	~g	~h	i	j	~k	~l	m	n	o	p
Significance Level: 95%																	
Unweighted total	667	1	-	-	-	4	4	-	1	305	318	3	1	525	619	623	660
Effective Weighted Sample	604	1	-	-	-	4	3	-	1	276	289	3	1	475	561	564	597
Total	1084	1	-	-	-	4	3	-	1	478	542	2	1	856	1010	1020	1070
I don't want to have to change my email address	4	-	-	-	-	-	-	-	-	-	3	-	-	1	4	3	4
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*%	*%	*%
It's not clear what steps I would need to take to switch supplier	3	-	-	-	-	-	-	-	-	2	1	-	-	1	3	3	3
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	*%	*%	*%	*%
I don't want to have to tell my supplier I want to cancel their service	2	-	-	-	-	-	-	-	-	-	2	-	-	-	2	2	2
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	*%	*%
SPONTANEOUS RESPONSES																	
Other reasons	25	-	-	-	-	-	-	-	-	10	12	-	-	17	24	23	25
	2%	-%	-%	-%	-%	-%	-%	-%	-%	2%	2%	-%	-%	2%	2%	2%	2%
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 92

QA30B. Which, if any, of these have you done when considering switching supplier for your TV service with a monthly subscription in the last year?

Base : Those who have considered but not switched their TV service with monthly subscription in the last year

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT-CHED	DERED	NEIT-HER		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE						
Significance Level: 95%	*a	b	~c	~d	~e	~f	*g	~h	~i	~j	*k	~l	~m	n	~o	~p	~q	*r	~s	~t	~u	
Unweighted total	164	69	86	25	2	-	28	38	12	-	30	38	14	16	88	15	11	22	63	24	7	28
Effective Weighted Sample	72	33	46	18	1	-	21	14	9	-	18	14	8	12	48	11	9	15	32	18	6	19
Total	92	17	49	34	2	-	8	7	4	-	10	7	6	10	59	10	6	12	39	15	3	16
Actually made the switch to another supplier, but then cancelled the service during the cooling-off period	3 3%	* 2%	1 1%	2 7%	- -%	- -%	- -%	* 5%	- -%	- -%	- -%	* 5%	- -%	- -%	3 5%	- -%	* 9%	- -%	1 1%	- -%	- -%	- -%
Started the switching process with your current supplier by telling them you want to cancel the service	4 4%	2 9%	3 7%	- -%	- -%	- -%	1 8%	1 13%	* 8%	- -%	1 7%	1 13%	* 6%	1 12%	3 5%	* 3%	- -%	- -%	3 8%	1 9%	- -%	1 8%
Started the switching process with another supplier by telling them you want to start using their service	* *%	* 2%	- -%	- -%	- -%	- -%	* 4%	- -%	* 8%	- -%	* 3%	- -%	* 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Contacted your supplier about possibly cancelling their service	17 18%	2 14%	8 16%	8 23%	- -%	- -%	2 19%	1 12%	1 20%	- -%	2 16%	1 12%	1 14%	1 10%	15 25%	1 6%	1 11%	5 38%	6 17%	1 5%	1 21%	4 23%
Contacted any other suppliers you could use	25 27%	4 23%	16 32%	8 24%	1 83%	- -%	2 21%	1 12%	* 9%	- -%	3 32%	1 12%	2 32%	2 20%	23 39%	4 39%	1 11%	4 30%	14 36%	4 28%	1 21%	4 27%
Looked into the process I would need to go through to change supplier	31 33%	5 31%	23 47%	6 19%	* 17%	- -%	2 24%	3 35%	* 13%	- -%	2 23%	3 35%	1 14%	5 45%	29 49%	4 44%	1 16%	5 41%	22 57%	5 36%	1 31%	5 33%
Looked for information about other suppliers you could use	30 33%	6 35%	10 20%	15 45%	- -%	- -%	3 34%	3 46%	1 33%	- -%	3 28%	3 46%	1 22%	5 46%	13 23%	4 43%	3 51%	4 31%	7 18%	5 34%	2 60%	4 23%
STARTED PROCESS/ CONTACTED SUPPLIER/S	40 44%	7 39%	23 47%	15 45%	1 83%	- -%	3 40%	2 30%	1 37%	- -%	5 47%	2 30%	3 52%	3 35%	37 62%	5 46%	1 19%	6 47%	20 52%	6 42%	1 21%	6 42%
ONLY LOOKED INTO PROCESS	24 25%	4 23%	19 39%	4 10%	* 17%	- -%	1 15%	2 28%	* 13%	- -%	1 15%	2 28%	1 14%	3 31%	22 38%	3 29%	1 10%	3 26%	18 48%	4 28%	1 19%	4 27%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 92

QA30B. Which, if any, of these have you done when considering switching supplier for your TV service with a monthly subscription in the last year?

Base : Those who have considered but not switched their TV service with monthly subscription in the last year

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		
Significance Level: 95%	Total	*a	b	~c	~d	~e	~f	*g	~h	~i	~j	*k	~l	~m	n	~o	~p	~q	*r	~s	~t	~u
Unweighted total	164	69	86	25	2	-	28	38	12	-	30	38	14	16	88	15	11	22	63	24	7	28
Effective Weighted Sample	72	33	46	18	1	-	21	14	9	-	18	14	8	12	48	11	9	15	32	18	6	19
Total	92	17	49	34	2	-	8	7	4	-	10	7	6	10	59	10	6	12	39	15	3	16
ONLY LOOKED FOR INFO	15	4	2	9	-	-	2	3	1	-	2	3	1	2	-	1	3	1	-	2	1	2
	16%	24%	5%	26%	-%	-%	19%	35%	33%	-%	16%	35%	22%	22%	-%	7%	45%	6%	-%	10%	48%	10%
None of these	10	1	3	6	-	-	1	*	-	-	1	*	-	1	-	1	1	1	-	1	*	2
	10%	6%	6%	17%	-%	-%	13%	*%	-%	-%	11%	*%	-%	7%	-%	7%	12%	12%	-%	9%	12%	14%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 92

QA30B. Which, if any, of these have you done when considering switching supplier for your TV service with a monthly subscription in the last year?

Base : Those who have considered but not switched their TV service with monthly subscription in the last year

		TV PROCESSES		BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	164	-	11	7	5	12	11	3	6	58	96	10	6	164	142	154	148
Effective Weighted Sample	72	-	7	7	4	9	3	3	4	25	55	8	2	72	71	67	67
Total	92	-	2	2	3	2	3	1	4	46	43	2	*	92	66	88	79
Actually made the switch to another supplier, but then cancelled the service during the cooling-off period	3 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	2 4%	- -%	- -%	3 3%	2 2%	2 2%	1 2%
Started the switching process with your current supplier by telling them you want to cancel the service	4 4%	- -%	- -%	- -%	- -%	* 17%	* 2%	- -%	- -%	1 3%	2 5%	* 19%	- -%	4 4%	4 6%	4 4%	3 4%
Started the switching process with another supplier by telling them you want to start using their service	* *0%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* *0%	* *0%	* *0%	* *0%
Contacted your supplier about possibly cancelling their service	17 18%	- -%	* 2%	* 15%	1 24%	- -%	* 3%	- -%	1 21%	8 18%	8 19%	- -%	- -%	17 18%	12 18%	16 18%	14 18%
Contacted any other suppliers you could use	25 27%	- -%	1 41%	* 15%	1 43%	* 12%	* 14%	- -%	2 48%	12 25%	13 31%	* 13%	* 74%	25 27%	15 23%	25 28%	17 22%
Looked into the process I would need to go through to change supplier	31 33%	- -%	1 48%	1 30%	- -%	1 40%	1 40%	* 35%	- -%	14 30%	14 34%	1 39%	* 21%	31 33%	22 34%	28 32%	29 37%
Looked for information about other suppliers you could use	30 33%	- -%	1 40%	1 27%	* 11%	1 40%	1 46%	* 31%	1 20%	14 30%	16 37%	1 33%	* 13%	30 33%	24 36%	30 34%	29 36%
STARTED PROCESS/ CONTACTED SUPPLIER/S	40 44%	- -%	1 41%	* 15%	2 67%	1 29%	* 15%	- -%	3 70%	18 39%	21 48%	1 32%	* 74%	40 44%	28 42%	39 44%	30 37%
ONLY LOOKED INTO PROCESS	24 25%	- -%	1 33%	1 30%	- -%	1 34%	1 39%	* 35%	- -%	12 26%	9 22%	1 33%	* 15%	24 25%	16 24%	21 24%	22 28%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 92**QA30B. Which, if any, of these have you done when considering switching supplier for your TV service with a monthly subscription in the last year?**

Base : Those who have considered but not switched their TV service with monthly subscription in the last year

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
	Total	~a	~b	~c	~d	~e	~f	~g	~h	*i	j	~k	~l	m	n	o	p
Significance Level: 95%																	
Unweighted total	164	-	11	7	5	12	11	3	6	58	96	10	6	164	142	154	148
Effective Weighted Sample	72	-	7	7	4	9	3	3	4	25	55	8	2	72	71	67	67
Total	92	-	2	2	3	2	3	1	4	46	43	2	*	92	66	88	79
ONLY LOOKED FOR INFO	15	-	1	*	*	*	1	*	1	9	7	*	*	15	10	15	14
	16%	-%	21%	12%	11%	17%	45%	31%	20%	19%	15%	12%	7%	16%	15%	17%	18%
None of these	10	-	*	1	*	-	*	-	-	5	4	-	*	10	10	10	10
	10%	-%	3%	29%	11%	-%	1%	-%	-%	12%	10%	-%	4%	10%	15%	11%	12%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 93

QA31B. Why haven't you taken any of these steps (SHOWN AT QA30B) towards switching to another supplier for your TV service with a monthly subscription so far?

Base : Those who have considered switching their TV service but not taken any action

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT-CHED	DERED	NEIT-HER		TV	BAND	PHONE		CALLS	TV	BAND		PHONE	CALLS	TV		BAND	PHONE	CALLS		
																						*a
Significance Level: 95%																						
Unweighted total	79	39	30	14	-	-	17	22	5	-	17	22	5	9	26	7	7	10	17	11	5	13
Effective Weighted Sample	29	17	21	10	-	-	13	6	4	-	13	6	4	7	14	5	5	8	10	8	5	10
Total	40	7	13	21	-	-	4	3	1	-	4	3	1	5	13	5	4	5	7	7	2	6
Base for %	19	1	4	14	-	-	-	1	-	-	-	1	-	1	4	3	1	2	1	3	1	2
Just haven't got around to thinking about it	11	-	3	8	-	-	-	-	-	-	-	-	-	1	-	1	1	2	-	1	1	2
	58%	-%	71%	59%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	53%	100%	100%	-%	53%	100%	100%
Too expensive	3	1	-	2	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	15%	100%	-%	12%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Waiting until the end of the contract period	3	-	1	1	-	-	-	-	-	-	-	-	-	-	1	1	-	-	1	1	-	-
	15%	-%	29%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	36%	47%	-%	-%	100%	47%	-%	-%
Undecided/ waiting for the right time	2	-	-	2	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-
	12%	-%	-%	17%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	64%	-%	-%	-%	-%	-%	-%	-%
Other reasons	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	9%	-%	-%	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No answer	3	-	1	2	-	-	-	-	-	-	-	-	-	-	1	1	-	-	1	1	-	-

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 93

QA31B. Why haven't you taken any of these steps (SHOWN AT QA30B) towards switching to another supplier for your TV service with a monthly subscription so far?

Base : Those who have considered switching their TV service but not taken any action

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	79	-	7	4	2	7	5	1	2	26	50	5	3	79	75	76	77
Effective Weighted Sample	29	-	4	4	2	7	1	1	2	9	27	5	3	29	31	28	28
Total	40	-	1	1	1	1	1	*	1	19	20	1	*	40	34	39	38
Base for %	19	-	-	-	-	-	1	-	-	13	7	-	-	19	14	19	18
Just haven't got around to thinking about it	11	-	-	-	-	-	-	-	-	7	4	-	-	11	7	11	11
	58%	-%	-%	-%	-%	-%	-%	-%	-%	58%	58%	-%	-%	58%	51%	58%	62%
Too expensive	3	-	-	-	-	-	1	-	-	3	-	-	-	3	2	3	2
	15%	-%	-%	-%	-%	-%	100%	-%	-%	23%	-%	-%	-%	15%	12%	15%	9%
Waiting until the end of the contract period	3	-	-	-	-	-	-	-	-	-	3	-	-	3	3	3	3
	15%	-%	-%	-%	-%	-%	-%	-%	-%	-%	42%	-%	-%	15%	20%	15%	16%
Undecided/ waiting for the right time	2	-	-	-	-	-	-	-	-	2	-	-	-	2	2	2	2
	12%	-%	-%	-%	-%	-%	-%	-%	-%	18%	-%	-%	-%	12%	17%	12%	13%
Other reasons	2	-	-	-	-	-	-	-	-	2	-	-	-	2	2	2	2
	9%	-%	-%	-%	-%	-%	-%	-%	-%	13%	-%	-%	-%	9%	12%	9%	9%
No answer	3	-	-	-	-	-	-	-	-	2	1	-	-	3	3	3	3

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 94

QA32B. Which, if any, of these are reasons why you have not considered switching to another supplier for your TV service with monthly subscription in the last year?

Base : Those who neither switched nor considered switching their standalone TV service in the last year

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	TV	BAND			TV	BAND	TV		BAND	TV	BAND	
Significance Level: 95%		a	*b	c	~d	~e	~f	*g	~h	~i	*j	*k	*l	~m	~n	~o	~p	~q	~r	*s	~t	~u
Unweighted total	551	91	55	413	19	-	27	36	27	-	46	38	45	16	-	27	23	23	-	31	18	27
Effective Weighted Sample	475	63	44	381	18	-	22	21	23	-	40	23	38	13	-	21	20	18	-	30	15	20
Total	823	85	57	690	15	-	18	37	28	-	33	39	42	15	-	32	28	30	-	29	19	31
PROMPTED RESPONSES																						
I'm happy/ satisfied/ content with my current supplier	688 84%	64 75%	44 76%	585 85%	10 62%	- -%	15 86%	31 83%	19 68%	- -%	25 75%	32 82%	28 67%	14 91%	- -%	24 74%	23 84%	19 63%	- -%	24 83%	16 82%	21 67%
It's too time-consuming to go through the process of switching from one supplier to another	35 4%	1 1%	- -%	33 5%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
It's difficult to compare the services available from different providers	34 4%	5 5%	- -%	30 4%	1 9%	- -%	* 2%	2 4%	2 9%	- -%	2 5%	2 4%	4 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
There's not enough difference in cost to be worth switching	31 4%	2 2%	1 2%	29 4%	1 4%	- -%	- -%	1 3%	- -%	- -%	1 2%	2 5%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	1 3%	- -%	- -%
There's a big risk that something will go wrong in the switch from one supplier to another and I will lose service	22 3%	2 2%	- -%	20 3%	1 5%	- -%	- -%	1 3%	- -%	- -%	1 2%	1 3%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I'm still within my contract period/ would have to pay an early termination charge/ cancellation charge	8 1%	- -%	- -%	8 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
It's not clear what steps I would need to take to switch supplier	8 1%	4 5%	1 2%	3 *%	- -%	- -%	- -%	3 7%	2 6%	- -%	- -%	3 7%	2 4%	- -%	- -%	1 3%	- -%	1 3%	- -%	1 3%	- -%	1 3%
I don't want to have to change my email address	3 *%	- -%	- -%	3 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Table 94

QA32B. Which, if any, of these are reasons why you have not considered switching to another supplier for your TV service with monthly subscription in the last year?

Base : Those who neither switched nor considered switching their standalone TV service in the last year

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS		
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
																						Total
Significance Level: 95%		a	*b	c	~d	~e	~f	*g	~h	~i	*j	*k	*l	~m	~n	~o	~p	~q	~r	*s	~t	~u
Unweighted total	551	91	55	413	19	-	27	36	27	-	46	38	45	16	-	27	23	23	-	31	18	27
Effective Weighted Sample	475	63	44	381	18	-	22	21	23	-	40	23	38	13	-	21	20	18	-	30	15	20
Total	823	85	57	690	15	-	18	37	28	-	33	39	42	15	-	32	28	30	-	29	19	31
I would need to change, return or pay for equipment I have from my supplier	2 *%	- -%	- -%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I don't want to have to tell my supplier I want to cancel their service	1 *%	1 1%	- -%	- -%	1 6%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
SPONTANEOUS RESPONSES																						
No choice/ not available	16 2%	1 1%	2 3%	14 2%	- -%	- -%	* 2%	* 1%	* 1%	- -%	* 1%	* 1%	* 1%	1 7%	- -%	1 2%	- -%	- -%	- -%	2 6%	- -%	1 3%
Can't be bothered	8 1%	- -%	- -%	8 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other reasons	7 1%	- -%	- -%	7 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	54 7%	10 12%	12 21%	36 5%	2 12%	- -%	2 10%	4 12%	3 11%	- -%	4 11%	4 11%	5 12%	1 9%	- -%	7 21%	5 16%	10 34%	- -%	3 11%	3 18%	9 30%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 94

QA32B. Which, if any, of these are reasons why you have not considered switching to another supplier for your TV service with monthly subscription in the last year?

Base : Those who neither switched nor considered switching their standalone TV service in the last year

		TV PROCES S		BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	551	-	6	9	24	11	10	7	32	255	267	8	8	551	377	522	500
Effective Weighted Sample	475	-	4	9	22	6	6	7	28	224	227	4	5	475	320	450	433
Total	823	-	3	6	20	8	14	5	32	368	414	6	10	823	532	782	733
PROMPTED RESPONSES																	
I'm happy/ satisfied/ content with my current supplier	688	-	1	6	15	7	10	4	23	296	359	6	10	688	445	656	613
	84%	~a	41%	93%	76%	84%	76%	73%	73%	81%	87%	94%	100%	84%	84%	84%	84%
It's too time-consuming to go through the process of switching from one supplier to another	35	-	-	-	-	-	-	-	-	18	15	-	-	35	18	33	24
	4%	~a	~b	~c	~d	~e	~f	~g	~h	5%	4%	~k	~l	4%	3%	4%	3%
It's difficult to compare the services available from different providers	34	-	-	*	-	*	-	*	2	14	16	*	-	34	22	30	33
	4%	~a	~b	7%	~d	5%	~f	9%	8%	4%	4%	6%	~l	4%	4%	4%	4%
There's not enough difference in cost to be worth switching	31	-	1	-	-	1	-	-	-	19	11	-	-	31	23	30	27
	4%	~a	24%	~c	~d	8%	~f	~g	~h	5%	3%	~k	~l	4%	4%	4%	4%
There's a big risk that something will go wrong in the switch from one supplier to another and I will lose service	22	-	-	-	1	-	-	-	1	13	6	-	-	22	9	19	14
	3%	~a	~b	~c	4%	~e	~f	~g	3%	4%	1%	~k	~l	3%	2%	2%	2%
I'm still within my contract period/ would have to pay an early termination charge/ cancellation charge	8	-	-	-	-	-	-	-	-	7	2	-	-	8	8	8	8
	1%	~a	~b	~c	~d	~e	~f	~g	~h	2%	~j	~k	~l	1%	2%	1%	1%
It's not clear what steps I would need to take to switch supplier	8	-	-	-	-	-	3	-	-	-	5	-	3	8	2	5	8
	1%	~a	~b	~c	~d	~e	19%	~g	~h	~i	1%	~k	25%	1%	~n	1%	1%
I don't want to have to change my email address	3	-	-	-	-	-	-	-	-	-	3	-	-	3	3	3	3
	~j	~a	~b	~c	~d	~e	~f	~g	~h	~i	1%	~k	~l	~m	1%	~o	~p

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 94

QA32B. Which, if any, of these are reasons why you have not considered switching to another supplier for your TV service with monthly subscription in the last year?

Base : Those who neither switched nor considered switching their standalone TV service in the last year

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	551	-	6	9	24	11	10	7	32	255	267	8	8	551	377	522	500	
Effective Weighted Sample	475	-	4	9	22	6	6	7	28	224	227	4	5	475	320	450	433	
Total	823	-	3	6	20	8	14	5	32	368	414	6	10	823	532	782	733	
I would need to change, return or pay for equipment I have from my supplier	2	-	-	-	-	-	-	-	-	-	2	-	-	2	-	2	-	
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	*%	-%	*%	-%	
I don't want to have to tell my supplier I want to cancel their service	1	-	-	-	1	-	-	-	1	-	1	-	-	1	1	1	1	
	*%	-%	-%	-%	5%	-%	-%	-%	3%	-%	*%	-%	-%	*%	*%	*%	*%	
SPONTANEOUS RESPONSES																		
No choice/ not available	16	-	-	-	*	*	-	-	*	6	8	-	-	16	9	14	13	
	2%	-%	-%	-%	2%	3%	-%	-%	1%	2%	2%	-%	-%	2%	2%	2%	2%	
Can't be bothered	8	-	-	-	-	-	-	-	-	3	5	-	-	8	5	8	8	
	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%	1%	-%	-%	1%	1%	1%	1%	
Other reasons	7	-	-	-	-	-	-	-	-	5	2	-	-	7	7	7	7	
	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%	*%	-%	-%	1%	1%	1%	1%	
Don't know	54	-	1	-	3	-	3	1	4	30	21	-	-	54	37	51	49	
	7%	-%	36%	-%	13%	-%	24%	17%	13%	8%	5%	-%	-%	7%	7%	7%	7%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 95

QA32B. ANY MENTIONS OF HASSLE

Base : Those who neither switched nor considered switching their standalone TV service in the last year

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																								
	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																							
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 95

QA32B. ANY MENTIONS OF HASSLE

Base : Those who neither switched nor considered switching their standalone TV service in the last year

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE	
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o		
Significance Level: 95%																		
Unweighted total	551	-	6	9	24	11	10	7	32	255	267	8	8	551	377	522	500	
Effective Weighted Sample	475	-	4	9	22	6	6	7	28	224	227	4	5	475	320	450	433	
Total	823	-	3	6	20	8	14	5	32	368	414	6	10	823	532	782	733	
TOTAL HASSLE MENTIONS	56	-	-	-	1	-	3	-	1	25	27	-	3	56	28	52	40	
	7%	-%	-%	-%	4%	-%	19%	-%	3%	7%	7%	-%	25%	7%	5%	7%	5%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 96

QA32B. ANY MENTIONS OF HAPPY AND HASSLE

Base : Those who neither switched nor considered switching their standalone TV service in the last year

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				BUN- DLE	BROAD			FIXED LINE PHONE CALLS	BROAD			FIXED LINE PHONE CALLS	BROAD			FIXED LINE PHONE CALLS	BROAD			FIXED LINE PHONE CALLS	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	TV	BAND		TV	BAND	TV		BAND	TV	BAND						
Significance Level: 95%	Total	a	*b	c	~d	~e	~f	*g	~h	~i	*j	*k	*l	~m	~n	~o	~p	~q	~r	*s	~t	~u
Unweighted total	551	91	55	413	19	-	27	36	27	-	46	38	45	16	-	27	23	23	-	31	18	27
Effective Weighted Sample	475	63	44	381	18	-	22	21	23	-	40	23	38	13	-	21	20	18	-	30	15	20
Total	823	85	57	690	15	-	18	37	28	-	33	39	42	15	-	32	28	30	-	29	19	31
BOTH HAPPY AND HASSLE	28	4	-	25	-	-	-	4	-	-	-	4	-	-	-	-	-	-	-	-	-	-
	3%	5%	-%	4%	-%	-%	-%	10%	-%	-%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 96

QA32B. ANY MENTIONS OF HAPPY AND HASSLE

Base : Those who neither switched nor considered switching their standalone TV service in the last year

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	551	-	6	9	24	11	10	7	32	255	267	8	8	551	377	522	500	
Effective Weighted Sample	475	-	4	9	22	6	6	7	28	224	227	4	5	475	320	450	433	
Total	823	-	3	6	20	8	14	5	32	368	414	6	10	823	532	782	733	
BOTH HAPPY AND HASSLE	28	-	-	-	-	-	3	-	-	9	18	-	3	28	16	27	20	
	3%	-%	-%	-%	-%	-%	19%	-%	-%	3%	4%	-%	25%	3%	3%	3%	3%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 97

QA32B. DISSATISFIED WITH PROVIDER AND HASSLE

Base : Those who neither switched nor considered switching their standalone TV service in the last year

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE		
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		
Significance Level: 95%	Total	a	*b	c	~d	~e	~f	*g	~h	~i	*j	*k	*l	~m	~n	~o	~p	~q	~r	*s	~t	~u
Unweighted total	551	91	55	413	19	-	27	36	27	-	46	38	45	16	-	27	23	23	-	31	18	27
Effective Weighted Sample	475	63	44	381	18	-	22	21	23	-	40	23	38	13	-	21	20	18	-	30	15	20
Total	823	85	57	690	15	-	18	37	28	-	33	39	42	15	-	32	28	30	-	29	19	31
BOTH DISSATISFIED AND HASSLE	4	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 97

QA32B. DISSATISFIED WITH PROVIDER AND HASSLE

Base : Those who neither switched nor considered switching their standalone TV service in the last year

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	551	-	6	9	24	11	10	7	32	255	267	8	8	551	377	522	500	
Effective Weighted Sample	475	-	4	9	22	6	6	7	28	224	227	4	5	475	320	450	433	
Total	823	-	3	6	20	8	14	5	32	368	414	6	10	823	532	782	733	
BOTH DISSATISFIED AND HASSLE	4	-	-	-	-	-	-	-	-	3	-	-	-	4	-	3	3	
	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%	-%	*%	*%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 98

QA33B. Which one of these is the main reason why you have not considered switching to another supplier for your TV service?

Base : Those who neither switched nor considered switching their standalone TV service in the last year

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN-DLE	FIXED			BUN-DLE	FIXED			BUN-DLE	FIXED			BUN-DLE	FIXED				
		SWIT-CHED	DERED	NEIT-HER		MOB. PHONE	BAND	TV		MOB. PHONE	BAND	TV		MOB. PHONE	BAND	TV		MOB. PHONE	BAND	TV	MOB. PHONE	
																						CALLS
Significance Level: 95%	a	*b	c	~d	~e	~f	*g	~h	~i	*j	*k	*l	~m	~n	~o	~p	~q	~r	*s	~t	~u	
Unweighted total	551	91	55	413	19	-	27	36	27	-	46	38	45	16	-	27	23	23	-	31	18	27
Effective Weighted Sample	475	63	44	381	18	-	22	21	23	-	40	23	38	13	-	21	20	18	-	30	15	20
Total	823	85	57	690	15	-	18	37	28	-	33	39	42	15	-	32	28	30	-	29	19	31
PROMPTED RESPONSES																						
I'm happy/ satisfied/ content with my current supplier	671 81%	64 75%	41 72%	571 83%	10 62%	- -%	15 86%	31 83%	19 68%	- -%	25 75%	32 82%	28 67%	13 84%	- -%	23 71%	23 84%	19 61%	- -%	22 76%	16 82%	19 62%
It's difficult to compare the services available from different providers	21 3%	5 5%	- -%	17 2%	1 9%	- -%	* 2%	2 4%	2 9%	- -%	2 5%	2 4%	4 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
There's not enough difference in cost to be worth switching	14 2%	1 1%	1 2%	13 2%	1 4%	- -%	- -%	- -%	- -%	- -%	1 2%	1 2%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	1 3%	- -%	- -%
It's too time-consuming to go through the process of switching from one supplier to another	14 2%	1 1%	- -%	12 2%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
There's a big risk that something will go wrong in the switch from one supplier to another and I will lose service	9 1%	1 1%	- -%	8 1%	1 5%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I'm still within my contract period/ would have to pay an early termination charge/ cancellation charge	7 1%	- -%	- -%	7 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
It's not clear what steps I would need to take to switch supplier	4 *%	2 2%	1 2%	1 *%	- -%	- -%	- -%	- -%	2 6%	- -%	- -%	- -%	2 4%	- -%	- -%	1 3%	- -%	1 3%	- -%	1 3%	- -%	1 3%
I would need to change, return or pay for equipment I have from my supplier	2 *%	- -%	- -%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 98

QA33B. Which one of these is the main reason why you have not considered switching to another supplier for your TV service?

Base : Those who neither switched nor considered switching their standalone TV service in the last year

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	TV	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	TV	BROAD MOB. PHONE			FIXED LINE CALLS
		SWIT- CHED	DERED	NEI- HER		TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS					
																					a	*b	c	~d
Significance Level: 95%		a	*b	c	~d	~e	~f	*g	~h	~i	*j	*k	*l	~m	~n	~o	~p	~q	~r	*s	~t	~u		
Unweighted total	551	91	55	413	19	-	27	36	27	-	46	38	45	16	-	27	23	23	-	31	18	27		
Effective Weighted Sample	475	63	44	381	18	-	22	21	23	-	40	23	38	13	-	21	20	18	-	30	15	20		
Total	823	85	57	690	15	-	18	37	28	-	33	39	42	15	-	32	28	30	-	29	19	31		
I don't want to have to change my email address	1 *%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		
I don't want to have to tell my supplier I want to cancel their service	1 *%	1 1%	- -%	- -%	1 6%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		
SPONTANEOUS RESPONSES																								
Other reasons	25 3%	1 1%	2 4%	22 3%	- -%	- -%	* 2%	* 1%	* 1%	- -%	* 1%	* 1%	* 1%	1 7%	- -%	1 2%	- -%	* 2%	- -%	2 6%	- -%	1 5%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 98

QA33B. Which one of these is the main reason why you have not considered switching to another supplier for your TV service?

Base : Those who neither switched nor considered switching their standalone TV service in the last year

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	551	-	6	9	24	11	10	7	32	255	267	8	8	551	377	522	500	
Effective Weighted Sample	475	-	4	9	22	6	6	7	28	224	227	4	5	475	320	450	433	
Total	823	-	3	6	20	8	14	5	32	368	414	6	10	823	532	782	733	
PROMPTED RESPONSES																		
I'm happy/ satisfied/ content with my current supplier	671	-	1	6	15	7	10	4	23	285	356	6	10	671	432	641	600	
	81%	~a	41%	93%	76%	84%	76%	73%	73%	77%	86% i	94%	100%	81%	81%	82%	82%	
It's difficult to compare the services available from different providers	21	-	-	*	-	*	-	*	2	13	9	*	-	21	13	21	20	
	3%	~a	~b	7%	~d	5%	~f	9%	8%	3%	2%	6%	~l	3%	2%	3%	3%	
There's not enough difference in cost to be worth switching	14	-	1	-	-	1	-	-	-	7	5	-	-	14	9	13	12	
	2%	~a	24%	~c	~d	8%	~f	~g	~h	2%	1%	~k	~l	2%	2%	2%	2%	
It's too time-consuming to go through the process of switching from one supplier to another	14	-	-	-	-	-	-	-	-	11	3	-	-	14	6	14	7	
	2%	~a	~b	~c	~d	~e	~f	~g	~h	3%	1%	~k	~l	2%	1%	2%	1%	
There's a big risk that something will go wrong in the switch from one supplier to another and I will lose service	9	-	-	-	1	-	-	-	1	6	1	-	-	9	5	6	8	
	1%	~a	~b	~c	4%	~e	~f	~g	3%	2%	*% j	~k	~l	1%	1%	1%	1%	
I'm still within my contract period/ would have to pay an early termination charge/ cancellation charge	7	-	-	-	-	-	-	-	-	5	2	-	-	7	7	7	7	
	1%	~a	~b	~c	~d	~e	~f	~g	~h	1%	*% j	~k	~l	1%	1%	1%	1%	
It's not clear what steps I would need to take to switch supplier	4	-	-	-	-	-	-	-	-	-	2	-	-	4	2	2	4	
	*% i	~a	~b	~c	~d	~e	~f	~g	~h	~i	1%	~k	~l	*% m	*% n	*% o	1% p	
Columns Tested: b,c,d - e,f - q,h - i,j - k,l - m,n,o,p																		

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 98

QA33B. Which one of these is the main reason why you have not considered switching to another supplier for your TV service?

Base : Those who neither switched nor considered switching their standalone TV service in the last year

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	551	-	6	9	24	11	10	7	32	255	267	8	8	551	377	522	500
Effective Weighted Sample	475	-	4	9	22	6	6	7	28	224	227	4	5	475	320	450	433
Total	823	-	3	6	20	8	14	5	32	368	414	6	10	823	532	782	733
I would need to change, return or pay for equipment I have from my supplier	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	2 *%	- -%	2 *%	- -%
I don't want to have to change my email address	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	1 *%	1 *%	1 *%	1 *%
I don't want to have to tell my supplier I want to cancel their service	1 *%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	1 3%	- -%	1 *%	- -%	- -%	1 *%	1 *%	1 *%	1 *%
SPONTANEOUS RESPONSES																	
Other reasons	25 3%	- -%	- -%	- -%	* 2%	* 3%	- -%	- -%	* 1%	12 3%	11 3%	- -%	- -%	25 3%	17 3%	23 3%	24 3%
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Table 99

QA30C. Which, if any, of these have you done when considering switching supplier for your fixed line broadband in the last year?

Base : Those who have considered but not switched their fixed line broadband in the last year

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	BROAD MOB. LINE			TV	BROAD MOB. LINE			BUN- DLE	BROAD MOB. LINE			TV	BROAD MOB. LINE				
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		CALLS	TV	BAND		PHONE	CALLS	TV		BAND	PHONE	CALLS		
																					*a	b
Significance Level: 95%																						
Unweighted total	261	63	162	50	-	12	-	44	11	12	-	44	11	1	26	174	26	72	22	134	21	54
Effective Weighted Sample	144	30	124	37	-	9	-	18	9	9	-	18	9	1	18	119	20	54	15	105	15	44
Total	162	13	91	65	-	2	-	9	3	2	-	9	3	*	13	122	15	41	12	82	10	25
Actually made the switch to another supplier, but then cancelled the service during the cooling-off period	2	1	1	-	-	1	-	1	*	1	-	1	*	-	-	1	-	-	-	1	-	-
	1%	11% b	2%	-%	-%	29%	-%	6%	13%	29%	-%	6%	13%	-%	-%	1%	-%	-%	-%	2%	-%	-%
Started the switching process with your current supplier by telling them you want to cancel the service	4	1	3	1	-	*	-	1	*	*	-	1	*	-	*	4	*	1	*	2	*	1
	3%	11%	3%	1%	-%	11%	-%	12%	4%	11%	-%	12%	4%	-%	4%	3%	2%	2%	2%	3%	3%	4%
Started the switching process with another supplier by telling them you want to start using their service	4	1	1	2	-	*	-	*	*	*	-	*	*	-	-	3	*	1	-	1	*	-
	2%	8%	2%	3%	-%	25%	-%	5%	8%	25%	-%	5%	8%	-%	-%	3%	2%	3%	-%	2%	3%	-%
Contacted your supplier about possibly cancelling their service	35	2	22	13	-	*	-	1	*	*	-	1	*	*	4	31	2	9	3	18	2	6
	21%	13%	24%	19%	-%	13%	-%	12%	11%	13%	-%	12%	11%	100%	30%	26%	17%	22%	30%	22%	24%	26%
Contacted any other suppliers you could use	33	2	24	8	-	*	-	1	1	*	-	1	1	*	6	30	4	9	6	21	2	7
	20%	14%	26%	13%	-%	11%	-%	15%	19%	11%	-%	15%	19%	100%	47%	25%	25%	22%	54%	25%	20%	29%
Looked into the process I would need to go through to change supplier	88	6	61	26	-	*	-	5	1	*	-	5	1	*	8	79	8	31	7	55	8	18
	54%	49%	66% c	40%	-%	15%	-%	59%	24%	15%	-%	59%	24%	100%	59%	65%	57%	77%	58%	67%	72%	72%
Looked for information about other suppliers you could use	60	6	27	30	-	1	-	4	1	1	-	4	1	*	6	40	5	15	6	23	2	8
	37%	47%	30%	46%	-%	28%	-%	50%	40%	28%	-%	50%	40%	100%	47%	32%	34%	36%	51%	28%	15%	34%
STARTED PROCESS/ CONTACTED SUPPLIER/S	61	4	40	20	-	1	-	2	1	1	-	2	1	*	8	56	6	16	7	35	4	10
	38%	33%	43%	31%	-%	62%	-%	23%	51%	62%	-%	23%	51%	100%	59%	46%	41%	38%	60%	43%	43%	42%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Table 99

QA30C. Which, if any, of these have you done when considering switching supplier for your fixed line broadband in the last year?

Base : Those who have considered but not switched their fixed line broadband in the last year

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT-CHED	DERED	NEIT-HER		TV	BAND			TV	BAND			TV	BAND			TV	BAND			
Significance Level: 95%		*a	b	*c	~d	~e	~f	*g	~h	~i	~j	*k	~l	~m	~n	o	~p	*q	~r	s	~t	*u
Unweighted total	261	63	162	50	-	12	-	44	11	12	-	44	11	1	26	174	26	72	22	134	21	54
Effective Weighted Sample	144	30	124	37	-	9	-	18	9	9	-	18	9	1	18	119	20	54	15	105	15	44
Total	162	13	91	65	-	2	-	9	3	2	-	9	3	*	13	122	15	41	12	82	10	25
ONLY LOOKED INTO PROCESS	73	5	50	22	-	-	-	4	*	-	-	4	*	-	4	66	7	24	3	47	6	14
	45%	37%	54%	34%	-%	-%	-%	48%	16%	-%	-%	48%	16%	-%	32%	54%	46%	60%	30%	57%	57%	55%
			c																			
ONLY LOOKED FOR INFO	16	3	1	14	-	*	-	2	*	*	-	2	*	-	1	-	2	-	1	-	-	-
	10%	20%	1%	21%	-%	13%	-%	26%	4%	13%	-%	26%	4%	-%	8%	-%	13%	-%	9%	-%	-%	-%
		b		b																		
None of these	12	1	1	9	-	*	-	*	1	*	-	*	1	-	*	-	-	1	*	-	-	1
	7%	10%	1%	15%	-%	24%	-%	4%	29%	24%	-%	4%	29%	-%	2%	-%	-%	2%	2%	-%	-%	3%
		b		b																		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 99

QA30C. Which, if any, of these have you done when considering switching supplier for your fixed line broadband in the last year?

Base : Those who have considered but not switched their fixed line broadband in the last year

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	261	11	-	-	-	14	14	1	6	113	140	8	12	155	261	253	251	
Effective Weighted Sample	144	8	-	-	-	6	5	1	6	65	73	4	4	85	144	138	142	
Total	162	2	-	-	-	3	3	*	2	70	87	2	3	87	162	157	153	
Actually made the switch to another supplier, but then cancelled the service during the cooling-off period	2 1%	1 30%	- -%	- -%	- -%	- -%	* 1%	- -%	* 18%	1 1%	1 1%	- -%	* 1%	1 2%	2 1%	2 1%	2 1%	
Started the switching process with your current supplier by telling them you want to cancel the service	4 3%	* 11%	- -%	- -%	- -%	- -%	1 17%	- -%	- -%	1 2%	3 4%	- -%	1 20%	2 2%	4 3%	4 3%	4 3%	
Started the switching process with another supplier by telling them you want to start using their service	4 2%	* 26%	- -%	- -%	- -%	- -%	- -%	- -%	* 11%	3 5%	1 1%	- -%	- -%	3 3%	4 2%	4 2%	4 2%	
Contacted your supplier about possibly cancelling their service	35 21%	* 13%	- -%	- -%	- -%	- -%	1 17%	- -%	* 16%	15 21%	19 22%	- -%	* 4%	18 21%	35 21%	34 22%	28 18%	
Contacted any other suppliers you could use	33 20%	* 11%	- -%	- -%	- -%	- -%	1 27%	- -%	* 16%	11 16%	21 24%	- -%	1 32%	19 22%	33 20%	32 20%	31 20%	
Looked into the process I would need to go through to change supplier	88 54%	* 15%	- -%	- -%	- -%	1 50%	2 69%	- -%	* 17%	40 57%	45 51%	1 57%	2 81%	53 61%	88 54%	85 54%	88 57%	
Looked for information about other suppliers you could use	60 37%	1 29%	- -%	- -%	- -%	1 50%	1 33%	- -%	1 33%	26 37%	33 38%	1 38%	1 38%	31 36%	60 37%	59 38%	59 39%	
STARTED PROCESS/ CONTACTED SUPPLIER/S	61 38%	1 65%	- -%	- -%	- -%	- -%	1 44%	- -%	1 60%	22 32%	37 43%	- -%	1 35%	35 40%	61 38%	59 38%	52 34%	
ONLY LOOKED INTO PROCESS	73 45%	- -%	- -%	- -%	- -%	1 50%	2 53%	- -%	* 17%	34 48%	36 41%	1 57%	2 61%	44 50%	73 45%	69 44%	73 47%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 99

QA30C. Which, if any, of these have you done when considering switching supplier for your fixed line broadband in the last year?

Base : Those who have considered but not switched their fixed line broadband in the last year

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	261	11	-	-	-	14	14	1	6	113	140	8	12	155	261	253	251
Effective Weighted Sample	144	8	-	-	-	6	5	1	6	65	73	4	4	85	144	138	142
Total	162	2	-	-	-	3	3	*	2	70	87	2	3	87	162	157	153
ONLY LOOKED FOR INFO	16	*	-	-	-	1	*	-	-	8	8	1	*	4	16	16	16
	10%	14%	-%	-%	-%	39%	2%	-%	-%	12%	9%	33%	3%	5%	10%	10%	11%
None of these	12	*	-	-	-	*	*	*	*	6	6	*	*	5	12	12	12
	7%	21%	-%	-%	-%	11%	1%	100%	23%	8%	7%	10%	1%	5%	7%	7%	8%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 100

QA31C. Why haven't you taken any of these steps (SHOWN AT QA30C) towards switching to another supplier for your fixed line broadband so far?

Base : Those who have considered switching their fixed line broadband service but not taken any action

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED				
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		CALLS	TV	BAND		PHONE	CALLS	TV		BAND	PHONE	CALLS		
																					BROAD	MOB.
		*a	*b	*c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	*o	~p	*q	~r	*s	~t	~u
Significance Level: 95%																						
Unweighted total	131	43	65	31	-	7	-	30	8	7	-	30	8	2	14	69	9	33	14	50	5	26
Effective Weighted Sample	62	26	50	23	-	5	-	17	6	5	-	17	6	2	10	46	7	28	9	38	5	23
Total	73	7	29	39	-	1	-	5	2	1	-	5	2	1	7	40	5	16	7	24	2	10
Base for %	31	-	6	25	-	-	-	-	-	-	-	-	-	-	1	10	-	-	1	6	-	-
Just haven't got around to thinking about it	13	-	-	13	-	-	-	-	-	-	-	-	-	-	-	5	-	-	-	-	-	-
	44%	-%	-%	54%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	45%	-%	-%	-%	-%	-%	-%
Waiting until the end of the contract period	7	-	2	5	-	-	-	-	-	-	-	-	-	-	1	2	-	-	1	2	-	-
	22%	-%	40%	18%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	22%	-%	-%	100%	40%	-%	-%
Undecided/ waiting for the right time	3	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	11%	-%	-%	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Too expensive	3	-	1	2	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-
	9%	-%	22%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	12%	-%	-%	-%	22%	-%	-%
Decided don't want to change	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Too much hassle	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-
	4%	-%	19%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%	-%	-%	-%	19%	-%	-%
Don't offer anything better (price/ service/ deal)	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-
	3%	-%	19%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	10%	-%	-%	-%	19%	-%	-%
Had to disconnect	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	3%	-%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No answer	2	-	2	-	-	-	-	-	-	-	-	-	-	1	2	1	-	-	2	2	-	1
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Table 100

QA31C. Why haven't you taken any of these steps (SHOWN AT QA30C) towards switching to another supplier for your fixed line broadband so far?

Base : Those who have considered switching their fixed line broadband service but not taken any action

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	131	6	-	-	-	12	6	1	3	59	70	6	6	80	131	129	130
Effective Weighted Sample	62	4	-	-	-	9	3	1	3	28	33	4	3	41	62	61	61
Total	73	1	-	-	-	2	1	*	1	32	39	1	1	37	73	72	72
Base for %	31	-	-	-	-	-	-	-	-	16	15	-	-	11	31	31	30
Just haven't got around to thinking about it	13 44%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	7 46%	6 41%	- -%	- -%	5 41%	13 44%	13 44%	13 45%
Waiting until the end of the contract period	7 22%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 9%	5 37%	- -%	- -%	4 38%	7 22%	7 22%	6 20%
Undecided/ waiting for the right time	3 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 7%	2 15%	- -%	- -%	- -%	3 11%	3 11%	3 11%
Too expensive	3 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 17%	- -%	- -%	- -%	1 11%	3 9%	3 9%	3 9%
Decided don't want to change	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 9%	- -%	- -%	- -%	- -%	1 4%	1 4%	1 5%
Too much hassle	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 7%	- -%	- -%	- -%	- -%	1 4%	1 4%	1 4%
Don't offer anything better (price/ service/ deal)	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 7%	- -%	- -%	1 10%	1 3%	1 3%	1 4%
Had to disconnect	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	- -%	1 3%	1 3%	1 3%
No answer	2	-	-	-	-	-	-	-	-	1	1	-	-	2	2	2	2

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 101

QA32C. Which, if any, of these are reasons why you have not considered switching to another supplier for your fixed line broadband in the last year?

Base : Those who neither switched nor considered switching their standalone fixed line broadband service in the last year

	Total	ACTIONS TAKEN			SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
		SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
						TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%		~a	~b	c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	243	17	16	213	-	-	-	11	6	-	-	11	6	-	4	-	14	7	1	-	10	6
Effective Weighted Sample	215	10	14	198	-	-	-	9	5	-	-	9	5	-	3	-	11	6	1	-	9	5
Total	392	9	13	372	-	-	-	3	5	-	-	3	5	-	5	-	16	7	1	-	8	6
PROMPTED RESPONSES																						
I'm happy/ satisfied/ content with my current supplier	315 80%	8 94%	7 56%	301 81%	- -%	- -%	- -%	3 84%	5 100%	- -%	- -%	3 84%	5 100%	- -%	5 100%	- -%	10 64%	2 35%	1 100%	- -%	4 52%	2 40%
It's too time-consuming to go through the process of switching from one supplier to another	35 9%	- -%	1 8%	34 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 17%	- -%	- -%	- -%	1 12%	- -%
There's not enough difference in cost to be worth switching	20 5%	- -%	3 20%	17 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 10%	1 15%	- -%	- -%	2 19%	1 18%
There's a big risk that something will go wrong in the switch from one supplier to another and I will lose service	13 3%	- -%	- -%	13 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I don't want to have to change my email address	12 3%	- -%	- -%	12 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
It's difficult to compare the services available from different providers	11 3%	- -%	1 5%	10 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	1 8%	- -%
I'm still within my contract period/ would have to pay an early termination charge/ cancellation charge	9 2%	- -%	- -%	9 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
It's not clear what steps I would need to take to switch supplier	7 2%	- -%	- -%	7 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Table 101

QA32C. Which, if any, of these are reasons why you have not considered switching to another supplier for your fixed line broadband in the last year?

Base : Those who neither switched nor considered switching their standalone fixed line broadband service in the last year

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED			TV	FIXED				
		SWIT- CHED	DERED	NEIT- HER		MOB. PHONE	BAND	LINE CALLS		MOB. PHONE	BAND	LINE CALLS		MOB. PHONE	BAND	LINE CALLS		MOB. PHONE	BAND	LINE CALLS		
																					TV	BAND
Significance Level: 95%		~a	~b	c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	243	17	16	213	-	-	-	11	6	-	-	11	6	-	4	-	14	7	1	-	10	6
Effective Weighted Sample	215	10	14	198	-	-	-	9	5	-	-	9	5	-	3	-	11	6	1	-	9	5
Total	392	9	13	372	-	-	-	3	5	-	-	3	5	-	5	-	16	7	1	-	8	6
I would need to change, return or pay for equipment I have from my supplier	2 *%	- -%	- -%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
SPONTANEOUS RESPONSES																						
Can't be bothered	8 2%	- -%	- -%	8 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
No choice/ not available	3 1%	* 3%	- -%	3 1%	- -%	- -%	- -%	* 9%	- -%	- -%	- -%	* 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other reasons	9 2%	- -%	- -%	9 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	21 5%	* 3%	2 19%	19 5%	- -%	- -%	- -%	* 8%	- -%	- -%	- -%	* 8%	- -%	- -%	- -%	- -%	2 11%	4 50%	- -%	- -%	2 20%	2 42%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Table 101

QA32C. Which, if any, of these are reasons why you have not considered switching to another supplier for your fixed line broadband in the last year?

Base : Those who neither switched nor considered switching their standalone fixed line broadband service in the last year

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	243	-	-	-	-	6	1	-	4	109	129	4	1	132	243	238	226	
Effective Weighted Sample	215	-	-	-	-	5	1	-	4	96	114	4	1	117	215	210	200	
Total	392	-	-	-	-	2	*	-	5	170	216	1	*	208	392	386	366	
PROMPTED RESPONSES																		
I'm happy/ satisfied/ content with my current supplier	315 80%	- ~a	- ~b	- ~c	- ~d	2 84%	* 100%	- ~g	5 100%	132 78%	177 82%	1 100%	* 100%	169 81%	315 80%	309 80%	295 81%	
It's too time-consuming to go through the process of switching from one supplier to another	35 9%	- ~a	- ~b	- ~c	- ~d	- ~e	- ~f	- ~g	- ~h	14 8%	21 10%	- ~k	- ~l	10 5%	35 9%	35 9%	30 8%	
There's not enough difference in cost to be worth switching	20 5%	- ~a	- ~b	- ~c	- ~d	- ~e	- ~f	- ~g	- ~h	12 7%	8 4%	- ~k	- ~l	13 6%	20 5%	20 5%	20 5%	
There's a big risk that something will go wrong in the switch from one supplier to another and I will lose service	13 3%	- ~a	- ~b	- ~c	- ~d	- ~e	- ~f	- ~g	- ~h	11 6%	2 1%	- ~k	- ~l	8 4%	13 3%	13 3%	13 4%	
I don't want to have to change my email address	12 3%	- ~a	- ~b	- ~c	- ~d	- ~e	- ~f	- ~g	- ~h	5 3%	7 3%	- ~k	- ~l	7 3%	12 3%	12 3%	12 3%	
It's difficult to compare the services available from different providers	11 3%	- ~a	- ~b	- ~c	- ~d	- ~e	- ~f	- ~g	- ~h	2 1%	9 4%	- ~k	- ~l	4 2%	11 3%	11 3%	10 3%	
I'm still within my contract period/ would have to pay an early termination charge/ cancellation charge	9 2%	- ~a	- ~b	- ~c	- ~d	- ~e	- ~f	- ~g	- ~h	4 2%	6 3%	- ~k	- ~l	4 2%	9 2%	9 2%	9 3%	
It's not clear what steps I would need to take to switch supplier	7 2%	- ~a	- ~b	- ~c	- ~d	- ~e	- ~f	- ~g	- ~h	3 2%	3 2%	- ~k	- ~l	3 1%	7 2%	7 2%	7 2%	
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																		

Table 101

QA32C. Which, if any, of these are reasons why you have not considered switching to another supplier for your fixed line broadband in the last year?

Base : Those who neither switched nor considered switching their standalone fixed line broadband service in the last year

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	243	-	-	-	-	6	1	-	4	109	129	4	1	132	243	238	226	
Effective Weighted Sample	215	-	-	-	-	5	1	-	4	96	114	4	1	117	215	210	200	
Total	392	-	-	-	-	2	*	-	5	170	216	1	*	208	392	386	366	
I would need to change, return or pay for equipment I have from my supplier	2	-	-	-	-	-	-	-	-	-	2	-	-	2	2	2	2	
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	1%	*%	*%	*%	
SPONTANEOUS RESPONSES																		
Can't be bothered	8	-	-	-	-	-	-	-	-	4	5	-	-	6	8	8	8	
	2%	-%	-%	-%	-%	-%	-%	-%	-%	2%	2%	-%	-%	3%	2%	2%	2%	
No choice/ not available	3	-	-	-	-	*	-	-	-	*	3	-	-	3	3	3	3	
	1%	-%	-%	-%	-%	16%	-%	-%	-%	*%	1%	-%	-%	1%	1%	1%	1%	
Other reasons	9	-	-	-	-	-	-	-	-	4	4	-	-	6	9	7	7	
	2%	-%	-%	-%	-%	-%	-%	-%	-%	2%	2%	-%	-%	3%	2%	2%	2%	
Don't know	21	-	-	-	-	-	-	-	-	9	12	-	-	14	21	21	20	
	5%	-%	-%	-%	-%	-%	-%	-%	-%	5%	6%	-%	-%	7%	5%	6%	5%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 102

QA32C. ANY MENTIONS OF HASSLE

Base : Those who neither switched nor considered switching their standalone fixed line broadband service in the last year

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED						
	CONSI			BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS				
	SWIT-CHED	DERED	NEIT-HER		TV	BAND	PHONE		CALLS	TV	BAND		PHONE	CALLS	TV		BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS
Significance Level: 95%	Total	~a	~b	c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u		
Unweighted total	243	17	16	213	-	-	-	11	6	-	-	11	6	-	4	-	14	7	1	-	10	6		
Effective Weighted Sample	215	10	14	198	-	-	-	9	5	-	-	9	5	-	3	-	11	6	1	-	9	5		
Total	392	9	13	372	-	-	-	3	5	-	-	3	5	-	5	-	16	7	1	-	8	6		
TOTAL HASSLE MENTIONS	54	-	1	53	-	-	-	-	-	-	-	-	-	-	-	-	3	-	-	-	1	-		
	14%	-%	8%	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	17%	-%	-%	-%	12%	-%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 102

QA32C. ANY MENTIONS OF HASSLE

Base : Those who neither switched nor considered switching their standalone fixed line broadband service in the last year

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	243	-	-	-	-	6	1	-	4	109	129	4	1	132	243	238	226	
Effective Weighted Sample	215	-	-	-	-	5	1	-	4	96	114	4	1	117	215	210	200	
Total	392	-	-	-	-	2	*	-	5	170	216	1	*	208	392	386	366	
TOTAL HASSLE MENTIONS	54	-	-	-	-	-	-	-	-	26	28	-	-	25	54	54	48	
	14%	-%	-%	-%	-%	-%	-%	-%	-%	15%	13%	-%	-%	12%	14%	14%	13%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 103

QA32C. DISSATISFIED WITH PROVIDER AND HASSLE

Base : Those who neither switched nor considered switching their standalone fixed line broadband service in the last year

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI			BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS		
	SWIT-CHED	DERED	NEIT-HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND	TV		BAND	TV	BAND			
Significance Level: 95%	Total	~a	~b	c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	243	17	16	213	-	-	-	11	6	-	-	11	6	-	4	-	14	7	1	-	10	6
Effective Weighted Sample	215	10	14	198	-	-	-	9	5	-	-	9	5	-	3	-	11	6	1	-	9	5
Total	392	9	13	372	-	-	-	3	5	-	-	3	5	-	5	-	16	7	1	-	8	6
BOTH DISSATISFIED AND HASSLE	7	-	-	7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2%	~a	~b	2%	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u

Table 103

QA32C. DISSATISFIED WITH PROVIDER AND HASSLE

Base : Those who neither switched nor considered switching their standalone fixed line broadband service in the last year

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	243	-	-	-	-	6	1	-	4	109	129	4	1	132	243	238	226	
Effective Weighted Sample	215	-	-	-	-	5	1	-	4	96	114	4	1	117	215	210	200	
Total	392	-	-	-	-	2	*	-	5	170	216	1	*	208	392	386	366	
BOTH DISSATISFIED AND HASSLE	7	-	-	-	-	-	-	-	-	6	1	-	-	3	7	7	7	
	2%	-%	-%	-%	-%	-%	-%	-%	-%	3%	1%	-%	-%	1%	2%	2%	2%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 104

QA33C. Which one of these is the main reason why you have not considered switching to another supplier for your fixed line broadband?

Base : Those who neither switched nor considered switching their standalone fixed line broadband service in the last year

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND			TV	BAND			TV	BAND			TV	BAND			
																						~a
Significance Level: 95%		~a	~b	c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	243	17	16	213	-	-	-	11	6	-	-	11	6	-	4	-	14	7	1	-	10	6
Effective Weighted Sample	215	10	14	198	-	-	-	9	5	-	-	9	5	-	3	-	11	6	1	-	9	5
Total	392	9	13	372	-	-	-	3	5	-	-	3	5	-	5	-	16	7	1	-	8	6
PROMPTED RESPONSES																						
I'm happy/ satisfied/ content with my current supplier	305 78%	8 94%	7 56%	291 78%	- -%	- -%	- -%	3 84%	5 100%	- -%	- -%	3 84%	5 100%	- -%	5 100%	- -%	10 64%	2 35%	1 100%	- -%	4 52%	2 40%
It's too time-consuming to go through the process of switching from one supplier to another	16 4%	- -%	- -%	16 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 11%	- -%	- -%	- -%	- -%	- -%
There's not enough difference in cost to be worth switching	9 2%	- -%	3 20%	6 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 10%	1 15%	- -%	- -%	2 19%	1 18%
I'm still within my contract period/ would have to pay an early termination charge/ cancellation charge	8 2%	- -%	- -%	8 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
There's a big risk that something will go wrong in the switch from one supplier to another and I will lose service	7 2%	- -%	- -%	7 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I don't want to have to change my email address	4 1%	- -%	- -%	4 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
It's not clear what steps I would need to take to switch supplier	3 1%	- -%	- -%	3 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
It's difficult to compare the services available from different providers	2 1%	- -%	1 5%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	1 8%	- -%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Table 104

QA33C. Which one of these is the main reason why you have not considered switching to another supplier for your fixed line broadband?

Base : Those who neither switched nor considered switching their standalone fixed line broadband service in the last year

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE PHONE CALLS	BROAD MOB.			FIXED LINE PHONE CALLS	BROAD MOB.			FIXED LINE PHONE CALLS	BROAD MOB.			FIXED LINE PHONE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND							
Significance Level: 95%		~a	~b	c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	243	17	16	213	-	-	-	11	6	-	-	11	6	-	4	-	14	7	1	-	10	6
Effective Weighted Sample	215	10	14	198	-	-	-	9	5	-	-	9	5	-	3	-	11	6	1	-	9	5
Total	392	9	13	372	-	-	-	3	5	-	-	3	5	-	5	-	16	7	1	-	8	6
SPONTANEOUS RESPONSES																						
Other reasons	18	*	-	17	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-
	5%	3%	-%	5%	-%	-%	-%	9%	-%	-%	-%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 104

QA33C. Which one of these is the main reason why you have not considered switching to another supplier for your fixed line broadband?

Base : Those who neither switched nor considered switching their standalone fixed line broadband service in the last year

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	243	-	-	-	-	6	1	-	4	109	129	4	1	132	243	238	226	
Effective Weighted Sample	215	-	-	-	-	5	1	-	4	96	114	4	1	117	215	210	200	
Total	392	-	-	-	-	2	*	-	5	170	216	1	*	208	392	386	366	
PROMPTED RESPONSES																		
I'm happy/ satisfied/ content with my current supplier	305 78%	- ~a	- ~b	- ~c	- ~d	2 84%	* 100%	- ~g	5 100%	127 75%	172 80%	1 100%	* 100%	161 78%	305 78%	299 78%	286 78%	
It's too time-consuming to go through the process of switching from one supplier to another	16 4%	- ~a	- ~b	- ~c	- ~d	- ~e	- ~f	- ~g	- ~h	8 5%	8 4%	- ~k	- ~l	2 1%	16 4%	16 4%	12 3%	
There's not enough difference in cost to be worth switching	9 2%	- ~a	- ~b	- ~c	- ~d	- ~e	- ~f	- ~g	- ~h	5 3%	4 2%	- ~k	- ~l	5 2%	9 2%	9 2%	9 2%	
I'm still within my contract period/ would have to pay an early termination charge/ cancellation charge	8 2%	- ~a	- ~b	- ~c	- ~d	- ~e	- ~f	- ~g	- ~h	2 1%	6 3%	- ~k	- ~l	4 2%	8 2%	8 2%	8 2%	
There's a big risk that something will go wrong in the switch from one supplier to another and I will lose service	7 2%	- ~a	- ~b	- ~c	- ~d	- ~e	- ~f	- ~g	- ~h	7 4% j	- ~j	- ~k	- ~l	4 2%	7 2%	7 2%	7 2%	
I don't want to have to change my email address	4 1%	- ~a	- ~b	- ~c	- ~d	- ~e	- ~f	- ~g	- ~h	- ~i	4 2%	- ~k	- ~l	2 1%	4 1%	4 1%	4 1%	
It's not clear what steps I would need to take to switch supplier	3 1%	- ~a	- ~b	- ~c	- ~d	- ~e	- ~f	- ~g	- ~h	2 1%	1 1%	- ~k	- ~l	3 1%	3 1%	3 1%	3 1%	
It's difficult to compare the services available from different providers	2 1%	- ~a	- ~b	- ~c	- ~d	- ~e	- ~f	- ~g	- ~h	2 1%	- ~j	- ~k	- ~l	- ~m	2 1%	2 1%	2 *%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 104

QA33C. Which one of these is the main reason why you have not considered switching to another supplier for your fixed line broadband?

Base : Those who neither switched nor considered switching their standalone fixed line broadband service in the last year

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
	Total	~a	~b	~c	~d	~e	~f	~g	~h	i	j	~k	~l	m	n	o	p
Significance Level: 95%																	
Unweighted total	243	-	-	-	-	6	1	-	4	109	129	4	1	132	243	238	226
Effective Weighted Sample	215	-	-	-	-	5	1	-	4	96	114	4	1	117	215	210	200
Total	392	-	-	-	-	2	*	-	5	170	216	1	*	208	392	386	366
SPONTANEOUS RESPONSES																	
Other reasons	18	-	-	-	-	*	-	-	-	8	9	-	-	13	18	16	16
	5%	-%	-%	-%	-%	16%	-%	-%	-%	4%	4%	-%	-%	6%	5%	4%	4%
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Table 105

QA30D. Which, if any, of these have you done when considering switching supplier for your mobile phone network in the last year?

Base : Those who have considered but not switched their mobile phone service in the last year

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	CONSI				SWITCHED & COVERED					COVERED				COVERED				COVERED				
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
						TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%	a	b	*c	~d	~e	*f	~g	~h	~i	*j	~k	*l	*m	~n	*o	p	*q	*r	*s	t	*u	
Unweighted total	331	97	191	67	17	9	61	-	29	20	78	-	46	46	26	42	194	38	37	64	145	56
Effective Weighted Sample	192	54	120	52	12	6	32	-	19	12	43	-	31	33	17	28	126	19	25	50	92	36
Total	250	45	129	92	13	2	24	-	18	12	37	-	31	31	17	25	162	24	25	36	104	32
Actually made the switch to another supplier, but then cancelled the service during the cooling-off period	3 1%	2 5%	1 1%	- -%	- -%	1 45%	1 4%	- -%	1 5%	1 8%	1 3%	- -%	1 3%	- -%	* 2%	* 1%	1 *%	1 4%	* 1%	* 1%	1 1%	- -%
Started the switching process with your current supplier by telling them you want to cancel the service	14 6%	7 15% b	6 5%	3 4%	1 6%	* 16%	4 17%	- -%	4 22%	1 10%	5 13%	- -%	5 15%	1 4%	* 2%	* 1%	10 6%	1 6%	2 6%	1 4%	4 4%	2 7%
Started the switching process with another supplier by telling them you want to start using their service	9 4%	6 12% bc	4 3%	1 1%	1 6%	1 42%	4 17%	- -%	1 5%	2 14%	5 13%	- -%	2 6%	* 1%	* 1%	1 4%	6 4%	2 7%	- -%	1 4%	3 3%	1 2%
Contacted your supplier about possibly cancelling their service	37 15%	8 17%	20 15%	14 15%	4 28%	1 27%	3 14%	- -%	* 2%	4 33%	7 19%	- -%	4 13%	6 20%	4 23%	5 22%	29 18%	6 26%	4 16%	7 19%	16 15%	5 14%
Contacted any other suppliers you could use	45 18%	7 16%	28 22%	13 14%	3 19%	1 47%	3 14%	- -%	2 13%	2 19%	6 16%	- -%	5 16%	6 20%	3 20%	4 16%	37 23%	5 22%	4 18%	6 17%	25 24%	7 23%
STARTED PROCESS/ CONTACTED SUPPLIER/S	94 38%	21 45%	52 40%	30 32%	5 36%	2 72%	12 50%	- -%	7 40%	5 41%	16 45%	- -%	12 38%	11 34%	7 43%	10 41%	76 47%	12 50%	9 36%	14 39%	44 42%	12 38%
ONLY LOOKED INTO PROCESS	99 40%	15 32% ac	67 52%	26 29%	6 49%	- -%	5 21%	- -%	6 32%	5 42%	11 31%	- -%	12 39%	14 44%	5 29%	10 39%	87 53%	8 35%	8 34%	16 44%	60 58% r	14 42%
ONLY LOOKED FOR INFO	31 13%	6 13%	6 5%	19 21% b	2 13%	* 6%	4 16%	- -%	2 11%	1 13%	5 15%	- -%	4 12%	4 14% p	5 28%	1 4% p	- -%	3 13% p	5 20% t	2 7% t	- -%	4 12% t
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Table 105

QA30D. Which, if any, of these have you done when considering switching supplier for your mobile phone network in the last year?

Base : Those who have considered but not switched their mobile phone service in the last year

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	a	b	*c	~d	~e	*f	~g	~h	~i	*j	~k	*l	*m	~n	*o	p	*q	*r	*s	t	*u
Unweighted total	331	97	191	67	17	9	61	-	29	20	78	-	46	46	26	42	194	38	37	64	145	56
Effective Weighted Sample	192	54	120	52	12	6	32	-	19	12	43	-	31	33	17	28	126	19	25	50	92	36
Total	250	45	129	92	13	2	24	-	18	12	37	-	31	31	17	25	162	24	25	36	104	32
None of these	25	4	4	17	*	*	3	-	3	*	3	-	3	2	-	4	-	*	2	4	-	3
	10%	10%	3%	19%	2%	23%	13%	-%	17%	4%	10%	-%	11%	8%	-%	16%	-%	1%	10%	11%	-%	8%
				b										p		p			t	t	t	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 105

QA30D. Which, if any, of these have you done when considering switching supplier for your mobile phone network in the last year?

Base : Those who have considered but not switched their mobile phone service in the last year

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	331	16	21	19	18	-	-	14	24	123	208	-	-	224	288	331	291
Effective Weighted Sample	192	10	9	13	14	-	-	10	18	69	126	-	-	133	173	192	165
Total	250	9	7	11	15	-	-	9	20	100	150	-	-	157	187	250	204
Actually made the switch to another supplier, but then cancelled the service during the cooling-off period	3 1%	1 10%	- -%	- -%	1 7%	- -%	- -%	1 6%	- -%	2 2%	1 1%	- -%	- -%	2 2%	3 1%	3 1%	3 1%
Started the switching process with your current supplier by telling them you want to cancel the service	14 6%	* 4%	* 2%	1 6%	3 21%	- -%	- -%	- -%	5 23%	4 4%	10 7%	- -%	- -%	10 6%	12 6%	14 6%	13 7%
Started the switching process with another supplier by telling them you want to start using their service	9 4%	1 10%	- -%	2 20%	3 17%	- -%	- -%	1 6%	1 6%	4 4%	5 4%	- -%	- -%	7 5%	8 4%	9 4%	8 4%
Contacted your supplier about possibly cancelling their service	37 15%	3 31%	2 36%	2 20%	2 10%	- -%	- -%	2 18%	2 9%	7 7%	29 20%	- -%	- -%	25 16%	28 15%	37 15%	30 15%
Contacted any other suppliers you could use	45 18%	1 14%	* 2%	1 11%	3 22%	- -%	- -%	1 13%	3 16%	14 14%	31 21%	- -%	- -%	24 15%	29 16%	45 18%	33 16%
STARTED PROCESS/ CONTACTED SUPPLIER/S	94 38%	4 41%	3 39%	5 43%	7 46%	- -%	- -%	2 24%	9 43%	25 25%	69 46%	- -%	- -%	55 35%	65 35%	94 38%	74 36%
ONLY LOOKED INTO PROCESS	99 40%	4 39%	2 26%	4 41%	4 24%	- -%	- -%	5 57%	7 33%	45 45%	54 36%	- -%	- -%	61 39%	77 41%	99 40%	79 39%
ONLY LOOKED FOR INFO	31 13%	1 16%	1 18%	1 10%	3 19%	- -%	- -%	1 12%	3 13%	16 16%	16 10%	- -%	- -%	25 16%	22 12%	31 13%	27 13%
None of these	25 10%	* 4%	1 17%	1 6%	2 11%	- -%	- -%	1 8%	2 11%	14 14%	11 7%	- -%	- -%	16 10%	23 12%	25 10%	23 11%
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Table 106

QA31D. Why haven't you taken any of these steps (SHOWN AT QA30D) towards switching to another supplier for your mobile phone network so far?

Base : Those who have considered switching their mobile phone service but not taken any action

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	TV	BAND	PHONE	CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS					
																							*a
Significance Level: 95%																							
Unweighted total	156	58	71	35	10	7	38	-	19	12	48	-	29	26	13	19	54	20	21	31	43	31	
Effective Weighted Sample	79	35	44	26	7	5	22	-	15	8	28	-	22	19	8	10	32	11	14	25	26	19	
Total	100	21	37	48	5	2	13	-	9	4	18	-	14	18	10	11	30	12	14	15	21	18	
Base for %	56	8	16	34	3	-	5	-	3	2	8	-	6	7	5	5	12	4	8	5	10	7	
Just haven't got around to thinking about it	33	1	9	23	-	-	1	-	1	-	1	-	1	2	4	3	7	4	4	1	4	4	
	59%	13%	52%	68%	-%	-%	19%	-%	35%	-%	13%	-%	18%	37%	74%	71%	55%	100%	48%	15%	44%	61%	
Waiting until the end of the contract period	11	4	3	5	2	-	2	-	2	1	4	-	4	1	1	1	2	-	1	1	2	-	
	20%	48%	19%	15%	73%	-%	36%	-%	65%	56%	48%	-%	69%	21%	26%	29%	15%	-%	17%	27%	19%	-%	
Too much hassle	7	1	3	4	1	-	-	-	-	1	1	-	1	-	-	-	3	3	-	-	3	3	
	12%	9%	20%	11%	27%	-%	-%	-%	-%	44%	9%	-%	13%	-%	-%	-%	27%	58%	-%	-%	34%	35%	
Decided don't want to change	2	1	2	-	-	-	1	-	-	-	1	-	-	2	-	-	2	-	2	2	2	2	
	4%	7%	10%	-%	-%	-%	11%	-%	-%	-%	7%	-%	-%	24%	-%	-%	13%	-%	21%	34%	17%	23%	
Don't offer anything better (price/ service/ deal)	2	1	-	1	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	
	3%	8%	-%	3%	-%	-%	12%	-%	-%	-%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Too expensive	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1	1	-	1	
	2%	-%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	18%	-%	-%	-%	-%	15%	25%	-%	16%	
Undecided/ waiting for the right time	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	2%	-%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Don't know	1	1	1	-	-	-	1	-	-	-	1	-	-	-	-	-	1	-	-	-	1	-	
	2%	14%	7%	-%	-%	-%	22%	-%	-%	-%	14%	-%	-%	-%	-%	-%	10%	-%	-%	-%	12%	-%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 106

QA31D. Why haven't you taken any of these steps (SHOWN AT QA30D) towards switching to another supplier for your mobile phone network so far?

Base : Those who have considered switching their mobile phone service but not taken any action

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	156	9	15	9	10	-	-	9	15	63	93	-	-	114	144	156	144
Effective Weighted Sample	79	6	7	9	9	-	-	9	13	29	53	-	-	58	77	79	72
Total	100	3	4	3	8	-	-	3	10	44	56	-	-	74	84	100	92
Base for %	56	1	2	-	6	-	-	-	6	27	29	-	-	40	43	56	52
Just haven't got around to thinking about it	33	-	-	-	1	-	-	-	1	21	12	-	-	25	21	33	30
	59%	-%	-%	-%	16%	-%	-%	-%	18%	78%	40%	-%	-%	62%	49%	59%	58%
Waiting until the end of the contract period	11	1	-	-	4	-	-	-	4	-	11	-	-	7	10	11	10
	20%	100%	-%	-%	62%	-%	-%	-%	69%	-%	39%	-%	-%	19%	23%	20%	19%
Too much hassle	7	-	-	-	1	-	-	-	1	2	5	-	-	5	4	7	7
	12%	-%	-%	-%	12%	-%	-%	-%	13%	8%	17%	-%	-%	12%	10%	12%	13%
Decided don't want to change	2	-	1	-	-	-	-	-	-	2	1	-	-	2	2	2	2
	4%	-%	34%	-%	-%	-%	-%	-%	-%	6%	2%	-%	-%	5%	5%	4%	4%
Don't offer anything better (price/ service/ deal)	2	-	-	-	1	-	-	-	-	1	1	-	-	1	2	2	2
	3%	-%	-%	-%	10%	-%	-%	-%	-%	4%	2%	-%	-%	3%	4%	3%	3%
Too expensive	1	-	-	-	-	-	-	-	-	-	1	-	-	1	1	1	1
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	3%	3%	2%	2%
Undecided/ waiting for the right time	1	-	-	-	-	-	-	-	-	1	-	-	-	-	1	1	1
	2%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%	3%	2%	2%
Don't know	1	-	1	-	-	-	-	-	-	-	1	-	-	1	1	1	1
	2%	-%	66%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	3%	3%	2%	2%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 107

QA32D. Which, if any, of these are reasons why you have not considered switching to another supplier for your mobile phone in the last year?

Base : Those who neither switched nor considered switching their standalone mobile phone service in the last year

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	CONSI				SWITCHED & COVERED					COVERED				CONSIDERED & COVERED				COVERED				
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
						TV	BAND		TV	BAND		TV	BAND		TV	BAND		TV	BAND			
Significance Level: 95%	a	b	c	*d	~e	*f	~g	*h	*i	j	~k	l	*m	~n	*o	~p	*q	*r	*s	~t	*u	
Unweighted total	1519	188	116	1217	63	22	78	-	77	57	138	-	137	50	23	49	-	44	35	76	-	73
Effective Weighted Sample	1342	153	98	1123	56	18	65	-	63	49	119	-	115	44	16	40	-	39	27	71	-	65
Total	2356	173	120	2064	58	21	60	-	80	58	113	-	135	56	28	56	-	51	39	74	-	78
PROMPTED RESPONSES																						
I'm happy/ satisfied/ content with my current supplier	2018 86%	141 82%	90 75%	1789 87% b	46 80%	17 79%	50 84%	- -%	67 84%	46 80%	91 81%	- -%	112 83%	42 74%	22 77%	44 78%	- -%	33 64%	29 76%	60 81%	- -%	57 73%
There's not enough difference in cost to be worth switching	101 4%	3 2%	2 1%	96 5%	- -%	- -%	2 4%	- -%	2 2%	- -%	2 2%	- -%	2 1%	- -%	1 2%	1 2%	- -%	- -%	1 1%	1 2%	- -%	- -%
It's too time-consuming to go through the process of switching from one supplier to another	93 4%	3 1%	2 1%	88 4%	2 3%	- -%	1 1%	- -%	1 1%	- -%	3 2%	- -%	3 2%	- -%	* 2%	- -%	- -%	1 2%	* 1%	- -%	- -%	1 2%
I'm still within my contract period/ would have to pay an early termination charge/ cancellation charge	65 3%	6 3%	3 2%	57 3%	1 2%	2 8%	2 3%	- -%	2 3%	2 3%	2 2%	- -%	3 2%	2 3%	- -%	- -%	- -%	1 2%	- -%	2 2%	- -%	3 4%
It would have been difficult to keep my phone number	61 3%	2 1%	2 2%	57 3%	2 3%	- -%	- -%	- -%	- -%	2 3%	- -%	- -%	2 1%	1 2%	- -%	- -%	- -%	1 2%	1 2%	1 1%	- -%	2 3%
It's difficult to compare the services available from different providers	59 3%	3 2%	5 5%	51 2%	2 4%	- -%	1 1%	- -%	1 1%	2 3%	3 3%	- -%	3 2%	- -%	4 15%	- -%	- -%	1 3%	4 11% s	- -%	- -%	1 2%
There's a big risk that something will go wrong in the switch from one supplier to another and I will lose service	26 1%	- -%	- -%	26 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Table 107

QA32D. Which, if any, of these are reasons why you have not considered switching to another supplier for your mobile phone in the last year?

Base : Those who neither switched nor considered switching their standalone mobile phone service in the last year

	Total	ACTIONS TAKEN			SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
		CONSI			BUN-DLE	BROAD MOB.		FIXED LINE	BROAD MOB.		FIXED LINE	BROAD MOB.		FIXED LINE	BROAD MOB.		FIXED LINE					
		SWIT-CHED	DERED	NEIT-HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS					
Significance Level: 95%		a	b	c	*d	~e	*f	~g	*h	*i	j	~k	l	*m	~n	*o	~p	*q	*r	*s	~t	*u
Unweighted total	1519	188	116	1217	63	22	78	-	77	57	138	-	137	50	23	49	-	44	35	76	-	73
Effective Weighted Sample	1342	153	98	1123	56	18	65	-	63	49	119	-	115	44	16	40	-	39	27	71	-	65
Total	2356	173	120	2064	58	21	60	-	80	58	113	-	135	56	28	56	-	51	39	74	-	78
It's not clear what steps I would need to take to switch supplier	15 1%	* *%	2 1%	13 1%	* 1%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	* 2%	- -%	- -%	1 3%	* 1%	- -%	- -%	1 2%
I would need to change, return or pay for equipment I have from my supplier	12 1%	- -%	- -%	12 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I don't want to have to change my email address	10 *%	- -%	3 2% c	7 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 5%	- -%	1 2%	- -%	- -%	- -%	3 4%	- -%	1 2%
I don't want to have to tell my supplier I want to cancel their service	4 *%	- -%	1 1%	3 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	1 2%	1 1%	- -%	1 1%
SPONTANEOUS RESPONSES																						
Can't be bothered	26 1%	- -%	* *%	26 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%
Too expensive/ price	12 *%	- -%	- -%	12 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
No choice/ not available	10 *%	- -%	- -%	10 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't use it enough/ need it	8 *%	* *%	1 1%	6 *%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* *%	- -%	- -%	1 2%	- -%	- -%	- -%	1 2%	- -%	- -%
Better to be on same network as friends/ family	2 *%	- -%	- -%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other reasons	11 *%	1 *%	1 1%	9 *%	1 1%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	1 *%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	1 2%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 107

QA32D. Which, if any, of these are reasons why you have not considered switching to another supplier for your mobile phone in the last year?

Base : Those who neither switched nor considered switching their standalone mobile phone service in the last year

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
a	b	c	*d	~e	*f	~g	*h	*i	j	~k	l	*m	~n	*o	~p	*q	*r	*s	~t	*u		
Significance Level: 95%																						
Unweighted total	1519	188	116	1217	63	22	78	-	77	57	138	-	137	50	23	49	-	44	35	76	-	73
Effective Weighted Sample	1342	153	98	1123	56	18	65	-	63	49	119	-	115	44	16	40	-	39	27	71	-	65
Total	2356	173	120	2064	58	21	60	-	80	58	113	-	135	56	28	56	-	51	39	74	-	78
Don't know	106	22	17	67	7	3	9	-	10	8	16	-	15	10	1	10	-	16	2	8	-	15
	5%	13%	14%	3%	12%	14%	14%	~%	12%	14%	14%	~%	11%	18%	4%	18%	~%	32%	5%	11%	~%	20%
		c	c																			

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 107

QA32D. Which, if any, of these are reasons why you have not considered switching to another supplier for your mobile phone in the last year?

Base : Those who neither switched nor considered switching their standalone mobile phone service in the last year

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC ~b	C&R ~c	NoT *d	PAC ~e	C&R ~f	C&R ~g	NoT h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	1519	32	16	28	75	-	-	22	100	900	619	-	-	878	1002	1519	1292	
Effective Weighted Sample	1342	28	11	27	67	-	-	20	86	800	545	-	-	770	868	1342	1137	
Total	2356	34	10	22	68	-	-	19	106	1345	1011	-	-	1346	1496	2356	1958	
PROMPTED RESPONSES																		
I'm happy/ satisfied/ content with my current supplier	2018 86%	28 81%	7 72%	20 90%	54 80%	- -%	- -%	17 88%	87 82%	1164 87%	855 85%	- -%	- -%	1157 86%	1262 84%	2018 86%	1672 85%	
There's not enough difference in cost to be worth switching	101 4%	- -%	1 9%	1 2%	1 1%	- -%	- -%	- -%	2 2%	60 4%	41 4%	- -%	- -%	60 4%	56 4%	101 4%	81 4%	
It's too time-consuming to go through the process of switching from one supplier to another	93 4%	- -%	- -%	- -%	3 4%	- -%	- -%	- -%	3 2%	42 3%	50 5%	- -%	- -%	47 3%	58 4%	93 4%	81 4%	
I'm still within my contract period/ would have to pay an early termination charge/ cancellation charge	65 3%	2 5%	- -%	1 3%	2 3%	- -%	- -%	- -%	3 3%	- -%	65 6% i	- -%	- -%	35 3%	53 4%	65 3%	51 3%	
It would have been difficult to keep my phone number	61 3%	2 5%	- -%	- -%	- -%	- -%	- -%	- -%	2 1%	34 2%	28 3%	- -%	- -%	17 1%	30 2%	61 3% m	38 2%	
It's difficult to compare the services available from different providers	59 3%	1 3%	- -%	1 7%	1 1%	- -%	- -%	1 8%	1 1%	38 3%	22 2%	- -%	- -%	31 2%	35 2%	59 3%	49 2%	
There's a big risk that something will go wrong in the switch from one supplier to another and I will lose service	26 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	10 1%	16 2%	- -%	- -%	20 2%	16 1%	26 1%	24 1%	
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																		

Table 107

QA32D. Which, if any, of these are reasons why you have not considered switching to another supplier for your mobile phone in the last year?

Base : Those who neither switched nor considered switching their standalone mobile phone service in the last year

		TV PROCESSES		BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
		*a	~b	~c	*d	~e	~f	~g	h	i	j	~k	~l	m	n	o	p
Significance Level: 95%																	
Unweighted total	1519	32	16	28	75	-	-	22	100	900	619	-	-	878	1002	1519	1292
Effective Weighted Sample	1342	28	11	27	67	-	-	20	86	800	545	-	-	770	868	1342	1137
Total	2356	34	10	22	68	-	-	19	106	1345	1011	-	-	1346	1496	2356	1958
It's not clear what steps I would need to take to switch supplier	15 1%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* -%	10 1%	5 1%	- -%	- -%	5 -%	11 1%	15 1%	15 1%
I would need to change, return or pay for equipment I have from my supplier	12 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	8 1%	4 -%	- -%	- -%	8 1%	7 -%	12 1%	8 -%
I don't want to have to change my email address	10 -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 -%	5 1%	- -%	- -%	3 -%	5 -%	10 -%	5 -%
I don't want to have to tell my supplier I want to cancel their service	4 -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 -%	2 -%	- -%	- -%	3 -%	4 -%	4 -%	4 -%
SPONTANEOUS RESPONSES																	
Can't be bothered	26 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	13 1%	13 1%	- -%	- -%	14 1%	16 1%	26 1%	20 1%
Too expensive/ price	12 -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	9 1%	3 -%	- -%	- -%	5 -%	8 1%	12 -%	5 -%
No choice/ not available	10 -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	6 -%	4 -%	- -%	- -%	4 -%	3 -%	10 -%	7 -%
Don't use it enough/ need it	8 -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* -%	8 1%	- -%	- -%	- -%	5 -%	5 -%	8 -%	6 -%
Better to be on same network as friends/ family	2 -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 -%	1 -%	- -%	- -%	1 -%	2 -%	2 -%	2 -%
Other reasons	11 -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	1 1%	6 -%	5 -%	- -%	- -%	6 -%	7 -%	11 -%	8 -%
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Table 107

QA32D. Which, if any, of these are reasons why you have not considered switching to another supplier for your mobile phone in the last year?

Base : Those who neither switched nor considered switching their standalone mobile phone service in the last year

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	*a	~b	~c	*d	~e	~f	~g	h	i	j	~k	~l	m	n	o	p
Unweighted total	1519	32	16	28	75	-	-	22	100	900	619	-	-	878	1002	1519	1292
Effective Weighted Sample	1342	28	11	27	67	-	-	20	86	800	545	-	-	770	868	1342	1137
Total	2356	34	10	22	68	-	-	19	106	1345	1011	-	-	1346	1496	2356	1958
Don't know	106	4	3	1	10	-	-	1	14	69	37	-	-	63	77	106	96
	5%	11%	28%	3%	14%	-%	-%	5%	13%	5%	4%	-%	-%	5%	5%	5%	5%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 108

QA32D. ANY MENTIONS OF HASSLE

Base : Those who neither switched nor considered switching their standalone mobile phone service in the last year

	ACTIONS TAKEN								SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI			SWITCHED & COVERED				FIXED				FIXED				FIXED						
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD		MOB.	LINE	BROAD		MOB.	LINE	BROAD		MOB.	LINE	BROAD		MOB.	LINE	
						TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	a	b	c	*d	~e	*f	~g	*h	*i	j	~k	l	*m	~n	*o	~p	*q	*r	*s	~t	*u	
Unweighted total	1519	188	116	1217	63	22	78	-	77	57	138	-	137	50	23	49	-	44	35	76	-	73
Effective Weighted Sample	1342	153	98	1123	56	18	65	-	63	49	119	-	115	44	16	40	-	39	27	71	-	65
Total	2356	173	120	2064	58	21	60	-	80	58	113	-	135	56	28	56	-	51	39	74	-	78
TOTAL HASSLE MENTIONS	187	5	7	175	4	-	1	-	1	2	3	-	5	4	1	1	-	3	2	3	-	5
	8%	3%	6%	8%	7%	-%	1%	-%	1%	3%	3%	-%	3%	6%	3%	2%	-%	5%	5%	5%	-%	6%
				a																		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 108

QA32D. ANY MENTIONS OF HASSLE

Base : Those who neither switched nor considered switching their standalone mobile phone service in the last year

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE
	Total	C&R *a	MAC ~b	C&R ~c	NoT *d	PAC ~e	C&R ~f	C&R ~g	NoT h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	
Significance Level: 95%																	
Unweighted total	1519	32	16	28	75	-	-	22	100	900	619	-	-	878	1002	1519	1292
Effective Weighted Sample	1342	28	11	27	67	-	-	20	86	800	545	-	-	770	868	1342	1137
Total	2356	34	10	22	68	-	-	19	106	1345	1011	-	-	1346	1496	2356	1958
TOTAL HASSLE MENTIONS	187	2	-	-	3	-	-	-	5	95	92	-	-	94	113	187	150
	8%	5%	-%	-%	4%	-%	-%	-%	4%	7%	9%	-%	-%	7%	8%	8%	8%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 109

QA32D. ANY MENTIONS OF HAPPY AND HASSLE

Base : Those who neither switched nor considered switching their standalone mobile phone service in the last year

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Total	a	b	c	*d	~e	*f	~g	*h	*i	j	~k	l	*m	~n	*o	~p	*q	*r	*s	~t	*u	
Significance Level: 95%																						
Unweighted total	1519	188	116	1217	63	22	78	-	77	57	138	-	137	50	23	49	-	44	35	76	-	73
Effective Weighted Sample	1342	153	98	1123	56	18	65	-	63	49	119	-	115	44	16	40	-	39	27	71	-	65
Total	2356	173	120	2064	58	21	60	-	80	58	113	-	135	56	28	56	-	51	39	74	-	78
BOTH HAPPY AND HASSLE	102	2	1	99	2	-	-	-	-	2	*	-	2	-	-	-	-	1	-	-	-	1
	4%	1%	1%	5%	3%	-%	-%	-%	-%	3%	*%	-%	1%	-%	-%	-%	-%	3%	-%	-%	-%	2%
				a																		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 109

QA32D. ANY MENTIONS OF HAPPY AND HASSLE

Base : Those who neither switched nor considered switching their standalone mobile phone service in the last year

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	*a	~b	~c	*d	~e	~f	~g	h	i	j	~k	~l	m	n	o	p
Unweighted total	1519	32	16	28	75	-	-	22	100	900	619	-	-	878	1002	1519	1292
Effective Weighted Sample	1342	28	11	27	67	-	-	20	86	800	545	-	-	770	868	1342	1137
Total	2356	34	10	22	68	-	-	19	106	1345	1011	-	-	1346	1496	2356	1958
BOTH HAPPY AND HASSLE	102	2	-	-	*	-	-	-	2	50	52	-	-	52	53	102	80
	4%	5%	~%	~%	1%	~%	~%	~%	2%	4%	5%	~%	~%	4%	4%	4%	4%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 110

QA32D. DISSATISFIED WITH PROVIDER AND HASSLE

Base : Those who neither switched nor considered switching their standalone mobile phone service in the last year

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED				SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					CONSIDERED & COVERED				CONSIDERED & COVERED				CONSIDERED & COVERED							
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD			FIXED LINE CALLS	TV	BROAD			FIXED LINE CALLS	BUN- DLE	BROAD			FIXED LINE CALLS	TV	BROAD			FIXED LINE CALLS	
						MOB.	PHONE	CALLS			MOB.	PHONE	CALLS			MOB.	PHONE	CALLS			MOB.	PHONE	CALLS		
Significance Level: 95%		a	b	c	*d	~e	*f	~g	*h	*i	j	~k	l	*m	~n	*o	~p	*q	*r	*s	~t	*u			
Unweighted total	1519	188	116	1217	63	22	78	-	77	57	138	-	137	50	23	49	-	44	35	76	-	73			
Effective Weighted Sample	1342	153	98	1123	56	18	65	-	63	49	119	-	115	44	16	40	-	39	27	71	-	65			
Total	2356	173	120	2064	58	21	60	-	80	58	113	-	135	56	28	56	-	51	39	74	-	78			
BOTH DISSATISFIED AND HASSLE	6	-	-	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
	*%	~%	~%	*%	~%	~%	~%	~%	~%	~%	~%	~%	~%	~%	~%	~%	~%	~%	~%	~%	~%	~%			

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 110

QA32D. DISSATISFIED WITH PROVIDER AND HASSLE

Base : Those who neither switched nor considered switching their standalone mobile phone service in the last year

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	*a	~b	~c	*d	~e	~f	~g	h	i	j	~k	~l	m	n	o	p
Unweighted total	1519	32	16	28	75	-	-	22	100	900	619	-	-	878	1002	1519	1292
Effective Weighted Sample	1342	28	11	27	67	-	-	20	86	800	545	-	-	770	868	1342	1137
Total	2356	34	10	22	68	-	-	19	106	1345	1011	-	-	1346	1496	2356	1958
BOTH DISSATISFIED AND HASSLE	6 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 *%	3 *%	- -%	- -%	3 *%	4 *%	6 *%	4 *%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 111

QA33D. Which one of these is the main reason why you have not considered switching to another supplier for your mobile phone?

Base : Those who neither switched nor considered switching their standalone mobile phone service in the last year

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	CONSI				SWITCHED & COVERED					COVERED				COVERED				COVERED				
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
						TV	BAND			TV	BAND				TV	BAND			TV	BAND		
Significance Level: 95%	a	b	c	*d	~e	*f	~g	*h	*i	j	~k	l	*m	~n	*o	~p	*q	*r	*s	~t	*u	
Unweighted total	1519	188	116	1217	63	22	78	-	77	57	138	-	137	50	23	49	-	44	35	76	-	73
Effective Weighted Sample	1342	153	98	1123	56	18	65	-	63	49	119	-	115	44	16	40	-	39	27	71	-	65
Total	2356	173	120	2064	58	21	60	-	80	58	113	-	135	56	28	56	-	51	39	74	-	78
PROMPTED RESPONSES																						
I'm happy/ satisfied/ content with my current supplier	1973 84%	140 81%	86 72%	1748 85% b	45 78%	17 79%	49 82%	- -%	67 84%	46 80%	90 80%	- -%	111 82%	40 71%	22 77%	44 78%	- -%	31 61%	29 76%	58 79%	- -%	54 69%
I'm still within my contract period/ would have to pay an early termination charge/ cancellation charge	49 2%	4 2%	3 2%	42 2%	- -%	2 8%	1 1%	- -%	1 2%	2 3%	1 1%	- -%	1 1%	2 3%	- -%	- -%	- -%	1 2%	- -%	2 2%	- -%	3 4%
There's not enough difference in cost to be worth switching	44 2%	- -%	2 1%	42 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 2%	- -%	- -%	1 1%	1 2%	- -%	- -%
It's difficult to compare the services available from different providers	36 2%	3 2%	4 3%	29 1%	2 4%	- -%	1 1%	- -%	1 1%	2 3%	3 3%	- -%	3 2%	- -%	4 15%	- -%	- -%	- -%	4 11% su	- -%	- -%	- -%
It's too time-consuming to go through the process of switching from one supplier to another	30 1%	3 1%	2 1%	26 1%	2 3%	- -%	1 1%	- -%	1 1%	- -%	3 2%	- -%	3 2%	- -%	* 2%	- -%	- -%	1 2%	* 1%	- -%	- -%	1 2%
It would have been difficult to keep my phone number	18 1%	- -%	1 1%	17 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	1 2%	1 1%	- -%	1 1%
There's a big risk that something will go wrong in the switch from one supplier to another and I will lose service	18 1%	- -%	- -%	18 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Table 111

QA33D. Which one of these is the main reason why you have not considered switching to another supplier for your mobile phone?

Base : Those who neither switched nor considered switching their standalone mobile phone service in the last year

	ACTIONS TAKEN									SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE				
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS					
Significance Level: 95%	Total	a	b	c	*d	~e	*f	~g	*h	*i	j	~k	l	*m	~n	*o	~p	*q	*r	*s	~t	*u			
Unweighted total	1519	188	116	1217	63	22	78	-	77	57	138	-	137	50	23	49	-	44	35	76	-	73			
Effective Weighted Sample	1342	153	98	1123	56	18	65	-	63	49	119	-	115	44	16	40	-	39	27	71	-	65			
Total	2356	173	120	2064	58	21	60	-	80	58	113	-	135	56	28	56	-	51	39	74	-	78			
I would need to change, return or pay for equipment I have from my supplier	11 *%	- -%	- -%	11 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%			
I don't want to have to change my email address	7 *%	- -%	3 2% c	4 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 5%	- -%	1 2%	- -%	- -%	- -%	3 4%	- -%	1 2%			
It's not clear what steps I would need to take to switch supplier	7 *%	- -%	- -%	7 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%			
I don't want to have to tell my supplier I want to cancel their service	3 *%	- -%	1 1%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	1 2%	1 1%	- -%	1 1%			
SPONTANEOUS RESPONSES																									
Other reasons	58 2%	2 1%	2 1%	54 3%	1 2%	- -%	- -%	- -%	* 1%	- -%	1 1%	- -%	2 1%	- -%	* 2%	- -%	- -%	1 3%	* 1%	- -%	- -%	1 2%			
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																									

Table 111

QA33D. Which one of these is the main reason why you have not considered switching to another supplier for your mobile phone?

Base : Those who neither switched nor considered switching their standalone mobile phone service in the last year

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC ~b	C&R ~c	NoT *d	PAC ~e	C&R ~f	C&R ~g	NoT h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	1519	32	16	28	75	-	-	22	100	900	619	-	-	878	1002	1519	1292	
Effective Weighted Sample	1342	28	11	27	67	-	-	20	86	800	545	-	-	770	868	1342	1137	
Total	2356	34	10	22	68	-	-	19	106	1345	1011	-	-	1346	1496	2356	1958	
PROMPTED RESPONSES																		
I'm happy/ satisfied/ content with my current supplier	1973 84%	28 81%	7 72%	19 87%	54 79%	- -%	- -%	17 88%	86 81%	1138 85%	834 83%	- -%	- -%	1135 84%	1238 83%	1973 84%	1644 84%	
I'm still within my contract period/ would have to pay an early termination charge/ cancellation charge	49 2%	2 5%	- -%	1 3%	- -%	- -%	- -%	- -%	1 1%	- -%	49 5% i	- -%	- -%	27 2%	42 3%	49 2%	41 2%	
There's not enough difference in cost to be worth switching	44 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	28 2%	16 2%	- -%	- -%	28 2%	23 2%	44 2%	37 2%	
It's difficult to compare the services available from different providers	36 2%	1 3%	- -%	1 7%	1 1%	- -%	- -%	1 8%	1 1%	22 2%	14 1%	- -%	- -%	20 1%	20 1%	36 2%	31 2%	
It's too time-consuming to go through the process of switching from one supplier to another	30 1%	- -%	- -%	- -%	3 4%	- -%	- -%	- -%	3 2%	18 1%	12 1%	- -%	- -%	14 1%	24 2%	30 1%	26 1%	
It would have been difficult to keep my phone number	18 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	13 1%	5 *%	- -%	- -%	4 *%	6 *%	18 1%	7 *%	
There's a big risk that something will go wrong in the switch from one supplier to another and I will lose service	18 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	8 1%	11 1%	- -%	- -%	16 1%	12 1%	18 1%	18 1%	
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																		

Table 111

QA33D. Which one of these is the main reason why you have not considered switching to another supplier for your mobile phone?

Base : Those who neither switched nor considered switching their standalone mobile phone service in the last year

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC ~b	C&R ~c	NoT *d	PAC ~e	C&R ~f	C&R ~g	NoT h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	1519	32	16	28	75	-	-	22	100	900	619	-	-	878	1002	1519	1292	
Effective Weighted Sample	1342	28	11	27	67	-	-	20	86	800	545	-	-	770	868	1342	1137	
Total	2356	34	10	22	68	-	-	19	106	1345	1011	-	-	1346	1496	2356	1958	
I would need to change, return or pay for equipment I have from my supplier	11	-	-	-	-	-	-	-	-	6	4	-	-	8	7	11	7	
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	1%	*%	*%	*%	
I don't want to have to change my email address	7	-	-	-	-	-	-	-	-	3	4	-	-	2	4	7	4	
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	*%	*%	*%	*%	
It's not clear what steps I would need to take to switch supplier	7	-	-	-	-	-	-	-	-	4	2	-	-	2	7	7	7	
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	*%	*%	*%	*%	
I don't want to have to tell my supplier I want to cancel their service	3	-	-	-	-	-	-	-	-	1	2	-	-	1	3	3	3	
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	*%	*%	*%	*%	
SPONTANEOUS RESPONSES																		
Other reasons	58	-	-	-	1	-	-	-	2	36	22	-	-	29	36	58	41	
	2%	-%	-%	-%	2%	-%	-%	-%	2%	3%	2%	-%	-%	2%	2%	2%	2%	
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																		

Table 112

QA30E. Which, if any, of these have you done when considering switching supplier for your fixed line phone (calls) in the last year?

Base : Those who have considered but not switched their fixed line phone service in the last year

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED					COVERED				COVERED				COVERED				
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		
Significance Level: 95%	Total	a	b	*c	~d	~e	*f	*g	~h	~i	*j	*k	~l	~m	~n	*o	~p	q	~r	*s	~t	u
Unweighted total	261	100	135	43	1	10	47	46	-	10	48	47	-	5	25	75	16	142	24	57	13	106
Effective Weighted Sample	135	28	84	35	1	8	27	8	-	8	27	8	-	5	17	57	8	92	16	44	6	66
Total	155	22	94	50	*	2	11	10	-	2	11	10	-	2	17	47	13	110	17	31	8	77
Actually made the switch to another supplier, but then cancelled the service during the cooling-off period	3 2%	1 6%	2 2%	- -%	- -%	* 25%	1 8%	* 3%	- -%	* 25%	1 8%	* 3%	- -%	- -%	- -%	- -%	- -%	3 2%	- -%	- -%	- -%	2 2%
Started the switching process with your current supplier by telling them you want to cancel the service	5 3%	2 11%	2 2%	1 2%	- -%	* 13%	2 20%	* 1%	- -%	* 13%	2 20%	* 1%	- -%	- -%	- -%	1 1%	- -%	4 4%	- -%	1 2%	- -%	2 3%
Started the switching process with another supplier by telling them you want to start using their service	5 3%	2 11%	2 2%	1 2%	- -%	* 5%	2 20%	* 1%	- -%	* 5%	2 20%	* 1%	- -%	- -%	- -%	1 2%	- -%	4 4%	- -%	- -%	- -%	2 3%
Contacted your supplier about possibly cancelling their service	26 17%	4 20%	18 19%	6 12%	- -%	* 19%	3 29%	1 12%	- -%	* 19%	3 28%	1 11%	- -%	- -%	5 28%	8 16%	3 26%	24 21%	4 25%	5 15%	* 3%	16 21%
Contacted any other suppliers you could use	27 17%	3 12%	18 19%	7 14%	- -%	* 20%	2 21%	* 3%	- -%	* 20%	2 20%	* 3%	- -%	- -%	5 31%	12 25%	4 31%	19 18%	5 29%	9 28%	4 48%	13 17%
Looked into the process I would need to go through to change supplier	88 56%	8 37%	61 65%	25 50%	- -%	1 54%	2 17%	6 60%	- -%	1 54%	2 16%	6 59%	- -%	2 86%	10 55%	31 66%	5 35%	77 70%	8 51%	20 63%	4 45%	54 70%
Looked for information about other suppliers you could use	53 34%	8 38%	26 28%	21 42%	- -%	1 87%	5 45%	3 28%	- -%	1 87%	5 45%	3 27%	- -%	1 34%	10 56%	18 38%	6 48%	28 25%	9 56%	11 35%	5 57%	18 23%
STARTED PROCESS/ CONTACTED SUPPLIER/S	51 33%	8 38%	33 35%	14 28%	- -%	1 51%	6 57%	2 18%	- -%	1 51%	6 57%	2 18%	- -%	- -%	8 46%	17 36%	7 57%	42 38%	7 44%	11 36%	4 51%	28 37%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 112

QA30E. Which, if any, of these have you done when considering switching supplier for your fixed line phone (calls) in the last year?

Base : Those who have considered but not switched their fixed line phone service in the last year

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS		
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE							
																	Total	a	b		*c	~d
Significance Level: 95%	261	100	135	43	1	10	47	46	-	10	48	47	-	5	25	75	16	142	24	57	13	106
Unweighted total	135	28	84	35	1	8	27	8	-	8	27	8	-	5	17	57	8	92	16	44	6	66
Effective Weighted Sample	155	22	94	50	*	2	11	10	-	2	11	10	-	2	17	47	13	110	17	31	8	77
ONLY LOOKED INTO PROCESS	75	6	53	21	-	*	1	6	-	*	1	6	-	2	7	24	3	68	6	16	3	48
	49%	29%	57%	42%	-%	7%	6%	55%	-%	7%	6%	55%	-%	86%	38%	52%	26%	62%	37%	50%	31%	63%
ONLY LOOKED FOR INFO	21	5	6	11	-	1	2	2	-	1	2	2	-	*	3	4	2	-	3	3	1	-
	13%	21%	6%	22%	-%	36%	22%	20%	-%	36%	21%	20%	-%	14%	16%	9%	16%	-%	19%	9%	16%	-%
None of these	8	3	2	4	*	*	2	1	-	*	2	1	-	-	-	1	*	-	-	1	*	-
	5%	12%	2%	8%	100%	5%	15%	7%	-%	5%	16%	8%	-%	-%	-%	3%	2%	-%	-%	5%	3%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 112

QA30E. Which, if any, of these have you done when considering switching supplier for your fixed line phone (calls) in the last year?

Base : Those who have considered but not switched their fixed line phone service in the last year

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE	CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
		~a	~b	~c	~d	~e	~f	~g	~h	i	j	~k	~l	m	n	o	p
Significance Level: 95%																	
Unweighted total	261	9	21	7	12	13	13	-	-	119	128	10	7	167	221	247	261
Effective Weighted Sample	135	7	12	6	11	7	2	-	-	62	66	5	7	83	122	126	135
Total	155	1	2	2	6	3	4	-	-	78	65	3	*	90	103	144	155
Actually made the switch to another supplier, but then cancelled the service during the cooling-off period	3 2%	* 26%	* 3%	- -%	1 14%	- -%	* 7%	- -%	- -%	3 4%	* *%	- -%	- -%	1 1%	2 2%	3 2%	3 2%
Started the switching process with your current supplier by telling them you want to cancel the service	5 3%	* 13%	* 10%	1 24%	1 25%	- -%	* 1%	- -%	- -%	2 2%	3 4%	- -%	* 13%	3 4%	3 3%	4 3%	5 3%
Started the switching process with another supplier by telling them you want to start using their service	5 3%	* 6%	* 7%	- -%	2 33%	- -%	- -%	- -%	- -%	4 5%	1 2%	- -%	- -%	5 5%	3 3%	5 3%	5 3%
Contacted your supplier about possibly cancelling their service	26 17%	* 21%	* 19%	1 41%	2 32%	1 17%	* 11%	- -%	- -%	13 17%	12 19%	1 20%	- -%	16 18%	17 17%	26 18%	26 17%
Contacted any other suppliers you could use	27 17%	* 21%	1 56%	* 13%	1 18%	- -%	* 1%	- -%	- -%	11 14%	15 24%	- -%	* 14%	16 18%	20 20%	27 19%	27 17%
Looked into the process I would need to go through to change supplier	88 56%	1 57%	1 70%	* 13%	- -%	2 58%	4 84%	- -%	- -%	42 54%	37 57%	1 54%	* 29%	54 60%	58 56%	80 56%	88 56%
Looked for information about other suppliers you could use	53 34%	1 92%	1 75%	1 36%	2 33%	1 21%	* 9%	- -%	- -%	25 32%	24 38%	* 19%	* 30%	28 32%	42 40%	50 35%	53 34%
STARTED PROCESS/ CONTACTED SUPPLIER/S	51 33%	1 54%	1 63%	2 78%	3 55%	1 17%	1 20%	- -%	- -%	26 33%	25 38%	1 20%	* 27%	32 35%	36 35%	50 35%	51 33%
ONLY LOOKED INTO PROCESS	75 49%	* 8%	* 22%	- -%	- -%	2 58%	3 77%	- -%	- -%	38 48%	30 46%	1 54%	* 29%	46 51%	46 44%	67 47%	75 49%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 112

QA30E. Which, if any, of these have you done when considering switching supplier for your fixed line phone (calls) in the last year?

Base : Those who have considered but not switched their fixed line phone service in the last year

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	261	9	21	7	12	13	13	-	-	119	128	10	7	167	221	247	261
Effective Weighted Sample	135	7	12	6	11	7	2	-	-	62	66	5	7	83	122	126	135
Total	155	1	2	2	6	3	4	-	-	78	65	3	*	90	103	144	155
ONLY LOOKED FOR INFO	21	1	*	*	1	*	*	-	-	12	7	*	*	7	16	19	21
	13%	38%	12%	11%	23%	16%	2%	-%	-%	16%	11%	15%	30%	8%	16%	13%	13%
None of these	8	-	*	*	1	*	*	-	-	3	4	*	*	5	5	7	8
	5%	-%	4%	11%	23%	9%	1%	-%	-%	4%	6%	11%	14%	5%	5%	5%	5%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 113

QA31E. Why haven't you taken any of these steps (SHOWN AT QA30E) towards switching to another supplier for your Fixed line phone (calls) so far?

Base : Those who have considered switching their fixed line phone service but not taken any action

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED					COVERED				COVERED				COVERED				
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
	Total	*a	*b	~c	~d	~e	~f	~g	~h	~i	*j	~k	~l	~m	~n	*o	~p	*q	~r	~s	~t	*u
Significance Level: 95%																						
Unweighted total	134	65	51	25	1	9	30	28	-	9	31	29	-	2	13	36	10	47	13	27	8	32
Effective Weighted Sample	64	34	29	21	1	7	16	19	-	7	16	20	-	2	8	29	5	31	8	21	3	18
Total	61	11	28	25	*	1	7	4	-	1	7	4	-	1	10	19	7	28	9	12	5	18
Base for %	26	1	12	13	-	-	1	-	-	-	1	-	-	-	5	3	3	8	5	3	3	7
Just haven't got around to thinking about it	11	1	5	5	-	-	1	-	-	-	1	-	-	-	2	1	3	3	2	1	3	3
	42%	100%	43%	38%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	38%	23%	80%	30%	38%	23%	80%	34%
Waiting until the end of the contract period	10	-	5	6	-	-	-	-	-	-	-	-	-	-	3	1	-	4	3	1	-	3
	39%	-%	40%	42%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	62%	42%	-%	53%	62%	42%	-%	47%
Had to disconnect	3	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	3	3	-	-	3	3
	10%	-%	21%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	80%	30%	-%	-%	80%	34%
Undecided/ waiting for the right time	2	-	1	1	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	1	1	-
	7%	-%	5%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	20%	20%	-%	-%	20%	20%	-%
Too expensive	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	5%	-%	-%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't offer anything better (price/ service/ deal)	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	*	-	*	-	*
	2%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	15%	-%	5%	-%	15%	-%	6%
Other reasons	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1
	4%	-%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%	-%	-%	-%	13%
No answer	1	-	1	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	1	1	-	-

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 113

QA31E. Why haven't you taken any of these steps (SHOWN AT QA30E) towards switching to another supplier for your Fixed line phone (calls) so far?

Base : Those who have considered switching their fixed line phone service but not taken any action

		TV PROCES S		BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
		~a	~b	~c	~d	~e	~f	~g	~h	*i	*j	~k	~l	m	n	o	p
Significance Level: 95%																	
Unweighted total	134	8	15	4	6	9	5	-	-	60	66	7	3	82	121	126	134
Effective Weighted Sample	64	6	8	4	5	9	2	-	-	29	29	7	3	36	63	59	64
Total	61	1	1	1	3	1	*	-	-	28	28	1	*	33	47	56	61
Base for %	26	-	-	-	1	-	-	-	-	13	10	-	-	12	13	23	26
Just haven't got around to thinking about it	11	-	-	-	1	-	-	-	-	6	3	-	-	6	4	10	11
	42%	-%	-%	-%	100%	-%	-%	-%	-%	48%	36%	-%	-%	53%	31%	43%	42%
Waiting until the end of the contract period	10	-	-	-	-	-	-	-	-	4	6	-	-	6	5	10	10
	39%	-%	-%	-%	-%	-%	-%	-%	-%	30%	64%	-%	-%	47%	42%	44%	39%
Had to disconnect	3	-	-	-	-	-	-	-	-	-	3	-	-	3	-	3	3
	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	26%	-%	-%	21%	-%	11%	10%
Undecided/ waiting for the right time	2	-	-	-	-	-	-	-	-	1	-	-	-	-	1	1	2
	7%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%	-%	-%	5%	3%	7%
Too expensive	1	-	-	-	-	-	-	-	-	1	-	-	-	-	1	1	1
	5%	-%	-%	-%	-%	-%	-%	-%	-%	10%	-%	-%	-%	-%	11%	6%	5%
Don't offer anything better (price/ service/ deal)	*	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-	*
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	2%
Other reasons	1	-	-	-	-	-	-	-	-	1	-	-	-	-	1	1	1
	4%	-%	-%	-%	-%	-%	-%	-%	-%	7%	-%	-%	-%	-%	7%	4%	4%
No answer	1	-	-	-	-	-	-	-	-	-	1	-	-	1	1	1	1

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 114

QA32E. Which, if any, of these are reasons why you have not considered switching to another supplier for your fixed line phone calls in the last year?

Base : Those who neither switched nor considered switching their standalone fixed line phone service in the last year

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	CONSI				SWITCHED & COVERED					COVERED				COVERED				COVERED				
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
						TV	BAND			TV	BAND				TV	BAND			TV	BAND		
		*a	*b	c	~d	~e	~f	*g	~h	~i	~j	*k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Significance Level: 95%																						
Unweighted total	686	58	31	600	3	5	25	32	-	7	28	33	-	1	7	19	18	-	4	18	11	-
Effective Weighted Sample	613	39	27	552	3	4	22	22	-	6	25	22	-	1	6	17	15	-	3	17	9	-
Total	1073	60	33	982	2	5	19	40	-	6	21	41	-	1	9	22	22	-	4	19	12	-
PROMPTED RESPONSES																						
I'm happy/ satisfied/ content with my current supplier	927	49	26	853	*	5	15	34	-	5	15	34	-	1	8	17	18	-	4	14	11	-
	86%	81%	80%	87%	16%	100%	79%	85%	-%	83%	73%	83%	-%	100%	86%	77%	81%	-%	100%	73%	88%	-%
There's not enough difference in cost to be worth switching	59	2	4	53	-	-	-	2	-	-	-	2	-	-	-	4	1	-	-	4	1	-
	5%	4%	13%	5%	-%	-%	-%	6%	-%	-%	-%	6%	-%	-%	-%	17%	3%	-%	-%	20%	5%	-%
It's too time-consuming to go through the process of switching from one supplier to another	57	-	2	55	-	-	-	-	-	-	-	-	-	-	-	1	3	-	-	1	1	-
	5%	-%	5%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	12%	-%	-%	4%	8%	-%
It's difficult to compare the services available from different providers	40	1	-	40	-	-	1	1	-	-	1	1	-	-	-	-	-	-	-	-	-	-
	4%	1%	-%	4%	-%	-%	3%	2%	-%	-%	3%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
There's a big risk that something will go wrong in the switch from one supplier to another and I will lose service	28	1	-	27	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	3%	2%	-%	3%	-%	-%	-%	3%	-%	-%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It's not clear what steps I would need to take to switch supplier	14	-	-	14	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
I'm still within my contract period/ would have to pay an early termination charge/ cancellation charge	14	-	1	13	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-
	1%	-%	3%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	5%	-%	-%
It would have been difficult to keep my phone number	9	1	1	8	-	-	1	-	-	-	1	-	-	-	-	1	-	-	-	-	1	-
	1%	1%	3%	1%	-%	-%	5%	-%	-%	-%	4%	-%	-%	-%	-%	4%	-%	-%	-%	-%	7%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 114

QA32E. Which, if any, of these are reasons why you have not considered switching to another supplier for your fixed line phone calls in the last year?

Base : Those who neither switched nor considered switching their standalone fixed line phone service in the last year

	Total	ACTIONS TAKEN			SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
		CONSI			BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT-CHED	DERED	NEIT-HER		TV	BAND	PHONE		CALLS	TV	BAND		PHONE	CALLS	TV		BAND	PHONE	CALLS		
																						*a
Significance Level: 95%																						
Unweighted total	686	58	31	600	3	5	25	32	-	7	28	33	-	1	7	19	18	-	4	18	11	-
Effective Weighted Sample	613	39	27	552	3	4	22	22	-	6	25	22	-	1	6	17	15	-	3	17	9	-
Total	1073	60	33	982	2	5	19	40	-	6	21	41	-	1	9	22	22	-	4	19	12	-
I don't want to have to change my email address	3	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
I would need to change, return or pay for equipment I have from my supplier	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
I don't want to have to tell my supplier I want to cancel their service	1	1	-	-	1	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-
	*%	1%	-%	-%	33%	-%	-%	-%	-%	-%	3%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
		c																				
Other reasons	27	2	-	25	-	-	-	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-
	2%	3%	-%	3%	-%	-%	-%	5%	-%	-%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	49	7	1	41	1	-	3	3	-	1	4	3	-	-	1	1	1	-	-	1	-	-
	5%	11%	3%	4%	51%	-%	17%	8%	-%	17%	20%	8%	-%	-%	14%	5%	4%	-%	-%	5%	-%	-%
		c																				
SPONTANEOUS RESPONSES																						
Can't be bothered	10	-	-	10	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No choice/ not available	6	2	-	4	-	-	-	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-
	1%	3%	-%	*%	-%	-%	-%	5%	-%	-%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
		c																				
Too expensive/ price	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't use it enough/ need it	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other reasons	10	-	-	10	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Table 114

QA32E. Which, if any, of these are reasons why you have not considered switching to another supplier for your fixed line phone calls in the last year?

Base : Those who neither switched nor considered switching their standalone fixed line phone service in the last year

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				COVERED					COVERED			
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
						TV	BAND			TV	BAND			TV	BAND			TV	BAND			
*a	*b	c	~d	~e	~f	*g	~h	~i	~j	*k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u		
Significance Level: 95%																						
Unweighted total	686	58	31	600	3	5	25	32	-	7	28	33	-	1	7	19	18	-	4	18	11	-
Effective Weighted Sample	613	39	27	552	3	4	22	22	-	6	25	22	-	1	6	17	15	-	3	17	9	-
Total	1073	60	33	982	2	5	19	40	-	6	21	41	-	1	9	22	22	-	4	19	12	-
Don't know	49	7	1	41	1	-	3	3	-	1	4	3	-	-	1	1	1	-	-	1	-	-
	5%	11%	3%	4%	51%	-%	17%	8%	-%	17%	20%	8%	-%	-%	14%	5%	4%	-%	-%	5%	-%	-%
		c																				

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 114

QA32E. Which, if any, of these are reasons why you have not considered switching to another supplier for your fixed line phone calls in the last year?

Base : Those who neither switched nor considered switching their standalone fixed line phone service in the last year

		TV PROCES S		BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	i	j	~k	~l	m	n	o	p
Unweighted total	686	5	7	8	11	11	7	-	-	332	226	8	7	294	300	558	686
Effective Weighted Sample	613	4	5	8	11	7	6	-	-	302	195	6	6	260	258	496	613
Total	1073	4	4	7	9	13	11	-	-	518	375	12	11	460	467	893	1073
PROMPTED RESPONSES																	
I'm happy/ satisfied/ content with my current supplier	927	3	1	6	7	13	10	-	-	435	324	12	10	388	382	759	927
	86%	77%	32%	87%	74%	93%	89%	-%	-%	84%	86%	100%	89%	84%	82%	85%	86%
There's not enough difference in cost to be worth switching	59	-	-	-	-	-	1	-	-	29	25	-	1	33	28	54	59
	5%	-%	-%	-%	-%	-%	11%	-%	-%	6%	7%	-%	11%	7%	6%	6%	5%
It's too time-consuming to go through the process of switching from one supplier to another	57	-	-	-	-	-	-	-	-	31	23	-	-	16	25	53	57
	5%	-%	-%	-%	-%	-%	-%	-%	-%	6%	6%	-%	-%	3%	5%	6%	5%
It's difficult to compare the services available from different providers	40	-	-	-	1	-	-	-	-	21	13	-	-	15	18	34	40
	4%	-%	-%	-%	7%	-%	-%	-%	-%	4%	4%	-%	-%	3%	4%	4%	4%
There's a big risk that something will go wrong in the switch from one supplier to another and I will lose service	28	-	-	-	-	-	-	-	-	16	7	-	-	16	12	22	28
	3%	-%	-%	-%	-%	-%	-%	-%	-%	3%	2%	-%	-%	3%	3%	2%	3%
It's not clear what steps I would need to take to switch supplier	14	-	-	-	-	-	-	-	-	8	3	-	-	5	3	11	14
	1%	-%	-%	-%	-%	-%	-%	-%	-%	2%	1%	-%	-%	1%	1%	1%	1%
I'm still within my contract period/ would have to pay an early termination charge/ cancellation charge	14	-	-	-	-	-	-	-	-	3	11	-	-	3	11	14	14
	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%	3% i	-%	-%	1%	2%	2%	1%
It would have been difficult to keep my phone number	9	-	-	-	1	-	-	-	-	6	-	-	-	3	4	6	9
	1%	-%	-%	-%	10%	-%	-%	-%	-%	1%	-%	-%	-%	1%	1%	1%	1%
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 114

QA32E. Which, if any, of these are reasons why you have not considered switching to another supplier for your fixed line phone calls in the last year?

Base : Those who neither switched nor considered switching their standalone fixed line phone service in the last year

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	686	5	7	8	11	11	7	-	-	332	226	8	7	294	300	558	686	
Effective Weighted Sample	613	4	5	8	11	7	6	-	-	302	195	6	6	260	258	496	613	
Total	1073	4	4	7	9	13	11	-	-	518	375	12	11	460	467	893	1073	
I don't want to have to change my email address	3 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 1%	- -%	- -%	- -%	- -%	- -%	3 *%	3 *%	
I would need to change, return or pay for equipment I have from my supplier	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%	- -%	- -%	- -%	2 *%	2 *%	
I don't want to have to tell my supplier I want to cancel their service	1 *%	- -%	1 19%	- -%	- -%	1 5%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	1 *%	1 *%	1 *%	1 *%	
Other reasons	27 2%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	11 2%	14 4%	- -%	- -%	18 4%	21 5%	25 3%	27 2%	
Don't know	49 5%	1 23%	2 49%	1 13%	2 16%	- -%	- -%	- -%	- -%	29 6%	15 4%	- -%	- -%	27 6%	27 6%	44 5%	49 5%	
SPONTANEOUS RESPONSES																		
Can't be bothered	10 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 1%	5 1%	- -%	- -%	4 1%	6 1%	10 1%	10 1%	
No choice/ not available	6 1%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	2 *%	4 1%	- -%	- -%	6 1%	4 1%	6 1%	6 1%	
Too expensive/ price	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	1 *%	1 *%	1 *%	1 *%	
Don't use it enough/ need it	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	1 *%	1 *%	1 *%	
Other reasons	10 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 1%	4 1%	- -%	- -%	7 1%	10 2%	8 1%	10 1%	
Don't know	49 5%	1 23%	2 49%	1 13%	2 16%	- -%	- -%	- -%	- -%	29 6%	15 4%	- -%	- -%	27 6%	27 6%	44 5%	49 5%	
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																		

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 115

QA32E. ANY MENTIONS OF HASSLE

Base : Those who neither switched nor considered switching their standalone fixed line phone service in the last year

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED				SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED							
	CONSI				SWITCHED & COVERED					CONSIDERED & COVERED				CONSIDERED & COVERED				CONSIDERED & COVERED				CONSIDERED & COVERED							
	SWIT-CH	DERED	NEIT-HER	BUN-DLE	TV	BAND	MOB. PHONE	FIXED LINE CALLS		TV	BAND	MOB. PHONE	FIXED LINE CALLS		TV	BAND	MOB. PHONE	FIXED LINE CALLS		TV	BAND	MOB. PHONE	FIXED LINE CALLS		TV	BAND	MOB. PHONE	FIXED LINE CALLS	
Significance Level: 95%	*a	*b	c	~d	~e	~f	*g	~h		~i	~j	*k	~l		~m	~n	~o	~p	~q		~r	~s	~t	~u		~v	~w	~x	~y
Unweighted total	686	58	31	600	3	5	25	32	-	7	28	33	-	1	7	19	18	-		4	18	11	-		5	20	12	-	
Effective Weighted Sample	613	39	27	552	3	4	22	22	-	6	25	22	-	1	6	17	15	-		3	17	9	-		4	16	10	-	
Total	1073	60	33	982	2	5	19	40	-	6	21	41	-	1	9	22	22	-		4	19	12	-		5	21	13	-	
TOTAL HASSLE MENTIONS	82	2	3	78	-	-	1	1	-	-	1	1	-	-	-	1	4	-		-	1	2	-		-	1	3	-	
	8%	4%	8%	8%	-%	-%	5%	3%	-%	-%	4%	3%	-%	-%	-%	3%	16%	-%		-%	4%	16%	-%		-%	4%	16%	-%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 115

QA32E. ANY MENTIONS OF HASSLE

Base : Those who neither switched nor considered switching their standalone fixed line phone service in the last year

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
											CON- TRACT				BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG i	j	PAC ~k	C&R ~l	TV m	n	o	p
Unweighted total	686	5	7	8	11	11	7	-	-	332	226	8	7	294	300	558	686
Effective Weighted Sample	613	4	5	8	11	7	6	-	-	302	195	6	6	260	258	496	613
Total	1073	4	4	7	9	13	11	-	-	518	375	12	11	460	467	893	1073
TOTAL HASSLE MENTIONS	82	-	-	-	1	-	-	-	-	48	26	-	-	27	35	74	82
	8%	-%	-%	-%	10%	-%	-%	-%	-%	9%	7%	-%	-%	6%	7%	8%	8%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 116

QA32E. ANY MENTIONS OF HAPPY AND HASSLE

Base : Those who neither switched nor considered switching their standalone fixed line phone service in the last year

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	g	h	TV	BAND	k	l	m	n	o	p	q	r	s	t	u
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u
Unweighted total	686	58	31	600	3	5	25	32	-	7	28	33	-	1	7	19	18	-	4	18	11	-
Effective Weighted Sample	613	39	27	552	3	4	22	22	-	6	25	22	-	1	6	17	15	-	3	17	9	-
Total	1073	60	33	982	2	5	19	40	-	6	21	41	-	1	9	22	22	-	4	19	12	-
BOTH HAPPY AND HASSLE	55	1	1	53	-	-	-	1	-	-	-	1	-	-	-	-	1	-	-	-	1	-
	5%	2%	3%	5%	-%	-%	-%	3%	-%	-%	-%	3%	-%	-%	-%	-%	5%	-%	-%	-%	8%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 116

QA32E. ANY MENTIONS OF HAPPY AND HASSLE

Base : Those who neither switched nor considered switching their standalone fixed line phone service in the last year

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	686	5	7	8	11	11	7	-	-	332	226	8	7	294	300	558	686
Effective Weighted Sample	613	4	5	8	11	7	6	-	-	302	195	6	6	260	258	496	613
Total	1073	4	4	7	9	13	11	-	-	518	375	12	11	460	467	893	1073
BOTH HAPPY AND HASSLE	55	-	-	-	-	-	-	-	-	28	22	-	-	17	20	50	55
	5%	-%	-%	-%	-%	-%	-%	-%	-%	5%	6%	-%	-%	4%	4%	6%	5%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 117

QA32E. DISSATISFIED WITH PROVIDER AND HASSLE

Base : Those who neither switched nor considered switching their standalone fixed line phone service in the last year

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				BUN- DLE	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	TV	BAND		TV	BAND	TV		BAND	TV	BAND		TV	BAND			
Significance Level: 95%	Total	*a	*b	c	~d	~e	~f	*g	~h	~i	~j	*k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	686	58	31	600	3	5	25	32	-	7	28	33	-	1	7	19	18	-	4	18	11	-
Effective Weighted Sample	613	39	27	552	3	4	22	22	-	6	25	22	-	1	6	17	15	-	3	17	9	-
Total	1073	60	33	982	2	5	19	40	-	6	21	41	-	1	9	22	22	-	4	19	12	-
BOTH DISSATISFIED AND HASSLE	8	-	1	7	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-
	1%	-%	2%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%	4%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 117

QA32E. DISSATISFIED WITH PROVIDER AND HASSLE

Base : Those who neither switched nor considered switching their standalone fixed line phone service in the last year

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	
Significance Level: 95%																	
Unweighted total	686	5	7	8	11	11	7	-	-	332	226	8	7	294	300	558	686
Effective Weighted Sample	613	4	5	8	11	7	6	-	-	302	195	6	6	260	258	496	613
Total	1073	4	4	7	9	13	11	-	-	518	375	12	11	460	467	893	1073
BOTH DISSATISFIED AND HASSLE	8	-	-	-	-	-	-	-	-	5	3	-	-	3	1	8	8
	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%	1%	-%	-%	1%	*%	1%	1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 118

QA33E. Which one of these is the main reason why you have not considered switching to another supplier for your fixed line phone calls?

Base : Those who neither switched nor considered switching their standalone fixed line phone service in the last year

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS		
		SWIT-CHED	DERED	NEIT-HER		TV	BAND			TV	BAND			TV	BAND								
																		*a	*b	c		~d	~e
Significance Level: 95%																							
Unweighted total	686	58	31	600	3	5	25	32	-	7	28	33	-	1	7	19	18	-	4	18	11	-	
Effective Weighted Sample	613	39	27	552	3	4	22	22	-	6	25	22	-	1	6	17	15	-	3	17	9	-	
Total	1073	60	33	982	2	5	19	40	-	6	21	41	-	1	9	22	22	-	4	19	12	-	
PROMPTED RESPONSES																							
I'm happy/ satisfied/ content with my current supplier	906 84%	49 81%	24 73%	834 85%	* 16%	5 100%	15 79%	34 85%	- -%	5 83%	15 73%	34 83%	- -%	1 100%	8 86%	16 71%	17 77%	- -%	4 100%	12 66%	10 79%	- -%	
There's not enough difference in cost to be worth switching	35 3%	1 2%	4 13%	30 3%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	4 17%	1 3%	- -%	- -%	4 20%	1 5%	- -%	
			c																				
It's difficult to compare the services available from different providers	23 2%	- -%	- -%	23 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
It's too time-consuming to go through the process of switching from one supplier to another	13 1%	- -%	2 5%	11 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	3 12%	- -%	- -%	1 4%	1 8%	- -%	
There's a big risk that something will go wrong in the switch from one supplier to another and I will lose service	12 1%	- -%	- -%	12 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
I'm still within my contract period/ would have to pay an early termination charge/ cancellation charge	8 1%	- -%	1 3%	7 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	- -%	- -%	1 5%	- -%	- -%	
It's not clear what steps I would need to take to switch supplier	3 *%	- -%	- -%	3 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
It would have been difficult to keep my phone number	2 *%	1 1%	1 3%	1 *%	- -%	- -%	1 5%	- -%	- -%	- -%	1 4%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	- -%	- -%	1 7%	- -%	
			c																				

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 118

QA33E. Which one of these is the main reason why you have not considered switching to another supplier for your fixed line phone calls?

Base : Those who neither switched nor considered switching their standalone fixed line phone service in the last year

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED						
	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS				
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	~f		TV	BAND	~j		TV	BAND	~o		TV	BAND	~s					
Significance Level: 95%	Total	*a	*b	c	~d	~e	~f	*g	~h	~i	~j	*k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u		
Unweighted total	686	58	31	600	3	5	25	32	-	7	28	33	-	1	7	19	18	-	4	18	11	-		
Effective Weighted Sample	613	39	27	552	3	4	22	22	-	6	25	22	-	1	6	17	15	-	3	17	9	-		
Total	1073	60	33	982	2	5	19	40	-	6	21	41	-	1	9	22	22	-	4	19	12	-		
I don't want to have to tell my supplier I want to cancel their service	1	1	-	-	1	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-		
	*%	1%	-%	-%	33%	-%	-%	-%	-%	-%	3%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
	c																							
SPONTANEOUS RESPONSES																								
Other reasons	22	2	-	20	-	-	-	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-		
	2%	3%	-%	2%	-%	-%	-%	5%	-%	-%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 118

QA33E. Which one of these is the main reason why you have not considered switching to another supplier for your fixed line phone calls?

Base : Those who neither switched nor considered switching their standalone fixed line phone service in the last year

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	686	5	7	8	11	11	7	-	-	332	226	8	7	294	300	558	686	
Effective Weighted Sample	613	4	5	8	11	7	6	-	-	302	195	6	6	260	258	496	613	
Total	1073	4	4	7	9	13	11	-	-	518	375	12	11	460	467	893	1073	
PROMPTED RESPONSES																		
I'm happy/ satisfied/ content with my current supplier	906 84%	3 77%	1 32%	6 87%	7 74%	13 93%	10 89%	- -%	- -%	426 82%	314 84%	12 100%	10 89%	378 82%	367 79%	741 83%	906 84% n	
There's not enough difference in cost to be worth switching	35 3%	- -%	- -%	- -%	- -%	- -%	1 11%	- -%	- -%	18 3%	15 4%	- -%	1 11%	19 4%	19 4%	33 4%	35 3%	
It's difficult to compare the services available from different providers	23 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	12 2%	9 3%	- -%	- -%	10 2%	14 3%	22 2%	23 2%	
It's too time-consuming to go through the process of switching from one supplier to another	13 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	11 2%	2 *%	- -%	- -%	1 *%	7 2%	13 1%	13 1%	
There's a big risk that something will go wrong in the switch from one supplier to another and I will lose service	12 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	8 2%	- -%	- -%	- -%	7 2%	4 1%	8 1%	12 1%	
I'm still within my contract period/ would have to pay an early termination charge/ cancellation charge	8 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	8 2% i	- -%	- -%	3 1%	8 2%	8 1%	8 1%	
It's not clear what steps I would need to take to switch supplier	3 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	1 *%	- -%	- -%	1 *%	1 *%	3 *%	3 *%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 118

QA33E. Which one of these is the main reason why you have not considered switching to another supplier for your fixed line phone calls?

Base : Those who neither switched nor considered switching their standalone fixed line phone service in the last year

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	686	5	7	8	11	11	7	-	-	332	226	8	7	294	300	558	686
Effective Weighted Sample	613	4	5	8	11	7	6	-	-	302	195	6	6	260	258	496	613
Total	1073	4	4	7	9	13	11	-	-	518	375	12	11	460	467	893	1073
It would have been difficult to keep my phone number	2 *%	- -%	- -%	- -%	1 10%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	1 *%	1 *%	2 *%
I don't want to have to tell my supplier I want to cancel their service	1 *%	- -%	1 19%	- -%	- -%	1 5%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	1 *%	1 *%	1 *%	1 *%
SPONTANEOUS RESPONSES																	
Other reasons	22 2%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	11 2%	9 2%	- -%	- -%	14 3%	18 4%	20 2%	22 2%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 119

SECTIONS TO COMPLETE - TICK ALL THAT APPLY

Base : All respondents

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED						
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS				
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		CALLS	TV	BAND		PHONE	CALLS	TV		BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u			
Unweighted total	2871	925	460	1551	125	87	373	341	216	155	489	351	335	155	88	174	194	142	124	242	149	214			
Effective Weighted Sample	2005	434	302	1405	88	45	222	119	142	92	300	125	225	112	48	119	126	92	77	189	95	146			
Total	3268	465	322	2523	101	37	149	152	145	107	235	163	243	119	59	122	162	110	86	156	108	156			
B1 - Switched whole package of services	102 3%	102 22% bc	9 3% c	- -%	101 100% efgh	1 4% f	- -%	7 5% fh	* *%	71 67% jkl	86 37% k	18 11% k	98 40% k	- -%	1 2%	- -%	9 6% moq	- -%	1 2%	- -%	8 7% su	- -%			
B2 - Switched TV service	44 1%	43 9% bc	3 1% c	- -%	1 1% dfgh	37 100% dgh	24 16% dgh	3 2%	9 6%	37 35% jkl	25 11% kl	3 2%	10 4%	* *%	- -%	1 1%	1 1% 2%	2 2%	- -%	1 1%	1 1%	1 1%			
B3 - Switched Broadband service	150 5%	150 32% bc	10 3% c	- -%	- -%	19 50% dg	149 100% degh	10 6% d	67 46% dg	19 17% k	149 63% ikl	10 6% k	67 27% k	- -%	3 5% mo	- -%	8 5% mo	5 5% mo	3 3% s	- -%	4 4% s	3 2%			
B4 - Switched Mobile phone network	167 5%	165 35% bc	20 6% c	2 *%	8 8%	6 16%	21 14% defh	152 100% defh	15 10%	11 11%	29 12%	152 94% ijl	23 9%	9 7% p	3 5% p	7 6% p	- -%	9 8% p	9 10% t	9 6% t	- -%	13 8% t			
B5 - Switched fixed line service	158 5%	158 34% bc	5 2% c	- -%	* *%	10 28% dg	78 52% deg	14 9% d	145 100% defg	11 10% ik	78 33% ik	15 9% ijk	145 60%	1 1%	* 1%	1 1%	6 4%	- -%	1 1%	1 1%	3 3% u	- -%			
C1 - Considered switching whole package of services	124 4%	11 2%	85 26% ac	35 1%	- -%	* 1%	- -%	10 6% dfh	1 *%	* *%	- -%	10 6% ijl	1 *%	119 100% nopq	7 12% oq	* *%	22 14% oq	2 1%	51 59% t	75 48% t	18 17% t	80 51% t			
C2 - Considered switching TV service	65 2%	11 2% c	42 13% ac	19 1%	2 2%	- -%	4 3%	4 3%	2 1%	- -%	6 3%	4 3%	4 2%	7 6% p	59 100% mopq	7 6% p	2 1%	9 8% p	39 45% stu	11 7% t	2 2%	11 7%			
C3 - Considered switching Broadband service	131 4%	9 2%	89 28% ac	40 2%	- -%	1 3% f	- -%	6 4% f	2 1%	1 1%	- -%	6 4% j	2 1%	* *%	12 20% mp	122 100% mnpq	13 8% m	40 36% mp	10 12% rtu	82 52% rtu	10 10%	24 15%			
C4 - Considered switching Mobile phone network	192 6%	35 8% c	119 37% ac	55 2%	11 11% g	2 4% g	17 11% g	- -%	13 9% g	10 9% k	28 12% k	- -%	24 10% k	24 20%	12 21%	20 16%	162 100% mnoq	21 19%	17 20%	30 19%	104 96% rsu	26 17%			

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 119

SECTIONS TO COMPLETE - TICK ALL THAT APPLY

Base : All respondents

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI			BUN- DLE	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS		
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE			
Total	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u	
Significance Level: 95%																						
Unweighted total	2871	925	460	1551	125	87	373	341	216	155	489	351	335	155	88	174	194	142	124	242	149	214
Effective Weighted Sample	2005	434	302	1405	88	45	222	119	142	92	300	125	225	112	48	119	126	92	77	189	95	146
Total	3268	465	322	2523	101	37	149	152	145	107	235	163	243	119	59	122	162	110	86	156	108	156
C5 - Considered switching fixed line service	123 4%	15 3%	86 27%	31 1%	- -%	1 2%	7 5%	8 5%	- -%	1 1%	7 3%	8 5%	- -%	2 2%	15 25%	42 34%	11 7%	110 100%	14 16%	27 17%	7 6%	77 49%
	c	ac				dh	h				l	l			mp	mp	mnop		t	t		rst
D - NONE OF THESE	2382 73%	- -%	- -%	2382 94% ab	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 119

SECTIONS TO COMPLETE - TICK ALL THAT APPLY

Base : All respondents

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	2871	108	125	109	161	106	93	75	206	1342	1288	70	73	1721	2052	2630	2508
Effective Weighted Sample	2005	61	53	79	130	39	27	52	150	988	829	26	21	1151	1309	1816	1734
Total	3268	73	31	58	118	48	40	49	173	1599	1386	34	29	1853	2027	2985	2764
B1 - Switched whole package of services	102 3%	50 68%	6 21%	22 38% b	51 43% b	10 22%	3 8%	25 51%	65 37%	49 3%	45 3%	3 10%	* 2%	90 5% o	87 4%	94 3%	101 4%
B2 - Switched TV service	44 1%	25 34%	2 6%	5 8%	15 13%	- -%	2 4%	2 5%	7 4%	17 1%	26 2%	- -%	1 2%	44 2% p	36 2%	43 1%	38 1%
B3 - Switched Broadband service	150 5%	12 16%	24 79% cd	36 62%	67 57%	3 6%	2 4%	12 24%	48 28%	54 3%	89 6% i	3 8%	2 5%	100 5%	150 7% mop	143 5%	144 5%
B4 - Switched Mobile phone network	167 5%	9 12%	4 14%	8 14%	13 11%	42 88%	38 93%	7 15%	14 8%	62 4%	105 8% i	34 100%	29 100%	96 5%	79 4%	167 6% n	123 4%
B5 - Switched fixed line service	158 5%	7 10%	13 43% c	15 25%	40 34%	3 6%	4 11%	24 49%	109 63%	74 5%	77 6%	3 9%	4 14%	96 5%	123 6%	150 5%	158 6%
C1 - Considered switching whole package of services	124 4%	* 1%	- -%	- -%	- -%	5 10%	3 7%	- -%	1 *%	56 3%	66 5%	4 13%	3 10%	98 5%	115 6% o	121 4%	121 4%
C2 - Considered switching TV service	65 2%	- -%	2 6%	1 2%	2 2%	1 3%	2 4%	* 1%	3 1%	30 2%	31 2%	1 4%	* 2%	65 3% op	44 2%	61 2%	53 2%
C3 - Considered switching Broadband service	131 4%	1 2%	- -%	- -%	- -%	1 3%	3 8%	- -%	2 1%	56 4%	70 5%	1 3%	3 9%	78 4%	131 6% mop	127 4%	123 4%
C4 - Considered switching Mobile phone network	192 6%	8 10%	4 14%	9 16%	11 9%	- -%	- -%	7 14%	15 9%	70 4%	122 9% i	- -%	- -%	115 6%	140 7%	192 6%	152 5%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 119

SECTIONS TO COMPLETE - TICK ALL THAT APPLY

Base : All respondents

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	
Significance Level: 95%																	
Unweighted total	2871	108	125	109	161	106	93	75	206	1342	1288	70	73	1721	2052	2630	2508
Effective Weighted Sample	2005	61	53	79	130	39	27	52	150	988	829	26	21	1151	1309	1816	1734
Total	3268	73	31	58	118	48	40	49	173	1599	1386	34	29	1853	2027	2985	2764
C5 - Considered switching fixed line service	123 4%	1 1%	1 5%	2 3%	3 3%	2 5%	4 10%	- -%	- -%	61 4%	52 4%	2 6%	* *%	76 4%	78 4%	114 4%	123 4%
D - NONE OF THESE	2382 73%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1206 75%	932 67%	- -%	- -%	1278 69%	1386 68%	2139 72%	1993 72%
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p										j						n	n

Table 120

SECTIONS TO COMPLETE - TICK MAXIMUM OF TWO SECTIONS

Base : All respondents

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED						
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS				
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		CALLS	TV	BAND		PHONE	CALLS	TV		BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u			
Unweighted total	2871	925	460	1551	125	87	373	341	216	155	489	351	335	155	88	174	194	142	124	242	149	214			
Effective Weighted Sample	2005	434	302	1405	88	45	222	119	142	92	300	125	225	112	48	119	126	92	77	189	95	146			
Total	3268	465	322	2523	101	37	149	152	145	107	235	163	243	119	59	122	162	110	86	156	108	156			
B1 - Switched whole package of services	91 3%	91 20% bc	9 3% c	- -%	91 90% efgh	1 3% f	- -%	5 3% f	- -%	66 62% jkl	76 32% k	14 9% moq	88 36% k	- -%	1 2% moq	- -%	9 5% moq	- -%	1 2% su	- -%	7 7% su	- -%			
B2 - Switched TV service	23 1%	23 5% bc	- -%	- -%	1 1% dfgh	23 62% dgh	12 8% dgh	1 *% dgh	3 2% dgh	23 22% jkl	13 6% kl	1 *% kl	4 2% kl	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%			
B3 - Switched Broadband service	87 3%	87 19% bc	3 1% c	- -%	- -%	12 33% dg	87 59% deg	6 4% deg	43 29% dg	12 11% k	87 37% ikl	6 4% ikl	43 18% k	- -%	1 1% ikl	- -%	5 3% ikl	1 1% ikl	1 1% ikl	- -%	2 2% ikl	1 *% ikl			
B4 - Switched Mobile phone network	116 4%	116 25% bc	12 4% c	- -%	5 5% c	1 2% c	6 4% c	116 76% defh	5 3% defh	5 5% ijl	11 5% ijl	116 71% ijl	10 4% ijl	6 5% p	1 2% p	3 2% p	- -%	4 3% p	5 6% t	5 3% t	- -%	8 5% t			
B5 - Switched fixed line service	106 3%	106 23% bc	2 1% c	- -%	- -%	3 9% d	43 29% deg	5 3% deg	106 73% defg	3 3% ik	43 18% ik	5 3% ijk	106 44% ijk	- -%	- -%	- -%	5 3% ijk	- -%	- -%	- -%	2 2% ijk	- -%			
C1 - Considered switching whole package of services	77 2%	6 1% ac	55 17% ac	21 1% ac	- -%	- -%	- -%	6 4% fh	- -%	- -%	- -%	6 3% jl	- -%	77 65% nopq	2 4% nopq	- -%	8 5% oq	- -%	32 37% t	47 30% t	8 7% t	54 34% t			
C2 - Considered switching TV service	38 1%	3 1% ac	26 8% ac	12 *% ac	1 1% ac	- -%	1 *% ac	1 1% ac	- -%	- -%	2 1% ac	1 1% ac	1 1% ac	2 2% mopq	38 65% mopq	6 5% p	- -%	3 3% p	26 31% stu	8 5% t	- -%	5 3% t			
C3 - Considered switching Broadband service	74 2%	3 1% ac	54 17% ac	20 1% ac	- -%	- -%	- -%	3 2% ac	- -%	- -%	- -%	3 2% ac	- -%	- -%	6 10% m	74 60% mnpq	6 4% m	16 14% mp	6 7% rtu	53 34% rtu	6 6% rtu	10 7% rtu			
C4 - Considered switching Mobile phone network	119 4%	18 4% c	77 24% ac	35 1% ac	9 9% efg	- -%	5 3% g	- -%	5 3% g	8 7% k	14 6% k	- -%	14 6% k	8 7% mnq	- -%	6 5% mnq	119 73% mnq	7 7% mnq	3 4% rsu	11 7% rsu	77 72% rsu	9 5% rsu			
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u		c	ac		efg		g		g	k	k		k				mnoq				rsu				

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 120

SECTIONS TO COMPLETE - TICK MAXIMUM OF TWO SECTIONS

Base : All respondents

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE		
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Total	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u	
Significance Level: 95%																						
Unweighted total	2871	925	460	1551	125	87	373	341	216	155	489	351	335	155	88	174	194	142	124	242	149	214
Effective Weighted Sample	2005	434	302	1405	88	45	222	119	142	92	300	125	225	112	48	119	126	92	77	189	95	146
Total	3268	465	322	2523	101	37	149	152	145	107	235	163	243	119	59	122	162	110	86	156	108	156
C5 - Considered switching fixed line service	72 2%	4 1%	55 17% ac	17 1%	- -%	- -%	1 *%	4 2%	- -%	- -%	1 *%	4 2%	- -%	- -%	3 5% m	15 13% mp	7 5% m	72 66% mnop	3 4%	10 6%	4 4%	55 35% rst
D - NONE OF THESE	2373 73%	- -%	- -%	2373 94% ab	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 120

SECTIONS TO COMPLETE - TICK MAXIMUM OF TWO SECTIONS

Base : All respondents

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	2871	108	125	109	161	106	93	75	206	1342	1288	70	73	1721	2052	2630	2508
Effective Weighted Sample	2005	61	53	79	130	39	27	52	150	988	829	26	21	1151	1309	1816	1734
Total	3268	73	31	58	118	48	40	49	173	1599	1386	34	29	1853	2027	2985	2764
B1 - Switched whole package of services	91 3%	46 62%	6 19%	17 29%	49 42% b	8 18%	2 6%	18 36%	64 37%	45 3%	38 3%	2 7%	- -%	83 4% o	76 4%	83 3%	90 3%
B2 - Switched TV service	23 1%	13 18%	1 3%	2 4%	8 7%	- -%	1 1%	- -%	4 2%	9 1%	14 1%	- -%	- -%	23 1%	18 1%	23 1%	20 1%
B3 - Switched Broadband service	87 3%	6 8%	11 35%	19 32%	47 40%	2 4%	1 2%	7 15%	31 18%	30 2%	55 4% i	2 6%	1 3%	57 3%	87 4% o	85 3%	87 3%
B4 - Switched Mobile phone network	116 4%	3 4%	2 5%	2 3%	7 6%	30 62%	30 75%	4 7%	5 3%	44 3%	72 5% i	25 73%	23 79%	57 3% n	32 2%	116 4% np	74 3% n
B5 - Switched fixed line service	106 3%	1 2%	5 17%	7 12%	25 21%	1 2%	2 4%	17 36%	80 46%	54 3%	46 3%	1 3%	2 6%	58 3%	74 4%	99 3%	106 4%
C1 - Considered switching whole package of services	77 2%	- -%	- -%	- -%	- -%	3 6%	2 5%	- -%	- -%	34 2%	42 3%	3 8%	2 7%	61 3%	69 3%	76 3%	77 3%
C2 - Considered switching TV service	38 1%	- -%	1 2%	- -%	1 1%	- -%	1 3%	- -%	1 1%	23 1%	14 1%	- -%	- -%	38 2% np	22 1%	37 1%	31 1%
C3 - Considered switching Broadband service	74 2%	- -%	- -%	- -%	- -%	1 2%	1 3%	- -%	- -%	33 2%	39 3%	1 3%	1 4%	46 2%	74 4% o	73 2%	68 2%
C4 - Considered switching Mobile phone network	119 4%	6 8%	2 7%	7 11% d	4 3%	- -%	- -%	5 11%	8 4%	49 3%	70 5% i	- -%	- -%	61 3%	74 4%	119 4%	85 3%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 120

SECTIONS TO COMPLETE - TICK MAXIMUM OF TWO SECTIONS

Base : All respondents

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE	
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o		
Significance Level: 95%																		
Unweighted total	2871	108	125	109	161	106	93	75	206	1342	1288	70	73	1721	2052	2630	2508	
Effective Weighted Sample	2005	61	53	79	130	39	27	52	150	988	829	26	21	1151	1309	1816	1734	
Total	3268	73	31	58	118	48	40	49	173	1599	1386	34	29	1853	2027	2985	2764	
C5 - Considered switching fixed line service	72 2%	- -%	- -%	1 1%	- -%	1 1%	3 8%	- -%	- -%	42 3%	24 2%	1 2%	- -%	40 2%	30 1%	66 2%	72 3% n	
D - NONE OF THESE	2373 73%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1205 75% j	926 67%	- -%	- -%	1270 69%	1378 68%	2131 71% n	1984 72% n	

Table 121

SERVICES COVERED IN SECTION QB0

Base : All respondents

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED					COVERED				COVERED				COVERED				
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	TV		BAND	PHONE	TV		BAND	PHONE							
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u
Unweighted total	2871	925	460	1551	125	87	373	341	216	155	489	351	335	155	88	174	194	142	124	242	149	214
Effective Weighted Sample	2005	434	302	1405	88	45	222	119	142	92	300	125	225	112	48	119	126	92	77	189	95	146
Total	3268	465	322	2523	101	37	149	152	145	107	235	163	243	119	59	122	162	110	86	156	108	156
A Whole package of services	101 3%	101 22% bc	9 3% c	- -%	101 100% efgh	1 3% f	- -%	7 5% fh	* *%	71 66% jkl	86 37% k	18 11%	98 40% k	- -%	1 2%	- -%	9 5% moq	- -%	1 2%	- -%	7 7% su	- -%
B TV service	37 1%	37 8% bc	1 *% c	- -%	1 1%	37 100% dfgh	19 12% dgh	2 1%	5 3%	37 35% jkl	20 8% kl	2 1%	6 2%	* *%	- -%	* *%	1 *% moq	- -%	- -%	1 1%	1 1%	* *%
C Broadband service	149 5%	149 32% bc	10 3% c	- -%	- -%	19 50% dg	149 100% degh	10 6% d	66 45% dg	19 17% k	149 63% ikl	10 6% k	66 27% k	- -%	2 4% o	- -%	7 4% mo	5 5% mo	2 3% s	- -%	4 4% s	3 2%
D Mobile phone network	152 5%	152 33% bc	18 6% c	- -%	7 7%	2 5%	10 7%	152 100% defh	10 7%	7 7%	17 7%	152 94% ijl	18 7%	8 7% p	3 5% p	4 4% p	- -%	5 4% p	9 10% t	8 5% t	- -%	11 7% t
E Fixed line service	145 4%	145 31% bc	4 1% c	- -%	* *%	5 13% d	66 44% deg	10 7% d	145 100% defg	5 5%	66 28% ik	11 7%	145 60% ijk	1 *% p	* 1%	1 1%	6 3% p	- -%	* *%	1 1%	3 3% u	- -%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 121

SERVICES COVERED IN SECTION QB0

Base : All respondents

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	2871	108	125	109	161	106	93	75	206	1342	1288	70	73	1721	2052	2630	2508
Effective Weighted Sample	2005	61	53	79	130	39	27	52	150	988	829	26	21	1151	1309	1816	1734
Total	3268	73	31	58	118	48	40	49	173	1599	1386	34	29	1853	2027	2985	2764
A Whole package of services	101 3%	49 68%	6 21%	22 38% b	51 43% b	10 22%	3 8%	25 51%	65 37%	49 3%	44 3%	3 10%	* 1%	89 5% o	86 4%	93 3%	100 4%
B TV service	37 1%	25 34%	1 5%	4 6%	11 10%	- -%	1 3%	1 2%	5 3%	14 1%	22 2%	- -%	* 1%	37 2%	30 1%	36 1%	31 1%
C Broadband service	149 5%	12 16%	24 79% cd	36 62%	67 57%	3 6%	2 4%	11 23%	48 28%	54 3%	88 6% i	3 8%	2 5%	99 5%	149 7% mop	142 5%	142 5%
D Mobile phone network	152 5%	5 7%	3 9%	6 9%	7 6%	42 88%	38 93%	7 13%	10 6%	58 4%	94 7% i	34 100%	29 100%	84 5%	64 3%	152 5% n	108 4%
E Fixed line service	145 4%	3 4%	11 37%	13 23%	33 28%	2 4%	4 9%	24 49%	109 63%	70 4%	67 5%	2 5%	3 11%	87 5%	111 5%	138 5%	145 5%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 122

QB1A. Did you make this change of provider for your package of services at the same time as moving home?

Base : Those switched their package of services in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI			BUN- DLE	FIXED			FIXED			FIXED			FIXED			FIXED					
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	LINE CALLS	TV	BAND	PHONE	LINE CALLS	BUN- DLE	TV	BAND	PHONE	LINE CALLS	TV	BAND	PHONE	LINE CALLS	
Significance Level: 95%	Total	a	~b	~c	d	~e	~f	~g	~h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	125	125	8	-	125	1	-	11	1	69	116	21	120	-	1	-	8	-	1	-	7	-
Effective Weighted Sample	88	88	8	-	88	1	-	9	1	53	88	15	85	-	1	-	8	-	1	-	7	-
Total	101	101	9	-	101	1	-	7	*	71	86	18	98	-	1	-	9	-	1	-	7	-
Yes	42	42	1	-	42	-	-	4	-	35	31	9	41	-	-	-	3	-	-	-	1	-
	41%	41%	14%	-%	41%	-%	-%	59%	-%	50%	37%	50%	42%	-%	-%	-%	33%	-%	-%	-%	17%	-%
No	59	59	7	-	59	1	-	3	*	36	55	9	57	-	1	-	6	-	1	-	6	-
	59%	59%	86%	-%	59%	100%	-%	41%	100%	50%	63%	50%	58%	-%	100%	-%	67%	-%	100%	-%	83%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 122

QB1A. Did you make this change of provider for your package of services at the same time as moving home?

Base : Those switched their package of services in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	*a	~b	*c	*d	~e	~f	*g	*h	*i	*j	~k	~l	m	n	o	p
Unweighted total	125	46	8	33	54	11	3	38	62	61	59	5	1	97	116	120	124
Effective Weighted Sample	88	34	7	23	49	9	2	25	51	46	44	4	1	73	88	89	87
Total	101	49	6	22	51	10	3	25	65	49	44	3	*	89	86	93	100
Yes	42	27	1	10	17	7	1	12	27	15	20	3	*	38	31	35	42
	41%	55%	23%	47%	34%	65%	27%	48%	41%	31%	45%	85%	100%	43%	37%	38%	42%
No	59	22	5	12	33	4	2	13	38	34	24	1	-	51	55	58	58
	59%	45%	77%	53%	66%	35%	73%	52%	59%	69%	55%	15%	-%	57%	63%	62%	58%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 123

QB2A. Could you have chosen to stay with your previous package of services supplier when you moved?

Base : Those who switched supplier for their package of services at the same time as moving home

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV	BAND	TV	BAND	TV	BAND	TV	BAND	TV	BAND	TV	BAND	TV	BAND	
Significance Level: 95%		*a	~b	~c	*d	~e	~f	~g	~h	*i	*j	~k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	48	48	1	-	48	-	-	6	-	36	42	10	47	-	-	-	2	-	-	-	1	-
Effective Weighted Sample	33	33	1	-	33	-	-	5	-	25	34	7	32	-	-	-	2	-	-	-	1	-
Total	42	42	1	-	42	-	-	4	-	35	31	9	41	-	-	-	3	-	-	-	1	-
Yes	21	21	-	-	21	-	-	2	-	16	19	3	20	-	-	-	-	-	-	-	-	-
	49%	49%	-%	-%	49%	-%	-%	53%	-%	46%	60%	31%	48%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No	13	13	1	-	13	-	-	2	-	11	11	6	13	-	-	-	3	-	-	-	1	-
	31%	31%	100%	-%	31%	-%	-%	47%	-%	30%	35%	69%	32%	-%	-%	-%	100%	-%	-%	-%	100%	-%
Don't know	8	8	-	-	8	-	-	-	-	8	2	-	8	-	-	-	-	-	-	-	-	-
	19%	19%	-%	-%	19%	-%	-%	-%	-%	23%	5%	-%	20%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 123

QB2A. Could you have chosen to stay with your previous package of services supplier when you moved?

Base : Those who switched supplier for their package of services at the same time as moving home

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	*m	*n	*o	*p
Unweighted total	48	27	2	16	19	7	2	19	23	17	27	4	1	40	42	44	48
Effective Weighted Sample	33	18	2	12	18	5	2	14	17	15	19	3	1	28	34	34	33
Total	42	27	1	10	17	7	1	12	27	15	20	3	*	38	31	35	42
Yes	21 49%	14 52%	1 100%	7 66%	8 48%	2 28%	1 100%	8 64%	10 37%	8 55%	12 59%	2 66%	* 100%	19 49%	19 60%	20 58%	21 49%
No	13 31%	7 26%	- -%	3 30%	8 45%	5 72%	- -%	4 33%	9 34%	5 36%	8 39%	1 34%	- -%	12 30%	11 35%	13 38%	13 31%
Don't know	8 19%	6 22%	- -%	* 4%	1 7%	- -%	- -%	* 3%	8 29%	1 8%	* 2%	- -%	- -%	8 21%	2 5%	2 5%	8 19%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 124

QB3A. Why did you change from one provider to another for your package of services?

Base : Those who did not switch supplier for their package of services at the same time as moving home

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED																	
	CONSI				BUN-DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT-CHED	DERED	NEIT-HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN-DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	*a	~b	~c	*d	~e	~f	~g	~h	*i	*j	~k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	77	77	7	-	77	1	-	5	1	33	74	11	73	-	1	-	6	-	1	-	6	-
Effective Weighted Sample	56	56	7	-	56	1	-	4	1	28	54	7	54	-	1	-	6	-	1	-	6	-
Total	59	59	7	-	59	1	-	3	*	36	55	9	57	-	1	-	6	-	1	-	6	-
Base for %	47	47	5	-	47	1	-	2	-	30	43	7	45	-	1	-	4	-	1	-	4	-
Better price/ deal	35	35	5	-	35	1	-	2	-	22	32	7	34	-	1	-	4	-	1	-	4	-
	75%	75%	100%	-%	75%	100%	-%	100%	-%	74%	76%	91%	76%	-%	100%	-%	100%	-%	100%	-%	100%	-%
Poor previous service (better service received)	9	9	1	-	9	-	-	-	-	7	7	1	8	-	-	-	1	-	-	-	1	-
	18%	18%	21%	-%	18%	-%	-%	-%	-%	24%	16%	9%	17%	-%	-%	-%	30%	-%	-%	-%	30%	-%
For TV	2	2	-	-	2	-	-	-	-	1	2	-	2	-	-	-	-	-	-	-	-	-
	5%	5%	-%	-%	5%	-%	-%	-%	-%	4%	5%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More convenient/ keep one package	2	2	-	-	2	-	-	-	-	2	2	-	2	-	-	-	-	-	-	-	-	-
	4%	4%	-%	-%	4%	-%	-%	-%	-%	7%	5%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Faster broadband	1	1	-	-	1	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-
	2%	2%	-%	-%	2%	-%	-%	-%	-%	-%	2%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	1	1	-	-	1	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-
	1%	1%	-%	-%	1%	-%	-%	-%	-%	-%	2%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No answer	7	7	2	-	7	-	-	-	-	5	7	-	7	-	-	-	2	-	-	-	2	-

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 124

QB3A. Why did you change from one provider to another for your package of services?

Base : Those who did not switch supplier for their package of services at the same time as moving home

		TV PROCES S		BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT *d	PAC ~e	C&R ~f	C&R ~g	NoT *h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	77	19	6	17	35	4	1	19	39	44	32	1	-	57	74	76	76
Effective Weighted Sample	56	16	5	11	31	4	1	12	35	31	25	1	-	45	54	55	55
Total	59	22	5	12	33	4	2	13	38	34	24	1	-	51	55	58	58
Base for %	47	19	4	7	29	3	2	8	34	26	20	-	-	42	43	46	46
Better price/ deal	35	16	3	7	20	2	2	6	25	22	12	-	-	31	32	34	34
	75%	82%	83%	100%	69%	79%	100%	76%	73%	85%	59%	-%	-%	74%	76%	74%	74%
Poor previous service (better service received)	9	6	3	-	4	1	-	2	6	3	5	-	-	9	7	9	9
	18%	28%	69%	-%	13%	21%	-%	24%	17%	13%	27%	-%	-%	21%	16%	19%	19%
For TV	2	-	-	-	2	-	-	-	2	1	1	-	-	1	2	2	2
	5%	-%	-%	-%	7%	-%	-%	-%	6%	5%	5%	-%	-%	3%	5%	5%	5%
More convenient/ keep one package	2	-	-	-	2	-	-	-	2	-	2	-	-	2	2	2	2
	4%	-%	-%	-%	7%	-%	-%	-%	6%	-%	10%	-%	-%	5%	5%	4%	4%
Faster broadband	1	-	-	-	1	-	-	-	1	-	1	-	-	1	1	1	1
	2%	-%	-%	-%	3%	-%	-%	-%	3%	-%	5%	-%	-%	2%	2%	2%	2%
Other	1	-	-	-	1	-	-	-	1	1	-	-	-	1	1	1	1
	1%	-%	-%	-%	2%	-%	-%	-%	2%	3%	-%	-%	-%	2%	2%	1%	1%
No answer	7	2	1	2	3	-	-	2	4	5	2	-	-	6	7	7	7
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 125

QB4A. Which company previously provided the package of services?

Base : Those switched their package of services in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED							
	Total	CONSI			BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS					
		SWIT-CHED	DERED	NEIT-HER		TV	BAND	PHONE		CALLS	TV	BAND		PHONE	CALLS	BUN-DLE		TV	BAND	PHONE		CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%		a	~b	~c	d	~e	~f	~g	~h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u				
Unweighted total	125	125	8	-	125	1	-	11	1	69	116	21	120	-	1	-	8	-	1	-	7	-				
Effective Weighted Sample	88	88	8	-	88	1	-	9	1	53	88	15	85	-	1	-	8	-	1	-	7	-				
Total	101	101	9	-	101	1	-	7	*	71	86	18	98	-	1	-	9	-	1	-	7	-				
BT (BT Total Broadband/ BT Yahoo/ BT Openworld/ BT Mobile/ BT Vision)	38 37%	38 37%	2 28%	- -%	38 37%	- -%	- -%	4 58%	* 100%	24 34%	33 39%	6 31%	38 38%	- -%	1 100%	- -%	1 11%	- -%	1 100%	- -%	1 13%	- -%				
Sky (Sky TV/ Sky Broadband/ Sky Talk)	24 23%	24 23%	3 31%	- -%	24 23%	- -%	- -%	* 5%	- -%	23 33%	21 24%	4 21%	23 23%	- -%	- -%	- -%	4 48%	- -%	- -%	- -%	3 37%	- -%				
Virgin (Virgin Media/ Virgin Mobile - formerly NTL/ Telewest/ Blueyonder)	18 18%	18 18%	3 29%	- -%	18 18%	- -%	- -%	1 17%	- -%	13 18%	12 14%	3 17%	18 18%	- -%	- -%	- -%	3 29%	- -%	- -%	- -%	3 35%	- -%				
Talk Talk / Carphone Warehouse	6 6%	6 6%	1 12%	- -%	6 6%	- -%	- -%	* 7%	- -%	2 2%	6 8%	* 3%	6 6%	- -%	- -%	- -%	1 12%	- -%	- -%	- -%	1 15%	- -%				
Tiscali/ HomeChoice	3 3%	3 3%	- -%	- -%	3 3%	- -%	- -%	- -%	- -%	1 2%	3 4%	- -%	3 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%				
T-Mobile (formerly One2One)	2 2%	2 2%	- -%	- -%	2 2%	- -%	- -%	- -%	- -%	2 3%	- -%	2 12%	2 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%				
AOL	2 2%	2 2%	- -%	- -%	2 2%	- -%	- -%	- -%	- -%	- -%	2 2%	1 4%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%				
Orange (Wanadoo/ Freeserve)	1 1%	1 1%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	1 1%	1 2%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%				
Pipex	1 1%	1 1%	- -%	- -%	1 1%	1 100%	- -%	- -%	- -%	1 2%	1 1%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%				
Homecall	* *%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%				
'3' Mobile	* *%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%				
Other supplier	6 6%	6 6%	- -%	- -%	6 6%	- -%	- -%	1 14%	- -%	4 5%	6 7%	2 12%	6 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%				
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																										

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 125

QB4A. Which company previously provided the package of services?

Base : Those switched their package of services in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC ~b	C&R *c	NoT *d	PAC ~e	C&R ~f	C&R *g	NoT *h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	125	46	8	33	54	11	3	38	62	61	59	5	1	97	116	120	124
Effective Weighted Sample	88	34	7	23	49	9	2	25	51	46	44	4	1	73	88	89	87
Total	101	49	6	22	51	10	3	25	65	49	44	3	*	89	86	93	100
BT (BT Total Broadband/ BT Yahoo/ BT Openworld/ BT Mobile/ BT Vision)	38 37%	15 30%	1 11%	6 29%	23 46%	3 26%	* 13%	7 28%	28 43%	15 31%	18 40%	2 57%	* 100%	32 36%	33 39%	33 35%	38 38%
Sky (Sky TV/ Sky Broadband/ Sky Talk)	24 23%	20 41%	3 52%	9 43% d	7 14%	1 11%	2 73%	8 34%	11 18%	13 26%	10 22%	- -%	- -%	24 27%	21 24%	22 24%	23 23%
Virgin (Virgin Media/ Virgin Mobile - formerly NTL/ Telewest/ Blueyonder)	18 18%	8 17%	- -%	4 16%	7 13%	2 22%	* 14%	6 23%	10 16%	14 28% j	2 4%	- -%	- -%	16 18%	12 14%	16 17%	18 18%
Talk Talk / Carphone Warehouse	6 6%	2 3%	* 6%	1 6%	4 9%	* 5%	- -%	2 7%	4 7%	2 3%	5 11%	* 14%	- -%	5 5%	6 8%	6 7%	6 6%
Tiscali/ HomeChoice	3 3%	- -%	- -%	* 1%	3 5%	- -%	- -%	* 1%	3 4%	* -%	3 7%	- -%	- -%	2 2%	3 4%	3 3%	3 3%
T-Mobile (formerly One2One)	2 2%	2 4%	- -%	- -%	- -%	2 20%	- -%	- -%	2 3%	- -%	2 5%	- -%	- -%	2 2%	- -%	2 2%	2 2%
AOL	2 2%	- -%	1 14%	* 1%	1 2%	1 6%	- -%	1 2%	1 1%	1 1%	2 3%	- -%	- -%	1 1%	2 2%	2 2%	2 2%
Orange (Wanadoo/ Freeserve)	1 1%	1 2%	1 17%	* 1%	- -%	- -%	- -%	* 1%	- -%	- -%	1 3%	- -%	- -%	1 2%	1 2%	1 2%	1 1%
Pipex	1 1%	1 2%	- -%	- -%	1 2%	- -%	- -%	- -%	1 2%	1 2%	- -%	- -%	- -%	1 1%	1 1%	1 1%	1 1%
Homecall	* *o	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *o	- -%	- -%	- -%	- -%	* *o	* *o	* *o
'3' Mobile	* *o	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *o	- -%	- -%	* *o	* *o	* *o	* *o

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 125

QB4A. Which company previously provided the package of services?

Base : Those switched their package of services in last 12 months

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE	
Significance Level: 95%		*a	~b	*c	*d	~e	~f	*g	*h	*i	*j	~k	~l	m	n	o	p	
Unweighted total	125	46	8	33	54	11	3	38	62	61	59	5	1	97	116	120	124	
Effective Weighted Sample	88	34	7	23	49	9	2	25	51	46	44	4	1	73	88	89	87	
Total	101	49	6	22	51	10	3	25	65	49	44	3	*	89	86	93	100	
Other supplier	6	*	-	*	5	1	-	1	4	4	2	1	-	5	6	6	6	
	6%	1%	~%	2%	9%	10%	~%	3%	7%	7%	5%	29%	~%	6%	7%	6%	6%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 126

QB5A. How much was your average MONTHLY bill from your old package of services supplier at the time you switched?

Base : Those switched their package of services in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE		CALLS	TV	BAND		PHONE
Total	a	~b	~c	d	~e	~f	~g	~h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	125	125	8	-	125	1	-	11	1	69	116	21	120	-	1	-	8	-	1	-	7	-
Effective Weighted Sample	88	88	8	-	88	1	-	9	1	53	88	15	85	-	1	-	8	-	1	-	7	-
Total	101	101	9	-	101	1	-	7	*	71	86	18	98	-	1	-	9	-	1	-	7	-
Up to £19.99	7	7	-	-	7	1	-	1	-	4	6	2	6	-	-	-	-	-	-	-	-	-
	6%	6%	-%	-%	6%	100%	-%	20%	-%	6%	7%	13%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£20.00-£29.99	14	14	1	-	14	-	-	*	-	8	13	*	14	-	-	-	1	-	-	-	1	-
	14%	14%	9%	-%	14%	-%	-%	3%	-%	12%	15%	1%	15%	-%	-%	-%	9%	-%	-%	-%	11%	-%
£30.00-£39.99	14	14	-	-	14	-	-	1	*	9	14	2	13	-	-	-	-	-	-	-	-	-
	14%	14%	-%	-%	14%	-%	-%	17%	100%	13%	16%	10%	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£40.00-£49.99	17	17	3	-	17	-	-	1	-	12	15	2	17	-	-	-	3	-	-	-	3	-
	17%	17%	36%	-%	17%	-%	-%	18%	-%	17%	18%	12%	17%	-%	-%	-%	35%	-%	-%	-%	43%	-%
£50.00-£59.99	8	8	-	-	8	-	-	-	-	6	8	2	7	-	-	-	-	-	-	-	-	-
	8%	8%	-%	-%	8%	-%	-%	-%	-%	8%	10%	13%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£60 or more	27	27	1	-	27	-	-	3	-	23	17	8	27	-	-	-	1	-	-	-	1	-
	27%	27%	14%	-%	27%	-%	-%	35%	-%	32%	20%	43%	28%	-%	-%	-%	14%	-%	-%	-%	17%	-%
Don't know	14	14	3	-	14	-	-	1	-	9	13	2	14	-	1	-	4	-	1	-	2	-
	14%	14%	41%	-%	14%	-%	-%	7%	-%	13%	15%	10%	14%	-%	100%	-%	42%	-%	100%	-%	29%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 126

QB5A. How much was your average MONTHLY bill from your old package of services supplier at the time you switched?

Base : Those switched their package of services in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC ~b	C&R *c	NoT *d	PAC ~e	C&R ~f	C&R *g	NoT *h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	125	46	8	33	54	11	3	38	62	61	59	5	1	97	116	120	124
Effective Weighted Sample	88	34	7	23	49	9	2	25	51	46	44	4	1	73	88	89	87
Total	101	49	6	22	51	10	3	25	65	49	44	3	*	89	86	93	100
Up to £19.99	7 6%	2 3%	1 14%	* 2%	4 7%	2 21%	- -%	1 3%	4 7%	3 5%	3 7%	1 43%	- -%	6 7%	6 7%	6 6%	7 7%
£20.00-£29.99	14 14%	4 7%	* 6%	1 5%	11 21%	- -%	- -%	2 8%	12 19%	9 19%	5 12%	- -%	- -%	10 11%	13 15%	14 16%	14 14%
£30.00-£39.99	14 14%	6 11%	- -%	4 18%	9 19%	1 12%	- -%	3 12%	9 15%	6 13%	8 17%	* 7%	- -%	12 13%	14 16%	14 15%	13 13%
£40.00-£49.99	17 17%	9 19%	3 45%	3 16%	7 14%	1 7%	- -%	4 17%	10 16%	11 23%	6 13%	- -%	- -%	15 17%	15 18%	17 18%	17 17%
£50.00-£59.99	8 8%	5 10%	1 17%	4 19%	3 6%	- -%	2 73%	4 17%	3 5%	4 9%	4 9%	- -%	- -%	8 9%	8 10%	8 9%	8 8%
£60 or more	27 27%	18 36%	- -%	4 19%	11 23%	6 55%	1 27%	7 26%	19 30%	10 21%	11 26%	1 35%	* 100%	27 30%	17 20%	22 23%	27 27%
Don't know	14 14%	6 13%	1 17%	5 21%	5 10%	1 5%	- -%	5 18%	6 10%	5 11%	7 15%	1 15%	- -%	11 12%	13 15%	12 13%	14 14%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 127

QB6A. How long had you been with your old supplier for your package of services before you switched?

Base : Those switched their package of services in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED							
					SWITCHED & COVERED																					
	CONSI				BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS					BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS					TV	BROAD MOB. PHONE		FIXED LINE CALLS
	SWIT- CHED	DERED	NEIT- HER			TV	BAND			TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE
Significance Level: 95%	Total	a	~b	~c	d	~e	~f	~g	~h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u				
Unweighted total	125	125	8	-	125	1	-	11	1	69	116	21	120	-	1	-	8	-	1	-	7	-				
Effective Weighted Sample	88	88	8	-	88	1	-	9	1	53	88	15	85	-	1	-	8	-	1	-	7	-				
Total	101	101	9	-	101	1	-	7	*	71	86	18	98	-	1	-	9	-	1	-	7	-				
Up to 6 months	2	2	-	-	2	-	-	1	-	2	2	1	2	-	-	-	-	-	-	-	-	-				
	2%	2%	-%	-%	2%	-%	-%	10%	-%	2%	2%	4%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%				
7-12 months	8	8	-	-	8	-	-	-	-	7	5	3	8	-	-	-	2	-	-	-	-	-				
	8%	8%	-%	-%	8%	-%	-%	-%	-%	10%	6%	19%	8%	-%	-%	-%	18%	-%	-%	-%	-%	-%				
More than 1 year, up to 2 years	23	23	2	-	23	1	-	3	-	15	23	4	20	-	-	-	2	-	-	-	2	-				
	22%	22%	18%	-%	22%	100%	-%	42%	-%	22%	26%	24%	21%	-%	-%	-%	17%	-%	-%	-%	21%	-%				
More than 2 years, up to 4 years	19	19	2	-	19	-	-	*	-	15	16	2	19	-	-	-	2	-	-	-	2	-				
	19%	19%	27%	-%	19%	-%	-%	3%	-%	21%	19%	14%	20%	-%	-%	-%	27%	-%	-%	-%	33%	-%				
More than 4 years, up to 6 years	13	13	1	-	13	-	-	2	*	7	11	2	13	-	-	-	1	-	-	-	1	-				
	13%	13%	15%	-%	13%	-%	-%	26%	100%	10%	13%	13%	13%	-%	-%	-%	15%	-%	-%	-%	18%	-%				
More than 6 years, up to 10 years	17	17	1	-	17	-	-	1	-	12	15	3	17	-	-	-	1	-	-	-	1	-				
	16%	16%	12%	-%	16%	-%	-%	19%	-%	17%	17%	15%	17%	-%	-%	-%	12%	-%	-%	-%	15%	-%				
More than 10 years	16	16	2	-	16	-	-	-	-	9	9	1	15	-	1	-	1	-	1	-	1	-				
	15%	15%	28%	-%	15%	-%	-%	-%	-%	13%	11%	4%	15%	-%	100%	-%	11%	-%	100%	-%	13%	-%				
Don't know	5	5	-	-	5	-	-	-	-	3	5	1	5	-	-	-	-	-	-	-	-	-				
	4%	4%	-%	-%	4%	-%	-%	-%	-%	5%	5%	7%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%				

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 127

QB6A. How long had you been with your old supplier for your package of services before you switched?

Base : Those switched their package of services in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC ~b	C&R *c	NoT *d	PAC ~e	C&R ~f	C&R *g	NoT *h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	125	46	8	33	54	11	3	38	62	61	59	5	1	97	116	120	124
Effective Weighted Sample	88	34	7	23	49	9	2	25	51	46	44	4	1	73	88	89	87
Total	101	49	6	22	51	10	3	25	65	49	44	3	*	89	86	93	100
Up to 6 months	2 2%	2 3%	- -%	1 3%	1 2%	1 7%	- -%	1 3%	1 2%	- -%	2 4%	1 21%	- -%	2 2%	2 2%	2 2%	2 2%
7-12 months	8 8%	7 14%	- -%	3 13%	2 4%	3 27%	* 14%	4 16%	3 5%	1 3%	6 14%	- -%	- -%	7 8%	5 6%	8 8%	8 8%
More than 1 year, up to 2 years	23 22%	10 21%	3 55%	4 17%	14 27%	4 37%	* 13%	3 12%	16 24%	9 19%	14 31%	3 79%	* 100%	18 21%	23 26%	23 24%	22 22%
More than 2 years, up to 4 years	19 19%	9 19%	1 24%	6 27%	9 17%	- -%	2 73%	6 25%	13 20%	11 23%	8 18%	- -%	- -%	17 19%	16 19%	19 21%	19 19%
More than 4 years, up to 6 years	13 13%	4 8%	- -%	4 18%	5 11%	- -%	- -%	4 16%	5 8%	7 13%	4 10%	- -%	- -%	11 12%	11 13%	11 12%	13 13%
More than 6 years, up to 10 years	17 16%	9 18%	- -%	3 14%	10 20%	2 22%	- -%	3 13%	12 18%	12 24%	3 7%	- -%	- -%	16 18%	15 17%	15 16%	17 17%
More than 10 years	16 15%	8 17%	1 22%	2 7%	6 13%	1 6%	- -%	4 14%	11 18%	6 12%	6 13%	- -%	- -%	14 15%	9 11%	11 12%	16 16%
Don't know	5 4%	- -%	- -%	* 1%	3 6%	- -%	- -%	* 1%	3 5%	3 7%	1 3%	- -%	- -%	4 5%	5 5%	5 5%	5 5%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 129

QB1B. Did you make this change of provider for your TV service with a monthly subscription at the same time as moving home?

Base : Those switched their TV service provider in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	FIXED			TV	FIXED			BUN- DLE	FIXED			TV	FIXED				
		SWIT- CHED	DERED	NEIT- HER		BROAD	MOB. PHONE	LINE CALLS		BROAD	MOB. PHONE	LINE CALLS		BROAD	MOB. PHONE	LINE CALLS		BROAD	MOB. PHONE	LINE CALLS		
	a	~b	~c	~d	e	*f	~g	~h	i	*j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	87	87	4	-	1	87	33	5	6	87	34	5	7	1	-	1	3	-	-	2	2	1
Effective Weighted Sample	45	45	4	-	1	45	25	4	4	45	26	4	5	1	-	1	3	-	-	2	2	1
Total	37	37	1	-	1	37	19	2	5	37	20	2	6	*	-	*	1	-	-	1	1	*
Yes	9	9	*	-	-	9	6	1	1	9	6	1	1	-	-	*	-	-	-	*	-	-
	25%	25%	24%	-%	-%	25%	31%	35%	25%	25%	29%	35%	20%	-%	-%	100%	-%	-%	-%	42%	-%	-%
No	28	28	1	-	1	28	13	1	4	28	14	1	5	*	-	-	1	-	-	*	1	*
	75%	75%	76%	-%	100%	75%	69%	65%	75%	75%	71%	65%	80%	100%	-%	-%	100%	-%	-%	58%	100%	100%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 129

QB1B. Did you make this change of provider for your TV service with a monthly subscription at the same time as moving home?

Base : Those switched their TV service provider in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	*a	~b	~c	~d	~e	~f	~g	~h	*i	*j	~k	~l	m	*n	*o	*p
Unweighted total	87	63	3	7	19	-	3	2	4	31	46	-	1	87	69	77	66
Effective Weighted Sample	45	34	2	6	14	-	3	2	3	18	24	-	1	45	41	42	39
Total	37	25	1	4	11	-	1	1	5	14	22	-	*	37	30	36	31
Yes	9	8	1	1	3	-	1	1	*	3	5	-	-	9	8	9	8
	25%	32%	85%	28%	24%	-%	46%	100%	5%	25%	24%	-%	-%	25%	28%	24%	25%
No	28	17	*	3	9	-	1	-	4	10	17	-	*	28	22	27	23
	75%	68%	15%	72%	76%	-%	54%	-%	95%	75%	76%	-%	100%	75%	72%	76%	75%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 130

QB2B. Could you have chosen to stay with your previous TV service supplier when you moved?

Base : Those who switched supplier for their TV service at the same time as moving home

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	TV	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	TV	BROAD MOB. PHONE			FIXED LINE CALLS
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS					
																					*a	~b	~c	~d
Significance Level: 95%																								
Unweighted total	34	34	1	-	-	34	15	1	3	34	15	1	3	-	-	1	-	-	-	1	-	-	-	-
Effective Weighted Sample	24	24	1	-	-	24	13	1	3	24	13	1	3	-	-	1	-	-	-	1	-	-	-	-
Total	9	9	*	-	-	9	6	1	1	9	6	1	1	-	-	*	-	-	-	*	-	-	-	-
Yes	6	6	*	-	-	6	4	-	1	6	4	-	1	-	-	*	-	-	-	*	-	-	-	-
	69%	69%	100%	-%	-%	69%	67%	-%	100%	69%	67%	-%	100%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%
No	3	3	-	-	-	3	2	1	-	3	2	1	-	-	-	-	-	-	-	-	-	-	-	-
	27%	27%	-%	-%	-%	27%	27%	100%	-%	27%	27%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	*	-	-	-	*	*	-	-	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	4%	4%	-%	-%	-%	4%	6%	-%	-%	4%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 130

QB2B. Could you have chosen to stay with your previous TV service supplier when you moved?

Base : Those who switched supplier for their TV service at the same time as moving home

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	*m	~n	~o	~p
Unweighted total	34	28	2	3	8	-	1	2	1	11	18	-	-	34	27	29	24
Effective Weighted Sample	24	20	2	3	8	-	1	2	1	9	13	-	-	24	21	21	19
Total	9	8	1	1	3	-	1	1	*	3	5	-	-	9	8	9	8
Yes	6 69%	6 72%	1 100%	1 100%	1 32%	- -%	- -%	1 100%	* 100%	2 71%	4 67%	- -%	- -%	6 69%	6 70%	6 68%	5 68%
No	3 27%	2 24%	- -%	- -%	2 56%	- -%	1 100%	- -%	- -%	1 29%	1 27%	- -%	- -%	3 27%	2 26%	2 28%	2 28%
Don't know	* 4%	* 4%	- -%	- -%	* 12%	- -%	- -%	- -%	- -%	- -%	* 6%	- -%	- -%	* 4%	* 4%	* 4%	* 4%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 131

QB3B. Why did you change from one provider to another for your TV service?

Base : Those who did not switch supplier for their TV service at the same time as moving home

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN-DLE	FIXED			TV	FIXED			BUN-DLE	FIXED			TV	FIXED				
		SWIT-CHED	DERED	NEIT-HER		MOB.	PHONE	LINE		MOB.	PHONE	LINE		MOB.	PHONE	LINE						
																		BROAD	MOB.	LINE	BROAD	MOB.
Significance Level: 95%		*a	~b	~c	~d	*e	~f	~g	~h	*i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	53	53	3	-	1	53	18	4	3	53	19	4	4	1	-	-	3	-	-	1	2	1
Effective Weighted Sample	28	28	3	-	1	28	15	4	2	28	16	4	3	1	-	-	3	-	-	1	2	1
Total	28	28	1	-	1	28	13	1	4	28	14	1	5	*	-	-	1	-	-	*	1	*
Base for %	21	21	-	-	1	21	10	-	3	21	11	-	4	-	-	-	-	-	-	-	-	-
Better price/ deal	10	10	-	-	-	10	6	-	2	10	6	-	2	-	-	-	-	-	-	-	-	-
	49%	49%	-%	-%	-%	49%	58%	-%	63%	49%	52%	-%	47%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Better choice	3	3	-	-	1	3	2	-	-	3	3	-	1	-	-	-	-	-	-	-	-	-
	13%	13%	-%	-%	100%	13%	16%	-%	-%	13%	24%	-%	26%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Poor previous service (better service received)	2	2	-	-	-	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-
	8%	8%	-%	-%	-%	8%	-%	-%	-%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More convenient/ keep one package	1	1	-	-	-	1	1	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-
	6%	6%	-%	-%	-%	6%	9%	-%	-%	6%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For TV	1	1	-	-	-	1	1	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-
	4%	4%	-%	-%	-%	4%	7%	-%	-%	4%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It came together in one package	1	1	-	-	-	1	1	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-
	3%	3%	-%	-%	-%	3%	6%	-%	-%	3%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Faster broadband	*	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	2%	2%	-%	-%	-%	2%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	5	-	-	-	5	1	-	1	5	1	-	1	-	-	-	-	-	-	-	-	-
	27%	27%	-%	-%	-%	27%	10%	-%	37%	27%	9%	-%	27%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No answer	1	1	-	-	-	1	1	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 131

QB3B. Why did you change from one provider to another for your TV service?

Base : Those who did not switch supplier for their TV service at the same time as moving home

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		*a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	*m	*n	*o	*p
Unweighted total	53	35	1	4	11	-	2	-	3	20	28	-	1	53	42	48	42
Effective Weighted Sample	28	19	1	4	9	-	2	-	3	12	16	-	1	28	25	27	25
Total	28	17	*	3	9	-	1	-	4	10	17	-	*	28	22	27	23
Base for %	21	11	-	2	7	-	-	-	4	8	12	-	-	21	16	21	17
Better price/ deal	10	5	-	1	4	-	-	-	2	3	7	-	-	10	9	10	10
	49%	43%	-%	24%	54%	-%	-%	-%	47%	39%	56%	-%	-%	49%	54%	49%	59%
Better choice	3	2	-	1	2	-	-	-	1	2	1	-	-	3	3	3	3
	13%	17%	-%	33%	30%	-%	-%	-%	26%	22%	7%	-%	-%	13%	18%	13%	16%
Poor previous service (better service received)	2	2	-	-	-	-	-	-	-	2	-	-	-	2	-	2	2
	8%	15%	-%	-%	-%	-%	-%	-%	-%	20%	-%	-%	-%	8%	-%	8%	9%
More convenient/ keep one package	1	1	-	1	-	-	-	-	-	1	*	-	-	1	1	1	1
	6%	9%	-%	43%	-%	-%	-%	-%	-%	12%	2%	-%	-%	6%	7%	6%	7%
For TV	1	1	-	1	-	-	-	-	-	1	-	-	-	1	1	1	1
	4%	7%	-%	33%	-%	-%	-%	-%	-%	9%	-%	-%	-%	4%	5%	4%	4%
It came together in one package	1	-	-	-	-	-	-	-	-	1	-	-	-	1	1	1	1
	3%	-%	-%	-%	-%	-%	-%	-%	-%	7%	-%	-%	-%	3%	4%	3%	4%
Faster broadband	*	*	-	-	-	-	-	-	-	*	-	-	-	*	*	*	*
	2%	4%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%	-%	2%	3%	2%	2%
Other	5	3	-	-	1	-	-	-	1	1	4	-	-	5	2	5	2
	27%	26%	-%	-%	16%	-%	-%	-%	27%	14%	35%	-%	-%	27%	14%	27%	13%
No answer	1	1	-	-	1	-	-	-	-	-	1	-	-	1	1	1	1

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 132

QB4B. Which company previously provided the TV service with a monthly subscription?

Base : Those switched their TV service provider in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				CONSIDERED & COVERED					COVERED			
	CONSI				BUN-DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BUN-DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE
	Total	SWIT-CHED	DERED	NEIT-HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
	a	~b	~c	~d	e	*f	~g	~h	i	*j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	87	87	4	-	1	87	33	5	6	87	34	5	7	1	-	1	3	-	-	2	2	1
Effective Weighted Sample	45	45	4	-	1	45	25	4	4	45	26	4	5	1	-	1	3	-	-	2	2	1
Total	37	37	1	-	1	37	19	2	5	37	20	2	6	*	-	*	1	-	-	1	1	*
Virgin (Virgin Media/ Virgin Mobile - formerly NTL/ Telewest/ Blueyonder)	15	15	1	-	1	15	7	1	1	15	8	1	2	-	-	*	*	-	-	*	*	-
	41%	41%	44%	-%	100%	41%	36%	35%	12%	41%	40%	35%	29%	-%	-%	100%	40%	-%	-%	42%	46%	-%
Sky (Sky TV/ Sky Broadband/ Sky Talk)	12	12	-	-	-	12	7	*	3	12	7	*	3	-	-	-	-	-	-	-	-	-
	31%	31%	-%	-%	-%	31%	35%	24%	58%	31%	33%	24%	47%	-%	-%	-%	-%	-%	-%	-%	-%	-%
BT (BT Total Broadband/ BT Yahoo/ BT Openworld/ BT Mobile/ BT Vision)	5	5	1	-	-	5	3	-	-	5	3	-	-	*	-	-	*	-	-	*	*	*
	13%	13%	56%	-%	-%	13%	18%	-%	-%	13%	17%	-%	-%	100%	-%	-%	46%	-%	-%	58%	54%	100%
Top-up TV	1	1	-	-	-	1	*	-	-	1	*	-	-	-	-	-	*	-	-	-	-	-
	2%	2%	-%	-%	-%	2%	2%	-%	-%	2%	2%	-%	-%	-%	-%	-%	14%	-%	-%	-%	-%	-%
Demon Internet	*	*	-	-	-	*	*	-	-	*	*	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	-%	-%	-%	1%	2%	-%	-%	1%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AOL	*	*	-	-	-	*	-	*	-	*	-	*	-	-	-	-	-	-	-	-	-	-
	1%	1%	-%	-%	-%	1%	-%	17%	-%	1%	-%	17%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Equitalk	*	*	-	-	-	*	*	-	-	*	*	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	-%	-%	-%	1%	2%	-%	-%	1%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euphony	*	*	-	-	-	*	-	-	*	*	-	-	*	-	-	-	-	-	-	-	-	-
	1%	1%	-%	-%	-%	1%	-%	-%	5%	1%	-%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Talk Talk / Carphone Warehouse	*	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Post Office	*	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tesco	*	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other supplier	3	3	-	-	-	3	1	*	1	3	1	*	1	-	-	-	-	-	-	-	-	-
	9%	9%	-%	-%	-%	9%	5%	24%	25%	9%	5%	24%	20%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 132

QB4B. Which company previously provided the TV service with a monthly subscription?

Base : Those switched their TV service provider in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		*a	~b	~c	~d	~e	~f	~g	~h	*i	*j	~k	~l	m	*n	*o	*p
Unweighted total	87	63	3	7	19	-	3	2	4	31	46	-	1	87	69	77	66
Effective Weighted Sample	45	34	2	6	14	-	3	2	3	18	24	-	1	45	41	42	39
Total	37	25	1	4	11	-	1	1	5	14	22	-	*	37	30	36	31
Virgin (Virgin Media/ Virgin Mobile - formerly NTL/ Telewest/ Blueyonder)	15 41%	13 51%	1 85%	2 50%	4 39%	- -%	1 46%	1 60%	1 24%	7 50%	8 37%	- -%	- -%	15 41%	10 33%	15 42%	12 37%
Sky (Sky TV/ Sky Broadband/ Sky Talk)	12 31%	6 23%	- -%	2 41%	5 44%	- -%	* 32%	* 40%	2 45%	3 21%	8 38%	- -%	* 100%	12 31%	12 38%	11 32%	11 36%
BT (BT Total Broadband/ BT Yahoo/ BT Openworld/ BT Mobile/ BT Vision)	5 13%	2 9%	* 15%	- -%	1 9%	- -%	- -%	- -%	- -%	1 6%	4 17%	- -%	- -%	5 13%	4 14%	5 13%	4 14%
Top-up TV	1 2%	1 2%	- -%	* 9%	- -%	- -%	- -%	- -%	- -%	* 1%	* 2%	- -%	- -%	1 2%	* 2%	1 2%	* -%
Demon Internet	* 1%	* 2%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* 1%	* 2%	* 1%	* 1%
AOL	* 1%	* 2%	- -%	- -%	- -%	- -%	* 23%	- -%	- -%	* 3%	- -%	- -%	- -%	* 1%	* 1%	* 1%	* 1%
Equitalk	* 1%	* 1%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	* 1%	* 1%	* 1%	* 1%
Euphony	* 1%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 5%	* 2%	- -%	- -%	- -%	* 1%	* 1%	* 1%	* 1%
Talk Talk / Carphone Warehouse	* 1%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* 1%	* *%	* *%	* *%
Post Office	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%
Tesco	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%
Other supplier	3 9%	2 8%	- -%	- -%	* 3%	- -%	- -%	- -%	1 26%	2 15%	1 4%	- -%	- -%	3 9%	2 8%	3 8%	2 8%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 133

QB5B. How much was your average MONTHLY bill from your old TV service supplier at the time you switched?

Base : Those switched their TV service provider in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE		CALLS	TV	BAND		PHONE	CALLS	TV		BAND
	a	~b	~c	~d	e	*f	~g	~h	i	*j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	87	87	4	-	1	87	33	5	6	87	34	5	7	1	-	1	3	-	-	2	2	1
Effective Weighted Sample	45	45	4	-	1	45	25	4	4	45	26	4	5	1	-	1	3	-	-	2	2	1
Total	37	37	1	-	1	37	19	2	5	37	20	2	6	*	-	*	1	-	-	1	1	*
Up to £19.99	4	4	*	-	1	4	1	1	-	4	2	1	1	-	-	-	*	-	-	-	*	-
	11%	11%	24%	-%	100%	11%	6%	35%	-%	11%	11%	35%	19%	-%	-%	-%	60%	-%	-%	-%	54%	-%
£20.00-£29.99	12	12	-	-	-	12	6	*	2	12	6	*	2	-	-	-	-	-	-	-	-	-
	31%	31%	-%	-%	-%	31%	35%	24%	48%	31%	33%	24%	39%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£30.00-£39.99	7	7	*	-	-	7	3	-	-	7	3	-	-	-	-	*	-	-	-	*	-	-
	18%	18%	24%	-%	-%	18%	19%	-%	-%	18%	18%	-%	-%	-%	-%	100%	-%	-%	-%	42%	-%	-%
£40.00-£49.99	3	3	*	-	-	3	1	-	1	3	1	-	1	*	-	-	-	-	-	*	-	*
	9%	9%	32%	-%	-%	9%	7%	-%	20%	9%	7%	-%	16%	100%	-%	-%	-%	-%	-%	58%	-%	100%
£50.00-£59.99	3	3	*	-	-	3	2	-	-	3	2	-	-	-	-	-	*	-	-	-	*	-
	8%	8%	21%	-%	-%	8%	12%	-%	-%	8%	12%	-%	-%	-%	-%	-%	40%	-%	-%	-%	46%	-%
£60 or more	3	3	-	-	-	3	1	-	*	3	1	-	*	-	-	-	-	-	-	-	-	-
	8%	8%	-%	-%	-%	8%	3%	-%	7%	8%	3%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	6	-	-	-	6	3	1	1	6	3	1	1	-	-	-	-	-	-	-	-	-
	15%	15%	-%	-%	-%	15%	18%	41%	25%	15%	17%	41%	20%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 133

QB5B. How much was your average MONTHLY bill from your old TV service supplier at the time you switched?

Base : Those switched their TV service provider in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		*a	~b	~c	~d	~e	~f	~g	~h	*i	*j	~k	~l	m	*n	*o	*p
Unweighted total	87	63	3	7	19	-	3	2	4	31	46	-	1	87	69	77	66
Effective Weighted Sample	45	34	2	6	14	-	3	2	3	18	24	-	1	45	41	42	39
Total	37	25	1	4	11	-	1	1	5	14	22	-	*	37	30	36	31
Up to £19.99	4	3	-	1	2	-	*	-	1	2	2	-	-	4	3	4	3
	11%	12%	-%	18%	13%	-%	23%	-%	24%	14%	8%	-%	-%	11%	11%	11%	9%
£20.00-£29.99	12	6	*	2	4	-	*	-	2	5	6	-	*	12	10	11	11
	31%	25%	22%	47%	38%	-%	32%	-%	50%	36%	28%	-%	100%	31%	32%	31%	35%
£30.00-£39.99	7	5	-	1	2	-	-	-	-	2	5	-	-	7	5	6	5
	18%	21%	-%	20%	14%	-%	-%	-%	-%	12%	22%	-%	-%	18%	16%	18%	15%
£40.00-£49.99	3	2	-	-	*	-	-	1	-	1	2	-	-	3	3	3	3
	9%	9%	-%	-%	3%	-%	-%	100%	-%	8%	10%	-%	-%	9%	10%	9%	10%
£50.00-£59.99	3	2	-	-	2	-	-	-	-	1	2	-	-	3	3	3	3
	8%	9%	-%	-%	17%	-%	-%	-%	-%	7%	8%	-%	-%	8%	9%	8%	9%
£60 or more	3	1	-	-	1	-	-	-	-	1	2	-	-	3	1	3	1
	8%	5%	-%	-%	6%	-%	-%	-%	-%	5%	10%	-%	-%	8%	4%	8%	4%
Don't know	6	5	1	1	1	-	1	-	1	2	3	-	-	6	6	6	6
	15%	19%	78%	15%	9%	-%	46%	-%	26%	18%	14%	-%	-%	15%	18%	15%	18%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 134

QB6B. How long had you been with your old supplier for your TV service before you switched?

Base : Those switched their TV service provider in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED				
	CONSI				SWITCHED & COVERED					COVERED				CONSIDERED & COVERED					COVERED				
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD		MOB. PHONE	FIXED LINE CALLS	BROAD		MOB. PHONE	FIXED LINE CALLS	BUN-DLE	BROAD		MOB. PHONE	FIXED LINE CALLS	TV	BROAD		MOB. PHONE	FIXED LINE CALLS
						TV	BAND			TV	BAND				TV	BAND							
		a	~b	~c	~d	e	*f	~g	~h	i	*j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																							
Unweighted total	87	87	4	-	1	87	33	5	6	87	34	5	7	1	-	1	3	-	-	2	2	1	
Effective Weighted Sample	45	45	4	-	1	45	25	4	4	45	26	4	5	1	-	1	3	-	-	2	2	1	
Total	37	37	1	-	1	37	19	2	5	37	20	2	6	*	-	*	1	-	-	1	1	*	
Up to 6 months	2	2	-	-	-	2	2	-	-	2	2	-	-	-	-	-	*	-	-	-	-	-	
	5%	5%	-%	-%	-%	5%	9%	-%	-%	5%	9%	-%	-%	-%	-%	-%	14%	-%	-%	-%	-%	-%	
7-12 months	5	5	*	-	1	5	2	-	1	5	3	-	2	-	-	*	-	-	-	*	-	-	
	14%	14%	24%	-%	100%	14%	13%	-%	12%	14%	18%	-%	29%	-%	-%	100%	-%	-%	-%	42%	-%	-%	
More than 1 year, up to 2 years	9	9	*	-	-	9	2	1	*	9	2	1	*	*	-	-	-	-	-	*	-	*	
	24%	24%	32%	-%	-%	24%	13%	69%	5%	24%	12%	69%	4%	100%	-%	-%	-%	-%	-%	58%	-%	100%	
More than 2 years, up to 4 years	11	11	1	-	-	11	6	-	2	11	6	-	2	-	-	-	1	-	-	-	1	-	
	30%	30%	45%	-%	-%	30%	34%	-%	51%	30%	32%	-%	41%	-%	-%	-%	86%	-%	-%	-%	100%	-%	
More than 4 years, up to 6 years	5	5	-	-	-	5	3	*	*	5	3	*	*	-	-	-	-	-	-	-	-	-	
	13%	13%	-%	-%	-%	13%	18%	24%	7%	13%	17%	24%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
More than 6 years, up to 10 years	1	1	-	-	-	1	*	-	-	1	*	-	-	-	-	-	-	-	-	-	-	-	
	3%	3%	-%	-%	-%	3%	2%	-%	-%	3%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
More than 10 years	3	3	-	-	-	3	1	-	1	3	1	-	1	-	-	-	-	-	-	-	-	-	
	8%	8%	-%	-%	-%	8%	5%	-%	25%	8%	5%	-%	20%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Don't know	1	1	-	-	-	1	1	*	-	1	1	*	-	-	-	-	-	-	-	-	-	-	
	3%	3%	-%	-%	-%	3%	5%	7%	-%	3%	5%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 134

QB6B. How long had you been with your old supplier for your TV service before you switched?

Base : Those switched their TV service provider in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		*a	~b	~c	~d	~e	~f	~g	~h	*i	*j	~k	~l	m	*n	*o	*p
Unweighted total	87	63	3	7	19	-	3	2	4	31	46	-	1	87	69	77	66
Effective Weighted Sample	45	34	2	6	14	-	3	2	3	18	24	-	1	45	41	42	39
Total	37	25	1	4	11	-	1	1	5	14	22	-	*	37	30	36	31
Up to 6 months	2 5%	2 8%	- -%	- -%	2 15%	- -%	- -%	- -%	- -%	* 2%	2 8%	- -%	- -%	2 5%	2 6%	2 6%	2 6%
7-12 months	5 14%	5 20%	- -%	1 35%	2 16%	- -%	- -%	1 60%	1 24%	3 25%	1 7%	- -%	- -%	5 14%	5 16%	5 14%	4 14%
More than 1 year, up to 2 years	9 24%	7 27%	* 22%	1 31%	1 9%	- -%	1 68%	- -%	* 5%	4 32%	4 17%	- -%	- -%	9 24%	4 15%	8 23%	6 19%
More than 2 years, up to 4 years	11 30%	5 21%	1 78%	* 10%	4 32%	- -%	- -%	* 40%	2 45%	2 18%	9 40%	- -%	- -%	11 30%	9 31%	11 31%	10 31%
More than 4 years, up to 6 years	5 13%	3 13%	- -%	1 15%	2 17%	- -%	* 32%	- -%	- -%	* 3%	4 19%	- -%	* 100%	5 13%	5 16%	5 13%	5 15%
More than 6 years, up to 10 years	1 3%	1 3%	- -%	- -%	* 4%	- -%	- -%	- -%	- -%	* 3%	1 2%	- -%	- -%	1 3%	1 4%	1 3%	1 3%
More than 10 years	3 8%	2 7%	- -%	- -%	1 8%	- -%	- -%	- -%	1 26%	1 9%	1 7%	- -%	- -%	3 8%	3 9%	3 7%	3 8%
Don't know	1 3%	* 1%	- -%	* 9%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	1 3%	1 4%	1 3%	1 3%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 135

QB7B. Which one of these best describes the process you went through when you switched your TV service with a monthly subscription to the supplier you use now?

Base : Those who have switched their TV service supplier in last 12 months (including those with TV in a bundle of services)

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED						
	CONSI			BUN- DLE	BROAD			MOB.	FIXED LINE	BROAD			MOB.	FIXED LINE	BUN- DLE	BROAD			MOB.	FIXED LINE	BROAD			MOB.	FIXED LINE
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND		PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%	Total	a	~b	~c	*d	e	*f	~g	~h	i	j	~k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u			
Unweighted total	155	155	10	-	69	87	33	12	7	155	93	19	72	1	-	1	10	-	-	2	8	1			
Effective Weighted Sample	92	92	8	-	53	45	25	9	4	92	73	13	55	1	-	1	8	-	-	2	7	1			
Total	107	107	7	-	71	37	19	7	5	107	74	16	73	*	-	*	8	-	-	1	7	*			
I had to arrange when the old service and the new service started. I contacted my old supplier to tell them I wanted to cancel. I contacted my new supplier to tell them I wanted to start using them for the service	107	107	7	-	71	37	19	7	5	107	74	16	73	*	-	*	8	-	-	1	7	*			
	100%	100%	100%	-%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	100%	100%	-%	-%	100%	100%	100%			

Table 135

QB7B. Which one of these best describes the process you went through when you switched your TV service with a monthly subscription to the supplier you use now?

Base : Those who have switched their TV service supplier in last 12 months (including those with TV in a bundle of services)

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		MAC	C&R	NoT		PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	a	~b	~c	*d	~e	~f	~g	*h	*i	*j	~k	~l	m	n	o	p
Unweighted total	155	108	7	26	47	7	6	23	40	62	78	3	2	155	128	140	133
Effective Weighted Sample	92	61	6	19	39	6	3	17	33	42	49	3	2	92	87	91	85
Total	107	73	6	20	41	8	4	19	48	47	50	3	1	107	84	97	100
I had to arrange when the old service and the new service started. I contacted my old supplier to tell them I wanted to cancel. I contacted my new supplier to tell them I wanted to start using them for the service	107	73	6	20	41	8	4	19	48	47	50	3	1	107	84	97	100
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 136

QB1C. Did you make this change of provider for your fixed line broadband at the same time as moving home?

Base : Those switched their fixed line broadband provider in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
					SWITCHED & COVERED					COVERED				CONSIDERED & COVERED					COVERED					
	CONSI				BUN-DLE	BROAD MOB.			FIXED LINE	BUN-DLE	BROAD MOB.			FIXED LINE	BUN-DLE	BROAD MOB.			FIXED LINE	BUN-DLE	BROAD MOB.			FIXED LINE
	SWIT-CHED	DERED	NEIT-HER	TV		BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	
Total	a	~b	~c	~d	*e	f	~g	h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u			
Significance Level: 95%																								
Unweighted total	373	373	21	-	-	33	373	23	117	33	373	23	117	-	7	-	11	13	6	-	7	8		
Effective Weighted Sample	222	222	17	-	-	25	222	17	85	25	222	17	85	-	6	-	9	11	6	-	5	7		
Total	149	149	10	-	-	19	149	10	66	19	149	10	66	-	2	-	7	5	2	-	4	3		
Yes	25	25	*	-	-	4	25	1	10	4	25	1	10	-	-	-	*	2	-	-	*	-		
	17%	17%	3%	-%	-%	24%	17%	13%	15%	24%	17%	13%	15%	-%	-%	-%	5%	33%	-%	-%	8%	-%		
No	123	123	9	-	-	14	123	8	55	14	123	8	55	-	2	-	6	3	2	-	3	3		
	83%	83%	92%	-%	-%	74%	83%	87%	84%	74%	83%	87%	84%	-%	100%	-%	89%	67%	100%	-%	80%	100%		
Don't know	1	1	*	-	-	*	1	-	*	*	1	-	*	-	-	-	*	-	-	-	*	-		
	1%	1%	5%	-%	-%	2%	1%	-%	1%	2%	1%	-%	1%	-%	-%	-%	6%	-%	-%	-%	11%	-%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 136

QB1C. Did you make this change of provider for your fixed line broadband at the same time as moving home?

Base : Those switched their fixed line broadband provider in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE
	Total	C&R ~a	MAC b	C&R *c	NoT d	PAC ~e	C&R ~f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	
Significance Level: 95%																	
Unweighted total	373	23	117	76	107	6	3	21	79	141	207	5	3	235	373	348	347
Effective Weighted Sample	222	17	49	61	83	5	2	17	60	86	124	4	2	143	222	209	209
Total	149	12	24	36	67	3	2	11	48	54	88	3	2	99	149	142	142
Yes	25 17%	4 32%	2 7%	7 19%	12 18%	- -%	1 58%	3 30%	5 10%	9 16%	15 17%	- -%	1 58%	17 17%	25 17%	24 17%	24 17%
No	123 83%	8 65%	23 93%	29 80%	55 82%	3 100%	1 42%	8 70%	42 89%	44 82%	73 82%	3 100%	1 42%	80 81%	123 83%	117 82%	118 83%
Don't know	1 1%	* 3%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%	1 1%	* *%	- -%	- -%	1 1%	1 1%	1 1%	1 1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 137

QB2C. Could you have chosen to stay with your previous fixed line broadband supplier when you moved?

Base : Those who switched supplier for their fixed line broadband at the same time as moving home

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		
Total	*a	~b	~c	~d	~e	*f	~g	~h	~i	*j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	72	72	1	-	-	11	72	3	24	11	72	3	24	-	-	-	1	4	-	-	1	-
Effective Weighted Sample	49	49	1	-	-	9	49	2	19	9	49	2	19	-	-	-	1	4	-	-	1	-
Total	25	25	*	-	-	4	25	1	10	4	25	1	10	-	-	-	*	2	-	-	*	-
Yes	14	14	*	-	-	3	14	1	5	3	14	1	5	-	-	-	*	2	-	-	*	-
	57%	57%	100%	-%	-%	58%	57%	70%	55%	58%	57%	70%	55%	-%	-%	-%	100%	100%	-%	-%	100%	-%
No	9	9	-	-	-	2	9	*	4	2	9	*	4	-	-	-	-	-	-	-	-	-
	36%	36%	-%	-%	-%	42%	36%	25%	38%	42%	36%	25%	38%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	2	2	-	-	-	-	2	*	1	-	2	*	1	-	-	-	-	-	-	-	-	-
	7%	7%	-%	-%	-%	-%	7%	5%	7%	-%	7%	5%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 137

QB2C. Could you have chosen to stay with your previous fixed line broadband supplier when you moved?

Base : Those who switched supplier for their fixed line broadband at the same time as moving home

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	*j	~k	~l	*m	*n	*o	*p
Unweighted total	72	9	9	19	25	-	1	9	9	23	46	-	1	46	72	69	66
Effective Weighted Sample	49	8	3	16	21	-	1	7	8	17	31	-	1	35	49	48	46
Total	25	4	2	7	12	-	1	3	5	9	15	-	1	17	25	24	24
Yes	14	3	2	3	7	-	1	1	3	5	9	-	1	11	14	14	14
	57%	70%	97%	47%	60%	-%	100%	34%	57%	57%	59%	-%	100%	65%	57%	58%	58%
No	9	1	-	4	3	-	-	2	1	4	5	-	-	5	9	8	8
	36%	30%	-%	53%	27%	-%	-%	66%	30%	42%	30%	-%	-%	28%	36%	34%	34%
Don't know	2	-	*	-	2	-	-	-	1	*	2	-	-	1	2	2	2
	7%	-%	3%	-%	13%	-%	-%	-%	13%	1%	11%	-%	-%	8%	7%	7%	7%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 138

QB3C. Why did you change from one provider to another for your fixed line broadband?

Base : Those who did not switch supplier for their fixed line broadband at the same time as moving home

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN- DLE	FIXED			TV	FIXED			BUN- DLE	FIXED			TV	FIXED				
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		LINE CALLS	TV	BAND		PHONE	LINE CALLS	TV		BAND	PHONE	LINE CALLS		
	a	~b	~c	~d	~e	f	~g	h	~i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	301	301	20	-	-	22	301	20	93	22	301	20	93	-	7	-	10	9	6	-	6	8
Effective Weighted Sample	176	176	16	-	-	17	176	15	68	17	176	15	68	-	6	-	8	8	6	-	5	7
Total	124	124	9	-	-	14	124	8	56	14	124	8	56	-	2	-	7	3	2	-	4	3
Base for %	75	75	2	-	-	10	75	5	38	10	75	5	38	-	1	-	4	1	1	-	1	1
Better price/ deal	47	47	1	-	-	7	47	4	22	7	47	4	22	-	1	-	2	1	1	-	-	1
	63%	63%	60%	-%	-%	65%	63%	83%	59%	65%	63%	83%	59%	-%	100%	-%	51%	100%	100%	-%	-%	100%
Poor previous service (better service received)	11	11	-	-	-	-	11	1	4	-	11	1	4	-	-	-	1	-	-	-	-	-
	14%	14%	-%	-%	-%	-%	14%	19%	10%	-%	14%	19%	10%	-%	-%	-%	25%	-%	-%	-%	-%	-%
More convenient/ keep one package	10	10	-	-	-	1	10	-	8	1	10	-	8	-	-	-	-	-	-	-	-	-
	13%	13%	-%	-%	-%	9%	13%	-%	22%	9%	13%	-%	22%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Faster broadband	10	10	1	-	-	2	10	1	5	2	10	1	5	-	-	-	1	-	-	-	1	-
	13%	13%	40%	-%	-%	15%	13%	26%	13%	15%	13%	26%	13%	-%	-%	-%	24%	-%	-%	-%	100%	-%
It came together in one package	2	2	-	-	-	-	2	-	2	-	2	-	2	-	-	-	-	-	-	-	-	-
	3%	3%	-%	-%	-%	-%	3%	-%	5%	-%	3%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For TV	1	1	-	-	-	-	1	-	1	-	1	-	1	-	-	-	-	-	-	-	-	-
	2%	2%	-%	-%	-%	-%	2%	-%	4%	-%	2%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	3	-	-	-	1	3	-	1	1	3	-	1	-	-	-	-	-	-	-	-	-
	4%	4%	-%	-%	-%	10%	4%	-%	3%	10%	4%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No answer	4	4	1	-	-	1	4	1	1	1	4	1	1	-	-	-	1	-	-	-	1	-
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Table 138

QB3C. Why did you change from one provider to another for your fixed line broadband?

Base : Those who did not switch supplier for their fixed line broadband at the same time as moving home

		TV PROCES S		BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	b	*c	d	~e	~f	~g	*h	i	j	~k	~l	m	n	o	p
Unweighted total	301	14	108	57	82	6	2	12	70	118	161	5	2	189	301	279	281
Effective Weighted Sample	176	10	47	47	64	5	2	11	52	70	96	4	2	111	176	165	166
Total	124	8	23	29	55	3	1	8	43	45	73	3	1	81	124	118	119
Base for %	75	4	9	17	39	2	-	6	28	25	47	2	-	48	75	72	75
Better price/ deal	47	3	5	12	23	1	-	5	16	18	27	1	-	28	47	45	47
	63%	77%	58%	71%	59%	62%	-%	85%	58%	73% j	57%	62%	-%	57%	63%	62%	63%
Poor previous service (better service received)	11	-	2	3	5	-	-	-	3	*	10	-	-	5	11	11	11
	14%	-%	25%	18%	13%	-%	-%	-%	12%	1% i	22%	-%	-%	10%	14%	15%	14%
More convenient/ keep one package	10	1	-	1	5	-	-	-	7	5	4	-	-	7	10	9	10
	13%	23%	-%	6%	12%	-%	-%	-%	24%	21% j	8%	-%	-%	14%	13%	13%	13%
Faster broadband	10	-	3	1	5	1	-	1	3	5	4	1	-	6	10	10	10
	13%	-%	30%	9%	12%	38%	-%	15%	11%	21% j	9%	38%	-%	12%	13%	13%	13%
It came together in one package	2	-	-	-	2	-	-	-	2	-	2	-	-	2	2	2	2
	3%	-%	-%	-%	5%	-%	-%	-%	7%	-%	4%	-%	-%	4%	3%	3%	3%
For TV	1	-	-	-	1	-	-	-	1	-	1	-	-	1	1	1	1
	2%	-%	-%	-%	4%	-%	-%	-%	5%	-%	3%	-%	-%	3%	2%	2%	2%
Other	3	-	1	-	2	-	-	-	1	-	3	-	-	2	3	3	3
	4%	-%	13%	-%	4%	-%	-%	-%	4%	-%	6% i	-%	-%	4%	4%	4%	4%
No answer	4	1	1	1	2	-	-	1	-	2	2	-	-	2	4	4	4
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 139

QB4C. Which company previously provided the fixed line broadband?

Base : Those switched their fixed line broadband provider in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT-CHED	DERED	NEIT-HER		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV
Significance Level: 95%		a	~b	~c	~d	*e	f	~g	h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	373	373	21	-	-	33	373	23	117	33	373	23	117	-	7	-	11	13	6	-	7	8
Effective Weighted Sample	222	222	17	-	-	25	222	17	85	25	222	17	85	-	6	-	9	11	6	-	5	7
Total	149	149	10	-	-	19	149	10	66	19	149	10	66	-	2	-	7	5	2	-	4	3
BT (BT Total Broadband/ BT Yahoo/ BT Openworld/ BT Mobile/ BT Vision)	40 27%	40 27%	3 28%	- -%	- -%	8 41%	40 27%	2 25%	16 24%	8 41%	40 27%	2 25%	16 24%	- -%	1 26%	- -%	2 31%	2 41%	1 27%	- -%	* 8%	2 52%
AOL	16 11%	16 11%	2 19%	- -%	- -%	2 10%	16 11%	1 15%	7 10%	2 10%	16 11%	1 15%	7 10%	- -%	1 30%	- -%	1 17%	- -%	1 28%	- -%	1 30%	- -%
Virgin (Virgin Media/ Virgin Mobile - formerly NTL/ Telewest/ Blueyonder)	15 10%	15 10%	1 8%	- -%	- -%	2 12%	15 10%	1 10%	5 8%	2 12%	15 10%	1 10%	5 8%	- -%	- -%	- -%	1 11%	- -%	- -%	- -%	1 19%	- -%
Orange (Wanadoo/ Freeserve)	15 10%	15 10%	1 14%	- -%	- -%	- -%	15 10%	2 16%	9 14%	- -%	15 10%	2 16%	9 14%	- -%	- -%	- -%	1 13%	* 8%	- -%	- -%	1 23%	* 12%
Sky (Sky TV/ Sky Broadband/ Sky Talk)	14 10%	14 10%	1 8%	- -%	- -%	* 2%	14 10%	2 19%	6 9%	* 2%	14 10%	2 19%	6 9%	- -%	1 30%	- -%	* 5%	1 11%	1 31%	- -%	- -%	- -%
Tiscali/ HomeChoice	11 7%	11 7%	1 7%	- -%	- -%	2 9%	11 7%	* 7%	5 7%	2 9%	11 7%	* 4%	5 7%	- -%	- -%	- -%	* 5%	* 7%	- -%	- -%	* 9%	* 11%
Talk Talk / Carphone Warehouse	10 6%	10 6%	- -%	- -%	- -%	- -%	10 6%	- -%	7 11%	- -%	10 6%	- -%	7 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other supplier	8 5%	8 5%	- -%	- -%	- -%	2 8%	8 5%	* 3%	2 3%	2 8%	8 5%	* 3%	2 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Pipex	6 4%	6 4%	- -%	- -%	- -%	1 4%	6 4%	* 4%	5 8%	1 4%	6 4%	* 4%	5 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
O2 (formerly BT Cellnet)	3 2%	3 2%	* 5%	- -%	- -%	- -%	3 2%	* 3%	2 3%	- -%	3 2%	* 3%	2 3%	- -%	- -%	- -%	* 6%	- -%	- -%	- -%	* 11%	- -%
PlusNet	3 2%	3 2%	1 6%	- -%	- -%	1 5%	3 2%	- -%	1 1%	1 5%	3 2%	- -%	1 1%	- -%	- -%	- -%	- -%	1 10%	- -%	- -%	- -%	1 16%
Be	1 1%	1 1%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	1 13%	* 7%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 139

QB4C. Which company previously provided the fixed line broadband?

Base : Those switched their fixed line broadband provider in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS		
		SWIT-CHED	DERED	NEIT-HER		TV	BAND	TV		BAND	TV	BAND			TV	BAND								
																	a		~b	~c	~d		*e	f
Significance Level: 95%																								
Unweighted total	373	373	21	-	-	33	373	23	117	33	373	23	117	-	7	-	11	13	6	-	7	8		
Effective Weighted Sample	222	222	17	-	-	25	222	17	85	25	222	17	85	-	6	-	9	11	6	-	5	7		
Total	149	149	10	-	-	19	149	10	66	19	149	10	66	-	2	-	7	5	2	-	4	3		
Tesco	1 1%	1 1%	* 3%	- ~%	- ~%	- ~%	1 1%	- ~%	1 1%	- ~%	1 1%	- ~%	1 1%	- ~%	* 14%	- ~%	- ~%	- ~%	* 14%	- ~%	- ~%	- ~%		
Homecall	1 1%	1 1%	- ~%	- ~%	- ~%	1 5% fh	1 1%	- ~%	- ~%	1 5% jl	1 1%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%		
Eclipse Internet	1 1%	1 1%	* 3%	- ~%	- ~%	* 2%	1 1%	- ~%	- ~%	* 2%	1 1%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%	* 6%	- ~%	- ~%	- ~%	* 9%		
Madasafish	1 *%	1 *%	- ~%	- ~%	- ~%	- ~%	1 *%	- ~%	* *%	- ~%	1 *%	- ~%	* *%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%		
Post Office	1 *%	1 *%	- ~%	- ~%	- ~%	- ~%	1 *%	- ~%	1 1%	- ~%	1 *%	- ~%	1 1%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%		
Alpha Telecom	* *%	* *%	- ~%	- ~%	- ~%	- ~%	* *%	- ~%	- ~%	- ~%	* *%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%	* 8%	- ~%	- ~%	- ~%	- ~%		
T-Mobile (formerly One2One)	* *%	* *%	- ~%	- ~%	- ~%	* 2%	* *%	- ~%	- ~%	* 2%	* *%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%		
Vodafone	* *%	* *%	- ~%	- ~%	- ~%	- ~%	* *%	- ~%	- ~%	- ~%	* *%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%		
Demon Internet	* *%	* *%	- ~%	- ~%	- ~%	- ~%	* *%	- ~%	- ~%	- ~%	* *%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%		
'3' Mobile	* *%	* *%	- ~%	- ~%	- ~%	- ~%	* *%	- ~%	- ~%	- ~%	* *%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%		
Euphony	* *%	* *%	- ~%	- ~%	- ~%	- ~%	* *%	- ~%	- ~%	- ~%	* *%	- ~%	- ~%	- ~%	- ~%	- ~%	- ~%	* 1%	- ~%	- ~%	- ~%	- ~%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 139

QB4C. Which company previously provided the fixed line broadband?

Base : Those switched their fixed line broadband provider in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC b	C&R *c	NoT d	PAC ~e	C&R ~f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	373	23	117	76	107	6	3	21	79	141	207	5	3	235	373	348	347
Effective Weighted Sample	222	17	49	61	83	5	2	17	60	86	124	4	2	143	222	209	209
Total	149	12	24	36	67	3	2	11	48	54	88	3	2	99	149	142	142
BT (BT Total Broadband/ BT Yahoo/ BT Openworld/ BT Mobile/ BT Vision)	40 27%	4 30%	7 29%	8 22%	21 32%	- -%	- -%	3 30%	12 25%	11 21%	26 30%	- -%	- -%	27 28%	40 27%	38 26%	39 27%
AOL	16 11%	2 15%	4 17%	4 12%	7 10%	- -%	1 58%	- -%	5 11%	9 16%	8 9%	- -%	1 58%	13 13%	16 11%	16 12%	16 11%
Virgin (Virgin Media/ Virgin Mobile - formerly NTL/ Telewest/ Blueyonder)	15 10%	1 12%	2 7%	7 19% bd	3 5%	1 30%	- -%	3 25%	2 4%	6 12%	8 9%	1 34%	- -%	10 10%	15 10%	15 10%	14 10%
Orange (Wanadoo/ Freeserve)	15 10%	- -%	3 12%	2 6%	9 13%	1 22%	- -%	* 3%	8 18%	4 8%	10 11%	1 25%	- -%	9 9%	15 10%	14 10%	14 10%
Sky (Sky TV/ Sky Broadband/ Sky Talk)	14 10%	* 3%	2 8%	4 12%	6 9%	1 48%	- -%	1 9%	4 8%	3 6%	10 11%	1 41%	- -%	13 13%	14 10%	13 9%	14 10%
Tiscali/ HomeChoice	11 7%	2 14%	3 12%	3 7%	3 5%	- -%	* 21%	1 11%	3 7%	5 10%	5 6%	- -%	* 21%	5 5%	11 7%	11 7%	10 7%
Talk Talk / Carphone Warehouse	10 6%	- -%	1 5%	2 7%	5 8%	- -%	- -%	1 9%	6 12%	3 6%	6 7%	- -%	- -%	5 5%	10 6%	9 6%	9 6%
Other supplier	8 5%	1 8%	1 4%	1 3%	4 5%	- -%	- -%	1 5%	1 2%	3 6%	4 5%	- -%	- -%	4 4%	8 5%	8 5%	8 5%
Pipex	6 4%	1 6%	1 3%	1 3%	3 5%	- -%	* 21%	* 3%	4 9%	2 4%	4 5%	- -%	* 21%	3 3%	6 4%	6 4%	6 4%
O2 (formerly BT Cellnet)	3 2%	- -%	* *%	1 2%	* 1%	- -%	- -%	- -%	* 1%	2 4%	1 1%	- -%	- -%	3 3%	3 2%	3 2%	3 2%
PlusNet	3 2%	- -%	* 1%	- -%	2 4%	- -%	- -%	- -%	1 2%	* *%	3 3%	- -%	- -%	3 3%	3 2%	3 2%	3 2%
Be	1 1%	- -%	* *%	1 3%	* 1%	- -%	- -%	- -%	- -%	* 1%	1 1%	- -%	- -%	* *%	1 1%	1 1%	1 1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 139

QB4C. Which company previously provided the fixed line broadband?

Base : Those switched their fixed line broadband provider in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	b	*c	d	~e	~f	~g	*h	i	j	~k	~l	m	n	o	p
Unweighted total	373	23	117	76	107	6	3	21	79	141	207	5	3	235	373	348	347
Effective Weighted Sample	222	17	49	61	83	5	2	17	60	86	124	4	2	143	222	209	209
Total	149	12	24	36	67	3	2	11	48	54	88	3	2	99	149	142	142
Tesco	1 1%	- -%	* 2%	- -%	1 1%	- -%	- -%	- -%	1 2%	* 1%	* *%	- -%	- -%	1 1%	1 1%	1 1%	1 1%
Homecall	1 1%	1 8%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	1 1%	1 1%	1 1%	1 1%
Eclipse Internet	1 1%	- -%	* *%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	1 1%	1 1%	1 *%	1 1%
Madasafish	1 *%	- -%	* *%	- -%	1 1%	- -%	- -%	- -%	- -%	1 1%	* *%	- -%	- -%	* *%	1 *%	1 *%	1 *%
Post Office	1 *%	- -%	- -%	1 2%	- -%	- -%	- -%	1 5%	- -%	1 1%	- -%	- -%	- -%	- -%	1 *%	1 *%	1 *%
Alpha Telecom	* *%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* *%	* *%	* *%	* *%
T-Mobile (formerly One2One)	* *%	* 3%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	* *%	* *%	* *%
Vodafone	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	* *%	* *%	* *%	* *%
Demon Internet	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	* *%	* *%
'3' Mobile	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	* *%	* *%	- -%
Euphony	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	* *%	* *%	* *%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 140

QB5C. How much was your average MONTHLY bill from your old fixed line broadband supplier at the time you switched?

Base : Those switched their fixed line broadband provider in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED							
					SWITCHED & COVERED																					
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE					BUN- DLE	BROAD MOB.			FIXED LINE					TV	BROAD MOB.		FIXED LINE
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE
Significance Level: 95%		a	~b	~c	~d	*e	f	~g	h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u				
Unweighted total	373	373	21	-	-	33	373	23	117	33	373	23	117	-	7	-	11	13	6	-	7	8				
Effective Weighted Sample	222	222	17	-	-	25	222	17	85	25	222	17	85	-	6	-	9	11	6	-	5	7				
Total	149	149	10	-	-	19	149	10	66	19	149	10	66	-	2	-	7	5	2	-	4	3				
Up to £19.99	58	58	6	-	-	3	58	4	25	3	58	4	25	-	1	-	5	3	1	-	3	3				
	39%	39%	64%	-%	-%	16%	39%	39%	39%	16%	39%	39%	39%	-%	31%	-%	71%	60%	29%	-%	72%	79%				
						e			e		i		i													
£20.00-£29.99	42	42	2	-	-	6	42	2	19	6	42	2	19	-	*	-	2	1	*	-	1	1				
	28%	28%	18%	-%	-%	35%	28%	24%	28%	35%	28%	24%	28%	-%	14%	-%	23%	20%	14%	-%	17%	21%				
£30.00-£39.99	12	12	*	-	-	3	12	1	3	3	12	1	3	-	*	-	-	-	*	-	-	-				
	8%	8%	4%	-%	-%	15%	8%	13%	5%	15%	8%	13%	5%	-%	15%	-%	-%	-%	16%	-%	-%	-%				
£40.00-£49.99	5	5	-	-	-	1	5	1	2	1	5	1	2	-	-	-	-	-	-	-	-	-				
	3%	3%	-%	-%	-%	7%	3%	7%	4%	7%	3%	7%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%				
£50.00-£59.99	3	3	-	-	-	1	3	-	2	1	3	-	2	-	-	-	-	1	-	-	-	-				
	2%	2%	-%	-%	-%	3%	2%	-%	3%	3%	2%	-%	3%	-%	-%	-%	-%	19%	-%	-%	-%	-%				
£60 or more	5	5	1	-	-	*	5	1	2	*	5	1	2	-	1	-	-	-	1	-	-	-				
	4%	4%	6%	-%	-%	2%	4%	9%	3%	2%	4%	9%	3%	-%	26%	-%	-%	-%	27%	-%	-%	-%				
Don't know	22	22	1	-	-	4	22	1	12	4	22	1	12	-	*	-	*	-	*	-	*	-				
	15%	15%	8%	-%	-%	21%	15%	7%	18%	21%	15%	7%	18%	-%	14%	-%	6%	-%	14%	-%	11%	-%				
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																										

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 140

QB5C. How much was your average MONTHLY bill from your old fixed line broadband supplier at the time you switched?

Base : Those switched their fixed line broadband provider in last 12 months

	TV PROCESSES	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	b	*c	d	~e	~f	~g	*h	i	j	~k	~l	m	n	o	p
Unweighted total	373	23	117	76	107	6	3	21	79	141	207	5	3	235	373	348	347
Effective Weighted Sample	222	17	49	61	83	5	2	17	60	86	124	4	2	143	222	209	209
Total	149	12	24	36	67	3	2	11	48	54	88	3	2	99	149	142	142
Up to £19.99	58	3	9	15	27	2	*	3	19	22	35	2	*	35	58	57	56
	39%	23%	38%	41%	41%	56%	21%	25%	39%	40%	40%	62%	21%	35%	39%	40%	39%
£20.00-£29.99	42	3	8	10	20	1	-	2	15	14	26	1	-	29	42	40	40
	28%	25%	33%	29%	30%	34%	-%	20%	32%	25%	30%	38%	-%	30%	28%	28%	28%
£30.00-£39.99	12	2	2	5	4	*	*	2	1	5	7	-	*	9	12	12	12
	8%	18%	8%	13%	5%	10%	21%	16%	2%	9%	8%	-%	21%	9%	8%	8%	8%
£40.00-£49.99	5	*	*	1	3	-	-	*	2	2	2	-	-	3	5	4	5
	3%	3%	1%	2%	4%	-%	-%	3%	4%	4%	2%	-%	-%	3%	3%	3%	3%
£50.00-£59.99	3	-	-	1	3	-	-	1	1	3	*	-	-	3	3	3	3
	2%	-%	-%	2%	4%	-%	-%	7%	2%	6%	*%	-%	-%	3%	2%	2%	2%
£60 or more	5	*	1	2	2	-	1	1	1	1	3	-	1	4	5	4	5
	4%	3%	3%	5%	3%	-%	58%	9%	2%	2%	4%	-%	58%	4%	4%	3%	3%
Don't know	22	3	4	3	9	-	-	2	9	7	14	-	-	16	22	22	21
	15%	29%	18%	9%	14%	-%	-%	19%	19%	14%	16%	-%	-%	16%	15%	15%	15%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 141

QB6C. How long had you been with your old supplier for your fixed line broadband before you switched?

Base : Those switched their fixed line broadband provider in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				COVERED					COVERED			
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
						TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	a	~b	~c	~d	*e	f	~g	h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	373	373	21	-	-	33	373	23	117	33	373	23	117	-	7	-	11	13	6	-	7	8
Effective Weighted Sample	222	222	17	-	-	25	222	17	85	25	222	17	85	-	6	-	9	11	6	-	5	7
Total	149	149	10	-	-	19	149	10	66	19	149	10	66	-	2	-	7	5	2	-	4	3
Up to 6 months	4	4	-	-	-	*	4	1	2	*	4	1	2	-	-	-	-	*	-	-	-	-
	3%	3%	-%	-%	-%	2%	3%	10%	2%	2%	3%	10%	2%	-%	-%	-%	-%	7%	-%	-%	-%	-%
7-12 months	17	17	2	-	-	2	17	1	9	2	17	1	9	-	1	-	1	1	1	-	-	1
	11%	11%	16%	-%	-%	9%	11%	13%	14%	9%	11%	13%	14%	-%	42%	-%	13%	21%	43%	-%	-%	16%
More than 1 year, up to 2 years	45	45	4	-	-	6	45	2	19	6	45	2	19	-	*	-	2	3	*	-	2	2
	30%	30%	43%	-%	-%	32%	30%	16%	29%	32%	30%	16%	29%	-%	15%	-%	27%	51%	16%	-%	40%	66%
More than 2 years, up to 4 years	45	45	3	-	-	5	45	2	21	5	45	2	21	-	1	-	3	1	1	-	1	1
	30%	30%	29%	-%	-%	25%	30%	21%	33%	25%	30%	21%	33%	-%	40%	-%	44%	20%	41%	-%	31%	18%
More than 4 years, up to 6 years	18	18	-	-	-	3	18	*	9	3	18	*	9	-	-	-	-	-	-	-	-	-
	12%	12%	-%	-%	-%	19%	12%	3%	14%	19%	12%	3%	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More than 6 years, up to 10 years	11	11	*	-	-	*	11	2	4	*	11	2	4	-	*	-	*	-	-	-	*	-
	7%	7%	3%	-%	-%	2%	7%	25%	6%	2%	7%	25%	6%	-%	2%	-%	5%	-%	-%	-%	9%	-%
More than 10 years	5	5	*	-	-	-	5	*	1	-	5	*	1	-	-	-	*	-	-	-	*	-
	3%	3%	4%	-%	-%	-%	3%	4%	2%	-%	3%	4%	2%	-%	-%	-%	5%	-%	-%	-%	9%	-%
Don't know	5	5	*	-	-	2	5	1	-	2	5	1	-	-	-	-	*	-	-	-	*	-
	3%	3%	5%	-%	-%	11%	3%	7%	-%	11%	3%	7%	-%	-%	-%	-%	6%	-%	-%	-%	11%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 141

QB6C. How long had you been with your old supplier for your fixed line broadband before you switched?

Base : Those switched their fixed line broadband provider in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	b	*c	d	~e	~f	~g	*h	i	j	~k	~l	m	n	o	p
Unweighted total	373	23	117	76	107	6	3	21	79	141	207	5	3	235	373	348	347
Effective Weighted Sample	222	17	49	61	83	5	2	17	60	86	124	4	2	143	222	209	209
Total	149	12	24	36	67	3	2	11	48	54	88	3	2	99	149	142	142
Up to 6 months	4 3%	* 3%	1 4%	1 2%	2 4%	1 30%	- -%	1 8%	1 1%	1 2%	2 2%	1 34%	- -%	2 2%	4 3%	3 2%	3 2%
7-12 months	17 11%	1 11%	1 5%	5 13%	9 14%	- -%	1 58%	1 13%	8 16%	5 9%	12 13%	- -%	1 58%	11 11%	17 11%	16 12%	16 11%
More than 1 year, up to 2 years	45 30%	5 42%	8 32%	11 30%	17 26%	1 25%	- -%	4 35%	12 24%	18 34%	24 27%	1 28%	- -%	29 30%	45 30%	42 30%	43 30%
More than 2 years, up to 4 years	45 30%	2 18%	9 38%	13 35%	19 28%	1 22%	- -%	4 33%	16 33%	19 35%	25 28%	* 13%	- -%	30 31%	45 30%	44 31%	44 31%
More than 4 years, up to 6 years	18 12%	2 14%	2 9%	4 10%	10 15%	- -%	* 21%	1 6%	8 17%	5 9%	12 13%	- -%	* 21%	15 15%	18 12%	16 12%	17 12%
More than 6 years, up to 10 years	11 7%	- -%	2 10%	2 6%	5 8%	* 11%	* 21%	1 5%	3 7%	3 6%	8 9%	* 12%	* 21%	6 6%	11 7%	11 8%	11 7%
More than 10 years	5 3%	- -%	1 2%	- -%	2 3%	* 12%	- -%	- -%	1 1%	2 3%	2 3%	* 13%	- -%	2 2%	5 3%	4 3%	4 3%
Don't know	5 3%	1 12%	* -%	1 3%	2 3%	- -%	- -%	- -%	- -%	1 2%	4 4%	- -%	- -%	4 4%	5 3%	5 4%	4 3%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 142

QB7C. Which one of these best describes the process you went through when you switched your fixed line broadband to the supplier you use now?

Base : Those who have switched their fixed line broadband supplier in last 12 months (including those with broadband in a bundle of services)

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEI- HER		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE						
		a	~b	~c		d	*e	f		*g	h	i		j	*k	l		~m	~n	~o		~p
Significance Level: 95%																						
Unweighted total	489	489	29	-	116	34	373	34	118	93	489	42	228	-	8	-	19	13	7	-	14	8
Effective Weighted Sample	300	300	22	-	88	26	222	25	86	73	300	28	167	-	5	-	16	11	5	-	12	7
Total	235	235	18	-	86	20	149	17	66	74	235	25	148	-	4	-	16	5	4	-	11	3
I contacted my new supplier to start the switch. My new supplier then arranged the switch for me	118 50%	118 50%	7 39%	- -%	51 59% f	11 58%	67 45%	7 41%	33 50%	41 55%	118 50%	12 48%	83 56%	- -%	1 38%	- -%	4 27%	3 60%	1 38%	- -%	4 39%	1 40%
I need to get a code from my old supplier to start the switch. I got the code and contacted my new supplier to give it to them. My new supplier then arranged the switch for me	38 16%	38 16%	6 31%	- -%	7 8%	2 9%	31 21% d	3 18%	15 23% d	6 8%	38 16%	4 15%	20 14%	- -%	2 53%	- -%	3 19%	1 14%	2 52%	- -%	3 27%	1 20%
I had to arrange when the old service and the new service started. I contacted my old supplier to tell them I wanted to cancel. I contacted my new supplier to tell them I wanted to start using them for the service	65 28%	65 28%	4 23%	- -%	24 28%	6 30%	41 28%	6 38%	14 21%	23 31%	65 28%	9 35%	37 25%	- -%	* 9%	- -%	7 46%	1 26%	* 9%	- -%	3 23%	1 40%
Don't know	14 6%	14 6%	1 7%	- -%	5 5%	1 3%	9 6%	1 3%	4 6%	4 5%	14 6%	1 2%	8 6%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	1 11%	- -%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 142

QB7C. Which one of these best describes the process you went through when you switched your fixed line broadband to the supplier you use now?

Base : Those who have switched their fixed line broadband supplier in last 12 months (including those with broadband in a bundle of services)

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE	
		*a	b	c	d	~e	~f	*g	h	i	j	~k	~l	m	n	o	p	
Significance Level: 95%																		
Unweighted total	489	61	125	109	161	16	5	57	135	199	264	10	4	323	489	463	462	
Effective Weighted Sample	300	46	53	79	130	13	3	40	109	123	164	8	3	206	300	287	287	
Total	235	46	31	58	118	11	4	34	101	97	130	6	2	173	235	227	228	
I contacted my new supplier to start the switch. My new supplier then arranged the switch for me	118 50%	19 40%	- -%	- -%	118 100% bc	6 54%	1 21%	1 3%	82 81% g	46 47%	69 53%	2 31%	1 46%	86 50%	118 50%	115 50%	116 51%	
I need to get a code from my old supplier to start the switch. I got the code and contacted my new supplier to give it to them. My new supplier then arranged the switch for me	38 16%	6 13%	31 100% cd	- -%	- -%	2 18%	* 8%	2 6%	16 15%	15 15%	22 17%	1 17%	* 17%	27 16%	38 16%	37 16%	37 16%	
I had to arrange when the old service and the new service started. I contacted my old supplier to tell them I wanted to cancel. I contacted my new supplier to tell them I wanted to start using them for the service	65 28%	20 43%	- -%	58 100% bd	- -%	3 28%	3 71%	31 91% h	2 2%	30 30%	33 26%	3 52%	1 37%	49 28%	65 28%	63 28%	62 27%	
Don't know	14 6%	2 4%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	7 7%	6 5%	- -%	- -%	10 6%	14 6%	13 6%	13 6%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 143

QB1D. Did you make this change of provider for your mobile phone network at the same time as moving home?

Base : Those switched their mobile phone network in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
	CONSI				SWITCHED & COVERED					COVERED				CONSIDERED & COVERED					COVERED					
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD MOB.		FIXED LINE PHONE	CALLS	TV	BROAD MOB.		FIXED LINE PHONE	CALLS	BUN-DLE	BROAD MOB.		FIXED LINE PHONE	CALLS	TV	BROAD MOB.		FIXED LINE PHONE	CALLS
						BAND					BAND					BAND					BAND			
	a	~b	~c	~d	~e	~f	g	~h	~i	*j	k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u			
Significance Level: 95%																								
Unweighted total	341	341	23	-	11	5	23	341	20	12	34	341	31	13	7	7	-	4	11	12	-	11		
Effective Weighted Sample	119	119	12	-	9	4	17	119	13	9	25	119	22	6	4	6	-	2	6	10	-	6		
Total	152	152	18	-	7	2	10	152	10	7	17	152	18	8	3	4	-	5	9	8	-	11		
Yes	13	13	4	-	1	1	-	13	2	2	1	13	3	-	*	-	-	3	*	-	-	3		
	9%	9%	20%	-%	14%	35%	-%	9%	17%	22%	6%	9%	16%	-%	14%	-%	-%	71%	4%	-%	-%	29%		
No	139	139	14	-	6	1	10	139	8	6	16	139	15	8	2	4	-	1	8	8	-	8		
	91%	91%	78%	-%	86%	65%	100%	91%	83%	78%	94%	91%	84%	100%	86%	92%	-%	29%	96%	95%	-%	71%		
Don't know	*	*	*	-	-	-	-	*	-	-	-	*	-	-	-	*	-	-	-	*	-	-		
	*%	*%	2%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	8%	-%	-%	-%	5%	-%	-%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 143

QB1D. Did you make this change of provider for your mobile phone network at the same time as moving home?

Base : Those switched their mobile phone network in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC e	C&R f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	341	8	10	11	9	101	91	11	17	129	212	70	73	221	265	341	294
Effective Weighted Sample	119	6	7	9	8	35	26	8	12	46	73	26	21	72	119	119	93
Total	152	5	3	6	7	42	38	7	10	58	94	34	29	84	64	152	108
Yes	13 9%	1 12%	- -	- -	1 14%	3 7%	6 16%	1 11%	2 21%	4 7%	9 10%	3 9%	2 7%	9 10%	5 7%	13 9%	8 7%
No	139 91%	4 88%	3 100%	6 100%	6 86%	39 93%	32 84%	6 89%	8 79%	54 92%	85 90%	31 91%	27 93%	74 89%	59 92%	139 91%	100 92%
Don't know	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* *%	* 1%	* *%	* *%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 144

QB2D. Could you have chosen to stay with your previous mobile phone supplier when you moved?

Base : Those who switched supplier for their mobile phone network at the same time as moving home

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
																						Total
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	18	18	2	-	1	1	-	18	2	2	1	18	3	-	1	-	-	1	1	-	-	1
Effective Weighted Sample	8	8	1	-	1	1	-	8	2	2	1	8	3	-	1	-	-	1	1	-	-	1
Total	13	13	4	-	1	1	-	13	2	2	1	13	3	-	*	-	-	3	*	-	-	3
Yes	7	7	4	-	1	-	-	7	1	1	1	7	2	-	*	-	-	3	*	-	-	3
	56%	56%	100%	-%	100%	-%	-%	56%	41%	63%	100%	56%	62%	-%	100%	-%	-%	100%	100%	-%	-%	100%
No	6	6	-	-	-	1	-	6	1	1	-	6	1	-	-	-	-	-	-	-	-	-
	44%	44%	-%	-%	-%	100%	-%	44%	59%	37%	-%	44%	38%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 144

QB2D. Could you have chosen to stay with your previous mobile phone supplier when you moved?

Base : Those who switched supplier for their mobile phone network at the same time as moving home

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	18	1	-	-	1	7	5	1	2	5	13	6	2	12	12	18	14
Effective Weighted Sample	8	1	-	-	1	4	2	1	2	2	7	4	1	5	7	8	5
Total	13	1	-	-	1	3	6	1	2	4	9	3	2	9	5	13	8
Yes	7	-	-	-	1	2	3	1	1	3	4	2	-	5	3	7	6
	56%	-%	-%	-%	100%	61%	54%	100%	48%	82%	44%	64%	-%	57%	58%	56%	75%
No	6	1	-	-	-	1	3	-	1	1	5	1	2	4	2	6	2
	44%	100%	-%	-%	-%	39%	46%	-%	52%	18%	56%	36%	100%	43%	42%	44%	25%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 145

QB3D. Why did you change from one provider to another for your mobile phone network?

Base : Those who did not switch supplier for their mobile phone network at the same time as moving home

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED					COVERED				COVERED				COVERED				
	CONSI				BUN-DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	
	SWIT-CHED	DERED	NEIT-HER	TV		BAND	PHONE	TV		BAND	PHONE	TV		BAND	PHONE	TV		BAND	PHONE			
Total	a	~b	~c	~d	~e	~f	g	~h	~i	*j	k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	323	323	21	-	10	4	23	323	18	10	33	323	28	13	6	7	-	3	10	12	-	10
Effective Weighted Sample	112	112	13	-	8	4	17	112	11	7	24	112	19	6	3	6	-	3	6	10	-	6
Total	139	139	15	-	6	1	10	139	8	6	16	139	15	8	2	4	-	1	8	8	-	8
Base for %	98	98	8	-	4	-	6	98	3	3	10	98	7	6	1	3	-	-	5	5	-	5
Better price/ deal	75	75	7	-	2	-	4	75	3	2	6	75	5	5	1	1	-	-	5	3	-	5
	77%	77%	78%	-%	53%	-%	71%	77%	100%	69%	64%	77%	72%	83%	100%	32%	-%	-%	100%	61%	-%	100%
Poor previous service (better service received)	12	12	2	-	-	-	-	12	-	-	-	12	-	1	-	2	-	-	-	2	-	-
	12%	12%	22%	-%	-%	-%	-%	12%	-%	-%	-%	12%	-%	17%	-%	68%	-%	-%	-%	39%	-%	-%
More convenient/ keep one package	*	*	-	-	-	*	*	-	-	*	*	-	-	-	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	8%	*%	-%	-%	5%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Faster broadband	*	*	-	-	-	*	*	-	-	*	*	-	-	-	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	6%	*%	-%	-%	3%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	10	10	-	-	2	-	2	10	-	1	4	10	2	-	-	-	-	-	-	-	-	-
	10%	10%	-%	-%	47%	-%	29%	10%	-%	31%	36%	10%	28%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	2	2	-	-	-	-	-	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-
	2%	2%	-%	-%	-%	-%	-%	2%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No answer	7	7	1	-	-	-	1	7	-	-	1	7	-	-	-	-	-	1	-	-	-	1

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 145

QB3D. Why did you change from one provider to another for your mobile phone network?

Base : Those who did not switch supplier for their mobile phone network at the same time as moving home

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC e	C&R f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	323	7	10	11	8	94	86	10	15	124	199	64	71	209	253	323	280
Effective Weighted Sample	112	5	7	9	7	32	25	7	11	47	66	23	20	70	113	112	89
Total	139	4	3	6	6	39	32	6	8	54	85	31	27	75	59	139	100
Base for %	98	2	2	2	5	27	24	3	3	39	59	22	21	45	25	98	63
Better price/ deal	75	2	2	2	2	24	15	3	2	30	45	20	13	32	17	75	47
	77%	100%	100%	100%	48%	89%	62%	100%	70%	77%	77%	88%	61%	71%	67%	77%	75%
Poor previous service (better service received)	12	-	-	-	-	3	6	-	-	2	10	3	5	7	4	12	7
	12%	-%	-%	-%	-%	10%	24%	-%	-%	5%	17%	12%	23%	16%	16%	12%	12%
More convenient/ keep one package	*	-	-	-	*	-	-	-	-	*	-	-	-	-	*	*	*
	*%	-%	-%	-%	9%	-%	-%	-%	-%	1%	-%	-%	-%	-%	2%	*%	1%
Faster broadband	*	-	-	-	-	-	-	-	-	-	*	-	-	*	*	*	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	1%	1%	*%	1%
Other	10	-	-	-	3	*	3	-	1	5	5	-	3	6	5	10	9
	10%	-%	-%	-%	52%	1%	14%	-%	30%	13%	9%	-%	16%	14%	19%	10%	14%
Don't know	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-	2	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%	-%	-%	-%	2%	-%
No answer	7	-	-	-	1	1	-	-	-	1	6	1	-	4	3	7	5

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 146

QB4D. Which company previously provided the mobile phone network?

Base : Those switched their mobile phone network in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT-CHED	DERED	NEIT-HER		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV
Significance Level: 95%		a	~b	~c	~d	~e	~f	g	~h	~i	*j	k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	341	341	23	-	11	5	23	341	20	12	34	341	31	13	7	7	-	4	11	12	-	11
Effective Weighted Sample	119	119	12	-	9	4	17	119	13	9	25	119	22	6	4	6	-	2	6	10	-	6
Total	152	152	18	-	7	2	10	152	10	7	17	152	18	8	3	4	-	5	9	8	-	11
Vodafone	37 24%	37 24%	1 7%	-	2 21%	1 35%	1 11%	37 24%	2 18%	2 29%	3 15%	37 24%	3 19%	1 9%	* 15%	1 12%	-	-	1 9%	1 12%	-	* 4%
O2 (formerly BT Cellnet)	35 23%	35 23%	7 40%	-	2 21%	* 17%	4 40%	35 23%	1 9%	1 9%	5 32%	35 23%	3 14%	3 42%	* 4%	* 8%	-	4 80%	3 31%	1 13%	-	7 62%
T-Mobile (formerly One2One)	22 15%	22 15%	3 19%	-	-	-	* 4%	22 15%	1 6%	-	* 2%	22 15%	1 3%	2 28%	-	1 30%	-	-	2 24%	3 42%	-	2 18%
Orange (Wanadoo/ Freeserve)	20 13%	20 13%	1 5%	-	1 19%	1 31%	2 20%	20 13%	3 30%	2 27%	3 19%	20 13%	5 26%	* 1%	* 15%	-	-	1 11%	* 5%	-	-	1 5%
Virgin (Virgin Media/ Virgin Mobile - formerly NTL/ Telewest/ Blueyonder)	16 10%	16 10%	1 8%	-	1 10%	-	-	16 10%	2 23%	-	1 4%	16 10%	3 17%	1 13%	-	1 15%	-	*	* 5%	1 8%	-	1 7%
'3' Mobile	12 8%	12 8%	3 19%	-	1 13%	-	-	12 8%	1 6%	1 14%	1 6%	12 8%	2 9%	* 5%	2 66%	1 27%	-	-	2 25%	2 20%	-	* 4%
Tesco	5 3%	5 3%	-	-	1 16%	-	1 8%	5 3%	-	1 17%	2 11%	5 3%	1 7%	-	-	-	-	-	-	-	-	-
BT (BT Total Broadband/ BT Yahoo/ BT Openworld/ BT Mobile/ BT Vision)	2 1%	2 1%	-	-	-	* 17%	1 7%	2 1%	1 8%	* 4%	1 4%	2 1%	1 4%	-	-	-	-	-	-	-	-	-
Sky (Sky TV/ Sky Broadband/ Sky Talk)	* *%	* *%	-	-	-	-	* 4%	* *%	-	-	* 2%	* *%	-	-	-	-	-	-	-	-	-	-
Post Office	* *%	* *%	* 2%	-	-	-	-	* *%	-	-	-	* *%	-	-	-	* 8%	-	-	-	* 5%	-	-
Talk Talk / Carphone Warehouse	* *%	* *%	-	-	-	-	* 3%	* *%	-	-	* 2%	* *%	-	-	-	-	-	-	-	-	-	-
Tiscali/ HomeChoice	* *%	* *%	-	-	-	-	-	* *%	-	-	-	* *%	-	-	-	-	-	-	-	-	-	-

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 146

QB4D. Which company previously provided the mobile phone network?

Base : Those switched their mobile phone network in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				COVERED					COVERED			
	Total	SWIT-CHD	DERED	NEIT-HER	BUN-DLE	BROAD MOB.			FIXED LINE PHONE CALLS	BROAD MOB.			FIXED LINE PHONE CALLS	BROAD MOB.			FIXED LINE PHONE CALLS	BROAD MOB.			FIXED LINE PHONE CALLS	
						TV	BAND			TV	BAND			TV	BAND			TV	BAND			
Significance Level: 95%		a	~b	~c	~d	~e	~f	g	~h	~i	*j	k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	341	341	23	-	11	5	23	341	20	12	34	341	31	13	7	7	-	4	11	12	-	11
Effective Weighted Sample	119	119	12	-	9	4	17	119	13	9	25	119	22	6	4	6	-	2	6	10	-	6
Total	152	152	18	-	7	2	10	152	10	7	17	152	18	8	3	4	-	5	9	8	-	11
Other supplier	2	2	-	-	-	-	*	2	-	-	*	2	-	*	-	-	-	-	-	-	-	-
	1%	1%	-%	-%	-%	-%	3%	1%	-%	-%	2%	1%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%

Table 146

QB4D. Which company previously provided the mobile phone network?

Base : Those switched their mobile phone network in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC e	C&R f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	341	8	10	11	9	101	91	11	17	129	212	70	73	221	265	341	294
Effective Weighted Sample	119	6	7	9	8	35	26	8	12	46	73	26	21	72	119	119	93
Total	152	5	3	6	7	42	38	7	10	58	94	34	29	84	64	152	108
Vodafone	37 24%	2 44%	1 21%	* 9%	1 21%	10 24%	8 21%	* 7%	3 30%	15 26%	22 23%	7 20%	7 24%	16 20%	14 22%	37 24%	26 24%
O2 (formerly BT Cellnet)	35 23%	* 8%	- -%	2 40%	2 28%	5 12%	14 38%	1 9%	1 10%	10 17%	25 27%	5 14%	11 37%	25 30%	12 19%	35 23%	27 25%
T-Mobile (formerly One2One)	22 15%	- -%	* 2%	- -%	- -%	8 19%	2 6%	- -%	1 6%	7 13%	15 16%	8 24%	2 8%	10 13%	9 13%	22 15%	15 14%
Orange (Wanadoo/ Freeserve)	20 13%	1 17%	1 35%	* 7%	2 28%	5 12%	2 6%	1 13%	4 36%	9 16%	10 11%	4 11%	2 8%	12 14%	11 17%	20 13%	14 13%
Virgin (Virgin Media/ Virgin Mobile - formerly NTL/ Telewest/ Blueyonder)	16 10%	- -%	- -%	1 10%	- -%	5 11%	5 14%	3 43%	- -%	8 13%	8 9%	2 7%	3 10%	3 4%	4 7%	16 10%	8 7%
'3' Mobile	12 8%	- -%	- -%	- -%	1 14%	6 13%	5 12%	1 9%	1 10%	3 5%	9 10%	6 16%	3 12%	11 13%	7 11%	12 8%	11 10%
Tesco	5 3%	1 25%	1 27%	1 22%	- -%	2 5%	* -%	1 18%	- -%	3 5%	2 2%	2 5%	* -%	3 3%	3 5%	5 3%	3 3%
BT (BT Total Broadband/ BT Yahoo/ BT Openworld/ BT Mobile/ BT Vision)	2 1%	* 6%	- -%	- -%	1 9%	* 1%	* 1%	- -%	1 8%	2 3%	* -%	* -%	- -%	1 2%	2 3%	2 1%	2 2%
Sky (Sky TV/ Sky Broadband/ Sky Talk)	* *0%	- -%	* 15%	- -%	- -%	* 1%	- -%	- -%	- -%	* *0%	* *0%	* 1%	- -%	* 1%	* 1%	* *0%	* *0%
Post Office	* *0%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* *0%	* 1%	* *0%	* *0%
Talk Talk / Carphone Warehouse	* *0%	- -%	- -%	* 6%	- -%	- -%	* *0%	- -%	- -%	- -%	* *0%	- -%	* *0%	- -%	* 1%	* *0%	* *0%
Tiscali/ HomeChoice	* *0%	- -%	- -%	- -%	- -%	* *0%	- -%	- -%	- -%	- -%	* *0%	* *0%	- -%	- -%	- -%	* *0%	- -%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 146

QB4D. Which company previously provided the mobile phone network?

Base : Those switched their mobile phone network in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
	Total	~a	~b	~c	~d	e	f	~g	~h	i	j	*k	*l	m	n	o	p
Significance Level: 95%																	
Unweighted total	341	8	10	11	9	101	91	11	17	129	212	70	73	221	265	341	294
Effective Weighted Sample	119	6	7	9	8	35	26	8	12	46	73	26	21	72	119	119	93
Total	152	5	3	6	7	42	38	7	10	58	94	34	29	84	64	152	108
Other supplier	2	-	-	*	-	1	*	-	-	1	2	*	*	1	1	2	1
	1%	-%	-%	6%	-%	1%	1%	-%	-%	1%	2%	*%	1%	1%	2%	1%	1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 147

QB5D. How much was your average MONTHLY bill from your old mobile phone network supplier at the time you switched?

Base : Those switched their mobile phone network in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	TV		BAND	PHONE	TV		BAND	PHONE	TV		BAND	PHONE	TV		BAND
Significance Level: 95%	Total	a	~b	~c	~d	~e	~f	g	~h	~i	*j	k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	341	341	23	-	11	5	23	341	20	12	34	341	31	13	7	7	-	4	11	12	-	11
Effective Weighted Sample	119	119	12	-	9	4	17	119	13	9	25	119	22	6	4	6	-	2	6	10	-	6
Total	152	152	18	-	7	2	10	152	10	7	17	152	18	8	3	4	-	5	9	8	-	11
Up to £19.99	42	42	7	-	2	1	3	42	3	3	5	42	5	3	1	3	-	1	2	5	-	3
	27%	27%	36%	-%	29%	76%	34%	27%	27%	37%	32%	27%	28%	37%	30%	60%	-%	20%	28%	63%	-%	29%
£20.00-£29.99	47	47	6	-	1	*	2	47	3	1	2	47	4	4	1	1	-	*	4	2	-	4
	31%	31%	30%	-%	10%	24%	17%	31%	34%	13%	14%	31%	24%	51%	29%	20%	-%	9%	49%	21%	-%	34%
£30.00-£39.99	35	35	2	-	3	-	2	35	*	2	5	35	4	1	1	1	-	-	2	1	-	1
	23%	23%	14%	-%	43%	-%	16%	23%	5%	30%	27%	23%	21%	12%	41%	12%	-%	-%	22%	12%	-%	8%
£40.00-£49.99	13	13	4	-	1	-	1	13	1	1	2	13	2	-	-	*	-	3	-	*	-	3
	9%	9%	20%	-%	14%	-%	10%	9%	6%	14%	12%	9%	9%	-%	-%	8%	-%	71%	-%	4%	-%	29%
£50.00-£59.99	4	4	-	-	-	-	1	4	1	-	1	4	1	-	-	-	-	-	-	-	-	-
	3%	3%	-%	-%	-%	-%	9%	3%	7%	-%	5%	3%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£60 or more	5	5	-	-	*	-	1	5	-	*	1	5	*	-	-	-	-	-	-	-	-	-
	3%	3%	-%	-%	5%	-%	10%	3%	-%	6%	8%	3%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	7	7	-	-	-	-	*	7	2	-	*	7	2	-	-	-	-	-	-	-	-	-
	4%	4%	-%	-%	-%	-%	4%	4%	21%	-%	2%	4%	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 147

QB5D. How much was your average MONTHLY bill from your old mobile phone network supplier at the time you switched?

Base : Those switched their mobile phone network in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC e	C&R f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	341	8	10	11	9	101	91	11	17	129	212	70	73	221	265	341	294
Effective Weighted Sample	119	6	7	9	8	35	26	8	12	46	73	26	21	72	119	119	93
Total	152	5	3	6	7	42	38	7	10	58	94	34	29	84	64	152	108
Up to £19.99	42	2	2	2	2	12	9	1	3	20	22	6	8	26	25	42	32
	27%	48%	60%	32%	26%	28%	25%	22%	33%	33%	24%	17%	28%	31%	40%	27%	30%
£20.00-£29.99	47	1	*	1	1	17	8	2	2	16	32	16	7	22	16	47	37
	31%	19%	15%	24%	9%	41%	21%	35%	19%	27%	34%	46%	26%	26%	25%	31%	34%
£30.00-£39.99	35	1	-	2	2	7	10	2	1	12	22	7	9	20	13	35	24
	23%	25%	-%	36%	24%	18%	27%	25%	10%	21%	24%	20%	31%	24%	21%	23%	22%
£40.00-£49.99	13	-	*	-	1	2	6	-	2	4	9	2	3	9	4	13	7
	9%	-%	12%	-%	14%	5%	16%	-%	17%	7%	10%	5%	10%	10%	6%	9%	6%
£50.00-£59.99	4	-	-	-	1	1	2	1	-	1	3	1	1	2	2	4	2
	3%	-%	-%	-%	13%	3%	6%	11%	-%	2%	3%	3%	3%	3%	3%	3%	2%
£60 or more	5	*	-	*	1	2	1	*	-	-	5	2	1	2	2	5	3
	3%	8%	-%	7%	13%	5%	1%	6%	-%	-%	5%	7%	2%	3%	3%	3%	3%
Don't know	7	-	*	-	-	1	1	-	2	6	1	*	-	3	2	7	4
	4%	-%	13%	-%	-%	1%	3%	-%	21%	10%	1%	1%	-%	4%	4%	4%	3%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 148

QB6D. How long had you been with your old supplier for your mobile phone network before you switched?

Base : Those switched their mobile phone network in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				COVERED					COVERED			
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
						TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%	a	~b	~c	~d	~e	~f	g	~h	~i	*j	k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	341	341	23	-	11	5	23	341	20	12	34	341	31	13	7	7	-	4	11	12	-	11
Effective Weighted Sample	119	119	12	-	9	4	17	119	13	9	25	119	22	6	4	6	-	2	6	10	-	6
Total	152	152	18	-	7	2	10	152	10	7	17	152	18	8	3	4	-	5	9	8	-	11
Up to 6 months	5 3%	5 3%	* 2%	- -%	- -%	- -%	1 10%	5 3%	- -%	- -%	1 6%	5 3%	- -%	* 6%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	* 4%
7-12 months	16 10%	16 10%	1 4%	- -%	* 3%	- -%	1 13%	16 10%	- -%	- -%	1 8%	16 10%	* 1%	- -%	* 12%	* 8%	- -%	- -%	* 4%	* 5%	- -%	- -%
More than 1 year, up to 2 years	50 33%	50 33%	7 40%	- -%	3 34%	* 7%	1 10%	50 33%	3 29%	3 36%	4 21%	50 33%	5 31%	3 44%	1 33%	3 62%	- -%	* 8%	4 49%	4 44%	- -%	4 34%
More than 2 years, up to 4 years	45 29%	45 29%	4 23%	- -%	* 5%	2 93%	3 27%	45 29%	4 40%	2 28%	3 17%	45 29%	5 25%	3 36%	1 41%	- -%	- -%	* 9%	3 37%	3 35%	- -%	3 29%
More than 4 years, up to 6 years	19 12%	19 12%	1 5%	- -%	2 26%	- -%	2 16%	19 12%	2 18%	1 17%	3 20%	19 12%	4 21%	1 7%	- -%	1 22%	- -%	- -%	- -%	1 12%	- -%	- -%
More than 6 years, up to 10 years	7 5%	7 5%	1 3%	- -%	2 32%	- -%	1 12%	7 5%	- -%	1 19%	3 20%	7 5%	2 13%	1 7%	- -%	- -%	- -%	1 11%	- -%	- -%	- -%	1 5%
More than 10 years	9 6%	9 6%	4 22%	- -%	- -%	- -%	1 10%	9 6%	1 13%	- -%	1 6%	9 6%	1 8%	- -%	* 14%	* 8%	- -%	3 71%	* 4%	* 4%	- -%	3 29%
Don't know	2 1%	2 1%	- -%	- -%	- -%	- -%	* 3%	2 1%	- -%	- -%	* 2%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 148

QB6D. How long had you been with your old supplier for your mobile phone network before you switched?

Base : Those switched their mobile phone network in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC e	C&R f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	341	8	10	11	9	101	91	11	17	129	212	70	73	221	265	341	294
Effective Weighted Sample	119	6	7	9	8	35	26	8	12	46	73	26	21	72	119	119	93
Total	152	5	3	6	7	42	38	7	10	58	94	34	29	84	64	152	108
Up to 6 months	5 3%	- -%	- -%	- -%	1 13%	2 4%	1 3%	- -%	- -%	2 3%	3 3%	2 4%	1 5%	1 1%	1 2%	5 3%	3 3%
7-12 months	16 10%	- -%	- -%	* 4%	1 17%	1 2%	4 11%	* 3%	- -%	4 7%	11 12%	1 2%	3 10%	5 6%	3 5%	16 10%	8 7%
More than 1 year, up to 2 years	50 33%	2 32%	1 36%	* 9%	2 29%	15 35%	15 41%	1 19%	4 42%	19 33%	31 33%	11 31%	14 48%	30 36%	17 27%	50 33%	33 31%
More than 2 years, up to 4 years	45 29%	2 36%	* 4%	1 22%	1 19%	13 30%	11 30%	2 35%	2 23%	15 26%	30 32%	12 36%	8 29%	22 26%	18 29%	45 29%	34 31%
More than 4 years, up to 6 years	19 12%	1 25%	* 12%	3 47%	- -%	7 16%	2 4%	2 37%	1 11%	8 14%	10 11%	3 10%	2 5%	13 15%	11 18%	19 12%	14 13%
More than 6 years, up to 10 years	7 5%	* 8%	* 14%	1 12%	1 21%	3 6%	* 1%	* 6%	1 10%	3 5%	4 5%	2 7%	* 2%	6 7%	7 11%	7 5%	7 7%
More than 10 years	9 6%	- -%	1 34%	- -%	- -%	3 8%	3 9%	- -%	1 14%	5 8%	4 4%	3 9%	- -%	7 9%	5 8%	9 6%	9 8%
Don't know	2 1%	- -%	- -%	* 6%	- -%	- -%	* 1%	- -%	- -%	2 3%	* *%	- -%	* 1%	* *%	* 1%	2 1%	* *%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 149

QB7D. Which one of these best describes the process you went through when you switched your mobile phone network to the supplier you use now?

Base : Those who have switched their mobile phone network supplier in last 12 months (including those with mobile in a bundle of services)

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN- DLE	FIXED			TV	FIXED			BUN- DLE	FIXED			TV	FIXED				
		SWIT- CHED	DERED	NEIT- HER		MOB. PHONE	LINE CALLS	MOB. PHONE		LINE CALLS	MOB. PHONE	LINE CALLS		MOB. PHONE	LINE CALLS							
																TV		BAND	PHONE	CALLS	TV	BAND
	a	~b	~c	~d	~e	~f	g	~h	~i	*j	k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	351	351	23	-	21	5	23	341	21	19	42	351	39	13	7	7	-	4	11	12	-	11
Effective Weighted Sample	125	125	12	-	15	4	17	119	14	13	28	125	25	6	4	6	-	2	6	10	-	6
Total	163	163	18	-	18	2	10	152	11	16	25	163	27	8	3	4	-	5	9	8	-	11
I need to get a code from my old supplier to start the switch. I got the code and contacted my new supplier to give it to them. My new supplier then arranged the switch for me	85	85	7	-	13	-	6	78	3	10	16	85	15	4	2	2	-	1	5	2	-	4
	52%	52%	41%	-%	72%	-%	59%	51%	28%	64%	66%	52%	55%	55%	59%	35%	-%	20%	59%	25%	-%	39%
I had to arrange when the old service and the new service started. I contacted my old supplier to tell them I wanted to cancel. I contacted my new supplier to tell them I wanted to start using them for the service	56	56	10	-	3	2	3	53	5	5	5	56	8	2	1	3	-	4	3	5	-	6
	34%	34%	53%	-%	17%	93%	28%	35%	44%	30%	21%	34%	29%	32%	41%	57%	-%	80%	33%	62%	-%	54%
Don't know	22	22	1	-	2	*	1	21	3	1	3	22	5	1	-	*	-	-	1	1	-	1
	13%	13%	6%	-%	11%	7%	13%	14%	28%	6%	13%	13%	17%	13%	-%	8%	-%	-%	9%	14%	-%	7%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 149

QB7D. Which one of these best describes the process you went through when you switched your mobile phone network to the supplier you use now?

Base : Those who have switched their mobile phone network supplier in last 12 months (including those with mobile in a bundle of services)

		TV PROCES S		BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC e	C&R f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	351	13	11	12	14	106	93	14	22	132	219	70	73	231	273	351	304
Effective Weighted Sample	125	9	7	7	13	39	27	9	15	48	77	26	21	79	114	125	99
Total	163	12	3	8	12	48	40	10	16	63	100	34	29	94	72	163	119
I need to get a code from my old supplier to start the switch. I got the code and contacted my new supplier to give it to them. My new supplier then arranged the switch for me	85 52%	7 59%	3 84%	3 42%	10 83%	48 100% f	- -%	3 35%	11 71%	29 47%	56 56%	34 100% l	- -%	47 50%	41 57%	85 52%	62 53%
I had to arrange when the old service and the new service started. I contacted my old supplier to tell them I wanted to cancel. I contacted my new supplier to tell them I wanted to start using them for the service	56 34%	4 38%	* 9%	4 53%	1 8%	- -%	40 100% e	6 57%	2 13%	17 27%	38 38%	- -%	29 100% k	34 36%	19 26%	56 34%	40 34%
Don't know	22 13%	* 3%	* 7%	* 5%	1 10%	- -%	- -%	1 8%	3 16%	16 26% j	5 5%	- -%	- -%	12 13%	12 17%	22 13%	16 13%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 150

QB1E. Did you make this change of provider for your fixed line phone (calls) at the same time as moving home?

Base : Those switched their fixed line phone supplier in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
	CONSI				SWITCHED & COVERED					COVERED				COVERED					COVERED					
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD		MOB. PHONE	FIXED LINE CALLS	TV	BROAD		MOB. PHONE	FIXED LINE CALLS	BUN-DLE	BROAD		MOB. PHONE	FIXED LINE CALLS	TV	BROAD		MOB. PHONE	FIXED LINE CALLS
						TV	BAND				TV	BAND				TV	BAND				TV	BAND		
Significance Level: 95%	a	~b	~c	~d	~e	f	~g	h	~i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u			
Unweighted total	216	216	9	-	1	6	117	20	216	7	118	21	216	1	1	4	7	-	1	3	5	-		
Effective Weighted Sample	142	142	7	-	1	4	85	13	142	4	86	14	142	1	1	4	5	-	1	3	4	-		
Total	145	145	4	-	*	5	66	10	145	5	66	11	145	1	*	1	6	-	*	1	3	-		
Yes	17	17	*	-	-	1	9	3	17	1	9	3	17	-	*	-	-	-	*	-	-	-		
	12%	12%	8%	-%	-%	13%	13%	27%	12%	12%	13%	26%	12%	-%	100%	-%	-%	-%	100%	-%	-%	-%		
No	125	125	4	-	*	2	56	8	125	2	56	8	125	1	-	1	6	-	-	1	3	-		
	86%	86%	92%	-%	100%	44%	85%	73%	86%	49%	85%	74%	86%	100%	-%	100%	100%	-%	-%	100%	100%	-%		
Don't know	3	3	-	-	-	2	1	-	3	2	1	-	3	-	-	-	-	-	-	-	-	-		
	2%	2%	-%	-%	-%	43%	2%	-%	2%	39%	2%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 150

QB1E. Did you make this change of provider for your fixed line phone (calls) at the same time as moving home?

Base : Those switched their fixed line phone supplier in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT *d	PAC ~e	C&R ~f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	216	5	25	27	49	4	7	37	145	101	107	3	6	139	188	208	216
Effective Weighted Sample	142	4	19	22	37	3	4	27	100	68	68	2	3	91	128	136	142
Total	145	3	11	13	33	2	4	24	109	70	67	2	3	87	111	138	145
Yes	17 12%	1 22%	* 3%	4 32%	4 11%	1 78%	* 10%	4 19%	11 10%	6 8%	11 17%	1 83%	* 11%	11 13%	16 14%	17 13%	17 12%
No	125 86%	2 78%	11 97%	9 65%	29 88%	* 22%	3 90%	19 81%	94 87%	64 92%	53 78%	* 17%	3 89%	72 83%	92 83%	117 85%	125 86%
Don't know	3 2%	- -%	- -%	* 3%	* 1%	- -%	- -%	- -%	3 3%	- -%	3 5%	- -%	- -%	3 4%	3 3%	3 2%	3 2%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 151

QB2E. Could you have chosen to stay with your previous fixed line phone (calls) supplier when you moved?

Base : Those who switched supplier for their fixed line phone at the same time as moving home

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.		FIXED LINE	PHONE CALLS	BROAD MOB.		FIXED LINE	BUN- DLE	BROAD MOB.		FIXED LINE	BROAD MOB.		FIXED LINE			
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	TV	BAND		PHONE CALLS	TV	BAND		PHONE CALLS	TV	BAND	PHONE CALLS	TV	BAND	PHONE CALLS		
Significance Level: 95%	Total	*a	~b	~c	~d	~e	~f	~g	*h	~i	~j	~k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	34	34	1	-	-	2	21	5	34	2	21	5	34	-	1	-	-	-	1	-	-	-
Effective Weighted Sample	22	22	1	-	-	2	16	4	22	2	16	4	22	-	1	-	-	-	1	-	-	-
Total	17	17	*	-	-	1	9	3	17	1	9	3	17	-	*	-	-	-	*	-	-	-
Yes	11	11	*	-	-	*	4	1	11	*	4	1	11	-	*	-	-	-	*	-	-	-
	63%	63%	100%	-%	-%	38%	49%	49%	63%	38%	49%	49%	63%	-%	100%	-%	-%	-%	100%	-%	-%	-%
No	6	6	-	-	-	*	4	1	6	*	4	1	6	-	-	-	-	-	-	-	-	-
	36%	36%	-%	-%	-%	62%	49%	51%	36%	62%	49%	51%	36%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	*	-	-	-	-	*	-	*	-	*	-	*	-	-	-	-	-	-	-	-	-
	1%	1%	-%	-%	-%	-%	1%	-%	1%	-%	1%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 151

QB2E. Could you have chosen to stay with your previous fixed line phone (calls) supplier when you moved?

Base : Those who switched supplier for their fixed line phone at the same time as moving home

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	*n	*o	*p
Unweighted total	34	2	1	11	6	2	1	11	17	13	21	2	1	23	32	34	34
Effective Weighted Sample	22	2	1	9	5	2	1	9	12	9	14	2	1	15	21	22	22
Total	17	1	*	4	4	1	*	4	11	6	11	1	*	11	16	17	17
Yes	11	*	-	2	3	*	-	2	8	3	8	*	-	8	9	11	11
	63%	38%	-%	38%	72%	27%	-%	42%	75%	52%	69%	27%	-%	66%	60%	63%	63%
No	6	*	*	3	1	1	*	3	3	3	3	1	*	4	6	6	6
	36%	62%	100%	62%	28%	73%	100%	58%	25%	48%	30%	73%	100%	34%	40%	36%	36%
Don't know	*	-	-	-	-	-	-	-	-	-	*	-	-	-	*	*	*
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%	1%	1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 152

QB3E. Why did you change from one provider to another for your fixed line phone (calls)?

Base : Those who did not switch supplier for their fixed line phone at the same time as moving home

	ACTIONS TAKEN								SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS			
		SWIT-CHED	DERED	NEIT-HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND									
Significance Level: 95%	a	~b	~c	~d	~e	f	~g	h	~i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u			
Unweighted total	182	182	8	-	1	4	96	15	182	5	97	16	182	1	-	4	7	-	-	3	5	-		
Effective Weighted Sample	121	121	7	-	1	3	70	9	121	3	71	10	121	1	-	4	5	-	-	3	4	-		
Total	128	128	4	-	*	4	57	8	128	5	57	8	128	1	-	1	6	-	-	1	3	-		
Base for %	92	92	2	-	-	3	37	3	92	3	37	3	92	-	-	-	5	-	-	-	2	-		
Better price/ deal	63	63	*	-	-	3	26	3	63	3	26	3	63	-	-	-	3	-	-	-	*	-		
	68%	68%	20%	-%	-%	100%	70%	100%	68%	100%	70%	100%	68%	-%	-%	-%	63%	-%	-%	-%	20%	-%		
Poor previous service (better service received)	14	14	1	-	-	-	1	-	14	-	1	-	14	-	-	-	1	-	-	-	1	-		
	15%	15%	41%	-%	-%	-%	3%	-%	15% f	-%	3%	-%	15% j	-%	-%	-%	19%	-%	-%	-%	41%	-%		
More convenient/ keep one package	8	8	1	-	-	-	6	-	8	-	6	-	8	-	-	-	1	-	-	-	1	-		
	9%	9%	39%	-%	-%	-%	16%	-%	9%	-%	16%	-%	9%	-%	-%	-%	18%	-%	-%	-%	39%	-%		
It came together in one package	6	6	-	-	-	-	4	-	6	-	4	-	6	-	-	-	-	-	-	-	-	-		
	7%	7%	-%	-%	-%	-%	11%	-%	7%	-%	11%	-%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Better choice	3	3	-	-	-	-	-	-	3	-	-	-	3	-	-	-	-	-	-	-	-	-		
	3%	3%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
For TV	1	1	-	-	-	-	1	-	1	-	1	-	1	-	-	-	-	-	-	-	-	-		
	2%	2%	-%	-%	-%	-%	4%	-%	2%	-%	4%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Faster broadband	1	1	-	-	-	-	1	-	1	-	1	-	1	-	-	-	-	-	-	-	-	-		
	1%	1%	-%	-%	-%	-%	2%	-%	1%	-%	2%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Other	2	2	-	-	-	-	1	-	2	-	1	-	2	-	-	-	-	-	-	-	-	-		
	3%	3%	-%	-%	-%	-%	3%	-%	3%	-%	3%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
No answer	4	4	-	-	-	-	1	-	4	-	1	-	4	-	-	-	-	-	-	-	-	-		
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																								

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 152

QB3E. Why did you change from one provider to another for your fixed line phone (calls)?

Base : Those who did not switch supplier for their fixed line phone at the same time as moving home

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
		~a	~b	~c	*d	~e	~f	~g	h	i	j	~k	~l	m	n	o	p
Significance Level: 95%																	
Unweighted total	182	3	24	16	43	2	6	26	128	88	86	1	5	116	156	174	182
Effective Weighted Sample	121	2	18	14	32	2	3	20	88	61	55	1	3	77	107	115	121
Total	128	2	11	9	29	*	3	19	97	64	56	*	3	75	95	120	128
Base for %	92	1	5	6	21	-	2	15	69	50	36	-	2	49	62	86	92
Better price/ deal	63	1	4	4	14	-	2	12	45	33	25	-	2	35	42	58	63
	68%	100%	78%	74%	67%	-%	100%	80%	65%	65%	70%	-%	100%	72%	68%	67%	68%
Poor previous service (better service received)	14	-	-	-	1	-	-	1	11	9	2	-	-	4	5	11	14
	15%	-%	-%	-%	5%	-%	-%	10%	16%	18%	5%	-%	-%	8%	7%	13%	15%
More convenient/ keep one package	8	-	1	-	3	-	-	1	6	4	4	-	-	6	8	8	8
	9%	-%	14%	-%	16%	-%	-%	6%	8%	9%	11%	-%	-%	13%	14%	10%	9%
It came together in one package	6	-	-	1	3	-	-	1	5	2	4	-	-	3	6	6	6
	7%	-%	-%	26%	13%	-%	-%	5%	7%	4%	12%	-%	-%	7%	10%	7%	7%
Better choice	3	-	-	-	-	-	-	-	3	3	-	-	-	-	1	3	3
	3%	-%	-%	-%	-%	-%	-%	-%	4%	6%	-%	-%	-%	-%	2%	3%	3%
For TV	1	-	-	-	1	-	-	-	1	-	1	-	-	1	1	1	1
	2%	-%	-%	-%	7%	-%	-%	-%	2%	-%	4%	-%	-%	3%	2%	2%	2%
Faster broadband	1	-	-	-	-	-	-	-	1	1	-	-	-	-	1	1	1
	1%	-%	-%	-%	-%	-%	-%	-%	1%	2%	-%	-%	-%	-%	1%	1%	1%
Other	2	-	1	-	-	-	-	-	2	1	1	-	-	1	1	2	2
	3%	-%	22%	-%	-%	-%	-%	-%	3%	2%	4%	-%	-%	3%	2%	3%	3%
No answer	4	-	-	1	1	-	-	1	3	1	2	-	-	3	4	3	4

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 153

QB4E. Which company previously provided the fixed line phone (calls)?

Base : Those switched their fixed line phone supplier in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN-DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	Total	SWIT-CHED	DERED	NEIT-HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN-DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%		a	~b	~c	~d	~e	f	~g	h	~i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	216	216	9	-	1	6	117	20	216	7	118	21	216	1	1	4	7	-	1	3	5	-
Effective Weighted Sample	142	142	7	-	1	4	85	13	142	4	86	14	142	1	1	4	5	-	1	3	4	-
Total	145	145	4	-	*	5	66	10	145	5	66	11	145	1	*	1	6	-	*	1	3	-
BT (BT Total Broadband/ BT Yahoo/ BT Openworld/ BT Mobile/ BT Vision)	82	82	2	-	*	4	31	4	82	5	31	4	82	-	-	*	4	-	-	*	2	-
	56%	56%	50%	-%	100%	87%	47%	37%	56%	88%	47%	40%	56%	-%	-%	42%	79%	-%	-%	35%	60%	-%
Talk Talk / Carphone Warehouse	16	16	1	-	-	*	8	2	16	*	8	2	16	-	*	-	*	-	*	-	*	-
	11%	11%	19%	-%	-%	8%	12%	15%	11%	7%	12%	14%	11%	-%	100%	-%	8%	-%	100%	-%	15%	-%
Virgin (Virgin Media/ Virgin Mobile - formerly NTL/ Telewest/ Blueyonder)	11	11	*	-	-	-	4	2	11	-	4	2	11	-	-	-	*	-	-	-	*	-
	8%	8%	7%	-%	-%	-%	6%	23%	8%	-%	6%	22%	8%	-%	-%	-%	6%	-%	-%	-%	11%	-%
Sky (Sky TV/ Sky Broadband/ Sky Talk)	10	10	-	-	-	-	8	1	10	-	8	1	10	1	-	-	-	-	-	-	-	-
	7%	7%	-%	-%	-%	-%	12%	12%	7%	-%	12%	11%	7%	100%	-%	-%	-%	-%	-%	-%	-%	-%
Tiscali/ HomeChoice	7	7	-	-	-	-	2	-	7	-	2	-	7	-	-	-	-	-	-	-	-	-
	5%	5%	-%	-%	-%	-%	3%	-%	5%	-%	3%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Orange (Wanadoo/ Freeserve)	4	4	-	-	-	-	3	1	4	-	3	1	4	-	-	-	-	-	-	-	-	-
	3%	3%	-%	-%	-%	-%	5%	8%	3%	-%	5%	7%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tesco	4	4	*	-	-	-	2	-	4	-	2	-	4	-	-	*	-	-	-	*	-	-
	3%	3%	7%	-%	-%	-%	3%	-%	3%	-%	3%	-%	3%	-%	-%	28%	-%	-%	-%	31%	-%	-%
Pipex	4	4	-	-	-	-	4	-	4	-	4	-	4	-	-	-	-	-	-	-	-	-
	3%	3%	-%	-%	-%	-%	5%	-%	3%	-%	5%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Post Office	1	1	-	-	-	-	1	-	1	-	1	-	1	-	-	-	-	-	-	-	-	-
	1%	1%	-%	-%	-%	-%	1%	-%	1%	-%	1%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AOL	1	1	*	-	-	-	1	-	1	-	1	-	1	-	-	*	-	-	-	*	-	-
	1%	1%	8%	-%	-%	-%	1%	-%	1%	-%	1%	-%	1%	-%	-%	30%	-%	-%	-%	33%	-%	-%
Euphony	1	1	-	-	-	-	1	-	1	-	1	-	1	-	-	-	-	-	-	-	-	-
	1%	1%	-%	-%	-%	-%	1%	-%	1%	-%	1%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Toucan	*	*	*	-	-	-	-	-	*	-	-	-	*	-	-	-	*	-	-	-	*	-
	1%	1%	9%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	-%	7%	-%	-%	-%	14%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 153

QB4E. Which company previously provided the fixed line phone (calls)?

Base : Those switched their fixed line phone supplier in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE PHONE CALLS	BROAD MOB.			FIXED LINE PHONE CALLS	BROAD MOB.			FIXED LINE PHONE CALLS	BROAD MOB.			FIXED LINE PHONE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		
	a	~b	~c	~d	~e	f	~g	h	~i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%	a	~b	~c	~d	~e	f	~g	h	~i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	216	216	9	-	1	6	117	20	216	7	118	21	216	1	1	4	7	-	1	3	5	-
Effective Weighted Sample	142	142	7	-	1	4	85	13	142	4	86	14	142	1	1	4	5	-	1	3	4	-
Total	145	145	4	-	*	5	66	10	145	5	66	11	145	1	*	1	6	-	*	1	3	-
O2 (formerly BT Cellnet)	*	*	-	-	-	-	*	-	*	-	*	-	*	-	-	-	-	-	-	-	-	-
	%	%	-%	-%	-%	-%	1%	-%	%	-%	1%	-%	%	-%	-%	-%	-%	-%	-%	-%	-%	
Primus	*	*	-	-	-	-	-	*	*	-	-	*	*	-	-	-	-	-	-	-	-	
	%	%	-%	-%	-%	-%	-%	3%	%	-%	-%	3%	%	-%	-%	-%	-%	-%	-%	-%	-%	
Be	*	*	-	-	-	*	-	-	*	*	-	-	*	-	-	-	-	-	-	-	-	
	%	%	-%	-%	-%	5%	-%	-%	%	4%	-%	-%	%	-%	-%	-%	-%	-%	-%	-%	-%	
Other supplier	4	4	-	-	-	-	1	*	4	-	1	*	4	-	-	-	-	-	-	-	-	
	2%	2%	-%	-%	-%	-%	2%	3%	2%	-%	2%	3%	2%	-%	-%	-%	-%	-%	-%	-%	-%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 153

QB4E. Which company previously provided the fixed line phone (calls)?

Base : Those switched their fixed line phone supplier in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT *d	PAC ~e	C&R ~f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	216	5	25	27	49	4	7	37	145	101	107	3	6	139	188	208	216
Effective Weighted Sample	142	4	19	22	37	3	4	27	100	68	68	2	3	91	128	136	142
Total	145	3	11	13	33	2	4	24	109	70	67	2	3	87	111	138	145
BT (BT Total Broadband/ BT Yahoo/ BT Openworld/ BT Mobile/ BT Vision)	82 56%	2 78%	5 46%	5 39%	17 52%	* 16%	1 18%	11 46%	65 60%	42 59%	38 57%	* 17%	1 20%	53 61%	66 60%	80 58%	82 56%
Talk Talk / Carphone Warehouse	16 11%	* 14%	1 9%	2 14%	3 8%	- -%	- -%	3 12%	12 11%	10 14%	4 6%	- -%	- -%	8 10%	10 9%	14 10%	16 11%
Virgin (Virgin Media/ Virgin Mobile - formerly NTL/ Telewest/ Blueyonder)	11 8%	- -%	1 13%	2 14%	1 2%	* 21%	2 55%	3 14%	7 7%	6 9%	5 7%	* 23%	2 61%	3 3%	6 6%	11 8%	11 8%
Sky (Sky TV/ Sky Broadband/ Sky Talk)	10 7%	- -%	1 8%	1 9%	5 16%	1 63%	- -%	1 4%	8 7%	1 1%	9 13%	1 61%	- -%	9 10%	10 9%	9 7%	10 7%
Tiscali/ HomeChoice	7 5%	- -%	* 3%	1 9%	1 2%	- -%	- -%	3 13%	4 3%	4 6%	1 1%	- -%	- -%	* 1%	2 2%	5 4%	7 5%
Orange (Wanadoo/ Freeserve)	4 3%	- -%	* 3%	* 3%	2 7%	- -%	* 8%	1 5%	3 3%	1 1%	3 4%	- -%	* 9%	4 4%	3 3%	4 3%	4 3%
Tesco	4 3%	- -%	- -%	- -%	2 5%	- -%	- -%	- -%	2 2%	* 2%	2 3%	- -%	- -%	4 4%	2 2%	2 2%	4 3%
Pipex	4 3%	- -%	* 3%	1 6%	2 6%	- -%	- -%	* 1%	3 2%	2 2%	2 3%	- -%	- -%	1 1%	4 3%	4 3%	4 3%
Post Office	1 1%	- -%	* 3%	1 4%	- -%	- -%	- -%	1 2%	1 1%	1 2%	- -%	- -%	- -%	1 1%	1 1%	1 1%	1 1%
AOL	1 1%	- -%	* 2%	- -%	* 1%	- -%	- -%	- -%	1 1%	* 1%	1 1%	- -%	- -%	1 1%	1 1%	1 1%	1 1%
Euphony	1 *%	- -%	* 3%	- -%	* 1%	- -%	- -%	- -%	1 1%	* 1%	* 1%	- -%	- -%	* 1%	1 1%	1 1%	1 *%
Toucan	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	* 1%	- -%	- -%	- -%	* 1%	* 1%	* 1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 153

QB4E. Which company previously provided the fixed line phone (calls)?

Base : Those switched their fixed line phone supplier in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	~a	~b	~c	*d	~e	~f	*g	h	i	j	~k	~l	m	n	o	p
Unweighted total	216	5	25	27	49	4	7	37	145	101	107	3	6	139	188	208	216
Effective Weighted Sample	142	4	19	22	37	3	4	27	100	68	68	2	3	91	128	136	142
Total	145	3	11	13	33	2	4	24	109	70	67	2	3	87	111	138	145
O2 (formerly BT Cellnet)	*	-	*	-	-	-	-	-	-	*	-	-	-	*	*	*	*
	*%	-%	3%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	*%	*%	*%	*%
Primus	*	-	-	-	-	-	*	-	*	-	*	-	*	*	*	*	*
	*%	-%	-%	-%	-%	-%	9%	-%	*%	-%	*%	-%	10%	*%	*%	*%	*%
Be	*	*	-	-	-	-	-	-	*	*	-	-	-	*	*	*	*
	*%	9%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%	*%	*%	*%	*%
Other supplier	4	-	*	*	-	-	*	1	2	2	2	-	-	3	3	4	4
	2%	-%	3%	2%	-%	-%	10%	3%	2%	2%	3%	-%	-%	3%	3%	3%	2%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 154

QB5E. How much was your average MONTHLY bill from your old fixed line phone (calls) supplier at the time you switched?

Base : Those switched their fixed line phone supplier in last 12 months

	ACTIONS TAKEN			SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI			BUN- DLE	BROAD MOB. LINE			FIXED PHONE CALLS	TV	BROAD MOB. LINE			BUN- DLE	BROAD MOB. LINE			FIXED PHONE CALLS	TV	BROAD MOB. LINE		
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE			TV	BAND	PHONE		TV	BAND	PHONE			TV	BAND	PHONE
Significance Level: 95%	a	~b	~c	~d	~e	f	~g	h		~i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	216	216	9	-	1	6	117	20	216	7	118	21	216	1	1	4	7	-	1	3	5
Effective Weighted Sample	142	142	7	-	1	4	85	13	142	4	86	14	142	1	1	4	5	-	1	3	4
Total	145	145	4	-	*	5	66	10	145	5	66	11	145	1	*	1	6	-	*	1	3
Up to £19.99	26	26	1	-	-	*	16	3	26	*	16	3	26	-	-	1	-	-	-	1	-
	18%	18%	15%	-%	-%	8%	24%	28%	18%	7%	24%	26%	18%	-%	-%	58%	-%	-%	-%	65%	-%
£20.00-£29.99	52	52	2	-	*	3	22	2	52	4	23	3	52	-	*	*	1	-	*	*	1
	36%	36%	37%	-%	100%	73%	34%	21%	36%	76%	35%	24%	36%	-%	100%	32%	16%	-%	100%	35%	29%
£30.00-£39.99	17	17	1	-	-	1	5	2	17	1	5	2	17	-	-	-	3	-	-	-	1
	12%	12%	32%	-%	-%	12%	8%	22%	12%	11%	8%	21%	12%	-%	-%	-%	58%	-%	-%	-%	46%
£40.00-£49.99	13	13	-	-	-	-	6	1	13	-	6	1	13	1	-	-	-	-	-	-	-
	9%	9%	-%	-%	-%	-%	9%	11%	9%	-%	9%	10%	9%	100%	-%	-%	-%	-%	-%	-%	-%
£50.00-£59.99	6	6	-	-	-	-	3	2	6	-	3	2	6	-	-	-	1	-	-	-	-
	4%	4%	-%	-%	-%	-%	4%	18%	4%	-%	4%	17%	4%	-%	-%	-%	13%	-%	-%	-%	-%
£60 or more	7	7	*	-	-	-	5	-	7	-	5	-	7	-	-	-	*	-	-	-	*
	5%	5%	7%	-%	-%	-%	7%	-%	5%	-%	7%	-%	5%	-%	-%	-%	6%	-%	-%	-%	11%
Don't know	24	24	*	-	-	*	9	*	24	*	9	*	24	-	-	*	*	-	-	-	*
	16%	16%	9%	-%	-%	7%	14%	1%	16%	6%	13%	1%	16%	-%	-%	11%	7%	-%	-%	-%	14%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 154

QB5E. How much was your average MONTHLY bill from your old fixed line phone (calls) supplier at the time you switched?

Base : Those switched their fixed line phone supplier in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
		~a	~b	~c	*d	~e	~f	*g	h	i	j	~k	~l	m	n	o	p
Significance Level: 95%																	
Unweighted total	216	5	25	27	49	4	7	37	145	101	107	3	6	139	188	208	216
Effective Weighted Sample	142	4	19	22	37	3	4	27	100	68	68	2	3	91	128	136	142
Total	145	3	11	13	33	2	4	24	109	70	67	2	3	87	111	138	145
Up to £19.99	26	*	2	4	8	*	1	5	18	13	13	*	1	18	25	26	26
	18%	14%	15%	30%	23%	16%	27%	21%	17%	18%	20%	17%	20%	20%	22%	19%	18%
£20.00-£29.99	52	1	5	2	14	-	2	6	43	23	26	-	2	32	37	49	52
	36%	53%	48%	15%	43%	-%	55%	25%	39%	33%	39%	-%	60%	37%	34%	36%	36%
£30.00-£39.99	17	1	2	2	1	*	*	3	13	10	8	*	*	9	13	17	17
	12%	21%	13%	14%	3%	21%	10%	11%	12%	14%	12%	23%	11%	11%	12%	13%	12%
£40.00-£49.99	13	-	-	1	5	-	*	2	11	7	5	-	*	9	8	12	13
	9%	-%	-%	9%	14%	-%	8%	7%	10%	10%	7%	-%	9%	10%	7%	9%	9%
£50.00-£59.99	6	-	-	*	2	1	-	2	4	3	3	1	-	4	6	6	6
	4%	-%	-%	4%	7%	56%	-%	7%	4%	4%	5%	61%	-%	5%	5%	5%	4%
£60 or more	7	-	-	2	1	-	-	2	2	2	3	-	-	5	5	5	7
	5%	-%	-%	13%	3%	-%	-%	7%	2%	3%	4%	-%	-%	5%	5%	4%	5%
Don't know	24	*	3	2	2	*	-	5	17	12	9	-	-	10	17	21	24
	16%	12%	24%	15%	7%	7%	-%	20%	16%	17%	14%	-%	-%	12%	15%	15%	16%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 155

QB6E. How long had you been with your old supplier for your fixed line phone (calls) before you switched?

Base : Those switched their fixed line phone supplier in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				COVERED					COVERED			
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
						TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	a	~b	~c	~d	~e	f	~g	h	~i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	216	216	9	-	1	6	117	20	216	7	118	21	216	1	1	4	7	-	1	3	5	-
Effective Weighted Sample	142	142	7	-	1	4	85	13	142	4	86	14	142	1	1	4	5	-	1	3	4	-
Total	145	145	4	-	*	5	66	10	145	5	66	11	145	1	*	1	6	-	*	1	3	-
Up to 6 months	3	3	-	-	-	1	*	-	3	1	*	-	3	-	-	-	-	-	-	-	-	-
	2%	2%	-%	-%	-%	25%	1%	-%	2%	23%	1%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%
7-12 months	12	12	-	-	-	-	7	1	12	-	7	1	12	-	-	-	-	-	-	-	-	-
	8%	8%	-%	-%	-%	-%	10%	6%	8%	-%	10%	6%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More than 1 year, up to 2 years	23	23	*	-	-	*	15	2	23	*	15	2	23	-	-	*	-	-	-	*	-	-
	16%	16%	7%	-%	-%	5%	23%	15%	16%	4%	23%	14%	16%	-%	-%	28%	-%	-%	-%	31%	-%	-%
More than 2 years, up to 4 years	38	38	2	-	-	*	16	4	38	*	16	4	38	1	*	*	1	-	*	*	1	-
	26%	26%	45%	-%	-%	8%	24%	40%	26%	7%	24%	38%	26%	100%	100%	30%	23%	-%	100%	33%	43%	-%
More than 4 years, up to 6 years	15	15	*	-	*	3	4	1	15	3	5	1	15	-	-	-	2	-	-	-	*	-
	10%	10%	10%	-%	100%	55%	7%	8%	10%	59%	7%	12%	10%	-%	-%	-%	41%	-%	-%	-%	15%	-%
More than 6 years, up to 10 years	14	14	*	-	-	-	7	1	14	-	7	1	14	-	-	-	1	-	-	-	*	-
	9%	9%	7%	-%	-%	-%	11%	10%	9%	-%	11%	10%	9%	-%	-%	-%	19%	-%	-%	-%	11%	-%
More than 10 years	39	39	1	-	-	*	15	2	39	*	15	2	39	-	-	*	1	-	-	*	1	-
	27%	27%	30%	-%	-%	7%	23%	19%	27%	6%	23%	18%	27%	-%	-%	42%	17%	-%	-%	35%	31%	-%
Don't know	2	2	-	-	-	-	1	*	2	-	1	*	2	-	-	-	-	-	-	-	-	-
	1%	1%	-%	-%	-%	-%	2%	1%	1%	-%	2%	1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 155

QB6E. How long had you been with your old supplier for your fixed line phone (calls) before you switched?

Base : Those switched their fixed line phone supplier in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT *d	PAC ~e	C&R ~f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	216	5	25	27	49	4	7	37	145	101	107	3	6	139	188	208	216
Effective Weighted Sample	142	4	19	22	37	3	4	27	100	68	68	2	3	91	128	136	142
Total	145	3	11	13	33	2	4	24	109	70	67	2	3	87	111	138	145
Up to 6 months	3 2%	1 45%	- -%	* 3%	- -%	- -%	- -%	- -%	3 3%	3 4%	* 1%	- -%	- -%	3 3%	2 2%	3 2%	3 2%
7-12 months	12 8%	- -%	1 6%	2 14%	4 12%	- -%	1 19%	3 11%	8 7%	2 3%	8 12%	- -%	1 21%	8 9%	10 9%	10 8%	12 8%
More than 1 year, up to 2 years	23 16%	* 9%	2 18%	4 28%	5 15%	- -%	- -%	5 22%	14 13%	11 16%	9 14%	- -%	- -%	11 13%	16 15%	20 15%	23 16%
More than 2 years, up to 4 years	38 26%	* 14%	3 30%	5 36%	6 18%	1 37%	2 63%	10 42% h	25 23%	17 24%	20 30%	1 39%	2 59%	23 27%	30 27%	37 27%	38 26%
More than 4 years, up to 6 years	15 10%	1 21%	1 5%	1 8%	3 10%	- -%	* 10%	1 4%	13 12%	6 9%	9 13%	- -%	* 11%	9 11%	12 11%	15 11%	15 10%
More than 6 years, up to 10 years	14 9%	- -%	1 6%	1 4%	5 17%	1 56%	- -%	1 6%	12 11%	6 9%	7 10%	1 61%	- -%	8 9%	12 11%	13 9%	14 9%
More than 10 years	39 27%	* 12%	4 34%	1 7%	9 26%	- -%	* 8%	4 16%	33 31%	25 35% j	13 19%	- -%	* 9%	23 26%	27 25%	38 27%	39 27%
Don't know	2 1%	- -%	- -%	- -%	1 3%	* 7%	- -%	- -%	1 1%	* *%	1 2%	- -%	- -%	1 2%	2 1%	2 1%	2 1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 156

QB7E. Which one of these best describes the process you went through when you switched your fixed line phone (calls) to the supplier you use now?

Base : Those who have switched their fixed line phone supplier in last 12 months (including those with fixed line phone in a bundle of services)

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN- DLE	FIXED			FIXED			FIXED			FIXED			FIXED				
		SWIT- CHED	DERED	NEIT- HER		BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE		
																					PHONE	CALLS
Significance Level: 95%		a	~b	~c	d	~e	f	*g	h	*i	j	*k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	335	335	17	-	120	7	117	31	216	72	228	39	335	1	2	4	15	-	2	3	12	-
Effective Weighted Sample	225	225	14	-	85	5	85	22	142	55	167	25	225	1	1	4	13	-	1	3	11	-
Total	243	243	13	-	98	6	66	18	145	73	148	27	243	1	2	1	14	-	2	1	10	-
I contacted my new supplier to start the switch. My new supplier then arranged the switch for me	173	173	9	-	65	5	48	10	109	48	101	16	173	1	1	1	8	-	1	1	7	-
	71%	71%	70%	-%	66%	79%	73%	55%	75%	65%	68%	59%	71%	100%	80%	89%	59%	-%	80%	100%	65%	-%
I had to arrange when the old service and the new service started. I contacted my old supplier to tell them I wanted to cancel. I contacted my new supplier to tell them I wanted to start using them for the service	53	53	3	-	27	1	13	8	26	20	38	11	53	-	*	-	5	-	*	-	3	-
	22%	22%	27%	-%	28%	21%	20%	43% fh	18%	28%	25%	40% l	22%	-%	20%	-%	38%	-%	20%	-%	31%	-%
Don't know	17	17	*	-	6	-	5	*	10	5	10	*	17	-	-	*	*	-	-	-	*	-
	7%	7%	3%	-%	6%	-%	8%	2%	7%	7%	7%	1%	7%	-%	-%	11%	3%	-%	-%	-%	4%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 156

QB7E. Which one of these best describes the process you went through when you switched your fixed line phone (calls) to the supplier you use now?

Base : Those who have switched their fixed line phone supplier in last 12 months (including those with fixed line phone in a bundle of services)

		TV PROCES S		BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT d	PAC ~e	C&R ~f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	335	48	31	59	102	14	10	75	206	161	161	8	7	230	298	322	335
Effective Weighted Sample	225	35	23	41	85	10	5	52	150	113	109	6	4	157	211	221	225
Total	243	50	16	34	83	12	7	49	173	118	109	5	4	172	193	227	243
I contacted my new supplier to start the switch. My new supplier then arranged the switch for me	173 71%	27 54%	12 77% c	2 7%	82 98% bc	8 69%	2 25%	- -%	173 100% g	83 71%	81 74%	2 47%	1 36%	121 70%	136 71%	164 72%	173 71%
I had to arrange when the old service and the new service started. I contacted my old supplier to tell them I wanted to cancel. I contacted my new supplier to tell them I wanted to start using them for the service	53 22%	20 40%	2 14% d	31 90% bd	1 1%	3 30%	5 75%	49 100% h	- -%	29 24%	21 19%	3 53%	2 64%	38 22%	44 23%	50 22%	53 22%
Don't know	17 7%	3 6%	1 8% d	1 3%	* *%	* 1%	- -%	- -%	- -%	6 5%	8 7%	- -%	- -%	13 8%	12 6%	13 6%	17 7%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 157

QB9. Overall, how easy or difficult did you find the switching process to change the different services in your package?

Base : Those switched their package of services in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE					BUN- DLE	BROAD MOB.			FIXED LINE				
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	a	~b	~c	d	~e	~f	~g	~h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	125	125	8	-	125	1	-	11	1	69	116	21	120	-	1	-	8	-	1	-	7	-
Effective Weighted Sample	88	88	8	-	88	1	-	9	1	53	88	15	85	-	1	-	8	-	1	-	7	-
Total	101	101	9	-	101	1	-	7	*	71	86	18	98	-	1	-	9	-	1	-	7	-
1 - Very difficult	6	6	-	-	6	-	-	1	-	2	6	1	6	-	-	-	-	-	-	-	-	-
	6%	6%	-%	-%	6%	-%	-%	8%	-%	3%	7%	4%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%
2	3	3	-	-	3	-	-	-	*	2	3	*	3	-	-	-	-	-	-	-	-	-
	3%	3%	-%	-%	3%	-%	-%	-%	100%	2%	3%	3%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TOTAL DIFFICULT	9	9	-	-	9	-	-	1	*	4	9	1	9	-	-	-	-	-	-	-	-	-
	9%	9%	-%	-%	9%	-%	-%	8%	100%	5%	10%	6%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%
3 - Neither	12	12	2	-	12	-	-	2	-	9	12	5	12	-	-	-	2	-	-	-	2	-
	12%	12%	26%	-%	12%	-%	-%	28%	-%	12%	14%	29%	12%	-%	-%	-%	25%	-%	-%	-%	31%	-%
4	19	19	1	-	19	-	-	1	-	13	16	3	19	-	-	-	1	-	-	-	1	-
	19%	19%	12%	-%	19%	-%	-%	17%	-%	19%	18%	19%	20%	-%	-%	-%	12%	-%	-%	-%	15%	-%
5 - Very easy	60	60	5	-	60	1	-	4	-	44	49	8	58	-	1	-	5	-	1	-	4	-
	59%	59%	62%	-%	59%	100%	-%	48%	-%	62%	57%	46%	59%	-%	100%	-%	62%	-%	100%	-%	54%	-%
TOTAL EASY	79	79	6	-	79	1	-	5	-	57	65	12	77	-	1	-	7	-	1	-	5	-
	78%	78%	74%	-%	78%	100%	-%	65%	-%	81%	75%	65%	78%	-%	100%	-%	75%	-%	100%	-%	69%	-%
Don't know	1	1	-	-	1	-	-	-	-	1	1	-	1	-	-	-	-	-	-	-	-	-
	1%	1%	-%	-%	1%	-%	-%	-%	-%	1%	1%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 157

QB9. Overall, how easy or difficult did you find the switching process to change the different services in your package?

Base : Those switched their package of services in last 12 months

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE	CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC ~b	C&R *c	NoT *d	PAC ~e	C&R ~f	C&R *g	NoT *h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	125	46	8	33	54	11	3	38	62	61	59	5	1	97	116	120	124
Effective Weighted Sample	88	34	7	23	49	9	2	25	51	46	44	4	1	73	88	89	87
Total	101	49	6	22	51	10	3	25	65	49	44	3	*	89	86	93	100
1 - Very difficult	6 6%	1 3%	1 15%	2 9%	2 3%	- -%	- -%	2 8%	3 4%	4 8%	2 4%	- -%	- -%	5 6%	6 7%	6 6%	6 6%
2	3 3%	1 2%	* 6%	1 5%	1 2%	- -%	- -%	2 6%	1 2%	1 2%	2 5%	- -%	- -%	3 3%	3 3%	3 3%	3 3%
TOTAL DIFFICULT	9 9%	2 5%	1 21%	3 14%	3 5%	- -%	- -%	3 14%	4 6%	5 10%	4 8%	- -%	- -%	8 8%	9 10%	9 9%	9 9%
3 - Neither	12 12%	7 15%	2 34%	5 22%	4 8%	3 33%	* 14%	6 25% h	3 5%	6 12%	7 15%	1 30%	- -%	12 13%	12 14%	12 13%	12 12%
4	19 19%	8 16%	- -%	3 16%	12 23%	3 32%	- -%	3 14%	15 24%	7 15%	12 26%	1 36%	- -%	16 18%	16 18%	19 20%	19 19%
5 - Very easy	60 59%	31 63%	3 45%	11 48%	33 64%	4 35%	3 86%	12 48%	43 66%	30 62%	22 50%	1 35%	* 100%	53 59%	49 57%	52 56%	59 59%
TOTAL EASY	79 78%	39 80%	3 45%	14 64%	44 87% c	7 67%	3 86%	15 61%	58 89% g	37 76%	34 76%	2 70%	* 100%	69 77%	65 75%	71 76%	78 78%
Don't know	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	* *%	- -%	- -%	1 1%	1 1%	1 1%	1 1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 159

QB11A. Did you face any problems or issues when switching from one provider to another for your package of services?

Base : Those switched their package of services in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI			BUN- DLE	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS		
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		BAND	PHONE	BAND		PHONE	BAND	PHONE		BAND	PHONE	BAND		PHONE	
	Total																					
Significance Level: 95%		a	~b	~c	d	~e	~f	~g	~h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	125	125	8	-	125	1	-	11	1	69	116	21	120	-	1	-	8	-	1	-	7	-
Effective Weighted Sample	88	88	8	-	88	1	-	9	1	53	88	15	85	-	1	-	8	-	1	-	7	-
Total	101	101	9	-	101	1	-	7	*	71	86	18	98	-	1	-	9	-	1	-	7	-
Yes	12	12	1	-	12	-	-	1	-	5	12	2	12	-	-	-	1	-	-	-	1	-
	12%	12%	11%	-%	12%	-%	-%	15%	-%	7%	14%	12%	12%	-%	-%	-%	11%	-%	-%	-%	13%	-%
No	85	85	8	-	85	1	-	6	*	63	71	16	83	-	1	-	8	-	1	-	6	-
	84%	84%	89%	-%	84%	100%	-%	85%	100%	90%	82%	87%	85%	-%	100%	-%	89%	-%	100%	-%	87%	-%
Don't know	3	3	-	-	3	-	-	-	-	2	3	*	3	-	-	-	-	-	-	-	-	-
	3%	3%	-%	-%	3%	-%	-%	-%	-%	3%	4%	1%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 159

QB11A. Did you face any problems or issues when switching from one provider to another for your package of services?

Base : Those switched their package of services in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC ~b	C&R *c	NoT *d	PAC ~e	C&R ~f	C&R *g	NoT *h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	125	46	8	33	54	11	3	38	62	61	59	5	1	97	116	120	124
Effective Weighted Sample	88	34	7	23	49	9	2	25	51	46	44	4	1	73	88	89	87
Total	101	49	6	22	51	10	3	25	65	49	44	3	*	89	86	93	100
Yes	12 12%	2 4%	1 21%	4 18%	5 10%	1 11%	* 14%	5 20%	5 8%	6 12%	7 15%	1 15%	- -%	10 11%	12 14%	12 13%	12 12%
No	85 84%	48 96%	5 79%	18 80%	44 86%	9 89%	3 86%	20 78%	58 89%	39 81%	38 85%	3 85%	* 100%	76 85%	71 82%	77 83%	84 84%
Don't know	3 3%	- -%	- -%	1 2%	2 4%	- -%	- -%	1 2%	2 3%	3 7%	* *%	- -%	- -%	3 3%	3 4%	3 4%	3 3%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 160

QB12AA. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR PACKAGE OF SERVICES - Finding information about other suppliers you could use

Base : Those switched their package of services in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%		a	~b	~c	d	~e	~f	~g	~h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	125	125	8	-	125	1	-	11	1	69	116	21	120	-	1	-	8	-	1	-	7	-
Effective Weighted Sample	88	88	8	-	88	1	-	9	1	53	88	15	85	-	1	-	8	-	1	-	7	-
Total	101	101	9	-	101	1	-	7	*	71	86	18	98	-	1	-	9	-	1	-	7	-
1 - Very difficult	1	1	-	-	1	-	-	-	-	1	1	1	1	-	-	-	-	-	-	-	-	-
	1%	1%	-%	-%	1%	-%	-%	-%	-%	1%	1%	4%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%
2	3	3	-	-	3	-	-	-	-	2	1	-	3	-	-	-	-	-	-	-	-	-
	3%	3%	-%	-%	3%	-%	-%	-%	-%	3%	1%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TOTAL DIFFICULT	4	4	-	-	4	-	-	-	-	3	2	1	4	-	-	-	-	-	-	-	-	-
	4%	4%	-%	-%	4%	-%	-%	-%	-%	4%	3%	4%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%
3 - Neither	10	10	2	-	10	-	-	1	-	6	10	1	9	-	-	-	2	-	-	-	2	-
	10%	10%	20%	-%	10%	-%	-%	14%	-%	8%	11%	8%	9%	-%	-%	-%	19%	-%	-%	-%	24%	-%
4	18	18	1	-	18	-	-	4	-	12	16	6	16	-	1	-	-	-	1	-	-	-
	18%	18%	17%	-%	18%	-%	-%	49%	-%	17%	18%	32%	17%	-%	100%	-%	-%	-%	100%	-%	-%	-%
5 - Very easy	65	65	5	-	65	1	-	3	*	48	55	8	65	-	-	-	7	-	-	-	5	-
	64%	64%	63%	-%	64%	100%	-%	35%	100%	68%	64%	47%	66%	-%	-%	-%	81%	-%	-%	-%	76%	-%
TOTAL EASY	83	83	7	-	83	1	-	6	*	59	71	14	81	-	1	-	7	-	1	-	5	-
	82%	82%	80%	-%	82%	100%	-%	83%	100%	84%	82%	79%	83%	-%	100%	-%	81%	-%	100%	-%	76%	-%
Don't know	4	4	-	-	4	-	-	*	-	3	3	2	4	-	-	-	-	-	-	-	-	-
	4%	4%	-%	-%	4%	-%	-%	3%	-%	4%	4%	8%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 160

QB12AA. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR PACKAGE OF SERVICES - Finding information about other suppliers you could use

Base : Those switched their package of services in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC ~b	C&R *c	NoT *d	PAC ~e	C&R ~f	C&R *g	NoT *h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	125	46	8	33	54	11	3	38	62	61	59	5	1	97	116	120	124
Effective Weighted Sample	88	34	7	23	49	9	2	25	51	46	44	4	1	73	88	89	87
Total	101	49	6	22	51	10	3	25	65	49	44	3	*	89	86	93	100
1 - Very difficult	1 1%	1 2%	- -%	- -%	1 1%	1 7%	- -%	1 3%	- -%	* 1%	1 2%	- -%	- -%	1 1%	1 1%	1 1%	1 1%
2	3 3%	2 4%	- -%	- -%	1 2%	- -%	- -%	2 8%	1 2%	3 6%	- -%	- -%	- -%	3 3%	1 1%	3 3%	3 3%
TOTAL DIFFICULT	4 4%	3 5%	- -%	- -%	2 3%	1 7%	- -%	3 11%	1 2%	3 7%	1 2%	- -%	- -%	4 5%	2 3%	4 4%	4 4%
3 - Neither	10 10%	3 7%	1 17%	3 12%	6 11%	1 10%	* 14%	3 12%	6 9%	6 13%	4 8%	- -%	- -%	8 9%	10 11%	10 11%	10 10%
4	18 18%	11 23%	1 19%	5 24%	8 15%	4 41%	* 13%	4 17%	10 15%	6 12%	12 27%	2 64%	* 100%	16 18%	16 18%	18 19%	17 17%
5 - Very easy	65 64%	32 65%	4 58%	14 64%	35 68%	4 42%	2 73%	15 58%	46 72%	31 63%	27 62%	1 36%	- -%	58 65%	55 64%	58 62%	65 65%
TOTAL EASY	83 82%	43 88%	5 77%	19 88%	42 83%	9 83%	3 86%	19 76%	56 87%	36 75%	39 88%	3 100%	* 100%	74 83%	71 82%	76 81%	82 82%
Don't know	4 4%	- -%	* 6%	- -%	1 2%	- -%	- -%	* 2%	2 3%	3 5%	1 1%	- -%	- -%	3 4%	3 4%	3 3%	4 4%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 161

QB12AB. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR PACKAGE OF SERVICES - Knowing what steps you needed to take to switch from one supplier to another

Base : Those switched their package of services in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED									
	CONSI				BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS					
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		CALLS	TV	BAND		PHONE	CALLS	BUN- DLE		TV	BAND	PHONE		CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%		a	~b	~c	d	~e	~f	~g	~h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u				
Unweighted total	125	125	8	-	125	1	-	11	1	69	116	21	120	-	1	-	8	-	1	-	7	-				
Effective Weighted Sample	88	88	8	-	88	1	-	9	1	53	88	15	85	-	1	-	8	-	1	-	7	-				
Total	101	101	9	-	101	1	-	7	*	71	86	18	98	-	1	-	9	-	1	-	7	-				
1 - Very difficult	1	1	-	-	1	-	-	-	-	1	1	-	1	-	-	-	-	-	-	-	-	-				
	1%	1%	-%	-%	1%	-%	-%	-%	-%	1%	2%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%				
2	4	4	-	-	4	-	-	1	-	2	4	2	4	-	-	-	-	-	-	-	-	-				
	4%	4%	-%	-%	4%	-%	-%	14%	-%	3%	5%	10%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%				
TOTAL DIFFICULT	5	5	-	-	5	-	-	1	-	3	5	2	5	-	-	-	-	-	-	-	-	-				
	5%	5%	-%	-%	5%	-%	-%	14%	-%	4%	6%	10%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%				
3 - Neither	17	17	3	-	17	-	-	1	-	13	15	1	16	-	-	-	3	-	-	-	3	-				
	17%	17%	35%	-%	17%	-%	-%	12%	-%	19%	18%	7%	17%	-%	-%	-%	34%	-%	-%	-%	42%	-%				
4	29	29	4	-	29	1	-	4	-	20	25	7	28	-	1	-	3	-	1	-	3	-				
	29%	29%	51%	-%	29%	100%	-%	53%	-%	28%	29%	40%	28%	-%	100%	-%	33%	-%	100%	-%	41%	-%				
5 - Very easy	46	46	1	-	46	-	-	2	*	32	38	6	45	-	-	-	3	-	-	-	1	-				
	45%	45%	14%	-%	45%	-%	-%	21%	100%	45%	44%	35%	46%	-%	-%	-%	33%	-%	-%	-%	17%	-%				
TOTAL EASY	75	75	6	-	75	1	-	5	*	51	63	13	73	-	1	-	6	-	1	-	4	-				
	74%	74%	65%	-%	74%	100%	-%	74%	100%	73%	73%	75%	74%	-%	100%	-%	66%	-%	100%	-%	58%	-%				
Don't know	3	3	-	-	3	-	-	-	-	3	3	1	3	-	-	-	-	-	-	-	-	-				
	3%	3%	-%	-%	3%	-%	-%	-%	-%	4%	3%	7%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%				

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 161

QB12AB. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR PACKAGE OF SERVICES - Knowing what steps you needed to take to switch from one supplier to another

Base : Those switched their package of services in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC ~b	C&R *c	NoT *d	PAC ~e	C&R ~f	C&R *g	NoT *h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	125	46	8	33	54	11	3	38	62	61	59	5	1	97	116	120	124
Effective Weighted Sample	88	34	7	23	49	9	2	25	51	46	44	4	1	73	88	89	87
Total	101	49	6	22	51	10	3	25	65	49	44	3	*	89	86	93	100
1 - Very difficult	1 1%	1 2%	1 15%	- -%	- -%	- -%	- -%	- -%	1 1%	1 3%	- -%	- -%	- -%	1 1%	1 2%	1 1%	1 1%
2	4 4%	2 4%	- -%	* 2%	4 7%	2 17%	- -%	1 5%	3 5%	2 5%	2 4%	- -%	- -%	4 5%	4 5%	4 4%	4 4%
TOTAL DIFFICULT	5 5%	3 5%	1 15%	* 2%	4 7%	2 17%	- -%	1 5%	4 6%	4 8%	2 4%	- -%	- -%	5 6%	5 6%	5 6%	5 5%
3 - Neither	17 17%	10 20%	3 42%	7 31% d	5 9%	* 5%	1 27%	8 31% h	6 10%	7 15%	10 23%	* 14%	* 100%	16 18%	15 18%	17 19%	17 17%
4	29 29%	15 30%	1 17%	5 21%	17 33%	6 60%	- -%	6 22%	21 32%	12 26%	16 36%	3 86%	- -%	26 29%	25 29%	28 31%	28 28%
5 - Very easy	46 45%	22 44%	2 25%	10 45%	24 48%	2 19%	2 73%	11 42%	32 49%	23 47%	16 37%	- -%	- -%	39 44%	38 44%	39 42%	46 46%
TOTAL EASY	75 74%	37 74%	3 43%	15 67%	41 81%	8 78%	2 73%	16 65%	53 81%	35 73%	32 73%	3 86%	- -%	65 73%	63 73%	68 73%	74 74%
Don't know	3 3%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	2 3%	2 5%	* 1%	- -%	- -%	3 3%	3 3%	3 3%	3 3%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 162

QB12AC. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR PACKAGE OF SERVICES - Knowing whether you needed to pay a cancellation or early termination charge to your previous supplier

Base : Those switched their package of services in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED							
	CONSI			BUN- DLE	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS				
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		CALLS	TV	BAND		PHONE	CALLS	TV		BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS
Significance Level: 95%		a	~b	~c	d	~e	~f	~g	~h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u		
Unweighted total	125	125	8	-	125	1	-	11	1	69	116	21	120	-	1	-	8	-	1	-	7	-		
Effective Weighted Sample	88	88	8	-	88	1	-	9	1	53	88	15	85	-	1	-	8	-	1	-	7	-		
Total	101	101	9	-	101	1	-	7	*	71	86	18	98	-	1	-	9	-	1	-	7	-		
1 - Very difficult	7	7	1	-	7	-	-	1	-	4	7	1	7	-	-	-	1	-	-	-	1	-		
	6%	6%	9%	-%	6%	-%	-%	16%	-%	6%	8%	7%	7%	-%	-%	-%	9%	-%	-%	-%	11%	-%		
2	5	5	-	-	5	-	-	2	-	2	5	3	5	-	-	-	-	-	-	-	-	-		
	5%	5%	-%	-%	5%	-%	-%	27%	-%	3%	6%	16%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
TOTAL DIFFICULT	12	12	1	-	12	-	-	3	-	6	12	4	12	-	-	-	1	-	-	-	1	-		
	12%	12%	9%	-%	12%	-%	-%	44%	-%	9%	14%	22%	12%	-%	-%	-%	9%	-%	-%	-%	11%	-%		
3 - Neither	16	16	1	-	16	1	-	1	-	9	15	2	16	-	1	-	-	-	1	-	-	-		
	16%	16%	17%	-%	16%	100%	-%	17%	-%	12%	18%	9%	16%	-%	100%	-%	-%	-%	100%	-%	-%	-%		
4	23	23	3	-	23	-	-	1	-	17	19	5	20	-	-	-	3	-	-	-	3	-		
	22%	22%	32%	-%	22%	-%	-%	19%	-%	24%	22%	26%	21%	-%	-%	-%	32%	-%	-%	-%	39%	-%		
5 - Very easy	47	47	4	-	47	-	-	2	-	35	36	6	46	-	-	-	5	-	-	-	4	-		
	46%	46%	42%	-%	46%	-%	-%	21%	-%	50%	42%	32%	47%	-%	-%	-%	60%	-%	-%	-%	50%	-%		
TOTAL EASY	69	69	6	-	69	-	-	3	-	52	55	10	66	-	-	-	8	-	-	-	6	-		
	68%	68%	74%	-%	68%	-%	-%	39%	-%	73%	64%	58%	67%	-%	-%	-%	91%	-%	-%	-%	89%	-%		
Don't know	4	4	-	-	4	-	-	-	*	4	4	2	4	-	-	-	-	-	-	-	-	-		
	4%	4%	-%	-%	4%	-%	-%	-%	100%	5%	4%	10%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 162

QB12AC. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR PACKAGE OF SERVICES - Knowing whether you needed to pay a cancellation or early termination charge to your previous supplier

Base : Those switched their package of services in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC ~b	C&R *c	NoT *d	PAC ~e	C&R ~f	C&R *g	NoT *h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	125	46	8	33	54	11	3	38	62	61	59	5	1	97	116	120	124
Effective Weighted Sample	88	34	7	23	49	9	2	25	51	46	44	4	1	73	88	89	87
Total	101	49	6	22	51	10	3	25	65	49	44	3	*	89	86	93	100
1 - Very difficult	7 6%	1 2%	* 6%	3 12%	2 4%	1 11%	- -%	3 12%	2 3%	4 7%	3 7%	1 35%	- -%	6 7%	7 8%	7 7%	7 7%
2	5 5%	1 3%	- -%	1 7%	4 8%	3 26%	- -%	2 9%	3 5%	1 2%	4 10%	2 59%	- -%	4 5%	5 6%	5 6%	5 5%
TOTAL DIFFICULT	12 12%	2 5%	* 6%	4 19%	6 12%	4 38%	- -%	5 21%	5 8%	5 9%	7 17%	3 93%	- -%	11 12%	12 14%	12 13%	12 12%
3 - Neither	16 16%	7 15%	1 15%	4 18%	10 19%	1 12%	* 14%	4 18%	11 17%	6 13%	9 21%	* 7%	- -%	13 14%	15 18%	16 17%	16 16%
4	23 22%	15 30%	2 36%	4 16%	11 22%	3 31%	* 13%	3 11%	15 23%	9 19%	13 29%	- -%	* 100%	21 23%	19 22%	22 24%	22 22%
5 - Very easy	47 46%	25 50%	3 43%	10 45%	22 44%	2 19%	2 73%	12 48%	31 48%	25 52%	14 32%	- -%	- -%	41 46%	36 42%	40 43%	47 46%
TOTAL EASY	69 68%	40 80%	5 79%	14 61%	33 65%	5 50%	3 86%	15 60%	46 71%	35 71%	27 61%	- -%	* 100%	62 69%	55 64%	62 66%	68 68%
Don't know	4 4%	- -%	- -%	* 1%	2 3%	- -%	- -%	* 1%	2 4%	3 6%	1 2%	- -%	- -%	4 4%	4 4%	4 4%	4 4%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 163

QB12AD. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR PACKAGE OF SERVICES - Keeping your current phone number

Base : Those switched their package of services in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED							
					SWITCHED & COVERED																					
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE					BUN- DLE	BROAD MOB.			FIXED LINE					TV	BROAD MOB.		FIXED LINE
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE
Significance Level: 95%		a	~b	~c	d	~e	~f	~g	~h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u				
Unweighted total	125	125	8	-	125	1	-	11	1	69	116	21	120	-	1	-	8	-	1	-	7	-				
Effective Weighted Sample	88	88	8	-	88	1	-	9	1	53	88	15	85	-	1	-	8	-	1	-	7	-				
Total	101	101	9	-	101	1	-	7	*	71	86	18	98	-	1	-	9	-	1	-	7	-				
1 - Very difficult	5	5	-	-	5	-	-	1	-	1	5	1	5	-	-	-	-	-	-	-	-	-				
	5%	5%	-%	-%	5%	-%	-%	10%	-%	2%	6%	4%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%				
2	3	3	-	-	3	-	-	1	-	-	3	1	3	-	-	-	-	-	-	-	-	-				
	3%	3%	-%	-%	3%	-%	-%	13%	-%	-%	3%	5%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%				
TOTAL DIFFICULT	8	8	-	-	8	-	-	2	-	1	8	2	8	-	-	-	-	-	-	-	-	-				
	8%	8%	-%	-%	8%	-%	-%	24%	-%	2%	9%	10%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%				
3 - Neither	14	14	1	-	14	-	-	1	-	10	14	2	14	-	-	-	3	-	-	-	1	-				
	14%	14%	11%	-%	14%	-%	-%	14%	-%	14%	16%	12%	14%	-%	-%	-%	29%	-%	-%	-%	13%	-%				
4	17	17	3	-	17	-	-	1	-	12	15	3	16	-	1	-	1	-	1	-	1	-				
	17%	17%	32%	-%	17%	-%	-%	14%	-%	18%	17%	17%	16%	-%	100%	-%	15%	-%	100%	-%	18%	-%				
5 - Very easy	57	57	5	-	57	1	-	3	*	43	44	9	55	-	-	-	5	-	-	-	5	-				
	56%	56%	57%	-%	56%	100%	-%	42%	100%	60%	51%	50%	56%	-%	-%	-%	56%	-%	-%	-%	69%	-%				
TOTAL EASY	73	73	8	-	73	1	-	4	*	55	59	12	70	-	1	-	6	-	1	-	6	-				
	72%	72%	89%	-%	72%	100%	-%	56%	100%	78%	68%	68%	72%	-%	100%	-%	71%	-%	100%	-%	87%	-%				
Don't know	6	6	-	-	6	-	-	*	-	4	6	2	6	-	-	-	-	-	-	-	-	-				
	6%	6%	-%	-%	6%	-%	-%	7%	-%	6%	7%	10%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%				

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 163

QB12AD. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR PACKAGE OF SERVICES - Keeping your current phone number

Base : Those switched their package of services in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC ~b	C&R *c	NoT *d	PAC ~e	C&R ~f	C&R *g	NoT *h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	125	46	8	33	54	11	3	38	62	61	59	5	1	97	116	120	124
Effective Weighted Sample	88	34	7	23	49	9	2	25	51	46	44	4	1	73	88	89	87
Total	101	49	6	22	51	10	3	25	65	49	44	3	*	89	86	93	100
1 - Very difficult	5 5%	1 2%	- -%	2 10%	2 3%	- -%	* 13%	2 9%	2 3%	3 6%	2 5%	- -%	* 100%	4 5%	5 6%	5 5%	5 5%
2	3 3%	- -%	- -%	1 4%	1 1%	- -%	- -%	1 4%	1 1%	3 5%	* *%	- -%	- -%	3 3%	3 3%	3 3%	3 3%
TOTAL DIFFICULT	8 8%	1 2%	- -%	3 15%	2 4%	- -%	* 13%	3 13%	2 4%	6 11%	2 5%	- -%	* 100%	7 8%	8 9%	8 8%	8 8%
3 - Neither	14 14%	9 17%	* 6%	7 32% d	6 11%	2 17%	* 14%	9 35% h	5 8%	4 9%	9 21%	- -%	- -%	11 13%	14 16%	14 15%	14 14%
4	17 17%	9 18%	1 17%	2 8%	12 23%	3 30%	- -%	2 7%	14 21%	6 13%	11 24%	1 29%	- -%	15 17%	15 17%	17 18%	17 17%
5 - Very easy	57 56%	29 59%	5 77%	8 37%	28 55%	5 49%	2 73%	10 38%	41 63% g	29 59%	20 46%	2 57%	- -%	51 57%	44 51%	49 53%	56 55%
TOTAL EASY	73 72%	38 77%	6 94%	10 45%	40 78% c	8 78%	2 73%	11 46%	55 84% g	35 72%	31 69%	3 86%	- -%	66 74%	59 68%	66 71%	72 72%
Don't know	6 6%	2 4%	- -%	2 8%	3 6%	* 5%	- -%	2 7%	3 5%	4 8%	2 5%	* 14%	- -%	5 6%	6 7%	6 7%	6 6%
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Table 164

QB12AE. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR PACKAGE OF SERVICES - Being able to get through to your previous supplier to tell them you wanted to cancel their service

Base : Those switched their package of services in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Total	a	~b	~c	d	~e	~f	~g	~h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	125	125	8	-	125	1	-	11	1	69	116	21	120	-	1	-	8	-	1	-	7	-
Effective Weighted Sample	88	88	8	-	88	1	-	9	1	53	88	15	85	-	1	-	8	-	1	-	7	-
Total	101	101	9	-	101	1	-	7	*	71	86	18	98	-	1	-	9	-	1	-	7	-
1 - Very difficult	10	10	1	-	10	-	-	1	-	5	10	2	10	-	1	-	-	-	1	-	-	-
	10%	10%	17%	-%	10%	-%	-%	18%	-%	7%	12%	11%	10%	-%	100%	-%	-%	-%	100%	-%	-%	-%
2	7	7	-	-	7	-	-	1	-	3	5	2	7	-	-	-	-	-	-	-	-	-
	7%	7%	-%	-%	7%	-%	-%	14%	-%	5%	6%	13%	7%	-%	-%	-%	-%	-%	-%	-%	-%	
TOTAL DIFFICULT	17	17	1	-	17	-	-	2	-	9	15	4	16	-	1	-	-	-	1	-	-	-
	17%	17%	17%	-%	17%	-%	-%	31%	-%	12%	18%	24%	17%	-%	100%	-%	-%	-%	100%	-%	-%	-%
3 - Neither	15	15	2	-	15	-	-	1	-	8	14	2	15	-	-	-	2	-	-	-	2	-
	15%	15%	20%	-%	15%	-%	-%	16%	-%	12%	17%	13%	15%	-%	-%	-%	19%	-%	-%	-%	24%	-%
4	14	14	2	-	14	-	-	-	-	9	12	2	13	-	-	-	2	-	-	-	2	-
	14%	14%	27%	-%	14%	-%	-%	-%	-%	12%	14%	12%	13%	-%	-%	-%	27%	-%	-%	-%	33%	-%
5 - Very easy	51	51	3	-	51	1	-	3	*	42	41	7	50	-	-	-	5	-	-	-	3	-
	51%	51%	36%	-%	51%	100%	-%	46%	100%	59%	48%	41%	51%	-%	-%	-%	54%	-%	-%	-%	43%	-%
TOTAL EASY	65	65	5	-	65	1	-	3	*	50	53	9	63	-	-	-	7	-	-	-	5	-
	64%	64%	63%	-%	64%	100%	-%	46%	100%	71%	62%	52%	64%	-%	-%	-%	81%	-%	-%	-%	76%	-%
Don't know	4	4	-	-	4	-	-	*	-	3	3	2	4	-	-	-	-	-	-	-	-	-
	4%	4%	-%	-%	4%	-%	-%	7%	-%	5%	4%	10%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 164

QB12AE. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR PACKAGE OF SERVICES - Being able to get through to your previous supplier to tell them you wanted to cancel their service

Base : Those switched their package of services in last 12 months

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC ~b	C&R *c	NoT *d	PAC ~e	C&R ~f	C&R *g	NoT *h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	125	46	8	33	54	11	3	38	62	61	59	5	1	97	116	120	124	
Effective Weighted Sample	88	34	7	23	49	9	2	25	51	46	44	4	1	73	88	89	87	
Total	101	49	6	22	51	10	3	25	65	49	44	3	*	89	86	93	100	
1 - Very difficult	10	2	2	2	6	1	*	2	7	4	6	1	*	9	10	10	10	
	10%	3%	26%	8%	12%	11%	13%	7%	10%	9%	14%	15%	100%	10%	12%	11%	10%	
2	7	3	*	1	4	2	-	3	4	5	2	-	-	6	5	7	7	
	7%	7%	6%	3%	8%	22%	-%	12%	6%	10%	5%	-%	-%	7%	6%	7%	7%	
TOTAL DIFFICULT	17	5	2	2	10	4	*	5	11	9	8	1	*	15	15	17	17	
	17%	10%	32%	11%	19%	34%	13%	19%	16%	18%	18%	15%	100%	17%	18%	18%	17%	
3 - Neither	15	6	*	6	7	1	*	7	6	8	7	*	-	11	14	15	15	
	15%	12%	4%	26%	14%	9%	14%	30% h	9%	16%	16%	7%	-%	13%	17%	16%	15%	
4	14	8	2	2	8	2	-	2	10	6	8	-	-	12	12	14	14	
	14%	16%	36%	7%	15%	20%	-%	6%	15%	12%	19%	-%	-%	14%	14%	15%	14%	
5 - Very easy	51	30	2	12	25	3	2	11	36	24	20	2	-	47	41	44	50	
	51%	60%	28%	54%	49%	32%	73%	43%	56%	49%	45%	64%	-%	52%	48%	47%	50%	
TOTAL EASY	65	38	4	13	33	5	2	12	46	30	28	2	-	59	53	58	64	
	64%	76%	64%	61%	65%	52%	73%	50%	71%	61%	64%	64%	-%	66%	62%	62%	64%	
Don't know	4	*	-	*	1	*	-	*	2	2	1	*	-	4	3	3	4	
	4%	1%	-%	2%	2%	5%	-%	2%	3%	5%	2%	14%	-%	4%	4%	4%	4%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 165

QB12AF. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR PACKAGE OF SERVICES - Having to tell your previous supplier that you wanted to cancel their service

Base : Those switched their package of services in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
	Total	a	~b	~c	d	~e	~f	~g	~h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Significance Level: 95%																						
Unweighted total	125	125	8	-	125	1	-	11	1	69	116	21	120	-	1	-	8	-	1	-	7	-
Effective Weighted Sample	88	88	8	-	88	1	-	9	1	53	88	15	85	-	1	-	8	-	1	-	7	-
Total	101	101	9	-	101	1	-	7	*	71	86	18	98	-	1	-	9	-	1	-	7	-
1 - Very difficult	9	9	1	-	9	-	-	-	-	4	9	1	8	-	1	-	-	-	1	-	-	-
	9%	9%	17%	-%	9%	-%	-%	-%	-%	6%	10%	4%	8%	-%	100%	-%	-%	-%	100%	-%	-%	-%
2	5	5	-	-	5	-	-	*	-	2	3	*	5	-	-	-	-	-	-	-	-	-
	5%	5%	-%	-%	5%	-%	-%	3%	-%	3%	4%	1%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TOTAL DIFFICULT	14	14	1	-	14	-	-	*	-	7	12	1	13	-	1	-	-	-	1	-	-	-
	14%	14%	17%	-%	14%	-%	-%	3%	-%	10%	14%	5%	14%	-%	100%	-%	-%	-%	100%	-%	-%	-%
3 - Neither	14	14	2	-	14	-	-	2	-	8	13	2	14	-	-	-	2	-	-	-	2	-
	13%	13%	20%	-%	13%	-%	-%	27%	-%	12%	15%	14%	14%	-%	-%	-%	19%	-%	-%	-%	24%	-%
4	20	20	1	-	20	-	-	1	-	14	16	4	17	-	-	-	3	-	-	-	1	-
	19%	19%	12%	-%	19%	-%	-%	18%	-%	19%	18%	24%	18%	-%	-%	-%	31%	-%	-%	-%	15%	-%
5 - Very easy	50	50	4	-	50	1	-	3	*	38	42	9	50	-	-	-	4	-	-	-	4	-
	50%	50%	51%	-%	50%	100%	-%	45%	100%	54%	48%	48%	51%	-%	-%	-%	50%	-%	-%	-%	61%	-%
TOTAL EASY	70	70	5	-	70	1	-	5	*	52	58	13	67	-	-	-	7	-	-	-	5	-
	69%	69%	63%	-%	69%	100%	-%	63%	100%	74%	67%	71%	69%	-%	-%	-%	81%	-%	-%	-%	76%	-%
Don't know	4	4	-	-	4	-	-	*	-	3	3	2	4	-	-	-	-	-	-	-	-	-
	4%	4%	-%	-%	4%	-%	-%	7%	-%	5%	4%	10%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 165

QB12AF. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR PACKAGE OF SERVICES - Having to tell your previous supplier that you wanted to cancel their service

Base : Those switched their package of services in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC ~b	C&R *c	NoT *d	PAC ~e	C&R ~f	C&R *g	NoT *h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	125	46	8	33	54	11	3	38	62	61	59	5	1	97	116	120	124
Effective Weighted Sample	88	34	7	23	49	9	2	25	51	46	44	4	1	73	88	89	87
Total	101	49	6	22	51	10	3	25	65	49	44	3	*	89	86	93	100
1 - Very difficult	9 9%	1 2%	2 26%	* 1%	6 12%	1 6%	- -%	* 1%	7 10%	4 7%	5 12%	- -%	- -%	8 9%	9 10%	9 9%	9 9%
2	5 5%	2 5%	1 10%	1 5%	2 3%	* 2%	- -%	4 15% h	2 2%	3 6%	3 6%	* 7%	- -%	4 5%	3 4%	5 6%	5 5%
TOTAL DIFFICULT	14 14%	3 7%	2 36%	1 7%	7 15%	1 9%	- -%	4 16%	8 13%	6 13%	8 18%	* 7%	- -%	12 13%	12 14%	14 15%	14 14%
3 - Neither	14 13%	6 12%	- -%	5 22%	7 14%	1 10%	* 14%	5 21%	7 11%	9 18%	5 11%	- -%	- -%	11 13%	13 15%	14 15%	14 13%
4	20 19%	13 26%	2 36%	4 19%	9 17%	4 37%	- -%	4 17%	11 18%	7 14%	13 28%	1 29%	- -%	17 19%	16 18%	20 21%	19 19%
5 - Very easy	50 50%	27 55%	2 28%	11 50%	26 52%	4 40%	3 86%	11 44%	36 56%	25 50%	18 41%	2 50%	* 100%	45 50%	42 48%	43 46%	50 50%
TOTAL EASY	70 69%	40 81%	4 64%	15 69%	35 69%	8 77%	3 86%	15 61%	48 73%	32 65%	31 69%	3 79%	* 100%	62 70%	58 67%	62 67%	69 69%
Don't know	4 4%	* 1%	- -%	* 2%	1 2%	* 5%	- -%	* 2%	2 3%	2 5%	1 2%	* 14%	- -%	4 4%	3 4%	3 3%	4 4%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 166

QB12AG. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR PACKAGE OF SERVICES - Getting your previous supplier to provide you with the information that you needed to be able to switch to another supplier

Base : Those switched their package of services in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				CONSIDERED & COVERED					COVERED			
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
						TV	BAND		TV	BAND		TV	BAND			TV	BAND		TV	BAND		
Significance Level: 95%	a	~b	~c	d	~e	~f	~g	~h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	125	125	8	-	125	1	-	11	1	69	116	21	120	-	1	-	8	-	1	-	7	-
Effective Weighted Sample	88	88	8	-	88	1	-	9	1	53	88	15	85	-	1	-	8	-	1	-	7	-
Total	101	101	9	-	101	1	-	7	*	71	86	18	98	-	1	-	9	-	1	-	7	-
1 - Very difficult	8	8	-	-	8	-	-	2	-	5	8	3	7	-	-	-	-	-	-	-	-	-
	8%	8%	-%	-%	8%	-%	-%	31%	-%	7%	9%	17%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%
2	6	6	1	-	6	-	-	*	-	4	6	*	6	-	-	-	1	-	-	-	1	-
	6%	6%	11%	-%	6%	-%	-%	5%	-%	5%	7%	2%	6%	-%	-%	-%	11%	-%	-%	-%	13%	-%
TOTAL DIFFICULT	14	14	1	-	14	-	-	3	-	9	14	3	13	-	-	-	1	-	-	-	1	-
	13%	13%	11%	-%	13%	-%	-%	36%	-%	12%	16%	19%	13%	-%	-%	-%	11%	-%	-%	-%	13%	-%
3 - Neither	14	14	1	-	14	-	-	2	-	6	14	2	14	-	-	-	1	-	-	-	1	-
	14%	14%	9%	-%	14%	-%	-%	27%	-%	9%	16%	14%	14%	-%	-%	-%	9%	-%	-%	-%	11%	-%
4	21	21	2	-	21	1	-	1	-	16	18	6	18	-	-	-	2	-	-	-	2	-
	20%	20%	27%	-%	20%	100%	-%	14%	-%	23%	21%	34%	19%	-%	-%	-%	27%	-%	-%	-%	33%	-%
5 - Very easy	47	47	3	-	47	-	-	1	*	35	35	4	47	-	-	-	5	-	-	-	3	-
	46%	46%	36%	-%	46%	-%	-%	16%	100%	50%	40%	23%	48%	-%	-%	-%	54%	-%	-%	-%	43%	-%
TOTAL EASY	67	67	5	-	67	1	-	2	*	52	53	10	65	-	-	-	7	-	-	-	5	-
	66%	66%	63%	-%	66%	100%	-%	30%	100%	73%	62%	57%	66%	-%	-%	-%	81%	-%	-%	-%	76%	-%
Don't know	6	6	1	-	6	-	-	*	-	4	6	2	6	-	1	-	-	-	1	-	-	-
	6%	6%	17%	-%	6%	-%	-%	7%	-%	6%	7%	10%	6%	-%	100%	-%	-%	-%	100%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 166

QB12AG. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR PACKAGE OF SERVICES - Getting your previous supplier to provide you with the information that you needed to be able to switch to another supplier

Base : Those switched their package of services in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC ~b	C&R *c	NoT *d	PAC ~e	C&R ~f	C&R *g	NoT *h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	125	46	8	33	54	11	3	38	62	61	59	5	1	97	116	120	124
Effective Weighted Sample	88	34	7	23	49	9	2	25	51	46	44	4	1	73	88	89	87
Total	101	49	6	22	51	10	3	25	65	49	44	3	*	89	86	93	100
1 - Very difficult	8 8%	3 5%	2 26%	3 12%	2 5%	2 23%	- -%	3 10%	3 5%	3 6%	5 11%	2 50%	- -%	7 8%	8 9%	8 8%	8 8%
2	6 6%	1 3%	* 4%	2 7%	4 7%	- -%	* 13%	2 7%	4 6%	4 9%	1 3%	- -%	* 100%	4 5%	6 7%	6 6%	6 6%
TOTAL DIFFICULT	14 13%	4 8%	2 29%	4 19%	6 12%	2 23%	* 13%	4 18%	7 11%	7 15%	6 14%	2 50%	* 100%	11 13%	14 16%	14 15%	14 14%
3 - Neither	14 14%	5 11%	2 26%	5 20%	6 12%	1 10%	* 14%	5 21%	6 9%	6 11%	9 19%	- -%	- -%	12 13%	14 16%	14 15%	14 14%
4	21 20%	13 26%	1 17%	6 27%	11 22%	4 37%	2 73%	6 23%	12 19%	9 19%	11 26%	1 29%	- -%	19 21%	18 21%	21 22%	20 19%
5 - Very easy	47 46%	26 53%	2 28%	7 31%	24 47%	3 26%	- -%	9 36%	35 54%	23 48%	16 36%	* 7%	- -%	41 46%	35 40%	39 42%	47 47%
TOTAL EASY	67 66%	39 79%	3 45%	13 58%	35 69%	7 63%	2 73%	15 59%	47 73%	33 67%	27 62%	1 36%	- -%	60 67%	53 62%	60 64%	66 66%
Don't know	6 6%	1 3%	- -%	* 2%	4 7%	* 5%	- -%	* 2%	4 7%	3 7%	2 5%	* 14%	- -%	6 7%	6 7%	6 6%	6 6%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 167

QB12AH. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR PACKAGE OF SERVICES - Arranging for the old and new services to stop and start at the right time

Base : Those switched their package of services in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND		TV	BAND		TV	BAND			TV	BAND		TV	BAND		
Significance Level: 95%		a	~b	~c	d	~e	~f	~g	~h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	125	125	8	-	125	1	-	11	1	69	116	21	120	-	1	-	8	-	1	-	7	-
Effective Weighted Sample	88	88	8	-	88	1	-	9	1	53	88	15	85	-	1	-	8	-	1	-	7	-
Total	101	101	9	-	101	1	-	7	*	71	86	18	98	-	1	-	9	-	1	-	7	-
1 - Very difficult	7	7	-	-	7	-	-	1	-	4	7	1	7	-	-	-	-	-	-	-	-	-
	7%	7%	-%	-%	7%	-%	-%	8%	-%	5%	8%	3%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%
2	4	4	-	-	4	-	-	-	-	1	4	1	4	-	-	-	-	-	-	-	-	-
	4%	4%	-%	-%	4%	-%	-%	-%	-%	2%	4%	7%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TOTAL DIFFICULT	10	10	-	-	10	-	-	1	-	5	10	2	10	-	-	-	-	-	-	-	-	-
	10%	10%	-%	-%	10%	-%	-%	8%	-%	7%	12%	10%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%
3 - Neither	15	15	2	-	15	-	-	4	-	9	14	4	15	-	-	-	2	-	-	-	2	-
	15%	15%	20%	-%	15%	-%	-%	50%	-%	13%	17%	23%	15%	-%	-%	-%	19%	-%	-%	-%	24%	-%
4	24	24	4	-	24	-	-	1	-	19	22	8	22	-	1	-	4	-	1	-	2	-
	24%	24%	44%	-%	24%	-%	-%	17%	-%	27%	26%	42%	22%	-%	100%	-%	46%	-%	100%	-%	33%	-%
5 - Very easy	48	48	3	-	48	1	-	1	*	34	36	3	47	-	-	-	3	-	-	-	3	-
	47%	47%	36%	-%	47%	100%	-%	19%	100%	48%	42%	14%	48%	-%	-%	-%	35%	-%	-%	-%	43%	-%
TOTAL EASY	72	72	7	-	72	1	-	3	*	53	58	10	69	-	1	-	7	-	1	-	5	-
	71%	71%	80%	-%	71%	100%	-%	35%	100%	75%	67%	56%	70%	-%	100%	-%	81%	-%	100%	-%	76%	-%
Don't know	4	4	-	-	4	-	-	*	-	3	3	2	4	-	-	-	-	-	-	-	-	-
	4%	4%	-%	-%	4%	-%	-%	7%	-%	5%	4%	10%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 167

QB12AH. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR PACKAGE OF SERVICES - Arranging for the old and new services to stop and start at the right time

Base : Those switched their package of services in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC ~b	C&R *c	NoT *d	PAC ~e	C&R ~f	C&R *g	NoT *h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	125	46	8	33	54	11	3	38	62	61	59	5	1	97	116	120	124
Effective Weighted Sample	88	34	7	23	49	9	2	25	51	46	44	4	1	73	88	89	87
Total	101	49	6	22	51	10	3	25	65	49	44	3	*	89	86	93	100
1 - Very difficult	7 7%	2 3%	1 19%	2 8%	2 5%	- -%	- -%	2 7%	2 4%	3 6%	4 8%	- -%	- -%	6 7%	7 8%	7 7%	7 7%
2	4 4%	1 2%	* 6%	1 5%	2 4%	1 12%	- -%	2 6%	2 3%	1 3%	3 6%	- -%	- -%	4 4%	4 4%	4 4%	4 4%
TOTAL DIFFICULT	10 10%	3 6%	2 26%	3 13%	5 9%	1 12%	- -%	3 13%	5 7%	4 9%	6 14%	- -%	- -%	10 11%	10 12%	10 11%	10 10%
3 - Neither	15 15%	6 12%	1 15%	5 23%	7 13%	3 26%	* 14%	6 22%	8 12%	9 18%	6 14%	2 50%	- -%	13 14%	14 17%	15 16%	15 15%
4	24 24%	18 36%	2 38%	8 35%	12 23%	5 50%	2 73%	8 30%	14 22%	8 17%	16 36%	1 36%	- -%	22 24%	22 26%	24 26%	23 23%
5 - Very easy	48 47%	22 45%	1 22%	6 27%	26 52%	1 6%	* 13%	8 33%	36 56%	25 51%	15 35%	- -%	* 100%	41 46%	36 42%	40 43%	48 48%
TOTAL EASY	72 71%	40 81%	4 59%	14 61%	38 75%	6 56%	3 86%	16 63%	50 78%	33 68%	31 70%	1 36%	* 100%	63 70%	58 67%	65 69%	71 71%
Don't know	4 4%	* 1%	- -%	* 2%	1 2%	* 5%	- -%	* 2%	2 3%	2 5%	1 2%	* 14%	- -%	4 4%	3 4%	3 4%	4 4%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 168

QB10B. How easy or difficult did you find this switching process for TV service with a monthly subscription?

Base : Those who have switched their TV service supplier in last 12 months (including those with TV in a bundle of services)

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	TV	BAND			TV	BAND						
		a	~b	~c		*d	e	*f		~g	~h	i			j	~k	*l		~m	~n	~o	
Significance Level: 95%		a	~b	~c	*d	e	*f	~g	~h	i	j	~k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	155	155	10	-	69	87	33	12	7	155	93	19	72	1	-	1	10	-	-	2	8	1
Effective Weighted Sample	92	92	8	-	53	45	25	9	4	92	73	13	55	1	-	1	8	-	-	2	7	1
Total	107	107	7	-	71	37	19	7	5	107	74	16	73	*	-	*	8	-	-	1	7	*
1 - Very difficult	3	3	-	-	2	1	1	-	-	3	2	-	2	-	-	-	-	-	-	-	-	-
	3%	3%	-%	-%	2%	3%	4%	-%	-%	3%	3%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%
2	3	3	*	-	-	3	2	*	*	3	2	*	*	-	-	-	*	-	-	-	*	-
	3%	3%	4%	-%	-%	8%	9%	4%	6%	3%	2%	2%	*%	-%	-%	-%	3%	-%	-%	-%	4%	-%
							d															
TOTAL DIFFICULT	6	6	*	-	2	4	2	*	*	6	4	*	2	-	-	-	*	-	-	-	*	-
	5%	5%	4%	-%	2%	11%	13%	4%	6%	5%	5%	2%	3%	-%	-%	-%	3%	-%	-%	-%	4%	-%
3 - Neither	12	12	2	-	7	6	3	1	*	12	10	3	7	*	-	-	1	-	-	*	1	*
	12%	12%	23%	-%	9%	16%	19%	20%	4%	12%	13%	17%	9%	100%	-%	-%	15%	-%	-%	58%	19%	100%
4	21	21	2	-	14	7	1	-	3	21	13	3	16	-	-	*	1	-	-	*	1	-
	20%	20%	22%	-%	20%	19%	4%	-%	62%	20%	18%	21%	23%	-%	-%	100%	17%	-%	-%	42%	19%	-%
5 - Very easy	64	64	4	-	46	19	11	5	1	64	44	9	45	-	-	-	5	-	-	-	4	-
	60%	60%	51%	-%	65%	52%	58%	74%	27%	60%	60%	59%	62%	-%	-%	-%	65%	-%	-%	-%	57%	-%
TOTAL EASY	85	85	5	-	60	26	12	5	5	85	57	13	62	-	-	*	7	-	-	*	5	-
	80%	80%	73%	-%	85%	70%	63%	74%	89%	80%	77%	81%	85%	-%	-%	100%	81%	-%	-%	42%	77%	-%
					f																	
Don't know	3	3	-	-	2	1	1	*	-	3	3	*	2	-	-	-	-	-	-	-	-	-
	3%	3%	-%	-%	3%	3%	6%	2%	-%	3%	4%	1%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 168

QB10B. How easy or difficult did you find this switching process for TV service with a monthly subscription?

Base : Those who have switched their TV service supplier in last 12 months (including those with TV in a bundle of services)

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC ~b	C&R ~c	NoT *d	PAC ~e	C&R ~f	C&R ~g	NoT *h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	155	108	7	26	47	7	6	23	40	62	78	3	2	155	128	140	133
Effective Weighted Sample	92	61	6	19	39	6	3	17	33	42	49	3	2	92	87	91	85
Total	107	73	6	20	41	8	4	19	48	47	50	3	1	107	84	97	100
1 - Very difficult	3 3%	2 3%	1 16%	* 2%	* 1%	- -%	- -%	- -%	1 2%	2 4%	1 2%	- -%	- -%	3 3%	3 3%	3 3%	3 3%
2	3 3%	2 3%	- -%	- -%	1 2%	- -%	* 7%	- -%	- -%	1 1%	2 4%	- -%	- -%	3 3%	3 3%	3 3%	3 3%
TOTAL DIFFICULT	6 5%	4 5%	1 16%	* 2%	1 3%	- -%	* 7%	- -%	1 2%	2 5%	3 6%	- -%	- -%	6 5%	5 6%	5 5%	5 5%
3 - Neither	12 12%	11 15%	1 25%	4 20%	3 8%	2 23%	1 19%	4 22%	1 3%	4 8%	8 16%	- -%	* 51%	12 12%	12 14%	12 12%	11 11%
4	21 20%	15 20%	1 18%	3 17%	7 18%	2 27%	- -%	3 18%	12 26%	10 22%	10 21%	- -%	- -%	21 20%	17 20%	21 21%	21 21%
5 - Very easy	64 60%	42 58%	2 40%	12 61%	27 65%	4 50%	3 74%	12 60%	32 67%	29 63%	26 53%	3 100%	* 49%	64 60%	47 56%	56 58%	59 59%
TOTAL EASY	85 80%	57 78%	3 59%	16 78%	34 84%	6 77%	3 74%	15 78%	44 93%	40 85%	37 73%	3 100%	* 49%	85 80%	64 76%	76 79%	80 80%
Don't know	3 3%	1 1%	- -%	- -%	2 6%	- -%	- -%	- -%	1 3%	1 2%	2 5%	- -%	- -%	3 3%	3 4%	3 3%	3 3%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 169

QB11B. Did you face any problems or issues when switching from one provider to another for your TV service with a monthly subscription?

Base : Those switched their TV service provider in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD			MOB.	FIXED	BUN- DLE	BROAD			MOB.	FIXED	BUN- DLE	BROAD			MOB.	FIXED
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	TV	BAND		PHONE	CALLS	TV	BAND	PHONE
Significance Level: 95%		a	~b	~c	~d	e	*f	~g	~h	i	*j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	87	87	4	-	1	87	33	5	6	87	34	5	7	1	-	1	3	-	-	2	2	1
Effective Weighted Sample	45	45	4	-	1	45	25	4	4	45	26	4	5	1	-	1	3	-	-	2	2	1
Total	37	37	1	-	1	37	19	2	5	37	20	2	6	*	-	*	1	-	-	1	1	*
Yes	4	4	*	-	-	4	2	*	1	4	2	*	1	-	-	-	*	-	-	-	*	-
	12%	12%	21%	-%	-%	12%	12%	24%	19%	12%	12%	24%	15%	-%	-%	-%	40%	-%	-%	-%	46%	-%
No	31	31	1	-	1	31	15	1	4	31	16	1	5	*	-	*	*	-	-	1	*	*
	84%	84%	79%	-%	100%	84%	81%	69%	81%	84%	82%	69%	85%	100%	-%	100%	60%	-%	-%	100%	54%	100%
Don't know	1	1	-	-	-	1	1	*	-	1	1	*	-	-	-	-	-	-	-	-	-	-
	3%	3%	-%	-%	-%	3%	6%	7%	-%	3%	6%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 169

QB11B. Did you face any problems or issues when switching from one provider to another for your TV service with a monthly subscription?

Base : Those switched their TV service provider in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	*a	~b	~c	~d	~e	~f	~g	~h	*i	*j	~k	~l	m	*n	*o	*p
Unweighted total	87	63	3	7	19	-	3	2	4	31	46	-	1	87	69	77	66
Effective Weighted Sample	45	34	2	6	14	-	3	2	3	18	24	-	1	45	41	42	39
Total	37	25	1	4	11	-	1	1	5	14	22	-	*	37	30	36	31
Yes	4	3	*	*	1	-	*	1	-	1	3	-	*	4	4	4	4
	12%	14%	15%	11%	6%	-%	32%	60%	-%	7%	14%	-%	100%	12%	14%	11%	13%
No	31	21	1	3	11	-	1	*	5	12	18	-	-	31	25	30	26
	84%	85%	85%	89%	94%	-%	68%	40%	100%	89%	82%	-%	-%	84%	82%	85%	83%
Don't know	1	*	-	-	-	-	-	-	-	*	1	-	-	1	1	1	1
	3%	1%	-%	-%	-%	-%	-%	-%	-%	4%	4%	-%	-%	3%	4%	4%	4%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 170

QB12BA. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR TV SERVICE - Finding information about other suppliers you could use

Base : Those switched their TV service provider in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED							
					SWITCHED & COVERED																					
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE					BUN- DLE	BROAD MOB.			FIXED LINE					TV	BROAD MOB.		FIXED LINE
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE
Significance Level: 95%		a	~b	~c	~d	e	*f	~g	~h	i	*j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u				
Unweighted total	87	87	4	-	1	87	33	5	6	87	34	5	7	1	-	1	3	-	-	2	2	1				
Effective Weighted Sample	45	45	4	-	1	45	25	4	4	45	26	4	5	1	-	1	3	-	-	2	2	1				
Total	37	37	1	-	1	37	19	2	5	37	20	2	6	*	-	*	1	-	-	1	1	*				
1 - Very difficult	2	2	-	-	-	2	2	*	-	2	2	*	-	-	-	-	-	-	-	-	-	-				
	5%	5%	-%	-%	-%	5%	9%	17%	-%	5%	9%	17%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%				
2	1	1	-	-	-	1	*	-	-	1	*	-	-	-	-	-	-	-	-	-	-	-				
	2%	2%	-%	-%	-%	2%	2%	-%	-%	2%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%				
TOTAL DIFFICULT	3	3	-	-	-	3	2	*	-	3	2	*	-	-	-	-	-	-	-	-	-	-				
	7%	7%	-%	-%	-%	7%	11%	17%	-%	7%	10%	17%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%				
3 - Neither	8	8	1	-	-	8	4	*	1	8	4	*	1	*	-	*	*	-	-	1	-	*				
	22%	22%	55%	-%	-%	22%	23%	17%	25%	22%	21%	17%	20%	100%	-%	100%	14%	-%	-%	100%	-%	100%				
4	8	8	*	-	-	8	2	-	2	8	2	-	2	-	-	-	*	-	-	-	*	-				
	20%	20%	24%	-%	-%	20%	13%	-%	48%	20%	13%	-%	39%	-%	-%	-%	46%	-%	-%	-%	54%	-%				
5 - Very easy	18	18	*	-	1	18	9	1	1	18	11	1	2	-	-	-	*	-	-	-	*	-				
	48%	48%	21%	-%	100%	48%	51%	59%	27%	48%	54%	59%	41%	-%	-%	-%	40%	-%	-%	-%	46%	-%				
TOTAL EASY	26	26	1	-	1	26	12	1	3	26	13	1	5	-	-	-	1	-	-	-	1	-				
	69%	69%	45%	-%	100%	69%	64%	59%	75%	69%	66%	59%	80%	-%	-%	-%	86%	-%	-%	-%	100%	-%				
Don't know	1	1	-	-	-	1	*	*	-	1	*	*	-	-	-	-	-	-	-	-	-	-				
	2%	2%	-%	-%	-%	2%	2%	7%	-%	2%	2%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%				

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 170

QB12BA. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR TV SERVICE - Finding information about other suppliers you could use

Base : Those switched their TV service provider in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	87	63	3	7	19	-	3	2	4	31	46	-	1	87	69	77	66
Effective Weighted Sample	45	34	2	6	14	-	3	2	3	18	24	-	1	45	41	42	39
Total	37	25	1	4	11	-	1	1	5	14	22	-	*	37	30	36	31
1 - Very difficult	2 5%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	2 9%	- -%	- -%	2 5%	2 6%	2 6%	2 6%
2	1 2%	1 2%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	1 2%	* 2%	* 1%	* 1%
TOTAL DIFFICULT	3 7%	1 2%	- -%	- -%	1 11%	- -%	- -%	- -%	- -%	- -%	2 11%	- -%	- -%	3 7%	2 7%	2 7%	2 7%
3 - Neither	8 22%	6 24%	* 15%	1 35%	2 15%	- -%	* 23%	- -%	1 26%	5 35%	3 14%	- -%	- -%	8 22%	8 26%	8 22%	7 23%
4	8 20%	3 11%	- -%	1 29%	1 9%	- -%	- -%	- -%	2 50%	2 13%	6 26%	- -%	- -%	8 20%	6 19%	7 21%	6 18%
5 - Very easy	18 48%	16 63%	1 85%	1 26%	7 65%	- -%	1 77%	1 100%	1 24%	7 50%	11 48%	- -%	* 100%	18 48%	14 47%	18 49%	16 50%
TOTAL EASY	26 69%	18 74%	1 85%	2 55%	8 74%	- -%	1 77%	1 100%	3 74%	9 63%	16 74%	- -%	* 100%	26 69%	20 65%	25 70%	21 68%
Don't know	1 2%	- -%	- -%	* 10%	- -%	- -%	- -%	- -%	- -%	* 2%	* 2%	- -%	- -%	1 2%	1 2%	1 2%	1 2%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 171

QB12BB. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR TV SERVICE - Knowing what steps you needed to take to switch from one supplier to another

Base : Those switched their TV service provider in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD		MOB.	FIXED LINE					BUN- DLE	BROAD		MOB.	FIXED LINE				
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%		a	~b	~c	~d	e	*f	~g	~h	i	*j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	87	87	4	-	1	87	33	5	6	87	34	5	7	1	-	1	3	-	-	2	2	1
Effective Weighted Sample	45	45	4	-	1	45	25	4	4	45	26	4	5	1	-	1	3	-	-	2	2	1
Total	37	37	1	-	1	37	19	2	5	37	20	2	6	*	-	*	1	-	-	1	1	*
1 - Very difficult	1	1	-	-	-	1	1	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-
	2%	2%	-%	-%	-%	2%	5%	-%	-%	2%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
2	2	2	-	-	-	2	*	*	1	2	*	*	1	-	-	-	*	-	-	-	-	-
	6%	6%	-%	-%	-%	6%	2%	17%	19%	6%	2%	17%	15%	-%	-%	-%	14%	-%	-%	-%	-%	-%
TOTAL DIFFICULT	3	3	-	-	-	3	1	*	1	3	1	*	1	-	-	-	*	-	-	-	-	-
	9%	9%	-%	-%	-%	9%	7%	17%	19%	9%	6%	17%	15%	-%	-%	-%	14%	-%	-%	-%	-%	-%
3 - Neither	11	11	1	-	-	11	6	*	2	11	6	*	2	*	-	-	*	-	-	*	*	*
	30%	30%	56%	-%	-%	30%	30%	17%	43%	30%	28%	17%	35%	100%	-%	-%	46%	-%	-%	58%	54%	100%
4	10	10	1	-	1	10	4	1	1	10	5	1	2	-	-	*	*	-	-	*	*	-
	28%	28%	44%	-%	100%	28%	20%	35%	30%	28%	24%	35%	43%	-%	-%	100%	40%	-%	-%	42%	46%	-%
5 - Very easy	12	12	-	-	-	12	8	*	*	12	8	*	*	-	-	-	-	-	-	-	-	-
	31%	31%	-%	-%	-%	31%	41%	24%	8%	31%	39%	24%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TOTAL EASY	22	22	1	-	1	22	11	1	2	22	12	1	3	-	-	*	*	-	-	*	*	-
	59%	59%	44%	-%	100%	59%	61%	59%	38%	59%	63%	59%	50%	-%	-%	100%	40%	-%	-%	42%	46%	-%
Don't know	1	1	-	-	-	1	*	*	-	1	*	*	-	-	-	-	-	-	-	-	-	-
	2%	2%	-%	-%	-%	2%	2%	7%	-%	2%	2%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 171

QB12BB. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR TV SERVICE - Knowing what steps you needed to take to switch from one supplier to another

Base : Those switched their TV service provider in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	87	63	3	7	19	-	3	2	4	31	46	-	1	87	69	77	66
Effective Weighted Sample	45	34	2	6	14	-	3	2	3	18	24	-	1	45	41	42	39
Total	37	25	1	4	11	-	1	1	5	14	22	-	*	37	30	36	31
1 - Very difficult	1 2%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	- -%	1 2%	1 3%	1 3%	1 3%
2	2 6%	2 8%	- -%	- -%	* 3%	- -%	- -%	1 60%	- -%	1 8%	1 5%	- -%	- -%	2 6%	2 6%	2 6%	2 5%
TOTAL DIFFICULT	3 9%	2 8%	- -%	- -%	1 11%	- -%	- -%	1 60%	- -%	1 8%	2 9%	- -%	- -%	3 9%	3 9%	3 9%	3 8%
3 - Neither	11 30%	4 18%	* 15%	1 35%	2 20%	- -%	* 23%	- -%	2 45%	3 21%	8 34%	- -%	- -%	11 30%	9 29%	11 29%	8 27%
4	10 28%	10 40%	1 85%	1 29%	2 18%	- -%	1 46%	- -%	2 55%	7 52%	3 13%	- -%	- -%	10 28%	8 28%	10 28%	10 32%
5 - Very easy	12 31%	9 35%	- -%	1 26%	6 51%	- -%	* 32%	* 40%	- -%	2 16%	9 41%	- -%	* 100%	12 31%	10 32%	11 32%	10 31%
TOTAL EASY	22 59%	19 75%	1 85%	2 55%	8 69%	- -%	1 77%	* 40%	2 55%	9 69%	12 55%	- -%	* 100%	22 59%	18 60%	22 60%	19 62%
Don't know	1 2%	- -%	- -%	* 10%	- -%	- -%	- -%	- -%	- -%	* 2%	* 2%	- -%	- -%	1 2%	1 2%	1 2%	1 2%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 172

QB12BC. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR TV SERVICE - Knowing whether you needed to pay a cancellation or early termination charge to your previous supplier

Base : Those switched their TV service provider in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
					SWITCHED & COVERED																			
	CONSI																							
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD			MOB.	FIXED	BROAD			MOB.	FIXED	BROAD			MOB.	FIXED	BROAD			MOB.
TV						BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%	a	~b	~c	~d	e	*f	~g	~h	i	*j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u			
Unweighted total	87	87	4	-	1	87	33	5	6	87	34	5	7	1	-	1	3	-	-	2	2	1		
Effective Weighted Sample	45	45	4	-	1	45	25	4	4	45	26	4	5	1	-	1	3	-	-	2	2	1		
Total	37	37	1	-	1	37	19	2	5	37	20	2	6	*	-	*	1	-	-	1	1	*		
1 - Very difficult	2	2	-	-	-	2	1	*	1	2	1	*	1	-	-	-	-	-	-	-	-	-		
	6%	6%	-%	-%	-%	6%	7%	17%	12%	6%	7%	17%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
2	1	1	-	-	-	1	1	-	-	1	1	-	-	-	-	-	*	-	-	-	-	-		
	4%	4%	-%	-%	-%	4%	5%	-%	-%	4%	5%	-%	-%	-%	-%	-%	14%	-%	-%	-%	-%	-%		
TOTAL DIFFICULT	4	4	-	-	-	4	2	*	1	4	2	*	1	-	-	-	*	-	-	-	-	-		
	10%	10%	-%	-%	-%	10%	12%	17%	12%	10%	11%	17%	10%	-%	-%	-%	14%	-%	-%	-%	-%	-%		
3 - Neither	12	12	1	-	-	12	6	*	1	12	6	*	1	*	-	-	1	-	-	*	1	*		
	32%	32%	76%	-%	-%	32%	30%	17%	25%	32%	28%	17%	20%	100%	-%	-%	86%	-%	-%	58%	100%	100%		
4	9	9	*	-	1	9	4	1	2	9	5	1	3	-	-	*	-	-	-	*	-	-		
	26%	26%	24%	-%	100%	26%	23%	35%	51%	26%	27%	35%	60%	-%	-%	100%	-%	-%	-%	42%	-%	-%		
5 - Very easy	12	12	-	-	-	12	7	*	1	12	7	*	1	-	-	-	-	-	-	-	-	-		
	31%	31%	-%	-%	-%	31%	35%	24%	12%	31%	33%	24%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
TOTAL EASY	21	21	*	-	1	21	11	1	3	21	12	1	4	-	-	*	-	-	-	*	-	-		
	57%	57%	24%	-%	100%	57%	58%	59%	63%	57%	60%	59%	70%	-%	-%	100%	-%	-%	-%	42%	-%	-%		
Don't know	*	*	-	-	-	*	-	*	-	*	-	*	-	-	-	-	-	-	-	-	-	-		
	1%	1%	-%	-%	-%	1%	-%	7%	-%	1%	-%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 172

QB12BC. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR TV SERVICE - Knowing whether you needed to pay a cancellation or early termination charge to your previous supplier

Base : Those switched their TV service provider in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		*a	~b	~c	~d	~e	~f	~g	~h	*i	*j	~k	~l	m	*n	*o	*p
Unweighted total	87	63	3	7	19	-	3	2	4	31	46	-	1	87	69	77	66
Effective Weighted Sample	45	34	2	6	14	-	3	2	3	18	24	-	1	45	41	42	39
Total	37	25	1	4	11	-	1	1	5	14	22	-	*	37	30	36	31
1 - Very difficult	2 6%	1 4%	- -%	- -%	1 11%	- -%	- -%	1 60%	- -%	1 5%	2 7%	- -%	- -%	2 6%	2 6%	2 6%	2 6%
2	1 4%	1 6%	* 15%	* 11%	* 3%	- -%	- -%	- -%	- -%	* 1%	1 6%	- -%	- -%	1 4%	1 4%	1 4%	1 4%
TOTAL DIFFICULT	4 10%	3 10%	* 15%	* 11%	2 14%	- -%	- -%	1 60%	- -%	1 5%	3 13%	- -%	- -%	4 10%	3 10%	4 10%	3 10%
3 - Neither	12 32%	9 36%	- -%	* 9%	4 37%	- -%	* 23%	- -%	1 26%	6 42%	6 25%	- -%	- -%	12 32%	9 31%	11 32%	10 34%
4	9 26%	5 21%	* 22%	1 35%	2 22%	- -%	1 46%	* 40%	3 69%	4 29%	5 25%	- -%	- -%	9 26%	9 31%	9 26%	9 30%
5 - Very easy	12 31%	8 32%	1 63%	2 45%	3 27%	- -%	* 32%	- -%	* 5%	3 23%	8 37%	- -%	* 100%	12 31%	8 27%	11 31%	8 25%
TOTAL EASY	21 57%	13 53%	1 85%	3 80%	6 49%	- -%	1 77%	* 40%	3 74%	7 51%	13 61%	- -%	* 100%	21 57%	17 58%	21 57%	17 56%
Don't know	* 1%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	- -%	* 1%	* 1%	* 1%	* 1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 173

QB12BD. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR TV SERVICE - Keeping your current phone number

Base : Those switched their TV service provider in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	TV	BAND			TV	BAND						
																	a		~b	~c	e	
Significance Level: 95%		a	~b	~c	~d	e	*f	~g	~h	i	*j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	87	87	4	-	1	87	33	5	6	87	34	5	7	1	-	1	3	-	-	2	2	1
Effective Weighted Sample	45	45	4	-	1	45	25	4	4	45	26	4	5	1	-	1	3	-	-	2	2	1
Total	37	37	1	-	1	37	19	2	5	37	20	2	6	*	-	*	1	-	-	1	1	*
1 - Very difficult	1	1	-	-	-	1	1	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-
	3%	3%	-%	-%	-%	3%	5%	-%	-%	3%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
2	3	3	-	-	-	3	2	-	-	3	2	-	-	-	-	-	-	-	-	-	-	-
	7%	7%	-%	-%	-%	7%	13%	-%	-%	7%	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TOTAL DIFFICULT	4	4	-	-	-	4	3	-	-	4	3	-	-	-	-	-	-	-	-	-	-	-
	10%	10%	-%	-%	-%	10%	18%	-%	-%	10%	17%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
3 - Neither	6	6	1	-	-	6	5	*	-	6	5	*	-	*	-	*	-	-	-	1	-	*
	17%	17%	55%	-%	-%	17%	26%	17%	-%	17%	24%	17%	-%	100%	-%	100%	-%	-%	-%	100%	-%	100%
4	7	7	-	-	-	7	2	*	3	7	2	*	3	-	-	-	-	-	-	-	-	-
	19%	19%	-%	-%	-%	19%	13%	17%	69%	19%	12%	17%	55%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5 - Very easy	10	10	*	-	1	10	5	-	1	10	6	-	2	-	-	-	*	-	-	-	*	-
	28%	28%	21%	-%	100%	28%	27%	-%	17%	28%	31%	-%	33%	-%	-%	-%	54%	-%	-%	-%	46%	-%
TOTAL EASY	17	17	*	-	1	17	7	*	4	17	8	*	5	-	-	-	*	-	-	-	*	-
	47%	47%	21%	-%	100%	47%	40%	17%	85%	47%	43%	17%	88%	-%	-%	-%	54%	-%	-%	-%	46%	-%
Don't know	10	10	*	-	-	10	3	1	1	10	3	1	1	-	-	-	*	-	-	-	*	-
	26%	26%	24%	-%	-%	26%	16%	65%	15%	26%	16%	65%	12%	-%	-%	-%	46%	-%	-%	-%	54%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 173

QB12BD. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR TV SERVICE - Keeping your current phone number

Base : Those switched their TV service provider in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
		*a	~b	~c	~d	~e	~f	~g	~h	*i	*j	~k	~l	m	*n	*o	*p
Significance Level: 95%																	
Unweighted total	87	63	3	7	19	-	3	2	4	31	46	-	1	87	69	77	66
Effective Weighted Sample	45	34	2	6	14	-	3	2	3	18	24	-	1	45	41	42	39
Total	37	25	1	4	11	-	1	1	5	14	22	-	*	37	30	36	31
1 - Very difficult	1	*	-	-	1	-	-	-	-	-	1	-	-	1	1	1	1
	3%	1%	-%	-%	8%	-%	-%	-%	-%	-%	5%	-%	-%	3%	3%	3%	3%
2	3	1	-	*	1	-	-	-	-	-	2	-	-	3	2	2	2
	7%	5%	-%	9%	9%	-%	-%	-%	-%	-%	11%	-%	-%	7%	8%	7%	7%
TOTAL DIFFICULT	4	1	-	*	2	-	-	-	-	-	3	-	-	4	3	3	3
	10%	6%	-%	9%	17%	-%	-%	-%	-%	-%	16%	-%	-%	10%	12%	10%	10%
3 - Neither	6	4	1	-	3	-	*	-	-	2	4	-	-	6	6	6	6
	17%	17%	63%	-%	27%	-%	23%	-%	-%	14%	19%	-%	-%	17%	20%	17%	19%
4	7	5	*	1	1	-	-	-	3	3	3	-	-	7	6	7	6
	19%	18%	15%	35%	5%	-%	-%	-%	71%	25%	16%	-%	-%	19%	21%	19%	20%
5 - Very easy	10	6	-	2	4	-	-	1	1	5	5	-	-	10	8	10	8
	28%	26%	-%	46%	33%	-%	-%	60%	29%	33%	24%	-%	-%	28%	27%	27%	26%
TOTAL EASY	17	11	*	3	4	-	-	1	5	8	9	-	-	17	15	17	14
	47%	44%	15%	81%	38%	-%	-%	60%	100%	57%	39%	-%	-%	47%	48%	46%	45%
Don't know	10	8	*	*	2	-	1	*	-	4	6	-	*	10	6	10	8
	26%	33%	22%	10%	18%	-%	77%	40%	-%	28%	26%	-%	100%	26%	20%	27%	25%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 174

QB12BE. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR TV SERVICE - Being able to get through to your previous supplier to tell them you wanted to cancel their service

Base : Those switched their TV service provider in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%		a	~b	~c	~d	e	*f	~g	~h	i	*j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	87	87	4	-	1	87	33	5	6	87	34	5	7	1	-	1	3	-	-	2	2	1
Effective Weighted Sample	45	45	4	-	1	45	25	4	4	45	26	4	5	1	-	1	3	-	-	2	2	1
Total	37	37	1	-	1	37	19	2	5	37	20	2	6	*	-	*	1	-	-	1	1	*
1 - Very difficult	3	3	*	-	-	3	1	-	*	3	1	-	*	-	-	-	*	-	-	-	*	-
	7%	7%	21%	-%	-%	7%	7%	-%	7%	7%	7%	-%	6%	-%	-%	-%	40%	-%	-%	-%	46%	-%
2	5	5	-	-	-	5	2	*	3	5	2	*	3	-	-	-	*	-	-	-	-	-
	13%	13%	-%	-%	-%	13%	8%	17%	55%	13%	8%	17%	45%	-%	-%	-%	14%	-%	-%	-%	-%	-%
TOTAL DIFFICULT	8	8	*	-	-	8	3	*	3	8	3	*	3	-	-	-	*	-	-	-	*	-
	20%	20%	21%	-%	-%	20%	15%	17%	62%	20%	14%	17%	50%	-%	-%	-%	54%	-%	-%	-%	46%	-%
3 - Neither	11	11	*	-	-	11	6	*	2	11	6	*	2	*	-	-	-	-	-	*	-	*
	29%	29%	32%	-%	-%	29%	33%	17%	33%	29%	31%	17%	27%	100%	-%	-%	-%	-%	-%	58%	-%	100%
4	5	5	1	-	-	5	2	1	-	5	2	1	-	-	-	*	*	-	-	*	*	-
	13%	13%	47%	-%	-%	13%	13%	35%	-%	13%	12%	35%	-%	-%	-%	100%	46%	-%	-%	42%	54%	-%
5 - Very easy	12	12	-	-	1	12	6	*	-	12	7	*	1	-	-	-	-	-	-	-	-	-
	32%	32%	-%	-%	100%	32%	33%	24%	-%	32%	37%	24%	19%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TOTAL EASY	17	17	1	-	1	17	9	1	-	17	10	1	1	-	-	*	*	-	-	*	*	-
	45%	45%	47%	-%	100%	45%	46%	59%	-%	45%	49%	59%	19%	-%	-%	100%	46%	-%	-%	42%	54%	-%
Don't know	2	2	-	-	-	2	1	*	*	2	1	*	*	-	-	-	-	-	-	-	-	-
	5%	5%	-%	-%	-%	5%	6%	7%	5%	5%	5%	7%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 174

QB12BE. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR TV SERVICE - Being able to get through to your previous supplier to tell them you wanted to cancel their service

Base : Those switched their TV service provider in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	87	63	3	7	19	-	3	2	4	31	46	-	1	87	69	77	66
Effective Weighted Sample	45	34	2	6	14	-	3	2	3	18	24	-	1	45	41	42	39
Total	37	25	1	4	11	-	1	1	5	14	22	-	*	37	30	36	31
1 - Very difficult	3 7%	2 7%	- -%	- -%	1 11%	- -%	- -%	- -%	- -%	1 6%	2 8%	- -%	- -%	3 7%	3 8%	3 7%	3 8%
2	5 13%	2 7%	- -%	* 11%	* 3%	- -%	- -%	1 60%	2 45%	1 5%	4 19%	- -%	- -%	5 13%	4 15%	5 13%	4 14%
TOTAL DIFFICULT	8 20%	4 14%	- -%	* 11%	2 14%	- -%	- -%	1 60%	2 45%	1 11%	6 27%	- -%	- -%	8 20%	7 23%	7 20%	7 22%
3 - Neither	11 29%	8 32%	1 63%	* 9%	4 34%	- -%	* 23%	* 40%	1 26%	5 37%	5 25%	- -%	- -%	11 29%	9 30%	11 30%	10 33%
4	5 13%	5 19%	1 37%	1 29%	* 3%	- -%	1 46%	- -%	- -%	3 20%	2 8%	- -%	- -%	5 13%	4 15%	5 13%	4 14%
5 - Very easy	12 32%	8 33%	- -%	2 51%	4 39%	- -%	* 32%	- -%	1 24%	4 30%	7 34%	- -%	* 100%	12 32%	8 28%	12 33%	8 27%
TOTAL EASY	17 45%	13 52%	1 37%	3 80%	5 42%	- -%	1 77%	- -%	1 24%	7 50%	9 42%	- -%	* 100%	17 45%	13 42%	16 45%	13 41%
Don't know	2 5%	* 2%	- -%	- -%	1 9%	- -%	- -%	- -%	* 5%	* 3%	1 6%	- -%	- -%	2 5%	2 5%	2 5%	2 5%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 175

QB12BF. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR TV SERVICE - Having to tell your previous supplier that you wanted to cancel their service

Base : Those switched their TV service provider in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%		a	~b	~c	~d	e	*f	~g	~h	i	*j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	87	87	4	-	1	87	33	5	6	87	34	5	7	1	-	1	3	-	-	2	2	1
Effective Weighted Sample	45	45	4	-	1	45	25	4	4	45	26	4	5	1	-	1	3	-	-	2	2	1
Total	37	37	1	-	1	37	19	2	5	37	20	2	6	*	-	*	1	-	-	1	1	*
1 - Very difficult	2	2	*	-	-	2	2	-	*	2	2	-	*	-	-	-	*	-	-	-	*	-
	6%	6%	21%	-%	-%	6%	9%	-%	7%	6%	9%	-%	6%	-%	-%	-%	40%	-%	-%	-%	46%	-%
2	3	3	-	-	-	3	3	-	-	3	3	-	-	-	-	-	-	-	-	-	-	-
	9%	9%	-%	-%	-%	9%	14%	-%	-%	9%	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TOTAL DIFFICULT	6	6	*	-	-	6	4	-	*	6	4	-	*	-	-	-	*	-	-	-	*	-
	15%	15%	21%	-%	-%	15%	23%	-%	7%	15%	22%	-%	6%	-%	-%	-%	40%	-%	-%	-%	46%	-%
3 - Neither	10	10	*	-	-	10	2	1	4	10	2	1	4	*	-	-	-	-	-	*	-	*
	26%	26%	32%	-%	-%	26%	13%	35%	80%	26%	12%	35%	65%	100%	-%	-%	-%	-%	-%	58%	-%	100%
4	6	6	1	-	-	6	4	1	-	6	4	1	-	-	-	*	*	-	-	*	*	-
	17%	17%	47%	-%	-%	17%	20%	35%	-%	17%	19%	35%	-%	-%	-%	100%	46%	-%	-%	42%	54%	-%
5 - Very easy	13	13	-	-	1	13	7	*	1	13	8	*	2	-	-	-	*	-	-	-	-	-
	36%	36%	-%	-%	100%	36%	35%	24%	13%	36%	39%	24%	29%	-%	-%	-%	14%	-%	-%	-%	-%	-%
TOTAL EASY	20	20	1	-	1	20	10	1	1	20	11	1	2	-	-	*	*	-	-	*	*	-
	53%	53%	47%	-%	100%	53%	55%	59%	13%	53%	57%	59%	29%	-%	-%	100%	60%	-%	-%	42%	54%	-%
Don't know	2	2	-	-	-	2	2	*	-	2	2	*	-	-	-	-	-	-	-	-	-	-
	6%	6%	-%	-%	-%	6%	9%	7%	-%	6%	8%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 175

QB12BF. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR TV SERVICE - Having to tell your previous supplier that you wanted to cancel their service

Base : Those switched their TV service provider in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		*a	~b	~c	~d	~e	~f	~g	~h	*i	*j	~k	~l	m	*n	*o	*p
Unweighted total	87	63	3	7	19	-	3	2	4	31	46	-	1	87	69	77	66
Effective Weighted Sample	45	34	2	6	14	-	3	2	3	18	24	-	1	45	41	42	39
Total	37	25	1	4	11	-	1	1	5	14	22	-	*	37	30	36	31
1 - Very difficult	2 6%	1 6%	- %	* 11%	1 11%	- %	- %	- %	- %	* 3%	2 9%	- %	- %	2 6%	2 8%	2 7%	2 8%
2	3 9%	1 6%	* 15%	* 9%	* 3%	- %	- %	- %	- %	- %	3 14%	- %	- %	3 9%	3 10%	3 9%	3 9%
TOTAL DIFFICULT	6 15%	3 12%	* 15%	1 20%	2 14%	- %	- %	- %	- %	* 3%	5 23%	- %	- %	6 15%	5 18%	5 15%	5 16%
3 - Neither	10 26%	6 24%	* 22%	- %	2 18%	- %	* 23%	1 60%	3 71%	6 41%	4 16%	- %	- %	10 26%	7 24%	9 26%	9 28%
4	6 17%	6 24%	1 63%	2 55%	* 3%	- %	1 46%	- %	- %	4 27%	2 9%	- %	- %	6 17%	6 20%	6 16%	6 18%
5 - Very easy	13 36%	10 40%	- %	1 25%	6 56%	- %	* 32%	* 40%	1 29%	3 23%	10 45%	- %	* 100%	13 36%	10 32%	13 37%	10 31%
TOTAL EASY	20 53%	16 64%	1 63%	3 80%	7 59%	- %	1 77%	* 40%	1 29%	7 51%	12 54%	- %	* 100%	20 53%	16 52%	19 53%	15 50%
Don't know	2 6%	* 1%	- %	- %	1 9%	- %	- %	- %	- %	1 5%	1 6%	- %	- %	2 6%	2 6%	2 6%	2 6%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 176

QB12BG. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR TV SERVICE - Getting your previous supplier to provide you with the information that you needed to be able to switch to another supplier

Base : Those switched their TV service provider in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED							
					SWITCHED & COVERED																					
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE					BUN- DLE	BROAD MOB.			FIXED LINE					TV	BROAD MOB.		FIXED LINE
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS
Significance Level: 95%	Total	a	~b	~c	~d	e	*f	~g	~h	i	*j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u				
Unweighted total	87	87	4	-	1	87	33	5	6	87	34	5	7	1	-	1	3	-	-	2	2	1				
Effective Weighted Sample	45	45	4	-	1	45	25	4	4	45	26	4	5	1	-	1	3	-	-	2	2	1				
Total	37	37	1	-	1	37	19	2	5	37	20	2	6	*	-	*	1	-	-	1	1	*				
1 - Very difficult	2	2	*	-	-	2	1	-	*	2	1	-	*	-	-	-	*	-	-	-	*	-				
	6%	6%	21%	-%	-%	6%	7%	-%	7%	6%	7%	-%	6%	-%	-%	-%	40%	-%	-%	-%	46%	-%				
2	1	1	-	-	-	1	1	*	-	1	1	*	-	-	-	-	*	-	-	-	-	-				
	4%	4%	-%	-%	-%	4%	4%	17%	-%	4%	3%	17%	-%	-%	-%	-%	14%	-%	-%	-%	-%	-%				
TOTAL DIFFICULT	4	4	*	-	-	4	2	*	*	4	2	*	*	-	-	-	*	-	-	-	*	-				
	10%	10%	21%	-%	-%	10%	11%	17%	7%	10%	10%	17%	6%	-%	-%	-%	54%	-%	-%	-%	46%	-%				
3 - Neither	13	13	1	-	1	13	6	*	4	13	7	*	5	*	-	*	-	-	-	1	-	*				
	35%	35%	55%	-%	100%	35%	32%	17%	76%	35%	35%	17%	81%	100%	-%	100%	-%	-%	-%	100%	-%	100%				
4	9	9	*	-	-	9	4	1	1	9	4	1	1	-	-	-	*	-	-	-	*	-				
	23%	23%	24%	-%	-%	23%	22%	35%	12%	23%	21%	35%	10%	-%	-%	-%	46%	-%	-%	-%	54%	-%				
5 - Very easy	8	8	-	-	-	8	4	*	*	8	4	*	*	-	-	-	-	-	-	-	-	-				
	22%	22%	-%	-%	-%	22%	21%	24%	5%	22%	20%	24%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%				
TOTAL EASY	17	17	*	-	-	17	8	1	1	17	8	1	1	-	-	-	*	-	-	-	*	-				
	45%	45%	24%	-%	-%	45%	43%	59%	17%	45%	41%	59%	13%	-%	-%	-%	46%	-%	-%	-%	54%	-%				
Don't know	4	4	-	-	-	4	3	*	-	4	3	*	-	-	-	-	-	-	-	-	-	-				
	10%	10%	-%	-%	-%	10%	15%	7%	-%	10%	14%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%				

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 176

QB12BG. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR TV SERVICE - Getting your previous supplier to provide you with the information that you needed to be able to switch to another supplier

Base : Those switched their TV service provider in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		*a	~b	~c	~d	~e	~f	~g	~h	*i	*j	~k	~l	m	*n	*o	*p
Unweighted total	87	63	3	7	19	-	3	2	4	31	46	-	1	87	69	77	66
Effective Weighted Sample	45	34	2	6	14	-	3	2	3	18	24	-	1	45	41	42	39
Total	37	25	1	4	11	-	1	1	5	14	22	-	*	37	30	36	31
1 - Very difficult	2 6%	1 6%	- -%	* 11%	1 8%	- -%	- -%	- -%	- -%	1 4%	2 8%	- -%	- -%	2 6%	2 8%	2 7%	2 7%
2	1 4%	1 5%	- -%	* 9%	* 3%	- -%	- -%	- -%	- -%	* 2%	1 5%	- -%	- -%	1 4%	1 3%	1 4%	* 1%
TOTAL DIFFICULT	4 10%	3 10%	- -%	1 20%	1 11%	- -%	- -%	- -%	- -%	1 5%	3 13%	- -%	- -%	4 10%	3 10%	4 10%	3 9%
3 - Neither	13 35%	9 34%	* 15%	1 20%	5 45%	- -%	* 23%	* 40%	4 95%	5 40%	7 31%	- -%	- -%	13 35%	12 40%	12 34%	12 39%
4	9 23%	7 29%	1 85%	1 35%	* 2%	- -%	1 46%	1 60%	- -%	5 38%	3 15%	- -%	- -%	9 23%	7 23%	9 24%	9 27%
5 - Very easy	8 22%	6 22%	- -%	1 15%	3 27%	- -%	* 32%	- -%	* 5%	1 9%	7 30%	- -%	* 100%	8 22%	5 16%	8 22%	5 15%
TOTAL EASY	17 45%	13 51%	1 85%	2 50%	3 29%	- -%	1 77%	1 60%	* 5%	6 47%	10 45%	- -%	* 100%	17 45%	12 39%	16 46%	13 42%
Don't know	4 10%	1 4%	- -%	* 10%	2 15%	- -%	- -%	- -%	- -%	1 8%	2 11%	- -%	- -%	4 10%	3 11%	3 10%	3 10%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 177

QB12BH. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR TV SERVICE - Arranging for the old and new services to stop and start at the right time

Base : Those switched their TV service provider in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				CONSIDERED & COVERED					COVERED			
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
						TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%	a	~b	~c	~d	e	*f	~g	~h	i	*j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	87	87	4	-	1	87	33	5	6	87	34	5	7	1	-	1	3	-	-	2	2	1
Effective Weighted Sample	45	45	4	-	1	45	25	4	4	45	26	4	5	1	-	1	3	-	-	2	2	1
Total	37	37	1	-	1	37	19	2	5	37	20	2	6	*	-	*	1	-	-	1	1	*
1 - Very difficult	2	2	*	-	-	2	2	-	*	2	2	-	*	-	-	-	*	-	-	-	*	-
	6%	6%	21%	-%	-%	6%	9%	-%	7%	6%	9%	-%	6%	-%	-%	-%	40%	-%	-%	-%	46%	-%
2	5	5	-	-	-	5	2	*	2	5	2	*	2	-	-	-	-	-	-	-	-	-
	14%	14%	-%	-%	-%	14%	13%	17%	37%	14%	12%	17%	30%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TOTAL DIFFICULT	7	7	*	-	-	7	4	*	2	7	4	*	2	-	-	-	*	-	-	-	*	-
	20%	20%	21%	-%	-%	20%	22%	17%	44%	20%	20%	17%	36%	-%	-%	-%	40%	-%	-%	-%	46%	-%
3 - Neither	11	11	1	-	-	11	5	*	2	11	5	*	2	*	-	*	*	-	-	1	*	*
	30%	30%	79%	-%	-%	30%	26%	24%	43%	30%	24%	24%	35%	100%	-%	100%	60%	-%	-%	100%	54%	100%
4	4	4	-	-	-	4	3	1	-	4	3	1	-	-	-	-	-	-	-	-	-	-
	12%	12%	-%	-%	-%	12%	16%	52%	-%	12%	15%	52%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5 - Very easy	13	13	-	-	1	13	6	-	1	13	8	-	2	-	-	-	-	-	-	-	-	-
	35%	35%	-%	-%	100%	35%	35%	-%	13%	35%	38%	-%	29%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TOTAL EASY	18	18	-	-	1	18	9	1	1	18	10	1	2	-	-	-	-	-	-	-	-	-
	47%	47%	-%	-%	100%	47%	50%	52%	13%	47%	53%	52%	29%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	1	-	-	-	1	*	*	-	1	*	*	-	-	-	-	-	-	-	-	-	-
	2%	2%	-%	-%	-%	2%	2%	7%	-%	2%	2%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 177

QB12BH. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR TV SERVICE - Arranging for the old and new services to stop and start at the right time

Base : Those switched their TV service provider in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		*a	~b	~c	~d	~e	~f	~g	~h	*i	*j	~k	~l	m	*n	*o	*p
Unweighted total	87	63	3	7	19	-	3	2	4	31	46	-	1	87	69	77	66
Effective Weighted Sample	45	34	2	6	14	-	3	2	3	18	24	-	1	45	41	42	39
Total	37	25	1	4	11	-	1	1	5	14	22	-	*	37	30	36	31
1 - Very difficult	2 6%	1 6%	- %	* 11%	1 11%	- %	- %	- %	- %	* 2%	2 9%	- %	- %	2 6%	2 8%	2 6%	2 7%
2	5 14%	4 16%	* 15%	* 9%	1 9%	- %	- %	1 60%	1 26%	2 12%	3 15%	- %	- %	5 14%	4 15%	5 14%	4 13%
TOTAL DIFFICULT	7 20%	5 22%	* 15%	1 20%	2 20%	- %	- %	1 60%	1 26%	2 15%	5 24%	- %	- %	7 20%	7 22%	7 20%	6 21%
3 - Neither	11 30%	8 31%	- %	2 46%	3 27%	- %	* 32%	- %	2 45%	5 39%	5 25%	- %	* 100%	11 30%	9 30%	11 30%	10 34%
4	4 12%	3 13%	1 85%	* 9%	1 12%	- %	1 68%	- %	- %	2 15%	2 10%	- %	- %	4 12%	4 14%	4 12%	4 14%
5 - Very easy	13 35%	8 34%	- %	1 15%	5 41%	- %	- %	* 40%	1 29%	4 30%	9 40%	- %	- %	13 35%	9 31%	13 36%	9 30%
TOTAL EASY	18 47%	12 47%	1 85%	1 24%	6 53%	- %	1 68%	* 40%	1 29%	6 45%	11 49%	- %	- %	18 47%	14 46%	17 48%	14 44%
Don't know	1 2%	* 1%	- %	* 10%	- %	- %	- %	- %	- %	* 1%	* 2%	- %	- %	1 2%	1 2%	1 2%	1 2%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 178

QB10C. How easy or difficult did you find this switching process for fixed line broadband?

Base : Those who have switched their fixed line broadband supplier in last 12 months (including those with broadband in a bundle of services)

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																							
	Total	CONSI			BUN- DLE	FIXED			FIXED			FIXED			FIXED			FIXED																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																						
		SWIT- CHED	DERED	NEIT- HER		MOB.	PHONE	LINE CALLS	MOB.	PHONE	LINE CALLS	MOB.	PHONE	LINE CALLS	MOB.	PHONE	LINE CALLS	MOB.	PHONE	LINE CALLS																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																				
																					TV	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND	BAND

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 178

QB10C. How easy or difficult did you find this switching process for fixed line broadband?

Base : Those who have switched their fixed line broadband supplier in last 12 months (including those with broadband in a bundle of services)

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC b	C&R c	NoT d	PAC ~e	C&R ~f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	489	61	125	109	161	16	5	57	135	199	264	10	4	323	489	463	462	
Effective Weighted Sample	300	46	53	79	130	13	3	40	109	123	164	8	3	206	300	287	287	
Total	235	46	31	58	118	11	4	34	101	97	130	6	2	173	235	227	228	
1 - Very difficult	16 7%	2 4%	3 10%	6 10%	4 4%	2 14%	- -%	5 15% h	4 4%	8 8%	8 6%	1 15%	- -%	10 6%	16 7%	15 7%	15 7%	
2	15 7%	1 3%	4 13% d	3 6%	5 4%	- -%	- -%	2 6%	3 3%	8 8%	8 6%	- -%	- -%	10 6%	15 7%	15 7%	15 7%	
TOTAL DIFFICULT	31 13%	3 6%	7 23% d	9 16%	9 8%	2 14%	- -%	7 20% h	8 8%	15 16%	16 12%	1 15%	- -%	19 11%	31 13%	31 14%	31 13%	
3 - Neither	32 14%	9 19%	5 16% d	15 26% d	7 6%	3 27%	- -%	9 26% h	7 7%	10 10%	19 15%	1 22%	- -%	22 13%	32 14%	29 13%	30 13%	
4	55 24%	8 17%	10 32%	13 22%	27 23%	1 8%	2 37%	4 12%	26 26%	18 19%	36 27%	1 9%	2 79%	41 23%	55 24%	54 24%	54 24%	
5 - Very easy	111 47%	25 54%	8 27%	20 34%	74 63% bc	6 51%	3 63%	13 39%	59 58% g	50 51%	58 45%	3 54%	* 21%	86 50%	111 47%	108 48%	107 47%	
TOTAL EASY	166 71%	33 71%	18 58%	33 56%	102 86% bc	7 58%	4 100%	17 51%	85 84% g	68 70%	94 72%	4 63%	2 100%	126 73%	166 71%	162 71%	162 71%	
Don't know	6 2%	2 4%	1 2%	1 2%	- -%	- -%	- -%	1 3%	1 1%	4 4%	1 1%	- -%	- -%	5 3%	6 2%	6 2%	5 2%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 179

QB11C. Did you face any problems or issues when switching from one provider to another for your fixed line broadband?

Base : Those switched their fixed line broadband provider in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED					COVERED				COVERED				COVERED				
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	a	~b	~c	~d	*e	f	~g	h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	373	373	21	-	-	33	373	23	117	33	373	23	117	-	7	-	11	13	6	-	7	8
Effective Weighted Sample	222	222	17	-	-	25	222	17	85	25	222	17	85	-	6	-	9	11	6	-	5	7
Total	149	149	10	-	-	19	149	10	66	19	149	10	66	-	2	-	7	5	2	-	4	3
Yes	35	35	2	-	-	3	35	3	16	3	35	3	16	-	1	-	2	*	1	-	1	*
	23%	23%	22%	-%	-%	14%	23%	33%	24%	14%	23%	33%	24%	-%	28%	-%	28%	7%	29%	-%	28%	10%
No	111	111	7	-	-	16	111	6	49	16	111	6	49	-	2	-	4	5	2	-	2	3
	75%	75%	70%	-%	-%	84%	75%	67%	74%	84%	75%	67%	74%	-%	72%	-%	61%	93%	71%	-%	53%	90%
Don't know	2	2	1	-	-	*	2	-	*	*	2	-	*	-	-	-	1	-	-	-	1	-
	1%	1%	8%	-%	-%	2%	1%	-%	1%	2%	1%	-%	1%	-%	-%	-%	11%	-%	-%	-%	20%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 179

QB11C. Did you face any problems or issues when switching from one provider to another for your fixed line broadband?

Base : Those switched their fixed line broadband provider in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE
	Total	C&R ~a	MAC b	C&R *c	NoT d	PAC ~e	C&R ~f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	
Significance Level: 95%																	
Unweighted total	373	23	117	76	107	6	3	21	79	141	207	5	3	235	373	348	347
Effective Weighted Sample	222	17	49	61	83	5	2	17	60	86	124	4	2	143	222	209	209
Total	149	12	24	36	67	3	2	11	48	54	88	3	2	99	149	142	142
Yes	35 23%	1 6%	7 31% d	14 38% d	9 13%	1 30%	* 21%	5 47%	9 18%	13 24%	21 23%	1 34%	* 21%	20 20%	35 23%	34 24%	35 24%
No	111 75%	10 90%	16 67%	21 60%	58 87% bc	2 70%	1 79%	5 46%	38 81%	40 74%	66 75%	2 66%	1 79%	76 77%	111 75%	106 74%	106 74%
Don't know	2 1%	* 3%	1 2%	- -%	* *%	- -%	- -%	- -%	* 1%	1 2%	1 1%	- -%	- -%	2 2%	2 1%	2 1%	1 1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 180

QB12CA. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR FIXED LINE BROADBAND - Finding information about other suppliers you could use

Base : Those switched their fixed line broadband provider in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED													
	CONSI				BUN- DLE	BROAD			MOB. PHONE	FIXED LINE CALLS	BROAD			MOB. PHONE	FIXED LINE CALLS	BROAD			MOB. PHONE	FIXED LINE CALLS										
	Total	SWIT- CHED	DERED	NEI- HER		TV	BAND	f			g	h	TV			BAND	j	k			l	m	n	o	p	q	r	s	t	u
Significance Level: 95%		a	~b	~c	~d	*e	f	~g	h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u								
Unweighted total	373	373	21	-	-	33	373	23	117	33	373	23	117	-	7	-	11	13	6	-	7	8								
Effective Weighted Sample	222	222	17	-	-	25	222	17	85	25	222	17	85	-	6	-	9	11	6	-	5	7								
Total	149	149	10	-	-	19	149	10	66	19	149	10	66	-	2	-	7	5	2	-	4	3								
1 - Very difficult	5	5	-	-	-	1	5	*	2	1	5	*	2	-	-	-	-	-	-	-	-	-								
	3%	3%	-%	-%	-%	5%	3%	3%	3%	5%	3%	3%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%								
2	5	5	*	-	-	1	5	-	2	1	5	-	2	-	*	-	-	-	*	-	-	-								
	3%	3%	3%	-%	-%	6%	3%	-%	4%	6%	3%	-%	4%	-%	14%	-%	-%	-%	14%	-%	-%	-%								
TOTAL DIFFICULT	10	10	*	-	-	2	10	*	4	2	10	*	4	-	*	-	-	-	*	-	-	-								
	7%	7%	3%	-%	-%	11%	7%	3%	6%	11%	7%	3%	6%	-%	14%	-%	-%	-%	14%	-%	-%	-%								
3 - Neither	27	27	1	-	-	3	27	4	12	3	27	4	12	-	-	-	*	*	-	-	*	*								
	18%	18%	9%	-%	-%	14%	18%	46%	19%	14%	18%	46%	19%	-%	-%	-%	6%	9%	-%	-%	11%	12%								
4	33	33	3	-	-	4	33	1	13	4	33	1	13	-	1	-	2	1	1	-	1	1								
	22%	22%	35%	-%	-%	24%	22%	15%	20%	24%	22%	15%	20%	-%	29%	-%	22%	28%	30%	-%	31%	42%								
5 - Very easy	75	75	5	-	-	9	75	3	35	9	75	3	35	-	1	-	5	3	1	-	2	2								
	51%	51%	49%	-%	-%	51%	51%	35%	53%	51%	51%	35%	53%	-%	57%	-%	67%	63%	56%	-%	49%	45%								
TOTAL EASY	109	109	8	-	-	14	109	5	48	14	109	5	48	-	2	-	6	5	2	-	3	3								
	73%	73%	84%	-%	-%	74%	73%	50%	73%	74%	73%	50%	73%	-%	86%	-%	89%	91%	86%	-%	80%	88%								
Don't know	4	4	*	-	-	-	4	*	1	-	4	*	1	-	-	-	*	-	-	-	*	-								
	2%	2%	3%	-%	-%	-%	2%	1%	2%	-%	2%	1%	2%	-%	-%	-%	5%	-%	-%	-%	8%	-%								

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 180

QB12CA. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR FIXED LINE BROADBAND - Finding information about other suppliers you could use

Base : Those switched their fixed line broadband provider in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	b	*c	d	~e	~f	~g	*h	i	j	~k	~l	m	n	o	p
Unweighted total	373	23	117	76	107	6	3	21	79	141	207	5	3	235	373	348	347
Effective Weighted Sample	222	17	49	61	83	5	2	17	60	86	124	4	2	143	222	209	209
Total	149	12	24	36	67	3	2	11	48	54	88	3	2	99	149	142	142
1 - Very difficult	5 3%	- -%	* 2%	2 6%	3 4%	- -%	* 21%	1 8%	1 2%	1 2%	4 4%	- -%	* 21%	3 3%	5 3%	5 4%	5 4%
2	5 3%	* 3%	1 5%	2 5%	* *%	- -%	- -%	1 10%	1 3%	1 3%	3 4%	- -%	- -%	3 3%	5 3%	5 3%	4 3%
TOTAL DIFFICULT	10 7%	* 3%	2 7%	4 11%	3 4%	- -%	* 21%	2 17%	2 5%	3 5%	7 8%	- -%	* 21%	6 6%	10 7%	10 7%	9 7%
3 - Neither	27 18%	1 6%	4 15%	5 15%	12 18%	2 52%	1 79%	2 19%	8 17%	9 17%	16 19%	1 47%	1 79%	20 21%	27 18%	25 18%	25 18%
4	33 22%	3 27%	5 20%	8 23%	16 24%	* 11%	- -%	2 14%	10 21%	11 21%	19 22%	* 12%	- -%	20 20%	33 22%	31 21%	31 22%
5 - Very easy	75 51%	7 65%	14 58%	18 50%	34 51%	1 37%	- -%	6 49%	26 55%	29 54%	44 50%	1 41%	- -%	51 52%	75 51%	73 51%	73 51%
TOTAL EASY	109 73%	11 91%	19 77%	26 73%	50 75%	1 48%	- -%	7 63%	36 75%	41 76%	63 71%	1 53%	- -%	71 72%	109 73%	104 73%	104 73%
Don't know	4 2%	- -%	* *%	1 2%	2 3%	- -%	- -%	- -%	1 3%	1 3%	2 2%	- -%	- -%	2 2%	4 2%	3 2%	3 2%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 181

QB12CB. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR FIXED LINE BROADBAND - Knowing what steps you needed to take to switch from one supplier to another

Base : Those switched their fixed line broadband provider in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED										
					SWITCHED & COVERED																								
	CONSI				BUN- DLE	BROAD			MOB.	FIXED LINE					BUN- DLE	BROAD			MOB.	FIXED LINE					TV	BROAD		MOB.	FIXED LINE
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND		PHONE	CALLS	TV	BAND
Significance Level: 95%		a	~b	~c	~d	*e	f	~g	h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u							
Unweighted total	373	373	21	-	-	33	373	23	117	33	373	23	117	-	7	-	11	13	6	-	7	8							
Effective Weighted Sample	222	222	17	-	-	25	222	17	85	25	222	17	85	-	6	-	9	11	6	-	5	7							
Total	149	149	10	-	-	19	149	10	66	19	149	10	66	-	2	-	7	5	2	-	4	3							
1 - Very difficult	4	4	-	-	-	1	4	-	2	1	4	-	2	-	-	-	-	-	-	-	-	-							
	3%	3%	-%	-%	-%	5%	3%	-%	4%	5%	3%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%							
2	9	9	*	-	-	2	9	*	5	2	9	*	5	-	-	-	1	-	-	-	*	-							
	6%	6%	3%	-%	-%	9%	6%	5%	8%	9%	6%	5%	8%	-%	-%	-%	9%	-%	-%	-%	9%	-%							
TOTAL DIFFICULT	13	13	*	-	-	3	13	*	7	3	13	*	7	-	-	-	1	-	-	-	*	-							
	9%	9%	3%	-%	-%	14%	9%	5%	11%	14%	9%	5%	11%	-%	-%	-%	9%	-%	-%	-%	9%	-%							
3 - Neither	33	33	3	-	-	2	33	3	15	2	33	3	15	-	1	-	-	2	1	-	-	1							
	22%	22%	30%	-%	-%	13%	22%	33%	22%	13%	22%	33%	22%	-%	58%	-%	-%	38%	59%	-%	-%	44%							
4	44	44	5	-	-	5	44	2	19	5	44	2	19	-	*	-	3	2	*	-	3	2							
	30%	30%	57%	-%	-%	26%	30%	22%	29%	26%	30%	22%	29%	-%	14%	-%	46%	43%	14%	-%	83%	56%							
5 - Very easy	55	55	1	-	-	9	55	4	24	9	55	4	24	-	1	-	3	1	1	-	-	-							
	37%	37%	6%	-%	-%	47%	37%	40%	36%	47%	37%	40%	36%	-%	28%	-%	40%	19%	27%	-%	-%	-%							
TOTAL EASY	99	99	6	-	-	14	99	6	42	14	99	6	42	-	1	-	6	3	1	-	3	2							
	67%	67%	63%	-%	-%	73%	67%	62%	65%	73%	67%	62%	65%	-%	42%	-%	86%	62%	41%	-%	83%	56%							
Don't know	3	3	*	-	-	-	3	-	1	-	3	-	1	-	-	-	*	-	-	-	*	-							
	2%	2%	3%	-%	-%	-%	2%	-%	2%	-%	2%	-%	2%	-%	-%	-%	5%	-%	-%	-%	8%	-%							

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 181

QB12CB. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR FIXED LINE BROADBAND - Knowing what steps you needed to take to switch from one supplier to another

Base : Those switched their fixed line broadband provider in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
		~a	b	*c	d	~e	~f	~g	*h	i	j	~k	~l	m	n	o	p
Significance Level: 95%																	
Unweighted total	373	23	117	76	107	6	3	21	79	141	207	5	3	235	373	348	347
Effective Weighted Sample	222	17	49	61	83	5	2	17	60	86	124	4	2	143	222	209	209
Total	149	12	24	36	67	3	2	11	48	54	88	3	2	99	149	142	142
1 - Very difficult	4	-	*	1	2	-	-	1	1	1	3	-	-	2	4	4	4
	3%	-%	*%	4%	3%	-%	-%	5%	3%	2%	3%	-%	-%	2%	3%	3%	3%
2	9	1	1	3	3	-	-	*	4	2	7	-	-	6	9	8	9
	6%	6%	4%	7%	5%	-%	-%	3%	8%	3%	8%	-%	-%	6%	6%	6%	6%
TOTAL DIFFICULT	13	1	1	4	5	-	-	1	5	3	10	-	-	8	13	12	13
	9%	6%	5%	11%	8%	-%	-%	8%	11%	5%	11%	-%	-%	9%	9%	9%	9%
3 - Neither	33	*	7	9	12	1	1	3	10	10	20	1	1	21	33	31	31
	22%	3%	30%	24%	18%	42%	79%	30%	21%	19%	23%	47%	79%	21%	22%	22%	22%
4	44	5	7	9	20	1	-	3	14	17	25	*	-	29	44	42	41
	30%	41%	29%	25%	31%	21%	-%	29%	28%	31%	28%	12%	-%	29%	30%	29%	29%
5 - Very easy	55	6	9	14	27	1	*	4	18	23	31	1	*	38	55	54	54
	37%	50%	36%	38%	41%	37%	21%	31%	38%	42%	35%	41%	21%	39%	37%	38%	38%
TOTAL EASY	99	11	16	23	48	2	*	7	32	40	56	1	*	67	99	96	95
	67%	91%	66%	63%	72%	58%	21%	60%	66%	74%	64%	53%	21%	68%	67%	67%	67%
Don't know	3	-	-	*	2	-	-	*	1	1	2	-	-	2	3	3	3
	2%	-%	-%	1%	3%	-%	-%	3%	2%	2%	2%	-%	-%	2%	2%	2%	2%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 182

QB12CC. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR FIXED LINE BROADBAND - Knowing whether you needed to pay a cancellation or early termination charge to your previous supplier

Base : Those switched their fixed line broadband provider in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD			FIXED LINE PHONE CALLS	BROAD			FIXED LINE PHONE CALLS	BROAD			FIXED LINE PHONE CALLS	BROAD			FIXED LINE PHONE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND							
																a		~b	~c	~d		*e
Significance Level: 95%		a	~b	~c	~d	*e	f	~g	h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	373	373	21	-	-	33	373	23	117	33	373	23	117	-	7	-	11	13	6	-	7	8
Effective Weighted Sample	222	222	17	-	-	25	222	17	85	25	222	17	85	-	6	-	9	11	6	-	5	7
Total	149	149	10	-	-	19	149	10	66	19	149	10	66	-	2	-	7	5	2	-	4	3
1 - Very difficult	10	10	-	-	-	1	10	-	6	1	10	-	6	-	-	-	-	-	-	-	-	-
	7%	7%	~%	~%	~%	5%	7%	~%	9%	5%	7%	~%	9%	~%	~%	~%	~%	~%	~%	~%	~%	~%
2	10	10	2	-	-	1	10	-	3	1	10	-	3	-	-	-	2	1	-	-	1	1
	7%	7%	21%	~%	~%	4%	7%	~%	4%	4%	7%	~%	4%	~%	~%	~%	23%	26%	~%	~%	17%	40%
TOTAL DIFFICULT	20	20	2	-	-	2	20	-	9	2	20	-	9	-	-	-	2	1	-	-	1	1
	13%	13%	21%	~%	~%	9%	13%	~%	13%	9%	13%	~%	13%	~%	~%	~%	23%	26%	~%	~%	17%	40%
3 - Neither	40	40	2	-	-	6	40	3	16	6	40	3	16	-	*	-	2	1	*	-	1	1
	27%	27%	23%	~%	~%	33%	27%	29%	24%	33%	27%	29%	24%	~%	14%	~%	31%	19%	14%	~%	23%	28%
4	36	36	2	-	-	4	36	2	17	4	36	2	17	-	1	-	1	2	1	-	*	1
	24%	24%	23%	~%	~%	20%	24%	24%	26%	20%	24%	24%	26%	~%	29%	~%	19%	36%	30%	~%	11%	32%
5 - Very easy	44	44	2	-	-	6	44	4	20	6	44	4	20	-	1	-	1	1	1	-	1	-
	30%	30%	26%	~%	~%	32%	30%	47%	30%	32%	30%	47%	30%	~%	57%	~%	17%	19%	56%	~%	30%	~%
TOTAL EASY	80	80	5	-	-	10	80	7	37	10	80	7	37	-	2	-	2	3	2	-	2	1
	54%	54%	49%	~%	~%	52%	54%	71%	57%	52%	54%	71%	57%	~%	86%	~%	35%	54%	86%	~%	41%	32%
Don't know	9	9	1	-	-	1	9	-	4	1	9	-	4	-	-	-	1	-	-	-	1	-
	6%	6%	8%	~%	~%	6%	6%	~%	6%	6%	6%	~%	6%	~%	~%	~%	10%	~%	~%	~%	19%	~%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 182

QB12CC. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR FIXED LINE BROADBAND - Knowing whether you needed to pay a cancellation or early termination charge to your previous supplier

Base : Those switched their fixed line broadband provider in last 12 months

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE	CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	b	*c	d	~e	~f	~g	*h	i	j	~k	~l	m	n	o	p
Unweighted total	373	23	117	76	107	6	3	21	79	141	207	5	3	235	373	348	347
Effective Weighted Sample	222	17	49	61	83	5	2	17	60	86	124	4	2	143	222	209	209
Total	149	12	24	36	67	3	2	11	48	54	88	3	2	99	149	142	142
1 - Very difficult	10 7%	- -%	1 2%	4 11% b	5 7%	- -%	- -%	2 13%	4 8%	3 6%	6 7%	- -%	- -%	6 6%	10 7%	10 7%	10 7%
2	10 7%	1 6%	2 6%	3 7%	5 7%	- -%	- -%	1 5%	2 4%	2 3%	7 8%	- -%	- -%	6 6%	10 7%	9 6%	9 7%
TOTAL DIFFICULT	20 13%	1 6%	2 8%	7 18%	9 14%	- -%	- -%	2 19%	6 12%	5 10%	13 15%	- -%	- -%	11 11%	20 13%	19 13%	19 13%
3 - Neither	40 27%	4 36%	7 28%	10 28%	17 26%	2 52%	1 58%	3 25%	12 25%	12 22%	27 30%	2 59%	1 58%	28 28%	40 27%	39 27%	39 27%
4	36 24%	3 22%	5 22%	10 27%	17 25%	* 10%	* 21%	3 27%	13 27%	13 24%	21 24%	- -%	* 21%	25 26%	36 24%	34 24%	34 24%
5 - Very easy	44 30%	4 36%	8 34%	9 25%	20 30%	1 37%	* 21%	3 29%	13 28%	21 40%	21 24%	1 41%	* 21%	29 30%	44 30%	42 30%	42 30%
TOTAL EASY	80 54%	7 58%	14 56%	19 52%	37 55%	1 48%	1 42%	6 56%	26 55%	34 64%	42 48%	1 41%	1 42%	55 56%	80 54%	77 54%	76 53%
Don't know	9 6%	- -%	2 8%	1 2%	3 5%	- -%	- -%	- -%	4 8%	2 5%	6 6%	- -%	- -%	5 5%	9 6%	8 6%	8 6%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 183

QB12CD. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR FIXED LINE BROADBAND - Keeping your current phone number

Base : Those switched their fixed line broadband provider in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED													
	CONSI				BUN- DLE	BROAD			MOB. PHONE	FIXED LINE CALLS	BROAD			MOB. PHONE	FIXED LINE CALLS	BROAD			MOB. PHONE	FIXED LINE CALLS	BROAD			MOB. PHONE	FIXED LINE CALLS							
	Total	SWIT- CHED	DERED	NEI- HER		TV	BAND	f			g	h	TV			BAND	j	k			l	m	n			o	p	q	r	s	t	u
Significance Level: 95%		a	~b	~c	~d	*e	f	~g	h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u										
Unweighted total	373	373	21	-	-	33	373	23	117	33	373	23	117	-	7	-	11	13	6	-	7	8										
Effective Weighted Sample	222	222	17	-	-	25	222	17	85	25	222	17	85	-	6	-	9	11	6	-	5	7										
Total	149	149	10	-	-	19	149	10	66	19	149	10	66	-	2	-	7	5	2	-	4	3										
1 - Very difficult	7	7	-	-	-	1	7	1	5	1	7	1	5	-	-	-	-	-	-	-	-	-										
	5%	5%	-%	-%	-%	7%	5%	7%	8%	7%	5%	7%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%										
2	3	3	-	-	-	2	3	-	1	2	3	-	1	-	-	-	-	-	-	-	-	-										
	2%	2%	-%	-%	-%	8%	2%	-%	2%	8%	2%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%										
TOTAL DIFFICULT	10	10	-	-	-	3	10	1	6	3	10	1	6	-	-	-	-	-	-	-	-	-										
	7%	7%	-%	-%	-%	16%	7%	7%	9%	16%	7%	7%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%										
3 - Neither	21	21	2	-	-	4	21	1	9	4	21	1	9	-	-	-	1	1	-	-	1	1										
	14%	14%	17%	-%	-%	21%	14%	13%	14%	21%	14%	13%	14%	-%	-%	-%	16%	18%	-%	-%	20%	25%										
4	30	30	2	-	-	4	30	*	11	4	30	*	11	-	1	-	1	2	1	-	-	1										
	20%	20%	19%	-%	-%	24%	20%	4%	16%	24%	20%	4%	16%	-%	29%	-%	14%	44%	30%	-%	-%	33%										
5 - Very easy	61	61	3	-	-	6	61	4	31	6	61	4	31	-	1	-	2	1	1	-	1	1										
	41%	41%	33%	-%	-%	32%	41%	43%	47%	32%	41%	43%	47%	-%	57%	-%	30%	24%	56%	-%	30%	20%										
TOTAL EASY	92	92	5	-	-	10	92	4	42	10	92	4	42	-	2	-	3	3	2	-	1	2										
	62%	62%	52%	-%	-%	56%	62%	47%	63%	56%	62%	47%	63%	-%	86%	-%	44%	68%	86%	-%	30%	53%										
Don't know	26	26	3	-	-	1	26	3	8	1	26	3	8	-	*	-	3	1	*	-	2	1										
	17%	17%	31%	-%	-%	7%	17%	34%	13%	7%	17%	34%	13%	-%	14%	-%	40%	14%	14%	-%	50%	22%										

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 183

QB12CD. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR FIXED LINE BROADBAND - Keeping your current phone number

Base : Those switched their fixed line broadband provider in last 12 months

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE	CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC b	C&R *c	NoT d	PAC ~e	C&R ~f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	373	23	117	76	107	6	3	21	79	141	207	5	3	235	373	348	347
Effective Weighted Sample	222	17	49	61	83	5	2	17	60	86	124	4	2	143	222	209	209
Total	149	12	24	36	67	3	2	11	48	54	88	3	2	99	149	142	142
1 - Very difficult	7 5%	* 4%	- -	4 11% b	3 5%	- -	- -	4 34%	1 2%	4 7%	3 4%	- -	- -	4 4%	7 5%	7 5%	7 5%
2	3 2%	* 3%	1 4%	* 1%	1 2%	- -	- -	- -	1 2%	1 1%	2 3%	- -	- -	3 3%	3 2%	3 2%	3 2%
TOTAL DIFFICULT	10 7%	1 6%	1 4%	4 11%	4 6%	- -	- -	4 34%	2 4%	5 9%	6 6%	- -	- -	7 7%	10 7%	10 7%	10 7%
3 - Neither	21 14%	3 25%	3 14%	7 21%	8 12%	1 22%	- -	1 12%	7 14%	4 8%	16 18% i	1 25%	- -	16 17%	21 14%	20 14%	20 14%
4	30 20%	4 30%	4 17%	5 15%	15 22%	- -	- -	1 10%	9 18%	10 19%	18 21%	- -	- -	19 19%	30 20%	28 20%	28 20%
5 - Very easy	61 41%	3 30%	14 56% c	11 31%	27 40%	* 12%	1 42%	3 30%	24 50%	28 51% j	31 35%	* 13%	1 42%	40 40%	61 41%	58 41%	60 42%
TOTAL EASY	92 62%	7 60%	18 73% c	17 46%	42 62%	* 12%	1 42%	5 40%	32 68%	38 70% j	49 56%	* 13%	1 42%	58 59%	92 62%	87 61%	88 62%
Don't know	26 17%	1 8%	2 9%	8 21%	13 19%	2 66%	1 58%	1 13%	6 14%	7 14%	18 20%	2 62%	1 58%	17 17%	26 17%	25 18%	25 17%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 184

QB12CE. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR FIXED LINE BROADBAND - Being able to get through to your previous supplier to tell them you wanted to cancel their service

Base : Those switched their fixed line broadband provider in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE					BUN- DLE	BROAD MOB.			FIXED LINE				
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	a	~b	~c	~d	*e	f	~g	h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	373	373	21	-	-	33	373	23	117	33	373	23	117	-	7	-	11	13	6	-	7	8
Effective Weighted Sample	222	222	17	-	-	25	222	17	85	25	222	17	85	-	6	-	9	11	6	-	5	7
Total	149	149	10	-	-	19	149	10	66	19	149	10	66	-	2	-	7	5	2	-	4	3
1 - Very difficult	11	11	1	-	-	1	11	1	6	1	11	1	6	-	*	-	1	-	*	-	*	-
	8%	8%	8%	-%	-%	5%	8%	7%	9%	5%	8%	7%	9%	-%	17%	-%	19%	-%	15%	-%	10%	-%
2	13	13	1	-	-	1	13	1	7	1	13	1	7	-	-	-	*	*	-	-	*	*
	9%	9%	7%	-%	-%	6%	9%	9%	11%	6%	9%	9%	11%	-%	-%	-%	5%	6%	-%	-%	9%	9%
TOTAL DIFFICULT	24	24	1	-	-	2	24	2	13	2	24	2	13	-	*	-	2	*	*	-	1	*
	16%	16%	14%	-%	-%	11%	16%	16%	20%	11%	16%	16%	20%	-%	17%	-%	24%	6%	15%	-%	19%	9%
3 - Neither	37	37	3	-	-	6	37	3	14	6	37	3	14	-	1	-	1	1	1	-	1	1
	25%	25%	32%	-%	-%	31%	25%	31%	22%	31%	25%	31%	22%	-%	29%	-%	19%	22%	30%	-%	34%	31%
4	31	31	2	-	-	3	31	2	12	3	31	2	12	-	*	-	2	3	*	-	-	2
	21%	21%	24%	-%	-%	15%	21%	20%	18%	15%	21%	20%	18%	-%	14%	-%	31%	58%	14%	-%	-%	60%
5 - Very easy	48	48	2	-	-	7	48	2	23	7	48	2	23	-	1	-	1	1	1	-	1	-
	32%	32%	26%	-%	-%	37%	32%	26%	35%	37%	32%	26%	35%	-%	40%	-%	22%	15%	41%	-%	39%	-%
TOTAL EASY	79	79	5	-	-	10	79	4	35	10	79	4	35	-	1	-	4	4	1	-	1	2
	53%	53%	50%	-%	-%	52%	53%	46%	53%	52%	53%	46%	53%	-%	54%	-%	53%	73%	55%	-%	39%	60%
Don't know	8	8	*	-	-	1	8	1	3	1	8	1	3	-	-	-	*	-	-	-	*	-
	6%	6%	3%	-%	-%	6%	6%	7%	5%	6%	6%	7%	5%	-%	-%	-%	5%	-%	-%	-%	8%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 184

QB12CE. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR FIXED LINE BROADBAND - Being able to get through to your previous supplier to tell them you wanted to cancel their service

Base : Those switched their fixed line broadband provider in last 12 months

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE	CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
		~a	b	*c	d	~e	~f	~g	*h	i	j	~k	~l	m	n	o	p
Significance Level: 95%																	
Unweighted total	373	23	117	76	107	6	3	21	79	141	207	5	3	235	373	348	347
Effective Weighted Sample	222	17	49	61	83	5	2	17	60	86	124	4	2	143	222	209	209
Total	149	12	24	36	67	3	2	11	48	54	88	3	2	99	149	142	142
1 - Very difficult	11 8%	- -%	2 8%	6 16% d	2 4%	- -%	- -%	2 22%	2 5%	5 9%	6 7%	- -%	- -%	5 5%	11 8%	11 8%	11 8%
2	13 9%	1 9%	3 12%	3 8%	7 10%	- -%	- -%	1 6%	6 12%	2 4%	11 12%	- -%	- -%	8 8%	13 9%	13 9%	13 9%
TOTAL DIFFICULT	24 16%	1 9%	5 20%	9 24%	9 14%	- -%	- -%	3 28%	8 17%	7 13%	17 19%	- -%	- -%	13 14%	24 16%	24 17%	24 17%
3 - Neither	37 25%	3 26%	5 20%	6 18%	19 28%	2 52%	* 21%	1 9%	12 25%	11 21%	24 27%	2 59%	* 21%	23 23%	37 25%	35 25%	36 25%
4	31 21%	3 22%	6 23%	10 27%	11 17%	* 10%	* 21%	2 20%	8 17%	9 17%	21 23%	- -%	* 21%	24 24%	31 21%	30 21%	28 20%
5 - Very easy	48 32%	5 43%	9 38%	11 31%	21 31%	1 37%	1 58%	5 42%	16 34%	23 43% j	23 27%	1 41%	1 58%	34 35%	48 32%	46 33%	47 33%
TOTAL EASY	79 53%	8 65%	15 60%	21 58%	32 48%	1 48%	1 79%	7 62%	24 51%	32 59%	44 50%	1 41%	1 79%	58 59%	79 53%	76 53%	75 53%
Don't know	8 6%	- -%	- -%	- -%	7 10% bc	- -%	- -%	- -%	3 7%	4 7%	4 4%	- -%	- -%	4 4%	8 6%	7 5%	7 5%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 185

QB12CF. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR FIXED LINE BROADBAND - Having to tell your previous supplier that you wanted to cancel their service

Base : Those switched their fixed line broadband provider in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED							
	CONSI				SWITCHED & COVERED					COVERED				COVERED					COVERED							
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD			FIXED LINE PHONE	CALLS	BROAD			FIXED LINE PHONE	CALLS	BUN- DLE	BROAD			FIXED LINE PHONE	CALLS	BROAD			FIXED LINE PHONE	CALLS
						TV	BAND				TV	BAND					TV	BAND				TV	BAND			
	a	~b	~c	~d	*e	f	~g	h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u					
Significance Level: 95%																										
Unweighted total	373	373	21	-	-	33	373	23	117	33	373	23	117	-	7	-	11	13	6	-	7	8				
Effective Weighted Sample	222	222	17	-	-	25	222	17	85	25	222	17	85	-	6	-	9	11	6	-	5	7				
Total	149	149	10	-	-	19	149	10	66	19	149	10	66	-	2	-	7	5	2	-	4	3				
1 - Very difficult	10	10	*	-	-	1	10	1	5	1	10	1	5	-	*	-	1	-	*	-	-	-				
	6%	6%	4%	-%	-%	5%	6%	6%	7%	5%	6%	6%	7%	-%	17%	-%	13%	-%	15%	-%	-%	-%				
2	14	14	1	-	-	3	14	*	9	3	14	*	9	-	*	-	1	*	*	-	1	*				
	10%	10%	14%	-%	-%	15%	10%	3%	14%	15%	10%	3%	14%	-%	14%	-%	11%	6%	14%	-%	19%	9%				
TOTAL DIFFICULT	24	24	2	-	-	4	24	1	14	4	24	1	14	-	1	-	2	*	1	-	1	*				
	16%	16%	18%	-%	-%	20%	16%	9%	21%	20%	16%	9%	21%	-%	31%	-%	24%	6%	29%	-%	19%	9%				
3 - Neither	30	30	2	-	-	4	30	3	14	4	30	3	14	-	*	-	1	*	*	-	1	*				
	20%	20%	16%	-%	-%	20%	20%	27%	22%	20%	20%	27%	22%	-%	14%	-%	17%	7%	14%	-%	23%	10%				
4	31	31	3	-	-	2	31	2	10	2	31	2	10	-	*	-	2	3	*	-	*	2				
	21%	21%	33%	-%	-%	10%	21%	22%	15%	10%	21%	22%	15%	-%	15%	-%	33%	65%	16%	-%	11%	69%				
5 - Very easy	52	52	3	-	-	8	52	4	23	8	52	4	23	-	1	-	1	1	1	-	1	*				
	35%	35%	30%	-%	-%	41%	35%	42%	35%	41%	35%	42%	35%	-%	40%	-%	22%	22%	41%	-%	39%	12%				
TOTAL EASY	84	84	6	-	-	9	84	6	33	9	84	6	33	-	1	-	4	4	1	-	2	3				
	56%	56%	63%	-%	-%	51%	56%	63%	50%	51%	56%	63%	50%	-%	55%	-%	54%	87%	57%	-%	50%	82%				
Don't know	11	11	*	-	-	2	11	*	5	2	11	*	5	-	-	-	*	-	-	-	*	-				
	7%	7%	3%	-%	-%	9%	7%	1%	8%	9%	7%	1%	8%	-%	-%	-%	5%	-%	-%	-%	8%	-%				

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 185

QB12CF. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR FIXED LINE BROADBAND - Having to tell your previous supplier that you wanted to cancel their service

Base : Those switched their fixed line broadband provider in last 12 months

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE	CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
		~a	b	*c	d	~e	~f	~g	*h	i	j	~k	~l	m	n	o	p
Significance Level: 95%																	
Unweighted total	373	23	117	76	107	6	3	21	79	141	207	5	3	235	373	348	347
Effective Weighted Sample	222	17	49	61	83	5	2	17	60	86	124	4	2	143	222	209	209
Total	149	12	24	36	67	3	2	11	48	54	88	3	2	99	149	142	142
1 - Very difficult	10	-	2	5	2	-	-	3	2	4	5	-	-	5	10	10	10
	6%	-%	7%	15%	4%	-%	-%	27%	3%	8%	6%	-%	-%	5%	6%	7%	7%
2	14	2	3	3	6	-	-	1	6	3	11	-	-	10	14	14	14
	10%	15%	11%	8%	9%	-%	-%	9%	14%	6%	12%	-%	-%	11%	10%	10%	10%
TOTAL DIFFICULT	24	2	5	8	9	-	-	4	8	8	16	-	-	15	24	23	24
	16%	15%	19%	23%	13%	-%	-%	36%	17%	14%	18%	-%	-%	16%	16%	17%	17%
3 - Neither	30	2	5	4	15	2	*	1	12	9	19	2	*	17	30	29	28
	20%	17%	19%	12%	22%	63%	21%	7%	25%	17%	22%	59%	21%	18%	20%	20%	20%
4	31	2	4	11	13	-	-	1	8	9	20	-	-	22	31	29	29
	21%	16%	19%	29%	19%	-%	-%	10%	17%	17%	23%	-%	-%	22%	21%	21%	20%
5 - Very easy	52	6	11	12	24	1	1	4	15	21	30	1	1	36	52	51	51
	35%	52%	44%	33%	35%	37%	79%	40%	32%	39%	34%	41%	79%	37%	35%	36%	36%
TOTAL EASY	84	8	15	22	37	1	1	6	23	30	50	1	1	58	84	80	81
	56%	68%	62%	63%	55%	37%	79%	49%	49%	56%	57%	41%	79%	59%	56%	56%	56%
Don't know	11	-	*	1	7	-	-	1	4	7	3	-	-	8	11	10	10
	7%	-%	*%	3%	10%	-%	-%	8%	9%	13%	4%	-%	-%	8%	7%	7%	7%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 186

QB12CG. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR FIXED LINE BROADBAND - Getting your previous supplier to provide you with the information that you needed to be able to switch to another supplier

Base : Those switched their fixed line broadband provider in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%		a	~b	~c	~d	*e	f	~g	h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	373	373	21	-	-	33	373	23	117	33	373	23	117	-	7	-	11	13	6	-	7	8
Effective Weighted Sample	222	222	17	-	-	25	222	17	85	25	222	17	85	-	6	-	9	11	6	-	5	7
Total	149	149	10	-	-	19	149	10	66	19	149	10	66	-	2	-	7	5	2	-	4	3
1 - Very difficult	10	10	*	-	-	1	10	*	6	1	10	*	6	-	*	-	1	-	*	-	-	-
	7%	7%	4%	-%	-%	5%	7%	1%	9%	5%	7%	1%	9%	-%	17%	-%	13%	-%	15%	-%	-%	-%
2	10	10	1	-	-	1	10	*	4	1	10	*	4	-	*	-	1	-	*	-	1	-
	7%	7%	11%	-%	-%	8%	7%	3%	7%	8%	7%	3%	7%	-%	14%	-%	11%	-%	14%	-%	19%	-%
TOTAL DIFFICULT	20	20	1	-	-	2	20	*	10	2	20	*	10	-	1	-	2	-	1	-	1	-
	14%	14%	15%	-%	-%	13%	14%	4%	16%	13%	14%	4%	16%	-%	31%	-%	24%	-%	29%	-%	19%	-%
3 - Neither	27	27	2	-	-	2	27	2	13	2	27	2	13	-	1	-	*	1	1	-	-	1
	18%	18%	21%	-%	-%	13%	18%	17%	20%	13%	18%	17%	20%	-%	29%	-%	5%	27%	30%	-%	-%	40%
4	39	39	3	-	-	4	39	3	15	4	39	3	15	-	-	-	2	2	-	-	1	2
	26%	26%	35%	-%	-%	22%	26%	27%	23%	22%	26%	27%	23%	-%	-%	-%	31%	46%	-%	-%	34%	60%
5 - Very easy	47	47	2	-	-	7	47	4	19	7	47	4	19	-	1	-	2	1	1	-	1	-
	31%	31%	26%	-%	-%	40%	31%	45%	30%	40%	31%	45%	30%	-%	40%	-%	36%	27%	41%	-%	39%	-%
TOTAL EASY	85	85	6	-	-	11	85	7	35	11	85	7	35	-	1	-	5	4	1	-	3	2
	57%	57%	60%	-%	-%	61%	57%	72%	53%	61%	57%	72%	53%	-%	40%	-%	67%	73%	41%	-%	73%	60%
Don't know	16	16	*	-	-	2	16	1	7	2	16	1	7	-	-	-	*	-	-	-	*	-
	11%	11%	3%	-%	-%	13%	11%	7%	11%	13%	11%	7%	11%	-%	-%	-%	5%	-%	-%	-%	8%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 186

QB12CG. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR FIXED LINE BROADBAND - Getting your previous supplier to provide you with the information that you needed to be able to switch to another supplier

Base : Those switched their fixed line broadband provider in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
		~a	b	*c	d	~e	~f	~g	*h	i	j	~k	~l	m	n	o	p
Significance Level: 95%																	
Unweighted total	373	23	117	76	107	6	3	21	79	141	207	5	3	235	373	348	347
Effective Weighted Sample	222	17	49	61	83	5	2	17	60	86	124	4	2	143	222	209	209
Total	149	12	24	36	67	3	2	11	48	54	88	3	2	99	149	142	142
1 - Very difficult	10 7%	- -%	1 4%	5 13%	4 5%	- -%	- -%	2 16%	3 5%	3 5%	7 8%	- -%	- -%	5 5%	10 7%	9 7%	10 7%
2	10 7%	1 6%	3 12%	2 7%	3 5%	- -%	- -%	1 7%	3 7%	2 5%	8 9%	- -%	- -%	6 6%	10 7%	10 7%	10 7%
TOTAL DIFFICULT	20 14%	1 6%	4 16%	7 19%	7 10%	- -%	- -%	3 23%	6 12%	5 10%	14 16%	- -%	- -%	11 11%	20 14%	20 14%	20 14%
3 - Neither	27 18%	1 9%	6 24%	4 12%	12 18%	1 42%	* 21%	1 13%	11 23%	9 17%	16 19%	1 47%	* 21%	19 19%	27 18%	25 18%	26 18%
4	39 26%	3 26%	6 24%	12 33%	15 23%	1 21%	* 21%	3 25%	11 24%	13 23%	24 27%	* 12%	* 21%	26 27%	39 26%	36 26%	36 25%
5 - Very easy	47 31%	6 55%	9 37%	9 25%	24 35%	1 37%	1 58%	3 29%	14 29%	21 39%	24 28%	1 41%	1 58%	33 34%	47 31%	45 32%	46 32%
TOTAL EASY	85 57%	9 82%	15 60%	21 57%	39 58%	2 58%	1 79%	6 54%	25 53%	33 62%	48 55%	1 53%	1 79%	60 61%	85 57%	81 57%	82 58%
Don't know	16 11%	* 3%	- -%	4 11%	9 14%	- -%	- -%	1 11%	6 12%	6 11%	9 11%	- -%	- -%	9 9%	16 11%	16 11%	15 10%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 187

QB12CH. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR FIXED LINE BROADBAND - Arranging for the old and new services to stop and start at the right time

Base : Those switched their fixed line broadband provider in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				COVERED					COVERED			
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD			FIXED LINE	BROAD			FIXED LINE	BROAD			FIXED LINE	BROAD			FIXED LINE	
						TV	BAND	PHONE		MOB.	PHONE	MOB.		PHONE	MOB.	PHONE		MOB.	PHONE	MOB.		
		a	~b	~c	~d	*e	f	~g	h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Significance Level: 95%																						
Unweighted total	373	373	21	-	-	33	373	23	117	33	373	23	117	-	7	-	11	13	6	-	7	8
Effective Weighted Sample	222	222	17	-	-	25	222	17	85	25	222	17	85	-	6	-	9	11	6	-	5	7
Total	149	149	10	-	-	19	149	10	66	19	149	10	66	-	2	-	7	5	2	-	4	3
1 - Very difficult	10	10	*	-	-	1	10	1	6	1	10	1	6	-	-	-	-	*	-	-	-	*
	7%	7%	3%	-%	-%	7%	7%	9%	10%	7%	7%	9%	10%	-%	-%	-%	-%	6%	-%	-%	-%	10%
2	13	13	1	-	-	1	13	*	7	1	13	*	7	-	*	-	*	1	*	-	-	1
	9%	9%	14%	-%	-%	7%	9%	3%	10%	7%	9%	3%	10%	-%	15%	-%	5%	18%	15%	-%	-%	28%
TOTAL DIFFICULT	23	23	2	-	-	3	23	1	13	3	23	1	13	-	*	-	*	1	*	-	-	1
	16%	16%	17%	-%	-%	14%	16%	12%	20%	14%	16%	12%	20%	-%	15%	-%	5%	25%	15%	-%	-%	38%
3 - Neither	31	31	3	-	-	3	31	3	12	3	31	3	12	-	1	-	5	*	1	-	2	*
	21%	21%	31%	-%	-%	17%	21%	27%	19%	17%	21%	27%	19%	-%	29%	-%	68%	7%	30%	-%	51%	10%
4	34	34	2	-	-	5	34	1	12	5	34	1	12	-	*	-	*	2	*	-	*	1
	23%	23%	19%	-%	-%	29%	23%	7%	18%	29%	23%	7%	18%	-%	14%	-%	6%	46%	14%	-%	10%	32%
5 - Very easy	54	54	3	-	-	7	54	5	24	7	54	5	24	-	1	-	1	1	1	-	1	1
	37%	37%	30%	-%	-%	40%	37%	53%	37%	40%	37%	53%	37%	-%	42%	-%	17%	22%	41%	-%	30%	21%
TOTAL EASY	88	88	5	-	-	13	88	6	36	13	88	6	36	-	1	-	2	3	1	-	2	2
	59%	59%	48%	-%	-%	69%	59%	60%	55%	69%	59%	60%	55%	-%	56%	-%	22%	68%	55%	-%	40%	53%
Don't know	7	7	*	-	-	-	7	*	4	-	7	*	4	-	-	-	*	-	-	-	*	-
	4%	4%	3%	-%	-%	-%	4%	1%	6%	-%	4%	1%	6%	-%	-%	-%	5%	-%	-%	-%	8%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 187

QB12CH. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR FIXED LINE BROADBAND - Arranging for the old and new services to stop and start at the right time

Base : Those switched their fixed line broadband provider in last 12 months

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC b	C&R *c	NoT d	PAC ~e	C&R ~f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	373	23	117	76	107	6	3	21	79	141	207	5	3	235	373	348	347	
Effective Weighted Sample	222	17	49	61	83	5	2	17	60	86	124	4	2	143	222	209	209	
Total	149	12	24	36	67	3	2	11	48	54	88	3	2	99	149	142	142	
1 - Very difficult	10	*	2	4	3	-	-	2	3	3	7	-	-	5	10	10	10	
	7%	3%	9%	12%	5%	-%	-%	16%	7%	5%	8%	-%	-%	6%	7%	7%	7%	
2	13	1	3	5	4	-	-	4	3	4	9	-	-	9	13	13	13	
	9%	8%	12%	13%	6%	-%	-%	33%	6%	7%	10%	-%	-%	9%	9%	9%	9%	
TOTAL DIFFICULT	23	1	5	9	8	-	-	5	6	6	16	-	-	14	23	23	23	
	16%	11%	21%	25% d	12%	-%	-%	49%	13%	12%	18%	-%	-%	14%	16%	16%	16%	
3 - Neither	31	*	4	9	11	1	*	1	10	11	19	1	*	21	31	30	30	
	21%	3%	18%	26%	16%	42%	21%	9%	20%	20%	22%	47%	21%	22%	21%	21%	21%	
4	34	4	5	7	18	*	-	-	11	11	20	*	-	22	34	31	31	
	23%	35%	21%	19%	27%	11%	-%	-%	24%	20%	22%	12%	-%	23%	23%	22%	22%	
5 - Very easy	54	6	10	10	27	1	1	4	18	23	29	1	1	37	54	53	53	
	37%	50%	40%	28%	40%	48%	79%	39%	37%	44%	33%	41%	79%	38%	37%	37%	37%	
TOTAL EASY	88	10	15	17	45	2	1	4	29	34	49	1	1	60	88	83	84	
	59%	86%	61%	46%	67% c	58%	79%	39%	61%	64%	55%	53%	79%	60%	59%	59%	59%	
Don't know	7	-	*	1	4	-	-	*	3	2	4	-	-	4	7	6	6	
	4%	-%	*%	3%	5%	-%	-%	3%	6%	4%	4%	-%	-%	4%	4%	4%	4%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 188

QB10D. How easy or difficult did you find this switching process for mobile phone network?

Base : Those who have switched their mobile phone network supplier in last 12 months (including those with mobile in a bundle of services)

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV
Significance Level: 95%	a	~b	~c	~d	~e	~f	g	~h	~i	*j	k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	351	351	23	-	21	5	23	341	21	19	42	351	39	13	7	7	-	4	11	12	-	11
Effective Weighted Sample	125	125	12	-	15	4	17	119	14	13	28	125	25	6	4	6	-	2	6	10	-	6
Total	163	163	18	-	18	2	10	152	11	16	25	163	27	8	3	4	-	5	9	8	-	11
1 - Very difficult	4	4	-	-	2	-	-	3	-	1	2	4	1	-	-	-	-	-	-	-	-	-
	2%	2%	-%	-%	10%	-%	-%	2%	-%	6%	7%	2%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%
2	4	4	*	-	*	*	1	4	1	*	1	4	1	-	-	*	-	-	-	*	-	-
	2%	2%	2%	-%	1%	24%	11%	3%	5%	3%	5%	2%	3%	-%	-%	8%	-%	-%	-%	5%	-%	-%
TOTAL DIFFICULT	8	8	*	-	2	*	1	7	1	1	3	8	2	-	-	*	-	-	-	*	-	-
	5%	5%	2%	-%	11%	24%	11%	5%	5%	9%	12%	5%	7%	-%	-%	8%	-%	-%	-%	5%	-%	-%
3 - Neither	22	22	2	-	2	*	1	21	2	3	3	22	5	*	2	-	-	-	2	*	-	*
	14%	14%	10%	-%	13%	17%	7%	14%	22%	16%	11%	14%	17%	5%	59%	-%	-%	-%	22%	5%	-%	4%
4	37	37	2	-	4	-	4	34	2	4	6	37	6	1	1	-	-	1	2	-	-	1
	23%	23%	13%	-%	21%	-%	39%	22%	17%	24%	22%	23%	21%	14%	41%	-%	-%	17%	18%	-%	-%	11%
5 - Very easy	90	90	13	-	10	1	4	85	5	8	13	90	14	6	-	4	-	4	5	7	-	9
	55%	55%	71%	-%	54%	59%	37%	56%	45%	50%	53%	55%	51%	72%	-%	92%	-%	83%	60%	82%	-%	80%
TOTAL EASY	127	127	15	-	13	1	7	119	7	12	19	127	20	7	1	4	-	5	7	7	-	10
	78%	78%	84%	-%	75%	59%	76%	78%	62%	75%	75%	78%	72%	87%	41%	92%	-%	100%	78%	82%	-%	91%
Don't know	5	5	1	-	-	-	1	5	1	-	1	5	1	1	-	-	-	-	-	1	-	1
	3%	3%	4%	-%	-%	-%	6%	4%	10%	-%	2%	3%	4%	8%	-%	-%	-%	-%	-%	8%	-%	6%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 188

QB10D. How easy or difficult did you find this switching process for mobile phone network?

Base : Those who have switched their mobile phone network supplier in last 12 months (including those with mobile in a bundle of services)

		TV PROCES S		BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC e	C&R f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	351	13	11	12	14	106	93	14	22	132	219	70	73	231	273	351	304
Effective Weighted Sample	125	9	7	7	13	39	27	9	15	48	77	26	21	79	114	125	99
Total	163	12	3	8	12	48	40	10	16	63	100	34	29	94	72	163	119
1 - Very difficult	4 2%	- -%	1 20%	- -%	1 8%	2 4%	* *%	- -%	1 6%	* *%	4 4%	1 3%	* *%	4 4%	2 3%	4 2%	2 2%
2	4 2%	* 4%	- -%	1 7%	1 6%	1 2%	1 3%	* 2%	1 3%	1 1%	3 3%	1 2%	1 4%	2 2%	4 5%	4 2%	4 3%
TOTAL DIFFICULT	8 5%	* 4%	1 20%	1 7%	2 14%	3 6%	1 3%	* 2%	2 10%	1 1%	7 7%	2 5%	1 5%	6 6%	6 8%	8 5%	6 5%
3 - Neither	22 14%	3 22%	1 20%	- -%	2 15%	7 14%	11 27%	3 32%	1 8%	7 11%	16 16%	4 11%	8 27%	19 20%	10 13%	22 14%	20 17%
4	37 23%	3 23%	- -%	1 13%	4 32%	15 31%	12 29%	1 8%	5 30%	6 9%	31 31%	12 35%	10 36%	20 21%	15 21%	37 23%	32 27%
5 - Very easy	90 55%	6 52%	2 44%	6 79%	5 39%	24 50%	15 38%	6 58%	7 45%	45 72%	45 45%	16 48%	9 31%	48 51%	39 54%	90 55%	57 48%
TOTAL EASY	127 78%	9 75%	2 44%	7 93%	8 71%	39 80%	27 67%	7 65%	12 75%	51 81%	76 76%	28 83%	19 67%	67 72%	54 74%	127 78%	90 76%
Don't know	5 3%	- -%	1 17%	- -%	- -%	* 1%	1 2%	- -%	1 7%	4 7%	1 1%	* 1%	1 2%	2 2%	3 4%	5 3%	3 3%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 189

QB11D. Did you face any problems or issues when switching from one provider to another for your mobile phone network?

Base : Those switched their mobile phone network in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				COVERED					COVERED			
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
						TV	BAND			TV	BAND			TV	BAND			TV	BAND			
Significance Level: 95%	a	~b	~c	~d	~e	~f	g	~h	~i	*j	k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	341	341	23	-	11	5	23	341	20	12	34	341	31	13	7	7	-	4	11	12	-	11
Effective Weighted Sample	119	119	12	-	9	4	17	119	13	9	25	119	22	6	4	6	-	2	6	10	-	6
Total	152	152	18	-	7	2	10	152	10	7	17	152	18	8	3	4	-	5	9	8	-	11
Yes	14	14	1	-	1	*	2	14	1	1	3	14	2	2	-	-	-	-	*	1	-	1
	9%	9%	6%	-%	16%	24%	19%	9%	9%	20%	18%	9%	12%	22%	-%	-%	-%	-%	5%	13%	-%	9%
No	134	134	16	-	5	1	8	134	8	5	13	134	13	6	2	4	-	5	8	7	-	10
	88%	88%	90%	-%	70%	76%	81%	88%	76%	66%	76%	88%	73%	78%	88%	92%	-%	100%	91%	82%	-%	91%
Don't know	4	4	1	-	1	-	-	4	2	1	1	4	3	-	*	*	-	-	*	*	-	-
	2%	2%	4%	-%	14%	-%	-%	2%	15%	14%	6%	2%	15%	-%	12%	8%	-%	-%	4%	5%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 189

QB11D. Did you face any problems or issues when switching from one provider to another for your mobile phone network?

Base : Those switched their mobile phone network in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC e	C&R f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	341	8	10	11	9	101	91	11	17	129	212	70	73	221	265	341	294
Effective Weighted Sample	119	6	7	9	8	35	26	8	12	46	73	26	21	72	119	119	93
Total	152	5	3	6	7	42	38	7	10	58	94	34	29	84	64	152	108
Yes	14 9%	* 9%	- -	1 20%	2 25%	7 16%	4 10%	- -	2 19%	2 3%	13 13%	6 19%	3 10%	8 10%	8 12%	14 9%	10 10%
No	134 88%	3 70%	3 100%	4 80%	4 61%	35 82%	32 85%	5 76%	7 70%	55 94%	80 85%	28 81%	24 84%	73 88%	55 85%	134 88%	95 87%
Don't know	4 2%	1 21%	- -	- -	1 15%	1 2%	2 4%	2 24%	1 10%	2 3%	2 2%	- -	2 6%	2 3%	2 3%	4 2%	3 3%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 190

QB12DA. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR MOBILE PHONE NETWORK - Finding information about other suppliers you could use

Base : Those switched their mobile phone network in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND		TV	BAND		TV	BAND			TV	BAND		TV	BAND		
Significance Level: 95%		a	~b	~c	~d	~e	~f	g	~h	~i	*j	k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	341	341	23	-	11	5	23	341	20	12	34	341	31	13	7	7	-	4	11	12	-	11
Effective Weighted Sample	119	119	12	-	9	4	17	119	13	9	25	119	22	6	4	6	-	2	6	10	-	6
Total	152	152	18	-	7	2	10	152	10	7	17	152	18	8	3	4	-	5	9	8	-	11
1 - Very difficult	3	3	-	-	-	-	-	3	1	-	-	3	1	-	-	-	-	-	-	-	-	-
	2%	2%	-%	-%	-%	-%	-%	2%	12%	-%	-%	2%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%
2	3	3	-	-	-	*	1	3	-	*	1	3	-	-	-	-	-	-	-	-	-	-
	2%	2%	-%	-%	-%	17%	7%	2%	-%	4%	4%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TOTAL DIFFICULT	6	6	-	-	-	*	1	6	1	*	1	6	1	-	-	-	-	-	-	-	-	-
	4%	4%	-%	-%	-%	17%	7%	4%	12%	4%	4%	4%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%
3 - Neither	12	12	*	-	-	-	*	12	1	-	*	12	1	-	-	*	-	-	-	*	-	-
	8%	8%	2%	-%	-%	-%	4%	8%	6%	-%	2%	8%	3%	-%	-%	8%	-%	-%	-%	5%	-%	-%
4	32	32	6	-	2	-	2	32	3	2	4	32	5	1	1	1	-	3	2	1	-	4
	21%	21%	31%	-%	27%	-%	20%	21%	30%	28%	23%	21%	29%	11%	28%	20%	-%	71%	18%	16%	-%	36%
5 - Very easy	100	100	12	-	4	1	7	100	5	5	11	100	10	7	2	3	-	1	7	6	-	7
	65%	65%	67%	-%	60%	76%	69%	65%	51%	66%	65%	65%	55%	89%	72%	72%	-%	29%	82%	79%	-%	64%
TOTAL EASY	131	131	18	-	6	1	9	131	8	7	15	131	15	8	3	4	-	5	9	8	-	11
	86%	86%	98%	-%	87%	76%	88%	86%	82%	94%	88%	86%	84%	100%	100%	92%	-%	100%	100%	95%	-%	100%
Don't know	3	3	-	-	1	*	*	3	-	*	1	3	1	-	-	-	-	-	-	-	-	-
	2%	2%	-%	-%	13%	7%	1%	2%	-%	2%	6%	2%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 190

QB12DA. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR MOBILE PHONE NETWORK - Finding information about other suppliers you could use

Base : Those switched their mobile phone network in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC e	C&R f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	341	8	10	11	9	101	91	11	17	129	212	70	73	221	265	341	294
Effective Weighted Sample	119	6	7	9	8	35	26	8	12	46	73	26	21	72	119	119	93
Total	152	5	3	6	7	42	38	7	10	58	94	34	29	84	64	152	108
1 - Very difficult	3 2%	- -%	- -%	- -%	- -%	2 4%	- -%	- -%	1 13%	3 5%	- -%	- -%	- -%	1 2%	* %	3 2%	1 1%
2	3 2%	* 6%	- -%	- -%	1 10%	* 1%	* 1%	- -%	- -%	* 1%	3 3%	* 1%	* %	2 2%	1 2%	3 2%	3 3%
TOTAL DIFFICULT	6 4%	* 6%	- -%	- -%	1 10%	2 5%	* 1%	- -%	1 13%	3 6%	3 3%	* 1%	* %	3 4%	2 3%	6 4%	4 4%
3 - Neither	12 8%	- -%	* 13%	- -%	- -%	4 10%	3 8%	- -%	1 6%	4 6%	8 9%	3 8%	2 7%	6 7%	4 6%	12 8%	8 7%
4	32 21%	1 21%	* 14%	1 16%	2 33%	11 27%	8 21%	2 35%	3 29%	10 17%	22 23%	9 26%	5 16%	19 23%	13 21%	32 21%	30 28%
5 - Very easy	100 65%	3 72%	2 71%	5 84%	4 56%	24 57%	26 70%	4 65%	5 52%	39 67%	60 64%	22 63%	22 77%	53 63%	42 66%	100 65%	63 58%
TOTAL EASY	131 86%	4 94%	2 85%	6 100%	6 90%	35 84%	34 91%	7 100%	8 81%	49 84%	82 87%	30 89%	27 93%	72 86%	56 87%	131 86%	93 86%
Don't know	3 2%	- -%	* 2%	- -%	- -%	1 2%	* %	- -%	- -%	2 4%	1 1%	* 1%	* %	2 3%	3 4%	3 2%	3 3%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 191

QB12DB. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR MOBILE PHONE NETWORK - Knowing what steps you needed to take to switch from one supplier to another

Base : Those switched their mobile phone network in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND			TV	BAND			BUN- DLE	TV	BAND			TV	BAND		
Significance Level: 95%		a	~b	~c	~d	~e	~f	g	~h	~i	*j	k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	341	341	23	-	11	5	23	341	20	12	34	341	31	13	7	7	-	4	11	12	-	11
Effective Weighted Sample	119	119	12	-	9	4	17	119	13	9	25	119	22	6	4	6	-	2	6	10	-	6
Total	152	152	18	-	7	2	10	152	10	7	17	152	18	8	3	4	-	5	9	8	-	11
1 - Very difficult	4	4	-	-	-	-	-	4	1	-	-	4	1	-	-	-	-	-	-	-	-	-
	3%	3%	-%	-%	-%	-%	-%	3%	12%	-%	-%	3%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%
2	3	3	*	-	-	*	-	3	*	*	-	3	*	*	-	-	-	-	*	*	-	*
	2%	2%	2%	-%	-%	17%	-%	2%	3%	4%	-%	2%	2%	5%	-%	-%	-%	-%	5%	5%	-%	4%
TOTAL DIFFICULT	8	8	*	-	-	*	-	8	2	*	-	8	2	*	-	-	-	-	*	*	-	*
	5%	5%	2%	-%	-%	17%	-%	5%	15%	4%	-%	5%	9%	5%	-%	-%	-%	-%	5%	5%	-%	4%
3 - Neither	19	19	2	-	1	-	2	19	2	1	3	19	4	*	*	1	-	*	1	1	-	1
	13%	13%	14%	-%	17%	-%	23%	13%	23%	14%	20%	13%	20%	6%	19%	28%	-%	9%	9%	16%	-%	8%
4	37	37	4	-	2	-	1	37	2	2	3	37	4	1	*	-	-	3	1	1	-	4
	24%	24%	24%	-%	26%	-%	7%	24%	15%	27%	15%	24%	20%	9%	15%	-%	-%	71%	14%	9%	-%	36%
5 - Very easy	86	86	11	-	3	1	7	86	5	4	10	86	8	6	2	3	-	1	6	6	-	6
	56%	56%	60%	-%	44%	76%	70%	56%	46%	54%	59%	56%	46%	80%	66%	72%	-%	20%	72%	70%	-%	53%
TOTAL EASY	122	122	15	-	5	1	7	122	6	6	13	122	12	7	2	3	-	4	7	6	-	10
	80%	80%	84%	-%	70%	76%	77%	80%	62%	80%	74%	80%	65%	89%	81%	72%	-%	91%	86%	79%	-%	89%
Don't know	3	3	-	-	1	*	-	3	-	*	1	3	1	-	-	-	-	-	-	-	-	-
	2%	2%	-%	-%	13%	7%	-%	2%	-%	2%	6%	2%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 191

QB12DB. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR MOBILE PHONE NETWORK - Knowing what steps you needed to take to switch from one supplier to another

Base : Those switched their mobile phone network in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC e	C&R f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	341	8	10	11	9	101	91	11	17	129	212	70	73	221	265	341	294
Effective Weighted Sample	119	6	7	9	8	35	26	8	12	46	73	26	21	72	119	119	93
Total	152	5	3	6	7	42	38	7	10	58	94	34	29	84	64	152	108
1 - Very difficult	4 3%	- -%	- -%	- -%	- -%	1 3%	* *%	- -%	1 13%	2 3%	3 3%	1 3%	* *%	3 4%	* *%	4 3%	2 1%
2	3 2%	* 6%	- -%	- -%	- -%	* 1%	1 2%	- -%	* 3%	1 1%	3 3%	* *%	1 2%	3 3%	2 3%	3 2%	3 3%
TOTAL DIFFICULT	8 5%	* 6%	- -%	- -%	- -%	2 4%	1 2%	- -%	2 16%	2 4%	6 6%	1 4%	1 2%	6 7%	2 3%	8 5%	5 4%
3 - Neither	19 13%	- -%	1 25%	1 24%	1 21%	7 16%	5 13%	2 27%	2 17%	3 5%	16 18%	6 17%	4 15%	12 14%	10 16%	19 13%	17 16%
4	37 24%	2 40%	- -%	1 16%	1 19%	14 34%	15 39%	2 29%	2 16%	12 20%	25 27%	12 35%	10 34%	24 28%	13 20%	37 24%	33 31%
5 - Very easy	86 56%	3 54%	2 75%	3 59%	4 60%	20 47%	17 46%	3 43%	5 51%	40 68%	46 49%	15 44%	14 49%	41 49%	37 57%	86 56%	50 46%
TOTAL EASY	122 80%	4 94%	2 75%	4 76%	6 79%	34 80%	32 84%	5 73%	7 67%	51 88%	71 76%	27 79%	24 82%	64 77%	49 77%	122 80%	83 77%
Don't know	3 2%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	2 4%	1 1%	- -%	* *%	2 2%	2 4%	3 2%	3 3%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 192

QB12DC. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR MOBILE PHONE NETWORK - Knowing whether you needed to pay a cancellation or early termination charge to your previous supplier

Base : Those switched their mobile phone network in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD		MOB.	FIXED LINE					BUN- DLE	BROAD		MOB.	FIXED LINE				
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	a	~b	~c	~d	~e	~f	g	~h	~i	*j	k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	341	341	23	-	11	5	23	341	20	12	34	341	31	13	7	7	-	4	11	12	-	11
Effective Weighted Sample	119	119	12	-	9	4	17	119	13	9	25	119	22	6	4	6	-	2	6	10	-	6
Total	152	152	18	-	7	2	10	152	10	7	17	152	18	8	3	4	-	5	9	8	-	11
1 - Very difficult	8	8	1	-	-	-	1	8	1	-	1	8	1	-	-	1	-	-	-	1	-	-
	5%	5%	3%	-%	-%	-%	8%	5%	12%	-%	5%	5%	7%	-%	-%	12%	-%	-%	-%	7%	-%	-%
2	7	7	*	-	1	-	1	7	-	1	2	7	1	*	-	-	-	-	*	*	-	*
	5%	5%	2%	-%	19%	-%	7%	5%	-%	20%	12%	5%	8%	5%	-%	-%	-%	-%	5%	5%	-%	4%
TOTAL DIFFICULT	16	16	1	-	1	-	2	16	1	1	3	16	3	*	-	1	-	-	*	1	-	*
	10%	10%	5%	-%	19%	-%	16%	10%	12%	20%	17%	10%	15%	5%	-%	12%	-%	-%	5%	12%	-%	4%
3 - Neither	21	21	1	-	-	*	1	21	3	*	1	21	3	*	*	*	-	-	*	*	-	-
	14%	14%	4%	-%	-%	17%	8%	14%	31%	4%	5%	14%	18%	1%	15%	8%	-%	-%	4%	5%	-%	-%
4	32	32	5	-	3	*	2	32	1	3	4	32	4	-	1	-	-	4	1	-	-	4
	21%	21%	28%	-%	37%	17%	16%	21%	10%	39%	25%	21%	22%	-%	41%	-%	-%	89%	13%	-%	-%	36%
5 - Very easy	70	70	11	-	1	1	6	70	3	1	7	70	4	7	1	4	-	1	6	6	-	6
	46%	46%	58%	-%	15%	59%	60%	46%	31%	19%	41%	46%	24%	84%	40%	80%	-%	11%	69%	74%	-%	54%
TOTAL EASY	102	102	16	-	4	1	7	102	4	4	11	102	8	7	2	4	-	5	7	6	-	10
	67%	67%	87%	-%	52%	76%	76%	67%	42%	58%	65%	67%	46%	84%	81%	80%	-%	100%	82%	74%	-%	90%
Don't know	13	13	1	-	2	*	-	13	2	1	2	13	4	1	*	-	-	-	1	1	-	1
	8%	8%	4%	-%	29%	7%	-%	8%	15%	18%	13%	8%	21%	9%	4%	-%	-%	-%	9%	9%	-%	7%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 192

QB12DC. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR MOBILE PHONE NETWORK - Knowing whether you needed to pay a cancellation or early termination charge to your previous supplier

Base : Those switched their mobile phone network in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC e	C&R f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	341	8	10	11	9	101	91	11	17	129	212	70	73	221	265	341	294
Effective Weighted Sample	119	6	7	9	8	35	26	8	12	46	73	26	21	72	119	119	93
Total	152	5	3	6	7	42	38	7	10	58	94	34	29	84	64	152	108
1 - Very difficult	8 5%	- -%	- -%	1 14%	- -%	3 8%	2 5%	- -%	1 13%	2 4%	6 6%	3 9%	1 2%	5 6%	2 3%	8 5%	5 5%
2	7 5%	* 8%	- -%	* 7%	2 25%	1 3%	1 3%	* 6%	1 10%	* -%	7 8%	1 4%	1 3%	7 8%	4 6%	7 5%	7 7%
TOTAL DIFFICULT	16 10%	* 8%	- -%	1 22%	2 25%	5 11%	3 7%	* 6%	2 23%	3 4%	13 14%	5 14%	2 6%	11 13%	5 8%	16 10%	13 12%
3 - Neither	21 14%	* 6%	* 13%	- -%	* 6%	9 21%	8 21%	2 24%	2 16%	3 5%	18 20%	8 25%	7 25%	11 13%	9 14%	21 14%	21 19%
4	32 21%	2 32%	* 12%	1 23%	2 33%	8 20%	12 32%	1 15%	3 27%	13 23%	19 20%	5 16%	7 25%	22 27%	12 19%	32 21%	25 23%
5 - Very easy	70 46%	1 29%	2 75%	2 33%	2 36%	18 41%	15 39%	2 29%	2 22%	29 50%	41 44%	14 41%	13 45%	31 38%	30 47%	70 46%	40 37%
TOTAL EASY	102 67%	3 60%	2 87%	3 56%	5 69%	26 61%	27 72%	3 44%	5 50%	42 73%	60 64%	19 57%	20 70%	54 64%	42 66%	102 67%	65 60%
Don't know	13 8%	1 25%	- -%	1 22%	- -%	3 6%	* -%	2 25%	1 11%	10 17%	3 3%	2 5%	* -%	8 9%	8 12%	13 8%	10 9%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 193

QB12DD. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR MOBILE PHONE NETWORK - Keeping your current phone number

Base : Those switched their mobile phone network in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV
Significance Level: 95%	a	~b	~c	~d	~e	~f	g	~h	~i	*j	k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	341	341	23	-	11	5	23	341	20	12	34	341	31	13	7	7	-	4	11	12	-	11
Effective Weighted Sample	119	119	12	-	9	4	17	119	13	9	25	119	22	6	4	6	-	2	6	10	-	6
Total	152	152	18	-	7	2	10	152	10	7	17	152	18	8	3	4	-	5	9	8	-	11
1 - Very difficult	14	14	1	-	*	*	1	14	1	*	2	14	1	*	-	1	-	-	*	1	-	*
	9%	9%	5%	-%	3%	17%	15%	9%	5%	4%	10%	9%	4%	5%	-%	12%	-%	-%	5%	12%	-%	4%
2	7	7	1	-	*	-	1	7	1	*	1	7	1	1	-	-	-	-	-	1	-	1
	4%	4%	4%	-%	5%	-%	7%	4%	7%	6%	7%	4%	6%	15%	-%	-%	-%	-%	-%	8%	-%	6%
TOTAL DIFFICULT	21	21	2	-	1	*	2	21	1	1	3	21	2	2	-	1	-	-	*	2	-	1
	14%	14%	9%	-%	9%	17%	22%	14%	13%	10%	16%	14%	11%	20%	-%	12%	-%	-%	5%	20%	-%	9%
3 - Neither	26	26	1	-	1	1	1	26	1	2	2	26	2	*	*	*	-	*	*	*	-	*
	17%	17%	6%	-%	14%	41%	13%	17%	7%	24%	13%	17%	10%	1%	17%	8%	-%	9%	4%	5%	-%	4%
4	40	40	6	-	3	-	1	40	3	3	4	40	6	1	1	1	-	3	2	2	-	4
	26%	26%	35%	-%	34%	-%	15%	26%	30%	35%	23%	26%	31%	15%	26%	27%	-%	71%	22%	24%	-%	40%
5 - Very easy	54	54	9	-	2	-	5	54	3	2	7	54	5	5	2	2	-	1	6	4	-	5
	36%	36%	48%	-%	28%	-%	48%	36%	31%	22%	39%	36%	30%	64%	57%	43%	-%	20%	69%	46%	-%	47%
TOTAL EASY	94	94	15	-	5	-	6	94	6	4	11	94	11	6	2	3	-	4	8	6	-	10
	62%	62%	83%	-%	62%	-%	63%	62%	61%	57%	63%	62%	61%	79%	83%	70%	-%	91%	91%	70%	-%	87%
Don't know	12	12	*	-	1	1	*	12	2	1	1	12	3	-	-	*	-	-	-	*	-	-
	8%	8%	2%	-%	16%	41%	2%	8%	20%	10%	8%	8%	18%	-%	-%	9%	-%	-%	-%	5%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 193

QB12DD. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR MOBILE PHONE NETWORK - Keeping your current phone number

Base : Those switched their mobile phone network in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC e	C&R f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	341	8	10	11	9	101	91	11	17	129	212	70	73	221	265	341	294
Effective Weighted Sample	119	6	7	9	8	35	26	8	12	46	73	26	21	72	119	119	93
Total	152	5	3	6	7	42	38	7	10	58	94	34	29	84	64	152	108
1 - Very difficult	14 9%	- -%	* 12%	1 24%	- -%	2 6%	3 8%	* 3%	1 6%	5 8%	9 10%	1 4%	2 6%	5 7%	5 8%	14 9%	5 4%
2	7 4%	* 8%	- -%	* 7%	1 10%	1 3%	1 3%	1 17%	- -%	* *%	7 7%	1 3%	1 4%	4 5%	4 6%	7 4%	5 5%
TOTAL DIFFICULT	21 14%	* 8%	* 12%	2 31%	1 10%	4 9%	4 11%	1 21%	1 6%	5 8%	16 17%	2 7%	3 11%	9 11%	9 14%	21 14%	10 9%
3 - Neither	26 17%	1 15%	1 34%	* 6%	1 14%	9 22%	8 22%	- -%	2 17%	7 12%	18 20%	9 26%	6 21%	12 14%	8 12%	26 17%	17 15%
4	40 26%	2 32%	* 14%	* 9%	3 40%	10 25%	15 39%	2 32%	3 35%	13 22%	27 29%	8 22%	11 39%	25 29%	14 22%	40 26%	33 31%
5 - Very easy	54 36%	2 33%	1 34%	3 54%	2 36%	19 45%	9 24%	3 41%	2 25%	23 40%	31 33%	15 44%	8 27%	30 36%	27 43%	54 36%	38 35%
TOTAL EASY	94 62%	3 64%	1 48%	3 63%	5 75%	29 69%	24 64%	5 72%	6 61%	36 62%	58 62%	23 67%	19 66%	55 66%	42 65%	94 62%	72 66%
Don't know	12 8%	1 12%	* 7%	- -%	- -%	* *%	1 3%	* 7%	2 16%	10 17%	2 2%	- -%	1 2%	7 9%	6 9%	12 8%	10 9%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 194

QB12DE. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR MOBILE PHONE NETWORK - Being able to get through to your previous supplier to tell them you wanted to cancel their service

Base : Those switched their mobile phone network in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				COVERED					COVERED			
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	
						TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		
Significance Level: 95%	a	~b	~c	~d	~e	~f	g	~h	~i	*j	k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	341	341	23	-	11	5	23	341	20	12	34	341	31	13	7	7	-	4	11	12	-	11
Effective Weighted Sample	119	119	12	-	9	4	17	119	13	9	25	119	22	6	4	6	-	2	6	10	-	6
Total	152	152	18	-	7	2	10	152	10	7	17	152	18	8	3	4	-	5	9	8	-	11
1 - Very difficult	8 6%	8 6%	- -%	- -%	- -%	- -%	1 9%	8 6%	2 18%	- -%	1 5%	8 6%	2 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
2	7 5%	7 5%	2 12%	- -%	1 14%	* 17%	- -%	7 5%	1 12%	1 18%	1 6%	7 5%	2 13%	* 5%	* 1%	2 39%	- -%	- -%	* 5%	2 27%	- -%	* 4%
TOTAL DIFFICULT	15 10%	15 10%	2 12%	- -%	1 14%	* 17%	1 9%	15 10%	3 31%	1 18%	2 11%	15 10%	4 23%	* 5%	* 1%	2 39%	- -%	- -%	* 5%	2 27%	- -%	* 4%
3 - Neither	19 13%	19 13%	1 6%	- -%	1 15%	- -%	1 15%	19 13%	2 18%	1 12%	3 15%	19 13%	3 17%	- -%	* 14%	* 8%	- -%	* 9%	* 4%	* 5%	- -%	* 4%
4	36 23%	36 23%	5 27%	- -%	1 14%	- -%	3 27%	36 23%	* 4%	1 14%	4 21%	36 23%	1 8%	1 16%	1 33%	- -%	- -%	4 79%	1 14%	- -%	- -%	4 36%
5 - Very easy	71 47%	71 47%	9 51%	- -%	3 42%	1 76%	5 47%	71 47%	4 39%	4 54%	8 45%	71 47%	7 40%	5 70%	1 52%	2 52%	- -%	1 11%	6 68%	5 59%	- -%	6 50%
TOTAL EASY	107 70%	107 70%	14 78%	- -%	4 55%	1 76%	7 74%	107 70%	4 43%	5 68%	11 66%	107 70%	9 48%	7 85%	2 85%	2 52%	- -%	4 91%	7 82%	5 59%	- -%	10 86%
Don't know	11 7%	11 7%	1 4%	- -%	1 16%	* 7%	* 1%	11 7%	1 8%	* 2%	1 8%	11 7%	2 11%	1 9%	- -%	- -%	- -%	- -%	1 9%	1 9%	- -%	1 7%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 194

QB12DE. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR MOBILE PHONE NETWORK - Being able to get through to your previous supplier to tell them you wanted to cancel their service

Base : Those switched their mobile phone network in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC e	C&R f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	341	8	10	11	9	101	91	11	17	129	212	70	73	221	265	341	294
Effective Weighted Sample	119	6	7	9	8	35	26	8	12	46	73	26	21	72	119	119	93
Total	152	5	3	6	7	42	38	7	10	58	94	34	29	84	64	152	108
1 - Very difficult	8 6%	- -%	- -%	- -%	1 13%	5 13%	1 4%	* 4%	2 16%	3 5%	5 6%	4 11%	1 5%	4 4%	2 4%	8 6%	6 5%
2	7 5%	* 6%	- -%	- -%	1 14%	2 4%	3 9%	- -%	2 23%	* 1%	6 7%	2 5%	3 10%	7 8%	5 7%	7 5%	7 6%
TOTAL DIFFICULT	15 10%	* 6%	- -%	- -%	2 27%	7 17%	5 12%	* 4%	4 39%	4 6%	12 12%	5 16%	4 15%	10 12%	7 11%	15 10%	13 12%
3 - Neither	19 13%	1 19%	* 13%	1 20%	1 16%	3 7%	7 18%	3 46%	- -%	6 11%	13 14%	3 8%	5 18%	12 14%	9 14%	19 13%	15 14%
4	36 23%	1 21%	* 14%	1 16%	2 29%	14 32%	11 30%	- -%	1 14%	10 17%	25 27%	11 31%	7 24%	23 27%	11 18%	36 23%	32 30%
5 - Very easy	71 47%	3 54%	2 69%	4 64%	2 28%	18 43%	15 39%	3 50%	4 39%	30 51%	41 44%	15 45%	13 44%	32 38%	29 46%	71 47%	39 36%
TOTAL EASY	107 70%	4 75%	2 82%	4 80%	4 57%	32 75%	26 70%	3 50%	5 52%	40 68%	67 71%	26 76%	19 67%	55 65%	40 63%	107 70%	71 66%
Don't know	11 7%	- -%	* 5%	- -%	- -%	* 1%	- -%	- -%	1 8%	9 15%	3 3%	* *%	- -%	7 8%	7 12%	11 7%	9 8%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 195

QB12DF. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR MOBILE PHONE NETWORK - Having to tell your previous supplier that you wanted to cancel their service

Base : Those switched their mobile phone network in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		TV	BAND	PHONE			TV	BAND	PHONE		TV	BAND	PHONE	
Significance Level: 95%	a	~b	~c	~d	~e	~f	g	~h	~i	*j	k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	341	341	23	-	11	5	23	341	20	12	34	341	31	13	7	7	-	4	11	12	-	11
Effective Weighted Sample	119	119	12	-	9	4	17	119	13	9	25	119	22	6	4	6	-	2	6	10	-	6
Total	152	152	18	-	7	2	10	152	10	7	17	152	18	8	3	4	-	5	9	8	-	11
1 - Very difficult	9	9	-	-	1	-	1	9	1	1	2	9	2	-	*	-	-	-	-	-	-	-
	6%	6%	-%	-%	14%	-%	9%	6%	12%	14%	11%	6%	13%	-%	1%	-%	-%	-%	-%	-%	-%	-%
2	4	4	-	-	-	*	-	4	*	*	-	4	*	-	-	-	-	-	-	-	-	-
	3%	3%	-%	-%	-%	17%	-%	3%	2%	4%	-%	3%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TOTAL DIFFICULT	13	13	-	-	1	*	1	13	2	1	2	13	3	-	*	-	-	-	-	-	-	-
	8%	8%	-%	-%	14%	17%	9%	8%	15%	18%	11%	8%	14%	-%	1%	-%	-%	-%	-%	-%	-%	-%
3 - Neither	21	21	2	-	*	-	2	21	1	*	2	21	2	2	1	*	-	*	2	1	-	1
	14%	14%	13%	-%	7%	-%	16%	14%	13%	7%	12%	14%	10%	19%	26%	8%	-%	9%	18%	10%	-%	11%
4	34	34	5	-	1	-	2	34	3	1	3	34	4	-	*	1	-	4	*	1	-	4
	23%	23%	28%	-%	17%	-%	19%	23%	25%	14%	18%	23%	22%	-%	17%	27%	-%	79%	4%	15%	-%	32%
5 - Very easy	72	72	10	-	3	1	5	72	4	4	9	72	8	6	1	3	-	1	6	5	-	6
	47%	47%	55%	-%	47%	76%	55%	47%	39%	59%	51%	47%	42%	71%	55%	65%	-%	11%	69%	66%	-%	50%
TOTAL EASY	107	107	15	-	5	1	7	107	7	5	12	107	11	6	2	4	-	4	6	6	-	9
	70%	70%	83%	-%	64%	76%	74%	70%	64%	73%	69%	70%	64%	71%	73%	92%	-%	91%	73%	81%	-%	82%
Don't know	11	11	1	-	1	*	*	11	1	*	1	11	2	1	-	-	-	-	1	1	-	1
	8%	8%	4%	-%	16%	7%	1%	8%	8%	2%	8%	8%	11%	9%	-%	-%	-%	-%	9%	9%	-%	7%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 195

QB12DF. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR MOBILE PHONE NETWORK - Having to tell your previous supplier that you wanted to cancel their service

Base : Those switched their mobile phone network in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC e	C&R f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	341	8	10	11	9	101	91	11	17	129	212	70	73	221	265	341	294
Effective Weighted Sample	119	6	7	9	8	35	26	8	12	46	73	26	21	72	119	119	93
Total	152	5	3	6	7	42	38	7	10	58	94	34	29	84	64	152	108
1 - Very difficult	9 6%	- -%	- -%	- -%	2 27%	6 14%	1 3%	- -%	2 23%	3 5%	6 6%	4 13%	1 4%	4 5%	3 4%	9 6%	6 6%
2	4 3%	* 6%	- -%	- -%	- -%	* 1%	2 4%	- -%	* 2%	1 2%	3 3%	* 1%	* 1%	3 3%	1 2%	4 3%	3 3%
TOTAL DIFFICULT	13 8%	* 6%	- -%	- -%	2 27%	6 15%	3 7%	- -%	3 26%	5 8%	8 9%	5 14%	1 4%	7 8%	4 6%	13 8%	9 8%
3 - Neither	21 14%	* 10%	* 13%	* 9%	1 17%	7 16%	6 15%	1 16%	1 6%	6 10%	16 17%	6 19%	4 14%	15 18%	10 16%	21 14%	17 16%
4	34 23%	1 21%	* 12%	1 20%	1 19%	11 26%	13 36%	2 27%	2 21%	9 16%	25 27%	8 23%	10 34%	22 27%	12 19%	34 23%	32 30%
5 - Very easy	72 47%	3 62%	2 71%	4 71%	3 37%	18 42%	16 42%	4 56%	4 39%	30 51%	43 45%	15 44%	14 48%	32 39%	31 48%	72 47%	41 37%
TOTAL EASY	107 70%	4 83%	2 82%	5 91%	4 56%	29 68%	29 77%	6 84%	6 60%	39 67%	68 72%	23 67%	23 81%	55 66%	43 66%	107 70%	73 67%
Don't know	11 8%	- -%	* 5%	- -%	- -%	1 1%	- -%	- -%	1 8%	9 15%	3 3%	* *%	- -%	7 8%	8 12%	11 8%	9 9%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 196

QB12DG. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR MOBILE PHONE NETWORK - Getting your previous supplier to provide you with the information that you needed to be able to switch to another supplier

Base : Those switched their mobile phone network in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	a	~b	~c	~d	~e	~f	g	~h	~i	*j	k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	341	341	23	-	11	5	23	341	20	12	34	341	31	13	7	7	-	4	11	12	-	11
Effective Weighted Sample	119	119	12	-	9	4	17	119	13	9	25	119	22	6	4	6	-	2	6	10	-	6
Total	152	152	18	-	7	2	10	152	10	7	17	152	18	8	3	4	-	5	9	8	-	11
1 - Very difficult	10	10	-	-	1	1	2	10	2	2	3	10	3	-	-	-	-	-	-	-	-	-
	7%	7%	-%	-%	14%	41%	17%	7%	16%	24%	16%	7%	15%	-%	-%	-%	-%	-%	-%	-%	-%	-%
2	8	8	2	-	1	-	1	8	2	1	2	8	3	-	-	1	-	*	-	1	-	*
	5%	5%	9%	-%	12%	-%	7%	5%	18%	12%	9%	5%	15%	-%	-%	27%	-%	9%	-%	15%	-%	4%
TOTAL DIFFICULT	19	19	2	-	2	1	2	19	3	3	4	19	5	-	-	1	-	*	-	1	-	*
	12%	12%	9%	-%	26%	41%	25%	12%	33%	36%	25%	12%	30% k	-%	-%	27%	-%	9%	-%	15%	-%	4%
3 - Neither	26	26	2	-	-	*	1	26	1	*	1	26	1	*	*	*	-	1	1	1	-	1
	17%	17%	9%	-%	-%	17%	12%	17%	11%	4%	7%	17%	6%	6%	19%	8%	-%	11%	9%	10%	-%	8%
4	32	32	5	-	2	-	1	32	1	2	4	32	4	1	1	-	-	4	1	-	-	4
	21%	21%	27%	-%	30%	-%	14%	21%	14%	28%	21%	21%	21%	14%	29%	-%	-%	79%	14%	-%	-%	36%
5 - Very easy	62	62	9	-	2	1	5	62	4	2	7	62	6	6	1	3	-	-	6	5	-	5
	40%	40%	51%	-%	28%	35%	48%	40%	39%	30%	40%	40%	34%	70%	52%	65%	-%	-%	68%	66%	-%	45%
TOTAL EASY	94	94	14	-	4	1	6	94	5	4	10	94	10	7	2	3	-	4	7	5	-	9
	62%	62%	78%	-%	58%	35%	62%	62%	53%	58%	61%	62%	55%	84%	81%	65%	-%	79%	82%	66%	-%	81%
Don't know	14	14	1	-	1	*	*	14	*	*	1	14	1	1	-	-	-	-	1	1	-	1
	9%	9%	4%	-%	16%	7%	1%	9%	3%	2%	8%	9%	8%	9%	-%	-%	-%	-%	9%	9%	-%	7%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 196

QB12DG. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR MOBILE PHONE NETWORK - Getting your previous supplier to provide you with the information that you needed to be able to switch to another supplier

Base : Those switched their mobile phone network in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC e	C&R f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	341	8	10	11	9	101	91	11	17	129	212	70	73	221	265	341	294
Effective Weighted Sample	119	6	7	9	8	35	26	8	12	46	73	26	21	72	119	119	93
Total	152	5	3	6	7	42	38	7	10	58	94	34	29	84	64	152	108
1 - Very difficult	10 7%	1 15%	- -%	1 14%	2 27%	7 15%	2 6%	- -%	3 27%	3 5%	7 8%	5 16%	2 7%	6 7%	5 8%	10 7%	8 7%
2	8 5%	1 19%	- -%	1 16%	1 10%	1 2%	5 13%	2 38%	* 2%	2 3%	7 7%	1 2%	3 12%	4 5%	4 6%	8 5%	7 6%
TOTAL DIFFICULT	19 12%	2 34%	- -%	2 31%	3 37%	7 17%	7 19%	2 38%	3 29%	5 8%	14 15%	6 18%	5 18%	10 12%	8 13%	19 12%	15 14%
3 - Neither	26 17%	- -%	* 13%	* 6%	* 6%	13 32%	3 7%	* 4%	1 7%	4 6%	22 24%	11 34%	3 9%	15 18%	9 14%	26 17%	20 18%
4	32 21%	1 21%	* 14%	* 4%	2 33%	6 14%	15 40%	* 3%	3 35%	13 23%	19 20%	3 7%	10 36%	24 29%	13 20%	32 21%	28 26%
5 - Very easy	62 40%	2 45%	2 69%	3 59%	2 23%	16 37%	12 33%	4 54%	2 25%	24 42%	37 40%	14 41%	11 37%	27 32%	27 42%	62 40%	35 33%
TOTAL EASY	94 62%	3 66%	2 82%	3 63%	4 56%	22 51%	28 73%	4 58%	6 61%	38 65%	56 60%	16 48%	21 72%	50 60%	40 62%	94 62%	63 59%
Don't know	14 9%	- -%	* 5%	- -%	- -%	* *%	* 1%	- -%	* 3%	12 20%	2 2%	* *%	* *%	8 10%	7 10%	14 9%	10 9%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 197

QB12DH. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR MOBILE PHONE NETWORK - Arranging for the old and new services to stop and start at the right time

Base : Those switched their mobile phone network in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV
Significance Level: 95%	a	~b	~c	~d	~e	~f	g	~h	~i	*j	k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	341	341	23	-	11	5	23	341	20	12	34	341	31	13	7	7	-	4	11	12	-	11
Effective Weighted Sample	119	119	12	-	9	4	17	119	13	9	25	119	22	6	4	6	-	2	6	10	-	6
Total	152	152	18	-	7	2	10	152	10	7	17	152	18	8	3	4	-	5	9	8	-	11
1 - Very difficult	7	7	2	-	-	*	*	7	1	*	*	7	1	*	-	1	-	-	*	2	-	*
	4%	4%	9%	-%	-%	17%	3%	4%	12%	4%	2%	4%	7%	5%	-%	27%	-%	-%	5%	20%	-%	4%
2	5	5	-	-	1	-	-	5	1	1	1	5	2	-	-	-	-	-	-	-	-	-
	3%	3%	-%	-%	14%	-%	-%	3%	8%	14%	6%	3%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TOTAL DIFFICULT	11	11	2	-	1	*	*	11	2	1	1	11	3	*	-	1	-	-	*	2	-	*
	8%	8%	9%	-%	14%	17%	3%	8%	21%	18%	8%	8%	18%	5%	-%	27%	-%	-%	5%	20%	-%	4%
3 - Neither	19	19	1	-	*	-	2	19	3	*	2	19	3	1	*	*	-	1	*	*	-	1
	12%	12%	7%	-%	7%	-%	16%	12%	25%	7%	12%	12%	17%	9%	19%	8%	-%	11%	4%	5%	-%	5%
4	35	35	5	-	2	-	1	35	1	2	4	35	3	1	1	-	-	4	1	-	-	4
	23%	23%	29%	-%	30%	-%	14%	23%	10%	28%	21%	23%	18%	7%	29%	-%	-%	89%	14%	-%	-%	40%
5 - Very easy	77	77	9	-	3	1	6	77	4	3	9	77	6	5	1	3	-	-	6	5	-	5
	51%	51%	51%	-%	34%	76%	66%	51%	37%	46%	52%	51%	36%	70%	52%	65%	-%	-%	68%	66%	-%	45%
TOTAL EASY	112	112	15	-	5	1	8	112	5	5	12	112	10	6	2	3	-	4	7	5	-	9
	74%	74%	80%	-%	64%	76%	80%	74%	46%	73%	73%	74%	54%	77%	81%	65%	-%	89%	82%	66%	-%	85%
Don't know	10	10	1	-	1	*	*	10	1	*	1	10	2	1	-	-	-	-	1	1	-	1
	6%	6%	4%	-%	16%	7%	1%	6%	8%	2%	8%	6%	11%	9%	-%	-%	-%	-%	9%	9%	-%	7%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 197

QB12DH. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR MOBILE PHONE NETWORK - Arranging for the old and new services to stop and start at the right time

Base : Those switched their mobile phone network in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC e	C&R f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	341	8	10	11	9	101	91	11	17	129	212	70	73	221	265	341	294
Effective Weighted Sample	119	6	7	9	8	35	26	8	12	46	73	26	21	72	119	119	93
Total	152	5	3	6	7	42	38	7	10	58	94	34	29	84	64	152	108
1 - Very difficult	7 4%	* 6%	- -%	* 6%	- -%	1 2%	2 6%	- -%	1 13%	2 4%	4 5%	* 1%	2 6%	6 7%	3 5%	7 4%	4 4%
2	5 3%	- -%	- -%	- -%	1 14%	1 3%	1 4%	- -%	2 19%	1 2%	4 4%	1 3%	* 2%	4 4%	2 3%	5 3%	4 4%
TOTAL DIFFICULT	11 8%	* 6%	- -%	* 6%	1 14%	2 4%	4 10%	- -%	3 32%	3 6%	8 9%	2 5%	2 8%	9 11%	5 9%	11 8%	8 8%
3 - Neither	19 12%	* 10%	* 13%	* 9%	1 17%	11 25%	4 11%	2 36%	1 7%	4 6%	15 16%	9 26%	4 14%	9 10%	8 13%	19 12%	17 16%
4	35 23%	1 21%	* 14%	1 10%	2 33%	9 22%	14 36%	* 3%	3 31%	12 21%	23 24%	7 22%	8 29%	24 29%	11 18%	35 23%	31 28%
5 - Very easy	77 51%	3 62%	2 69%	4 75%	2 36%	20 48%	16 42%	4 61%	2 22%	31 52%	47 49%	16 47%	14 48%	37 45%	33 52%	77 51%	46 43%
TOTAL EASY	112 74%	4 83%	2 82%	5 85%	5 69%	30 70%	30 79%	4 64%	5 53%	43 74%	69 74%	23 69%	22 78%	61 73%	44 69%	112 74%	77 71%
Don't know	10 6%	- -%	* 5%	- -%	- -%	* *%	* *%	- -%	1 8%	8 15%	1 1%	* *%	* *%	4 5%	6 9%	10 6%	6 6%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 198

QB10E. How easy or difficult did you find this switching process for fixed line phone (calls)?

Base : Those who have switched their fixed line phone supplier in last 12 months (including those with fixed line phone in a bundle of services)

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		
Significance Level: 95%	Total	a	~b	~c	d	~e	f	*g	h	*i	j	*k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	335	335	17	-	120	7	117	31	216	72	228	39	335	1	2	4	15	-	2	3	12	-
Effective Weighted Sample	225	225	14	-	85	5	85	22	142	55	167	25	225	1	1	4	13	-	1	3	11	-
Total	243	243	13	-	98	6	66	18	145	73	148	27	243	1	2	1	14	-	2	1	10	-
1 - Very difficult	14 6%	14 6%	- -%	- -%	4 4%	1 16%	3 5%	- -%	9 7%	3 4%	8 5%	- -%	14 6%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%
2	13 6%	13 6%	- -%	- -%	1 1%	- -%	2 4%	1 4%	12 8% d	- -%	4 2%	1 2%	13 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
TOTAL DIFFICULT	27 11%	27 11%	- -%	- -%	5 5%	1 16%	6 9%	1 4%	22 15% d	3 4%	11 8%	1 2%	27 11%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%
3 - Neither	27 11%	27 11%	1 10%	- -%	11 11%	* 4%	10 16%	6 35% dfh	17 12%	8 11%	19 13%	7 27% l	27 11%	- -%	- -%	* 11%	1 9%	- -%	- -%	- -%	1 13%	- -%
4	45 19%	45 19%	4 28%	- -%	17 17%	3 55%	15 23% g	1 3%	29 20%	16 22%	30 20%	4 14%	45 19%	- -%	- -%	* 32%	3 23%	- -%	- -%	* 35%	3 33%	- -%
5 - Very easy	138 57%	138 57%	8 62%	- -%	61 62%	1 25%	34 51%	9 53%	77 53%	44 60%	84 56%	15 53%	138 57%	1 100%	2 100%	1 58%	9 63%	- -%	2 100%	1 65%	6 55%	- -%
TOTAL EASY	183 75%	183 75%	12 90%	- -%	78 79% g	5 80%	49 74%	10 56%	106 73%	59 81%	113 76%	18 67%	183 75%	1 100%	2 100%	1 89%	12 86%	- -%	2 100%	1 100%	9 87%	- -%
Don't know	5 2%	5 2%	- -%	- -%	5 5% h	- -%	1 1%	1 6% h	1 1%	3 4%	5 4%	1 4%	5 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 198

QB10E. How easy or difficult did you find this switching process for fixed line phone (calls)?

Base : Those who have switched their fixed line phone supplier in last 12 months (including those with fixed line phone in a bundle of services)

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE	CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT d	PAC ~e	C&R ~f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	335	48	31	59	102	14	10	75	206	161	161	8	7	230	298	322	335
Effective Weighted Sample	225	35	23	41	85	10	5	52	150	113	109	6	4	157	211	221	225
Total	243	50	16	34	83	12	7	49	173	118	109	5	4	172	193	227	243
1 - Very difficult	14 6%	2 4%	1 8%	2 7%	3 3%	- -%	- -%	8 15% h	5 3%	5 4%	6 5%	- -%	- -%	7 4%	10 5%	10 5%	14 6%
2	13 6%	- -%	1 5%	1 4%	1 2%	- -%	1 10%	3 7%	10 6%	6 5%	8 7%	- -%	1 18%	10 6%	11 5%	13 6%	13 6%
TOTAL DIFFICULT	27 11%	2 4%	2 13%	4 11%	4 5%	- -%	1 10%	11 22% h	15 9%	10 9%	13 12%	- -%	1 18%	17 10%	21 11%	24 10%	27 11%
3 - Neither	27 11%	8 15%	3 18%	8 24% d	6 7%	3 30%	2 35%	15 32% h	9 5%	11 10%	16 14%	2 33%	2 53%	19 11%	23 12%	27 12%	27 11%
4	45 19%	10 19%	4 23%	6 17%	19 22%	2 18%	- -%	7 14%	37 21%	20 17%	25 23%	- -%	- -%	35 20%	42 22%	44 19%	45 19%
5 - Very easy	138 57%	28 57%	6 37%	14 42%	55 66% bc	6 52%	4 55%	15 30%	112 65% g	74 63% j	52 48%	3 67%	1 30%	96 56%	102 53%	127 56%	138 57%
TOTAL EASY	183 75%	38 76%	10 61%	20 58%	74 88% bc	8 70%	4 55%	21 43%	149 86% g	94 79%	77 71%	3 67%	1 30%	131 76%	144 74%	171 75%	183 75%
Don't know	5 2%	2 4%	1 8% d	2 6% d	- -%	- -%	- -%	1 3% h	- -%	2 2%	3 3%	- -%	- -%	5 3%	5 3%	5 2%	5 2%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 199

QB11E. Did you face any problems or issues when switching from one provider to another for your fixed line phone (calls)?

Base : Those switched their fixed line phone supplier in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		
		a	~b	~c	~d	~e	f	~g	h	~i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Significance Level: 95%		a	~b	~c	~d	~e	f	~g	h	~i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	216	216	9	-	1	6	117	20	216	7	118	21	216	1	1	4	7	-	1	3	5	-
Effective Weighted Sample	142	142	7	-	1	4	85	13	142	4	86	14	142	1	1	4	5	-	1	3	4	-
Total	145	145	4	-	*	5	66	10	145	5	66	11	145	1	*	1	6	-	*	1	3	-
Yes	26	26	*	-	-	*	9	1	26	*	9	1	26	1	-	*	1	-	-	*	-	-
	18%	18%	8%	-%	-%	8%	13%	10%	18%	7%	13%	10%	18%	100%	-%	32%	13%	-%	-%	35%	-%	-%
No	113	113	4	-	*	4	53	7	113	5	53	8	113	-	*	1	5	-	*	1	3	-
	78%	78%	92%	-%	100%	92%	81%	72%	78%	93%	81%	73%	78%	-%	100%	68%	87%	-%	100%	65%	100%	-%
Don't know	4	4	-	-	-	-	2	2	4	-	2	2	4	-	-	-	-	-	-	-	-	-
	3%	3%	-%	-%	-%	-%	3%	18%	3%	-%	3%	18%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 199

QB11E. Did you face any problems or issues when switching from one provider to another for your fixed line phone (calls)?

Base : Those switched their fixed line phone supplier in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE
	Total	C&R ~a	MAC ~b	C&R ~c	NoT *d	PAC ~e	C&R ~f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	
Significance Level: 95%																	
Unweighted total	216	5	25	27	49	4	7	37	145	101	107	3	6	139	188	208	216
Effective Weighted Sample	142	4	19	22	37	3	4	27	100	68	68	2	3	91	128	136	142
Total	145	3	11	13	33	2	4	24	109	70	67	2	3	87	111	138	145
Yes	26	*	2	4	3	-	*	11	14	8	13	-	*	15	19	22	26
	18%	14%	13%	27%	8%	-%	8%	46%	13%	12%	20%	-%	9%	17%	17%	16%	18%
No	113	2	9	8	29	2	1	9	93	61	49	2	1	70	88	110	113
	78%	86%	83%	58%	89%	100%	38%	39%	86%	87%	73%	100%	31%	81%	80%	80%	78%
Don't know	4	-	*	1	-	-	2	3	1	1	3	-	2	1	2	4	4
	3%	-%	3%	10%	-%	-%	54%	12%	1%	2%	4%	-%	59%	1%	2%	3%	3%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 200

QB12EA. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR FIXED LINE PHONE (CALLS) - Finding information about other suppliers you could use

Base : Those switched their fixed line phone supplier in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD		MOB.	FIXED LINE					BUN- DLE	BROAD		MOB.	FIXED LINE				
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%		a	~b	~c	~d	~e	f	~g	h	~i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	216	216	9	-	1	6	117	20	216	7	118	21	216	1	1	4	7	-	1	3	5	-
Effective Weighted Sample	142	142	7	-	1	4	85	13	142	4	86	14	142	1	1	4	5	-	1	3	4	-
Total	145	145	4	-	*	5	66	10	145	5	66	11	145	1	*	1	6	-	*	1	3	-
1 - Very difficult	4	4	-	-	-	-	2	1	4	-	2	1	4	-	-	-	-	-	-	-	-	-
	3%	3%	-%	-%	-%	-%	3%	12%	3%	-%	3%	12%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%
2	3	3	-	-	-	1	3	-	3	1	3	-	3	-	-	-	-	-	-	-	-	-
	2%	2%	-%	-%	-%	12%	4%	-%	2%	11%	4%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TOTAL DIFFICULT	8	8	-	-	-	1	5	1	8	1	5	1	8	-	-	-	-	-	-	-	-	-
	5%	5%	-%	-%	-%	12%	7%	12%	5%	11%	7%	12%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%
3 - Neither	28	28	2	-	-	1	12	2	28	1	12	2	28	-	-	*	1	-	-	*	1	-
	20%	20%	39%	-%	-%	25%	18%	22%	20%	23%	18%	21%	20%	-%	-%	30%	25%	-%	-%	33%	46%	-%
4	31	31	2	-	-	2	14	2	31	2	14	2	31	1	-	1	2	-	-	1	1	-
	22%	22%	45%	-%	-%	48%	21%	18%	22%	44%	21%	18%	22%	100%	-%	60%	36%	-%	-%	67%	43%	-%
5 - Very easy	71	71	*	-	*	1	32	5	71	1	33	5	71	-	*	*	2	-	*	-	-	-
	49%	49%	8%	-%	100%	15%	49%	46%	49%	22%	49%	48%	49%	-%	100%	11%	33%	-%	100%	-%	-%	-%
TOTAL EASY	102	102	2	-	*	3	46	7	102	3	46	7	102	1	*	1	4	-	*	1	1	-
	71%	71%	53%	-%	100%	63%	70%	64%	71%	66%	70%	66%	71%	100%	100%	70%	70%	-%	100%	67%	43%	-%
Don't know	6	6	*	-	-	-	3	*	6	-	3	*	6	-	-	-	*	-	-	-	*	-
	4%	4%	7%	-%	-%	-%	5%	1%	4%	-%	5%	1%	4%	-%	-%	-%	6%	-%	-%	-%	11%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 200

QB12EA. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR FIXED LINE PHONE (CALLS) - Finding information about other suppliers you could use

Base : Those switched their fixed line phone supplier in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT *d	PAC ~e	C&R ~f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	216	5	25	27	49	4	7	37	145	101	107	3	6	139	188	208	216
Effective Weighted Sample	142	4	19	22	37	3	4	27	100	68	68	2	3	91	128	136	142
Total	145	3	11	13	33	2	4	24	109	70	67	2	3	87	111	138	145
1 - Very difficult	4 3%	- -%	- -%	1 7%	1 3%	- -%	- -%	1 4%	4 3%	3 5%	1 2%	- -%	- -%	2 2%	3 3%	4 3%	4 3%
2	3 2%	1 21%	1 7%	1 6%	1 3%	- -%	- -%	1 5%	2 2%	1 2%	2 3%	- -%	- -%	3 3%	3 3%	3 2%	3 2%
TOTAL DIFFICULT	8 5%	1 21%	1 7%	2 12%	2 6%	- -%	- -%	2 9%	5 5%	4 6%	3 5%	- -%	- -%	4 5%	7 6%	8 6%	8 5%
3 - Neither	28 20%	1 45%	3 28%	2 15%	5 15%	* 21%	1 18%	5 19%	22 20%	16 22%	13 19%	* 23%	1 20%	16 18%	21 19%	28 21%	28 20%
4	31 22%	* 9%	1 12%	2 15%	8 25%	* 16%	2 45%	6 26%	23 21%	12 17%	17 26%	* 17%	2 50%	20 23%	27 25%	29 21%	31 22%
5 - Very easy	71 49%	1 26%	6 51%	6 44%	16 50%	1 56%	1 37%	10 43%	56 51%	36 51%	31 47%	1 61%	1 30%	42 48%	51 46%	67 49%	71 49%
TOTAL EASY	102 71%	1 35%	7 63%	8 59%	25 75%	1 72%	3 82%	16 69%	79 73%	48 69%	49 72%	1 77%	3 80%	62 71%	78 71%	97 70%	102 71%
Don't know	6 4%	- -%	* 3%	2 13%	1 4%	* 7%	- -%	1 3%	2 2%	2 3%	2 4%	- -%	- -%	5 6%	4 4%	4 3%	6 4%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 201

QB12EB. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR FIXED LINE PHONE (CALLS) - Knowing what steps you needed to take to switch from one supplier to another

Base : Those switched their fixed line phone supplier in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				COVERED					COVERED			
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD		MOB. PHONE	FIXED LINE CALLS	BROAD		MOB. PHONE	FIXED LINE CALLS	BUN- DLE	BROAD		MOB. PHONE	FIXED LINE CALLS	BROAD		MOB. PHONE	FIXED LINE CALLS
						TV	BAND			TV	BAND				TV	BAND			TV	BAND		
Significance Level: 95%	a	~b	~c	~d	~e	f	~g	h	~i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	216	216	9	-	1	6	117	20	216	7	118	21	216	1	1	4	7	-	1	3	5	-
Effective Weighted Sample	142	142	7	-	1	4	85	13	142	4	86	14	142	1	1	4	5	-	1	3	4	-
Total	145	145	4	-	*	5	66	10	145	5	66	11	145	1	*	1	6	-	*	1	3	-
1 - Very difficult	6	6	-	-	-	-	3	1	6	-	3	1	6	-	-	-	-	-	-	-	-	-
	4%	4%	-%	-%	-%	-%	5%	12%	4%	-%	5%	12%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%
2	6	6	-	-	-	1	2	*	6	1	2	*	6	-	-	-	1	-	-	-	-	-
	4%	4%	-%	-%	-%	12%	3%	3%	4%	11%	3%	3%	4%	-%	-%	-%	13%	-%	-%	-%	-%	-%
TOTAL DIFFICULT	12	12	-	-	-	1	5	2	12	1	5	2	12	-	-	-	1	-	-	-	-	-
	8%	8%	-%	-%	-%	12%	8%	16%	8%	11%	8%	15%	8%	-%	-%	-%	13%	-%	-%	-%	-%	-%
3 - Neither	28	28	1	-	-	2	14	4	28	2	14	4	28	-	-	-	1	-	-	-	1	-
	19%	19%	20%	-%	-%	43%	21%	34%	19%	39%	21%	33%	19%	-%	-%	-%	16%	-%	-%	-%	29%	-%
4	36	36	3	-	-	1	15	1	36	1	15	1	36	1	*	1	2	-	*	1	2	-
	25%	25%	61%	-%	-%	30%	24%	11%	25%	27%	23%	10%	25%	100%	100%	68%	30%	-%	100%	65%	56%	-%
5 - Very easy	63	63	1	-	*	1	28	4	63	1	28	4	63	-	-	*	2	-	-	*	*	-
	43%	43%	19%	-%	100%	15%	43%	38%	43%	22%	43%	41%	43%	-%	-%	32%	41%	-%	-%	35%	15%	-%
TOTAL EASY	99	99	4	-	*	2	43	5	99	3	44	5	99	1	*	1	4	-	*	1	2	-
	68%	68%	80%	-%	100%	45%	66%	49%	68%	50%	66%	51%	68%	100%	100%	100%	71%	-%	100%	100%	71%	-%
Don't know	6	6	-	-	-	-	3	*	6	-	3	*	6	-	-	-	-	-	-	-	-	-
	4%	4%	-%	-%	-%	-%	5%	1%	4%	-%	5%	1%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 201

QB12EB. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR FIXED LINE PHONE (CALLS) - Knowing what steps you needed to take to switch from one supplier to another

Base : Those switched their fixed line phone supplier in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT *d	PAC ~e	C&R ~f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	216	5	25	27	49	4	7	37	145	101	107	3	6	139	188	208	216
Effective Weighted Sample	142	4	19	22	37	3	4	27	100	68	68	2	3	91	128	136	142
Total	145	3	11	13	33	2	4	24	109	70	67	2	3	87	111	138	145
1 - Very difficult	6 4%	- -%	- -%	1 7%	2 5%	- -%	- -%	1 4%	4 4%	4 5%	2 3%	- -%	- -%	3 3%	5 4%	6 4%	6 4%
2	6 4%	1 21%	* 1%	- -%	2 6%	- -%	* 10%	1 5%	5 4%	1 1%	5 7%	- -%	* 11%	6 6%	6 6%	6 4%	6 4%
TOTAL DIFFICULT	12 8%	1 21%	* 1%	1 7%	4 11%	- -%	* 10%	2 9%	9 8%	4 6%	7 11%	- -%	* 11%	8 10%	11 10%	11 8%	12 8%
3 - Neither	28 19%	- -%	5 43%	2 15%	6 17%	* 21%	2 62%	8 32%	18 17%	12 17%	16 24%	* 23%	2 69%	15 17%	22 20%	28 20%	28 19%
4	36 25%	1 53%	3 23%	2 18%	8 25%	* 16%	- -%	5 22%	29 26%	16 23%	18 27%	* 17%	- -%	21 25%	30 27%	35 25%	36 25%
5 - Very easy	63 43%	1 26%	3 30%	6 43%	15 45%	1 56%	1 28%	8 32%	50 46%	37 52%	23 34%	1 61%	1 21%	38 44%	44 40%	59 43%	63 43%
TOTAL EASY	99 68%	2 79%	6 54%	8 62%	23 69%	1 72%	1 28%	13 54%	79 73%	53 75%	41 61%	1 77%	1 21%	59 69%	74 67%	94 68%	99 68%
Don't know	6 4%	- -%	* 3%	2 16%	1 3%	* 7%	- -%	1 5%	2 2%	2 2%	3 4%	- -%	- -%	4 5%	4 3%	4 3%	6 4%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 202

QB12EC. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR FIXED LINE PHONE (CALLS) - Knowing whether you needed to pay a cancellation or early termination charge to your previous supplier

Base : Those switched their fixed line phone supplier in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				CONSIDERED & COVERED					COVERED			
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
						TV	BAND			TV	BAND			TV	BAND			TV	BAND			
	a	~b	~c	~d	~e	f	~g	h	~i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	216	216	9	-	1	6	117	20	216	7	118	21	216	1	1	4	7	-	1	3	5	-
Effective Weighted Sample	142	142	7	-	1	4	85	13	142	4	86	14	142	1	1	4	5	-	1	3	4	-
Total	145	145	4	-	*	5	66	10	145	5	66	11	145	1	*	1	6	-	*	1	3	-
1 - Very difficult	11	11	-	-	-	-	4	1	11	-	4	1	11	-	-	-	1	-	-	-	-	-
	8%	8%	-%	-%	-%	-%	6%	12%	8%	-%	6%	12%	8%	-%	-%	-%	13%	-%	-%	-%	-%	-%
2	9	9	*	-	-	-	3	1	9	-	3	1	9	-	-	-	*	-	-	-	*	-
	6%	6%	9%	-%	-%	-%	4%	10%	6%	-%	4%	10%	6%	-%	-%	-%	7%	-%	-%	-%	14%	-%
TOTAL DIFFICULT	20	20	*	-	-	-	7	2	20	-	7	2	20	-	-	-	1	-	-	-	*	-
	14%	14%	9%	-%	-%	-%	10%	22%	14%	-%	10%	22%	14%	-%	-%	-%	21%	-%	-%	-%	14%	-%
3 - Neither	36	36	3	-	-	2	16	1	36	2	16	1	36	1	-	*	4	-	-	*	2	-
	25%	25%	59%	-%	-%	45%	25%	8%	25%	41%	25%	8%	25%	100%	-%	28%	74%	-%	-%	31%	75%	-%
4	27	27	1	-	-	2	15	3	27	2	15	3	27	-	-	1	-	-	-	1	-	-
	19%	19%	16%	-%	-%	43%	23%	28%	19%	39%	23%	27%	19%	-%	-%	72%	-%	-%	-%	69%	-%	-%
5 - Very easy	51	51	*	-	*	1	22	3	51	1	22	3	51	-	*	-	-	-	*	-	-	-
	35%	35%	8%	-%	100%	12%	33%	28%	35%	20%	33%	31%	35%	-%	100%	-%	-%	-%	100%	-%	-%	-%
TOTAL EASY	78	78	1	-	*	3	37	6	78	3	37	6	78	-	*	1	-	-	*	1	-	-
	54%	54%	24%	-%	100%	55%	56%	56%	54%	59%	57%	58%	54%	-%	100%	72%	-%	-%	100%	69%	-%	-%
Don't know	11	11	*	-	-	-	5	1	11	-	5	1	11	-	-	-	*	-	-	-	*	-
	8%	8%	7%	-%	-%	-%	8%	14%	8%	-%	8%	13%	8%	-%	-%	-%	6%	-%	-%	-%	11%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 202

QB12EC. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR FIXED LINE PHONE (CALLS) - Knowing whether you needed to pay a cancellation or early termination charge to your previous supplier

Base : Those switched their fixed line phone supplier in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT *d	PAC ~e	C&R ~f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	216	5	25	27	49	4	7	37	145	101	107	3	6	139	188	208	216
Effective Weighted Sample	142	4	19	22	37	3	4	27	100	68	68	2	3	91	128	136	142
Total	145	3	11	13	33	2	4	24	109	70	67	2	3	87	111	138	145
1 - Very difficult	11 8%	- -%	* 1%	1 9%	3 8%	- -%	- -%	5 22% h	5 5%	4 5%	4 6%	- -%	- -%	4 4%	6 6%	8 6%	11 8%
2	9 6%	- -%	1 5%	1 5%	1 4%	* 21%	1 18%	1 4%	8 7%	1 2%	8 12% i	* 23%	1 20%	7 8%	9 8%	9 7%	9 6%
TOTAL DIFFICULT	20 14%	- -%	1 6%	2 15%	4 12%	* 21%	1 18%	6 26%	13 12%	5 7%	12 18%	* 23%	1 20%	11 12%	15 14%	17 12%	20 14%
3 - Neither	36 25%	2 79%	4 31%	4 27%	8 25%	- -%	* 8%	6 27%	28 26%	19 27%	16 24%	- -%	* 9%	20 23%	27 24%	35 25%	36 25%
4	27 19%	- -%	3 25%	1 5%	9 28%	* 16%	2 45%	5 20%	21 19%	11 15%	17 25%	* 17%	2 50%	16 18%	22 20%	27 20%	27 19%
5 - Very easy	51 35%	1 21%	2 20%	5 40%	10 31%	1 56%	1 28%	5 20%	40 37%	33 47% j	17 25%	1 61%	1 21%	34 39%	38 35%	50 36%	51 35%
TOTAL EASY	78 54%	1 21%	5 45%	6 45%	19 58%	1 72%	3 74%	10 40%	61 56%	43 62%	34 50%	1 77%	2 71%	49 57%	60 54%	77 56%	78 54%
Don't know	11 8%	- -%	2 18%	2 13%	2 5%	* 7%	- -%	2 7%	6 6%	3 5%	6 8%	- -%	- -%	7 8%	8 7%	9 6%	11 8%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 203

QB12ED. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR FIXED LINE PHONE (CALLS) - Keeping your current phone number

Base : Those switched their fixed line phone supplier in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%		a	~b	~c	~d	~e	f	~g	h	~i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	216	216	9	-	1	6	117	20	216	7	118	21	216	1	1	4	7	-	1	3	5	-
Effective Weighted Sample	142	142	7	-	1	4	85	13	142	4	86	14	142	1	1	4	5	-	1	3	4	-
Total	145	145	4	-	*	5	66	10	145	5	66	11	145	1	*	1	6	-	*	1	3	-
1 - Very difficult	13	13	-	-	-	-	3	2	13	-	3	2	13	-	-	-	1	-	-	-	-	-
	9%	9%	-%	-%	-%	-%	5%	20%	9%	-%	5%	19%	9%	-%	-%	-%	13%	-%	-%	-%	-%	-%
2	6	6	-	-	-	-	2	1	6	-	2	1	6	-	-	-	-	-	-	-	-	-
	4%	4%	-%	-%	-%	-%	4%	7%	4%	-%	4%	7%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TOTAL DIFFICULT	20	20	-	-	-	-	6	3	20	-	6	3	20	-	-	-	1	-	-	-	-	-
	14%	14%	-%	-%	-%	-%	9%	27%	14%	-%	9%	26%	14%	-%	-%	-%	13%	-%	-%	-%	-%	-%
3 - Neither	11	11	-	-	-	-	7	1	11	-	7	1	11	-	-	-	-	-	-	-	-	-
	8%	8%	-%	-%	-%	-%	11%	8%	8%	-%	11%	8%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%
4	22	22	1	-	-	4	11	2	22	4	11	2	22	-	-	-	1	-	-	-	1	-
	15%	15%	20%	-%	-%	80%	17%	21%	15%	73%	17%	20%	15%	-%	-%	-%	16%	-%	-%	-%	29%	-%
5 - Very easy	84	84	4	-	*	*	35	4	84	1	35	5	84	1	*	1	4	-	*	1	2	-
	58%	58%	80%	-%	100%	7%	53%	43%	58%	15%	53%	45%	58%	100%	100%	100%	71%	-%	100%	100%	71%	-%
TOTAL EASY	106	106	4	-	*	4	46	7	106	5	46	7	106	1	*	1	5	-	*	1	3	-
	73%	73%	100%	-%	100%	87%	70%	64%	73%	88%	70%	66%	73%	100%	100%	100%	87%	-%	100%	100%	100%	-%
Don't know	8	8	-	-	-	1	7	*	8	1	7	*	8	-	-	-	-	-	-	-	-	-
	5%	5%	-%	-%	-%	13%	10%	1%	5%	12%	10%	1%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 203

QB12ED. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR FIXED LINE PHONE (CALLS) - Keeping your current phone number

Base : Those switched their fixed line phone supplier in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT *d	PAC ~e	C&R ~f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	216	5	25	27	49	4	7	37	145	101	107	3	6	139	188	208	216
Effective Weighted Sample	142	4	19	22	37	3	4	27	100	68	68	2	3	91	128	136	142
Total	145	3	11	13	33	2	4	24	109	70	67	2	3	87	111	138	145
1 - Very difficult	13 9%	- -%	- -%	2 16%	1 3%	- -%	- -%	7 30% h	5 5%	5 6%	6 8%	- -%	- -%	5 6%	9 8%	10 7%	13 9%
2	6 4%	- -%	1 9%	* 2%	1 3%	* 21%	* 10%	* 1%	6 5%	1 1%	5 8%	* 23%	* 11%	6 7%	6 6%	6 5%	6 4%
TOTAL DIFFICULT	20 14%	- -%	1 9%	2 18%	2 7%	* 21%	* 10%	7 31% h	11 10%	6 8%	11 16%	* 23%	* 11%	11 13%	15 14%	17 12%	20 14%
3 - Neither	11 8%	- -%	2 16%	1 11%	3 9%	- -%	* 8%	1 6%	8 8%	6 9%	5 8%	- -%	* 9%	4 5%	8 7%	11 8%	11 8%
4	22 15%	2 65%	2 13%	2 12%	7 23%	* 16%	2 54%	4 19%	17 16%	10 15%	12 18%	* 17%	2 59%	14 17%	20 18%	22 16%	22 15%
5 - Very easy	84 58%	* 12%	7 57%	5 38%	17 50%	1 56%	1 28%	8 35%	67 62% g	47 67% j	32 48%	1 61%	1 21%	50 58%	59 54%	80 58%	84 58%
TOTAL EASY	106 73%	2 78%	8 71%	7 50%	24 73%	1 72%	3 82%	13 54%	84 78% g	58 82% j	44 66%	1 77%	3 80%	65 75%	80 72%	102 74%	106 73%
Don't know	8 5%	1 22%	* 3%	3 21%	4 11%	* 7%	- -%	2 9%	5 4%	1 1%	7 10% i	- -%	- -%	6 7%	8 7%	8 6%	8 5%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 204

QB12EE. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR FIXED LINE PHONE (CALLS) - Being able to get through to your previous supplier to tell them you wanted to cancel their service

Base : Those switched their fixed line phone supplier in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		TV	BAND	PHONE			TV	BAND	PHONE		TV	BAND	PHONE	
Significance Level: 95%	a	~b	~c	~d	~e	f	~g	h	~i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	216	216	9	-	1	6	117	20	216	7	118	21	216	1	1	4	7	-	1	3	5	-
Effective Weighted Sample	142	142	7	-	1	4	85	13	142	4	86	14	142	1	1	4	5	-	1	3	4	-
Total	145	145	4	-	*	5	66	10	145	5	66	11	145	1	*	1	6	-	*	1	3	-
1 - Very difficult	15	15	-	-	-	-	4	1	15	-	4	1	15	-	-	-	1	-	-	-	-	-
	10%	10%	-%	-%	-%	-%	5%	12%	10%	-%	5%	12%	10%	-%	-%	-%	13%	-%	-%	-%	-%	-%
2	8	8	1	-	-	*	4	1	8	*	4	1	8	-	-	-	1	-	-	-	1	-
	5%	5%	21%	-%	-%	8%	6%	10%	5%	7%	6%	10%	5%	-%	-%	-%	17%	-%	-%	-%	31%	-%
TOTAL DIFFICULT	23	23	1	-	-	*	8	2	23	*	8	2	23	-	-	-	2	-	-	-	1	-
	16%	16%	21%	-%	-%	8%	12%	22%	16%	7%	12%	22%	16%	-%	-%	-%	30%	-%	-%	-%	31%	-%
3 - Neither	28	28	1	-	-	1	16	2	28	1	16	2	28	-	-	-	1	-	-	-	1	-
	19%	19%	29%	-%	-%	25%	24%	23%	19%	23%	24%	22%	19%	-%	-%	-%	23%	-%	-%	-%	43%	-%
4	25	25	-	-	-	2	12	1	25	2	12	1	25	-	-	*	-	-	-	-	-	-
	17%	17%	-%	-%	-%	43%	19%	10%	17%	39%	19%	10%	17%	-%	-%	11%	-%	-%	-%	-%	-%	-%
5 - Very easy	53	53	2	-	*	1	24	3	53	1	24	4	53	-	*	1	2	-	*	1	*	-
	37%	37%	35%	-%	100%	12%	36%	32%	37%	20%	37%	35%	37%	-%	100%	61%	41%	-%	100%	69%	15%	-%
TOTAL EASY	78	78	2	-	*	3	36	4	78	3	37	5	78	-	*	1	2	-	*	1	*	-
	54%	54%	35%	-%	100%	55%	55%	42%	54%	59%	55%	45%	54%	-%	100%	72%	41%	-%	100%	69%	15%	-%
Don't know	17	17	1	-	-	1	6	1	17	1	6	1	17	1	-	*	*	-	-	*	*	-
	11%	11%	15%	-%	-%	12%	10%	12%	11%	11%	9%	11%	11%	100%	-%	28%	6%	-%	-%	31%	11%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 204

QB12EE. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR FIXED LINE PHONE (CALLS) - Being able to get through to your previous supplier to tell them you wanted to cancel their service

Base : Those switched their fixed line phone supplier in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT *d	PAC ~e	C&R ~f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	216	5	25	27	49	4	7	37	145	101	107	3	6	139	188	208	216
Effective Weighted Sample	142	4	19	22	37	3	4	27	100	68	68	2	3	91	128	136	142
Total	145	3	11	13	33	2	4	24	109	70	67	2	3	87	111	138	145
1 - Very difficult	15 10%	- -%	* 3%	3 21%	- -%	- -%	- -%	7 29% h	7 7%	7 10%	5 7%	- -%	- -%	6 7%	9 8%	11 8%	15 10%
2	8 5%	* 14%	- -%	- -%	4 12%	* 21%	* 10%	1 3%	7 6%	2 2%	6 9%	* 23%	* 11%	5 5%	8 7%	8 6%	8 5%
TOTAL DIFFICULT	23 16%	* 14%	* 3%	3 21%	4 12%	* 21%	* 10%	8 32% h	14 13%	8 12%	11 16%	* 23%	* 11%	11 13%	16 15%	19 14%	23 16%
3 - Neither	28 19%	1 45%	1 11%	2 15%	10 32%	- -%	2 62%	6 27%	20 18%	14 19%	14 21%	- -%	2 69%	18 21%	20 18%	27 20%	28 19%
4	25 17%	- -%	4 32%	2 16%	5 16%	* 16%	- -%	2 8%	20 19%	10 14%	15 22%	* 17%	- -%	15 18%	23 21%	25 18%	25 17%
5 - Very easy	53 37%	1 21%	4 38%	5 37%	10 30%	1 56%	1 28%	7 28%	40 37%	29 41%	22 33%	1 61%	1 21%	33 38%	38 34%	51 37%	53 37%
TOTAL EASY	78 54%	1 21%	8 71%	7 53%	15 46%	1 72%	1 28%	9 36%	60 56%	39 55%	37 54%	1 77%	1 21%	48 56%	61 55%	76 55%	78 54%
Don't know	17 11%	1 21%	2 15%	1 11%	3 9%	* 7%	- -%	1 5%	14 13%	10 14%	6 9%	- -%	- -%	9 11%	14 12%	16 11%	17 11%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 205

QB12EF. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR FIXED LINE PHONE (CALLS) - Having to tell your previous supplier that you wanted to cancel their service

Base : Those switched their fixed line phone supplier in last 12 months

	ACTIONS TAKEN								SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED			
	CONSI			BUN- DLE	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS
	SWIT- CHED	DERED	NEIT- HER		TV	BAND			TV	BAND			TV	BAND			TV	BAND			TV	BAND		
Significance Level: 95%	a	~b	~c	~d	~e	f	~g	h	~i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u			
Unweighted total	216	216	9	-	1	6	117	20	216	7	118	21	216	1	1	4	7	-	1	3	5	-		
Effective Weighted Sample	142	142	7	-	1	4	85	13	142	4	86	14	142	1	1	4	5	-	1	3	4	-		
Total	145	145	4	-	*	5	66	10	145	5	66	11	145	1	*	1	6	-	*	1	3	-		
1 - Very difficult	12	12	-	-	-	*	3	1	12	*	3	1	12	-	-	-	1	-	-	-	-	-		
	8%	8%	-%	-%	-%	8%	5%	12%	8%	7%	5%	12%	8%	-%	-%	-%	13%	-%	-%	-%	-%	-%		
2	9	9	1	-	-	-	6	1	9	-	6	1	9	-	-	-	1	-	-	-	1	-		
	6%	6%	21%	-%	-%	-%	9%	7%	6%	-%	9%	7%	6%	-%	-%	-%	17%	-%	-%	-%	31%	-%		
TOTAL DIFFICULT	21	21	1	-	-	*	9	2	21	*	9	2	21	-	-	-	2	-	-	-	1	-		
	14%	14%	21%	-%	-%	8%	14%	20%	14%	7%	14%	19%	14%	-%	-%	-%	30%	-%	-%	-%	31%	-%		
3 - Neither	31	31	1	-	-	2	16	1	31	2	16	1	31	-	-	-	1	-	-	-	1	-		
	21%	21%	20%	-%	-%	37%	24%	11%	21%	34%	24%	10%	21%	-%	-%	-%	16%	-%	-%	-%	29%	-%		
4	20	20	-	-	-	2	8	3	20	2	8	3	20	-	-	*	-	-	-	-	-	-		
	14%	14%	-%	-%	-%	43%	13%	25%	14%	39%	13%	24%	14%	-%	-%	11%	-%	-%	-%	-%	-%	-%		
5 - Very easy	56	56	2	-	*	-	25	3	56	*	26	3	56	-	*	*	3	-	*	*	1	-		
	38%	38%	36%	-%	100%	-%	39%	26%	38%	9%	39%	29%	38%	-%	100%	30%	49%	-%	100%	33%	29%	-%		
TOTAL EASY	76	76	2	-	*	2	34	5	76	2	34	6	76	-	*	*	3	-	*	*	1	-		
	52%	52%	36%	-%	100%	43%	52%	52%	52%	48%	52%	54%	52%	-%	100%	40%	49%	-%	100%	33%	29%	-%		
Don't know	18	18	1	-	-	1	7	2	18	1	7	2	18	1	-	1	*	-	-	1	*	-		
	12%	12%	23%	-%	-%	12%	10%	18%	12%	11%	10%	17%	12%	100%	-%	60%	6%	-%	-%	67%	11%	-%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 205

QB12EF. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR FIXED LINE PHONE (CALLS) - Having to tell your previous supplier that you wanted to cancel their service

Base : Those switched their fixed line phone supplier in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT *d	PAC ~e	C&R ~f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	216	5	25	27	49	4	7	37	145	101	107	3	6	139	188	208	216
Effective Weighted Sample	142	4	19	22	37	3	4	27	100	68	68	2	3	91	128	136	142
Total	145	3	11	13	33	2	4	24	109	70	67	2	3	87	111	138	145
1 - Very difficult	12 8%	* 14%	* 3%	2 19%	1 2%	- -%	- -%	7 30% h	4 4%	5 7%	3 5%	- -%	- -%	4 5%	7 6%	8 6%	12 8%
2	9 6%	- -%	- -%	* 2%	5 14%	* 21%	* 10%	1 5%	7 7%	2 3%	7 10%	* 23%	* 11%	6 7%	8 7%	9 6%	9 6%
TOTAL DIFFICULT	21 14%	* 14%	* 3%	3 21%	5 16%	* 21%	* 10%	8 36% h	11 10%	7 10%	10 15%	* 23%	* 11%	11 12%	15 14%	17 12%	21 14%
3 - Neither	31 21%	2 65%	2 21%	1 10%	10 31%	- -%	1 17%	4 16%	25 23%	16 23%	14 21%	- -%	1 19%	18 21%	23 21%	30 22%	31 21%
4	20 14%	- -%	2 13%	1 8%	5 16%	* 16%	2 45%	3 12%	16 15%	7 9%	14 20%	* 17%	2 50%	13 14%	19 17%	20 15%	20 14%
5 - Very easy	56 38%	- -%	6 51%	6 42%	9 27%	1 56%	1 19%	7 29%	41 38%	30 42%	23 35%	1 61%	* 10%	35 40%	38 34%	53 39%	56 38%
TOTAL EASY	76 52%	- -%	7 65%	7 50%	14 44%	1 72%	2 64%	10 41%	58 53%	36 52%	37 55%	1 77%	2 60%	47 54%	57 51%	73 53%	76 52%
Don't know	18 12%	1 21%	1 11%	2 18%	3 9%	* 7%	* 10%	2 7%	15 14%	11 15%	6 9%	- -%	* 11%	11 12%	16 14%	17 12%	18 12%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 206

QB12EG. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR FIXED LINE PHONE (CALLS) - Getting your previous supplier to provide you with the information that you needed to be able to switch to another supplier

Base : Those switched their fixed line phone supplier in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				COVERED					COVERED			
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
						TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	a	~b	~c	~d	~e	f	~g	h	~i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	216	216	9	-	1	6	117	20	216	7	118	21	216	1	1	4	7	-	1	3	5	-
Effective Weighted Sample	142	142	7	-	1	4	85	13	142	4	86	14	142	1	1	4	5	-	1	3	4	-
Total	145	145	4	-	*	5	66	10	145	5	66	11	145	1	*	1	6	-	*	1	3	-
1 - Very difficult	13	13	-	-	-	*	4	1	13	*	4	1	13	-	-	-	1	-	-	-	-	-
	9%	9%	-%	-%	-%	8%	6%	12%	9%	7%	6%	12%	9%	-%	-%	-%	13%	-%	-%	-%	-%	-%
2	8	8	1	-	-	1	3	*	8	1	3	*	8	-	-	-	1	-	-	-	1	-
	6%	6%	21%	-%	-%	12%	5%	3%	6%	11%	5%	3%	6%	-%	-%	-%	17%	-%	-%	-%	31%	-%
TOTAL DIFFICULT	21	21	1	-	-	1	7	2	21	1	7	2	21	-	-	-	2	-	-	-	1	-
	14%	14%	21%	-%	-%	20%	11%	16%	14%	18%	10%	15%	14%	-%	-%	-%	30%	-%	-%	-%	31%	-%
3 - Neither	30	30	1	-	-	1	15	3	30	1	15	3	30	-	-	*	1	-	-	-	1	-
	21%	21%	20%	-%	-%	25%	22%	30%	21%	23%	22%	29%	21%	-%	-%	11%	16%	-%	-%	-%	29%	-%
4	19	19	-	-	-	2	13	1	19	2	13	1	19	-	-	-	-	-	-	-	-	-
	13%	13%	-%	-%	-%	43%	19%	10%	13%	39%	19%	10%	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5 - Very easy	56	56	1	-	*	*	22	3	56	1	23	4	56	-	*	*	2	-	*	*	*	-
	39%	39%	26%	-%	100%	5%	34%	34%	39%	13%	34%	37%	39%	-%	100%	30%	41%	-%	100%	33%	15%	-%
TOTAL EASY	75	75	1	-	*	2	35	5	75	3	35	5	75	-	*	*	2	-	*	*	*	-
	52%	52%	26%	-%	100%	48%	53%	44%	52%	53%	53%	46%	52%	-%	100%	30%	41%	-%	100%	33%	15%	-%
Don't know	19	19	1	-	-	*	9	1	19	*	9	1	19	1	-	1	1	-	-	1	1	-
	13%	13%	32%	-%	-%	7%	14%	10%	13%	6%	14%	10%	13%	100%	-%	60%	13%	-%	-%	67%	25%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 206

QB12EG. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR FIXED LINE PHONE (CALLS) - Getting your previous supplier to provide you with the information that you needed to be able to switch to another supplier

Base : Those switched their fixed line phone supplier in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT *d	PAC ~e	C&R ~f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	216	5	25	27	49	4	7	37	145	101	107	3	6	139	188	208	216
Effective Weighted Sample	142	4	19	22	37	3	4	27	100	68	68	2	3	91	128	136	142
Total	145	3	11	13	33	2	4	24	109	70	67	2	3	87	111	138	145
1 - Very difficult	13 9%	* 14%	* 3%	2 13%	1 3%	- -%	- -%	6 26% h	6 5%	6 9%	3 5%	- -%	- -%	3 4%	7 6%	9 7%	13 9%
2	8 6%	1 21%	- -%	1 8%	2 5%	- -%	* 10%	2 8%	6 5%	2 2%	6 10%	- -%	* 11%	6 7%	8 7%	8 6%	8 6%
TOTAL DIFFICULT	21 14%	1 35%	* 3%	3 21%	3 8%	- -%	* 10%	8 34% h	11 11%	8 11%	10 14%	- -%	* 11%	10 11%	15 13%	17 13%	21 14%
3 - Neither	30 21%	1 45%	3 25%	1 7%	9 28%	* 21%	2 62%	4 18%	25 23%	15 22%	15 22%	* 23%	2 69%	19 22%	23 21%	30 22%	30 21%
4	19 13%	- -%	3 27%	3 21%	5 16%	* 16%	- -%	4 16%	14 13%	7 10%	12 18%	* 17%	- -%	12 13%	18 16%	19 14%	19 13%
5 - Very easy	56 39%	* 9%	4 34%	4 30%	10 32%	1 56%	1 19%	6 26%	44 41%	34 49%	21 32% j	1 61%	* 10%	36 42%	39 35%	55 40%	56 39%
TOTAL EASY	75 52%	* 9%	7 60%	7 51%	16 48%	1 72%	1 19%	10 43%	58 54%	41 59%	33 50%	1 77%	* 10%	48 55%	57 51%	75 54%	75 52%
Don't know	19 13%	* 12%	1 11%	3 21%	5 16%	* 7%	* 10%	1 6%	14 13%	6 9%	10 15%	- -%	* 11%	10 12%	16 15%	16 12%	19 13%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 207

QB12EH. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR FIXED LINE PHONE (CALLS) - Arranging for the old and new services to stop and start at the right time

Base : Those switched their fixed line phone supplier in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				COVERED					COVERED			
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD MOB.			FIXED PHONE CALLS	BROAD MOB.			FIXED PHONE CALLS	BROAD MOB.			FIXED PHONE CALLS	BROAD MOB.			FIXED PHONE CALLS	
						TV	BAND			TV	BAND			TV	BAND			TV	BAND			
	a	~b	~c	~d	~e	f	~g	h	~i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	216	216	9	-	1	6	117	20	216	7	118	21	216	1	1	4	7	-	1	3	5	-
Effective Weighted Sample	142	142	7	-	1	4	85	13	142	4	86	14	142	1	1	4	5	-	1	3	4	-
Total	145	145	4	-	*	5	66	10	145	5	66	11	145	1	*	1	6	-	*	1	3	-
1 - Very difficult	12	12	-	-	-	-	4	1	12	-	4	1	12	-	-	*	1	-	-	-	-	-
	8%	8%	-%	-%	-%	-%	6%	12%	8%	-%	5%	12%	8%	-%	-%	11%	13%	-%	-%	-%	-%	-%
2	8	8	*	-	-	1	3	1	8	1	3	1	8	-	-	-	*	-	-	-	*	-
	5%	5%	7%	-%	-%	25%	4%	10%	5%	23%	4%	10%	5%	-%	-%	-%	6%	-%	-%	-%	11%	-%
TOTAL DIFFICULT	19	19	*	-	-	1	7	2	19	1	7	2	19	-	-	*	1	-	-	-	*	-
	13%	13%	7%	-%	-%	25%	10%	23%	13%	23%	10%	22%	13%	-%	-%	11%	19%	-%	-%	-%	11%	-%
3 - Neither	24	24	1	-	-	1	12	3	24	1	12	3	24	-	-	-	1	-	-	-	1	-
	17%	17%	20%	-%	-%	20%	19%	27%	17%	18%	19%	26%	17%	-%	-%	-%	16%	-%	-%	-%	29%	-%
4	24	24	1	-	-	2	12	1	24	2	12	1	24	-	-	-	1	-	-	-	1	-
	16%	16%	31%	-%	-%	43%	19%	6%	16%	39%	19%	6%	16%	-%	-%	-%	24%	-%	-%	-%	45%	-%
5 - Very easy	67	67	2	-	*	*	29	4	67	1	29	5	67	-	*	1	2	-	*	1	*	-
	46%	46%	42%	-%	100%	5%	44%	40%	46%	13%	44%	42%	46%	-%	100%	89%	41%	-%	100%	100%	15%	-%
TOTAL EASY	91	91	3	-	*	2	41	5	91	3	41	5	91	-	*	1	4	-	*	1	2	-
	62%	62%	73%	-%	100%	48%	62%	45%	62%	53%	63%	48%	62%	-%	100%	89%	65%	-%	100%	100%	60%	-%
Don't know	11	11	-	-	-	*	6	*	11	*	6	*	11	1	-	-	-	-	-	-	-	-
	7%	7%	-%	-%	-%	7%	9%	4%	7%	6%	9%	4%	7%	100%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 207

QB12EH. EASE/ DIFFICULTY WHEN SWITCHING SUPPLIER FOR FIXED LINE PHONE (CALLS) - Arranging for the old and new services to stop and start at the right time

Base : Those switched their fixed line phone supplier in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT *d	PAC ~e	C&R ~f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	216	5	25	27	49	4	7	37	145	101	107	3	6	139	188	208	216
Effective Weighted Sample	142	4	19	22	37	3	4	27	100	68	68	2	3	91	128	136	142
Total	145	3	11	13	33	2	4	24	109	70	67	2	3	87	111	138	145
1 - Very difficult	12 8%	- -%	* 3%	2 14%	1 3%	- -%	- -%	5 20% h	6 6%	4 6%	6 8%	- -%	- -%	6 7%	9 8%	10 7%	12 8%
2	8 5%	1 45%	1 9%	1 6%	1 2%	- -%	* 10%	2 10%	5 5%	3 5%	5 7%	- -%	* 11%	5 5%	7 6%	8 6%	8 5%
TOTAL DIFFICULT	19 13%	1 45%	1 13%	3 20%	2 5%	- -%	* 10%	7 30% h	11 10%	8 11%	10 15%	- -%	* 11%	10 12%	16 14%	18 13%	19 13%
3 - Neither	24 17%	1 35%	2 17%	2 14%	7 21%	* 21%	2 62%	7 31% h	15 14%	11 16%	11 17%	* 23%	2 69%	13 15%	16 15%	22 16%	24 17%
4	24 16%	- -%	2 21%	1 6%	8 26%	* 16%	- -%	* 1% g	23 21%	8 11%	15 23%	* 17%	- -%	17 19%	22 20%	23 17%	24 16%
5 - Very easy	67 46%	* 9%	5 43%	6 45%	13 39%	1 56%	1 19%	8 34%	51 47%	39 56%	25 36%	1 61%	* 10%	41 47%	46 42%	64 46%	67 46%
TOTAL EASY	91 62%	* 9%	7 64%	7 50%	21 65%	1 72%	1 19%	8 35%	74 68% g	47 67%	40 59%	1 77%	* 10%	57 66%	68 62%	87 63%	91 62%
Don't know	11 7%	* 12%	1 6%	2 17%	3 9%	* 7%	* 10%	1 5%	8 8%	4 6%	6 9%	- -%	* 11%	6 7%	10 9%	11 8%	11 7%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 208

SUMMARY OF DIFFICULTY SWITCHING PACKAGE OF SERVICES

Base : Those switched their package of services in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS		
	SWIT- CHED	DERED	NEIT- HER		TV	BAND		TV	BAND		TV	BAND		TV	BAND		TV	BAND				
	a	~b	~c		~e	~f	~g	~h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%	Total																					
Unweighted total	125	125	8	-	125	1	-	11	1	69	116	21	120	-	1	-	8	-	1	-	7	-
Effective Weighted Sample	88	88	8	-	88	1	-	9	1	53	88	15	85	-	1	-	8	-	1	-	7	-
Total	101	101	9	-	101	1	-	7	*	71	86	18	98	-	1	-	9	-	1	-	7	-
ANY DIFFICULTIES	33	33	3	-	33	-	-	6	-	17	31	9	32	-	1	-	2	-	1	-	2	-
	32%	32%	37%	-%	32%	-%	-%	87%	-%	24%	36%	51%	32%	-%	100%	-%	19%	-%	100%	-%	24%	-%
NONE	69	69	5	-	69	1	-	1	*	53	55	9	66	-	-	-	7	-	-	-	5	-
	68%	68%	63%	-%	68%	100%	-%	13%	100%	76%	64%	49%	68%	-%	-%	-%	81%	-%	-%	-%	76%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 208

SUMMARY OF DIFFICULTY SWITCHING PACKAGE OF SERVICES

Base : Those switched their package of services in last 12 months

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE	
Significance Level: 95%	Total	*a	~b	*c	*d	~e	~f	*g	*h	*i	*j	~k	~l	m	n	o	p	
Unweighted total	125	46	8	33	54	11	3	38	62	61	59	5	1	97	116	120	124	
Effective Weighted Sample	88	34	7	23	49	9	2	25	51	46	44	4	1	73	88	89	87	
Total	101	49	6	22	51	10	3	25	65	49	44	3	*	89	86	93	100	
ANY DIFFICULTIES	33	11	3	9	16	7	*	12	16	17	15	3	*	29	31	33	33	
	32%	22%	55%	41%	31%	69%	13%	49% h	24%	36%	34%	100%	100%	32%	36%	35%	32%	
NONE	69	39	3	13	35	3	3	13	49	31	29	-	-	60	55	60	68	
	68%	78%	45%	59%	69%	31%	87%	51%	76% g	64%	66%	-%	-%	68%	64%	65%	68%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 209

SUMMARY OF DIFFICULTY SWITCHING TV SERVICE

Base : Those who have switched their TV service supplier in last 12 months (including those with TV in a bundle of services)

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	a	~b	~c	*d	e	*f	~g	~h	i	j	~k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	155	155	10	-	69	87	33	12	7	155	93	19	72	1	-	1	10	-	-	2	8	1
Effective Weighted Sample	92	92	8	-	53	45	25	9	4	92	73	13	55	1	-	1	8	-	-	2	7	1
Total	107	107	7	-	71	37	19	7	5	107	74	16	73	*	-	*	8	-	-	1	7	*
ANY DIFFICULTIES	30	30	2	-	17	12	5	5	4	30	21	6	21	-	-	-	2	-	-	-	2	-
	28%	28%	27%	-%	24%	33%	29%	67%	79%	28%	28%	36%	29%	-%	-%	-%	25%	-%	-%	-%	30%	-%
NONE	77	77	5	-	53	25	13	2	1	77	53	10	52	*	-	*	6	-	-	1	5	*
	72%	72%	73%	-%	76%	67%	71%	33%	21%	72%	72%	64%	71%	100%	-%	100%	75%	-%	-%	100%	70%	100%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 209

SUMMARY OF DIFFICULTY SWITCHING TV SERVICE

Base : Those who have switched their TV service supplier in last 12 months (including those with TV in a bundle of services)

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	a	~b	~c	*d	~e	~f	~g	*h	*i	*j	~k	~l	m	n	o	p
Unweighted total	155	108	7	26	47	7	6	23	40	62	78	3	2	155	128	140	133
Effective Weighted Sample	92	61	6	19	39	6	3	17	33	42	49	3	2	92	87	91	85
Total	107	73	6	20	41	8	4	19	48	47	50	3	1	107	84	97	100
ANY DIFFICULTIES	30	18	2	6	10	4	*	8	11	12	17	3	*	30	27	29	28
	28%	24%	41%	29%	25%	58%	9%	42%	23%	26%	34%	100%	49%	28%	32%	30%	28%
NONE	77	56	3	14	31	3	4	11	37	35	33	-	*	77	58	68	72
	72%	76%	59%	71%	75%	42%	91%	58%	77%	74%	66%	-%	51%	72%	68%	70%	72%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 210

SUMMARY OF DIFFICULTY SWITCHING FIXED BROADBAND SERVICE

Base : Those who have switched their fixed line broadband supplier in last 12 months (including those with broadband in a bundle of services)

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS		
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE			
	Total	a	~b		~c	*e	f	*g	h	i	j	*k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Significance Level: 95%																						
Unweighted total	489	489	29	-	116	34	373	34	118	93	489	42	228	-	8	-	19	13	7	-	14	8
Effective Weighted Sample	300	300	22	-	88	26	222	25	86	73	300	28	167	-	5	-	16	11	5	-	12	7
Total	235	235	18	-	86	20	149	17	66	74	235	25	148	-	4	-	16	5	4	-	11	3
ANY DIFFICULTIES	88	88	7	-	31	6	57	10	29	21	88	12	59	-	3	-	4	2	2	-	3	2
	37%	37%	40%	-%	36%	30%	38%	57%	44%	29%	37%	50%	40%	-%	66%	-%	26%	38%	65%	-%	25%	59%
NONE	147	147	11	-	55	14	92	7	37	53	147	13	89	-	1	-	12	3	1	-	8	1
	63%	63%	60%	-%	64%	70%	62%	43%	56%	71%	63%	50%	60%	-%	34%	-%	74%	62%	35%	-%	75%	41%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 210

SUMMARY OF DIFFICULTY SWITCHING FIXED BROADBAND SERVICE

Base : Those who have switched their fixed line broadband supplier in last 12 months (including those with broadband in a bundle of services)

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC b	C&R c	NoT d	PAC ~e	C&R ~f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	489	61	125	109	161	16	5	57	135	199	264	10	4	323	489	463	462
Effective Weighted Sample	300	46	53	79	130	13	3	40	109	123	164	8	3	206	300	287	287
Total	235	46	31	58	118	11	4	34	101	97	130	6	2	173	235	227	228
ANY DIFFICULTIES	88	11	14	28	35	7	1	20	34	36	50	3	1	61	88	86	86
	37%	24%	47%	48%	30%	63%	17%	58%	33%	37%	38%	55%	37%	35%	37%	38%	38%
			d	d				h									
NONE	147	35	16	30	83	4	3	14	67	61	80	3	1	112	147	142	141
	63%	76%	53%	52%	70%	37%	83%	42%	67%	63%	62%	45%	63%	65%	63%	62%	62%
					bc				g								

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 211

SUMMARY OF DIFFICULTY SWITCHING MOBILE PHONE SERVICE

Base : Those who have switched their mobile phone network supplier in last 12 months (including those with mobile in a bundle of services)

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND							
																a		~b	~c	~d		~e
Significance Level: 95%		a	~b	~c	~d	~e	~f	g	~h	~i	*j	k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	351	351	23	-	21	5	23	341	21	19	42	351	39	13	7	7	-	4	11	12	-	11
Effective Weighted Sample	125	125	12	-	15	4	17	119	14	13	28	125	25	6	4	6	-	2	6	10	-	6
Total	163	163	18	-	18	2	10	152	11	16	25	163	27	8	3	4	-	5	9	8	-	11
ANY DIFFICULTIES	43	43	3	-	5	1	3	41	6	4	8	43	10	2	*	2	-	*	*	3	-	1
	27%	27%	18%	-%	27%	59%	35%	27%	54%	23%	33%	27%	36%	20%	1%	39%	-%	9%	5%	35%	-%	13%
NONE	119	119	15	-	13	1	6	112	5	12	17	119	17	6	3	3	-	4	8	5	-	10
	73%	73%	82%	-%	73%	41%	65%	73%	46%	77%	67%	73%	64%	80%	99%	61%	-%	91%	95%	65%	-%	87%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 211

SUMMARY OF DIFFICULTY SWITCHING MOBILE PHONE SERVICE

Base : Those who have switched their mobile phone network supplier in last 12 months (including those with mobile in a bundle of services)

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
	Total	~a	~b	~c	~d	e	f	~g	~h	i	j	*k	*l	m	n	o	p
Significance Level: 95%																	
Unweighted total	351	13	11	12	14	106	93	14	22	132	219	70	73	231	273	351	304
Effective Weighted Sample	125	9	7	7	13	39	27	9	15	48	77	26	21	79	114	125	99
Total	163	12	3	8	12	48	40	10	16	63	100	34	29	94	72	163	119
ANY DIFFICULTIES	43	2	1	3	5	15	10	4	5	10	33	10	8	24	21	43	30
	27%	20%	29%	33%	39%	32%	25%	45%	34%	17%	33%	29%	28%	25%	29%	27%	26%
											i						
NONE	119	9	2	5	7	33	30	6	11	53	67	24	21	70	51	119	88
	73%	80%	71%	67%	61%	68%	75%	55%	66%	83%	67%	71%	72%	75%	71%	73%	74%
										j							

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 212

SUMMARY OF DIFFICULTY SWITCHING FIXED LINE VOICE SERVICE

Base : Those who have switched their fixed line phone supplier in last 12 months (including those with fixed line phone in a bundle of services)

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	a	~b	~c	d	~e	f	*g	h	*i	j	*k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	335	335	17	-	120	7	117	31	216	72	228	39	335	1	2	4	15	-	2	3	12	-
Effective Weighted Sample	225	225	14	-	85	5	85	22	142	55	167	25	225	1	1	4	13	-	1	3	11	-
Total	243	243	13	-	98	6	66	18	145	73	148	27	243	1	2	1	14	-	2	1	10	-
ANY DIFFICULTIES	72	72	5	-	32	2	17	10	40	19	47	12	72	-	1	*	4	-	1	-	3	-
	30%	30%	37%	-%	32%	36%	26%	55% fh	28%	27%	32%	43%	30%	-%	80%	11%	29%	-%	80%	-%	33%	-%
NONE	171	171	8	-	66	4	49	8	105	54	102	16	171	1	*	1	10	-	*	1	7	-
	70%	70%	63%	-%	68%	64%	74%	45%	72%	73%	68%	57%	70%	100%	20%	89%	71%	-%	20%	100%	67%	-%
							g		g													

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 212

SUMMARY OF DIFFICULTY SWITCHING FIXED LINE VOICE SERVICE

Base : Those who have switched their fixed line phone supplier in last 12 months (including those with fixed line phone in a bundle of services)

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT d	PAC ~e	C&R ~f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	335	48	31	59	102	14	10	75	206	161	161	8	7	230	298	322	335
Effective Weighted Sample	225	35	23	41	85	10	5	52	150	113	109	6	4	157	211	221	225
Total	243	50	16	34	83	12	7	49	173	118	109	5	4	172	193	227	243
ANY DIFFICULTIES	72 30%	13 26%	5 31%	15 45%	23 27%	7 59%	1 16%	26 52% h	41 24%	33 28%	35 32%	4 74%	1 29%	49 29%	63 33%	68 30%	72 30%
NONE	171 70%	37 74%	11 69%	19 55%	60 73%	5 41%	6 84%	23 48%	132 76% g	85 72%	74 68%	1 26%	3 71%	123 71%	130 67%	159 70%	171 70%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 213

QB13A. Was there a period of time in the switching process where you chose to or had to pay more than one company to provide a service, to make sure you didn't lose that service?

Base : Those switched their package of services in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED						
	CONSI				SWITCHED & COVERED					COVERED				COVERED					COVERED						
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD			MOB.	FIXED	TV	BAND	PHONE	LINE CALLS	BUN- DLE	TV	BAND	PHONE	LINE CALLS	TV	BAND	PHONE	LINE CALLS		
						TV	BAND	PHONE	MOB.	LINE CALLS														BROAD	MOB.
Significance Level: 95%		a	~b	~c	d	~e	~f	~g	~h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u			
Unweighted total	125	125	8	-	125	1	-	11	1	69	116	21	120	-	1	-	8	-	1	-	7	-			
Effective Weighted Sample	88	88	8	-	88	1	-	9	1	53	88	15	85	-	1	-	8	-	1	-	7	-			
Total	101	101	9	-	101	1	-	7	*	71	86	18	98	-	1	-	9	-	1	-	7	-			
Yes	14	14	-	-	14	-	-	1	-	8	12	5	13	-	-	-	-	-	-	-	-	-			
	14%	14%	-%	-%	14%	-%	-%	8%	-%	11%	14%	26%	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%			
No	84	84	9	-	84	1	-	6	*	61	71	12	82	-	1	-	9	-	1	-	7	-			
	83%	83%	100%	-%	83%	100%	-%	86%	100%	87%	82%	66%	84%	-%	100%	-%	100%	-%	100%	-%	100%	-%			
Don't know	3	3	-	-	3	-	-	*	-	2	3	1	3	-	-	-	-	-	-	-	-	-			
	3%	3%	-%	-%	3%	-%	-%	7%	-%	2%	4%	7%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%			

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 213

QB13A. Was there a period of time in the switching process where you chose to or had to pay more than one company to provide a service, to make sure you didn't lose that service?

Base : Those switched their package of services in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC ~b	C&R *c	NoT *d	PAC ~e	C&R ~f	C&R *g	NoT *h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	125	46	8	33	54	11	3	38	62	61	59	5	1	97	116	120	124
Effective Weighted Sample	88	34	7	23	49	9	2	25	51	46	44	4	1	73	88	89	87
Total	101	49	6	22	51	10	3	25	65	49	44	3	*	89	86	93	100
Yes	14	8	2	5	4	4	-	6	6	7	7	-	-	12	12	14	14
	14%	16%	32%	25%	8%	40%	-%	25%	10%	15%	16%	-%	-%	14%	14%	15%	14%
No	84	41	4	16	46	5	3	18	58	40	36	3	*	74	71	75	83
	83%	83%	58%	73%	91%	49%	100%	73%	89%	81%	81%	86%	100%	83%	82%	81%	82%
Don't know	3	*	1	*	*	1	-	*	*	2	1	*	-	3	3	3	3
	3%	1%	11%	2%	1%	11%	-%	2%	1%	4%	3%	14%	-%	3%	4%	4%	3%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 214

QB14A. How long for?

Base : Those paying more than one company during the switching process to provide a bundle of services

	ACTIONS TAKEN								SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS			
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE								
		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u		
Significance Level: 95%																								
Unweighted total	21	21	-	-	21	-	-	2	-	9	20	5	20	-	-	-	-	-	-	-	-			
Effective Weighted Sample	14	14	-	-	14	-	-	2	-	7	15	3	13	-	-	-	-	-	-	-	-			
Total	14	14	-	-	14	-	-	1	-	8	12	5	13	-	-	-	-	-	-	-	-			
1 day	1	1	-	-	1	-	-	-	-	1	1	-	1	-	-	-	-	-	-	-	-			
	8%	8%	-%	-%	8%	-%	-%	-%	-%	15%	10%	-%	9%	-%	-%	-%	-%	-%	-%	-%	-%			
2-3 days	*	*	-	-	*	-	-	-	-	-	*	-	*	-	-	-	-	-	-	-	-			
	1%	1%	-%	-%	1%	-%	-%	-%	-%	-%	1%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%			
4-7 days	2	2	-	-	2	-	-	-	-	1	2	-	1	-	-	-	-	-	-	-	-			
	16%	16%	-%	-%	16%	-%	-%	-%	-%	17%	19%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%			
8-14 days	2	2	-	-	2	-	-	-	-	1	2	1	2	-	-	-	-	-	-	-	-			
	16%	16%	-%	-%	16%	-%	-%	-%	-%	9%	19%	16%	17%	-%	-%	-%	-%	-%	-%	-%	-%			
15-30 days	3	3	-	-	3	-	-	*	-	1	3	*	3	-	-	-	-	-	-	-	-			
	18%	18%	-%	-%	18%	-%	-%	65%	-%	9%	21%	8%	20%	-%	-%	-%	-%	-%	-%	-%	-%			
More than 30 days	1	1	-	-	1	-	-	*	-	1	1	*	1	-	-	-	-	-	-	-	-			
	10%	10%	-%	-%	10%	-%	-%	35%	-%	11%	11%	4%	10%	-%	-%	-%	-%	-%	-%	-%	-%			
Don't know	4	4	-	-	4	-	-	-	-	3	2	3	4	-	-	-	-	-	-	-	-			
	31%	31%	-%	-%	31%	-%	-%	-%	-%	39%	19%	72%	33%	-%	-%	-%	-%	-%	-%	-%	-%			
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																								

Table 214

QB14A. How long for?

Base : Those paying more than one company during the switching process to provide a bundle of services

	TV PROCESSES		BB PROCESS			MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	21	9	2	10	5	3	-	11	6	13	8	-	-	14	20	21	21
Effective Weighted Sample	14	7	2	8	4	3	-	9	5	9	6	-	-	11	15	14	14
Total	14	8	2	5	4	4	-	6	6	7	7	-	-	12	12	14	14
1 day	1 8%	1 15%	- -	1 21%	- -	- -	- -	1 19%	- -	- -	1 17%	- -	- -	1 9%	1 10%	1 8%	1 8%
2-3 days	* 1%	- -	- -	- -	- -	- -	- -	- -	- -	* 2%	- -	- -	- -	- -	* 1%	* 1%	* 1%
4-7 days	2 16%	1 17%	1 53%	* 5%	1 23%	- -	- -	* 5%	1 15%	- -	2 33%	- -	- -	2 19%	2 19%	2 16%	2 16%
8-14 days	2 16%	1 9%	- -	* 5%	2 45%	1 18%	- -	1 17%	1 17%	1 17%	1 15%	- -	- -	1 11%	2 19%	2 16%	2 16%
15-30 days	3 18%	1 9%	- -	3 47%	- -	- -	- -	3 41%	- -	2 31%	* 5%	- -	- -	2 18%	3 21%	3 18%	3 18%
More than 30 days	1 10%	1 11%	- -	1 21%	- -	- -	- -	1 19%	- -	1 19%	- -	- -	- -	1 7%	1 11%	1 10%	1 10%
Don't know	4 31%	3 39%	1 47%	- -	1 32%	3 82%	- -	- -	4 68%	2 31%	2 30%	- -	- -	4 35%	2 19%	4 31%	4 31%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 215

QB15A. How much extra did you spend by paying more than one company?

Base : Those paying more than one company during the switching process to provide a bundle of services

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND							
																~a		~b	~c	~d		~e
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	21	21	-	-	21	-	-	2	-	9	20	5	20	-	-	-	-	-	-	-	-	-
Effective Weighted Sample	14	14	-	-	14	-	-	2	-	7	15	3	13	-	-	-	-	-	-	-	-	-
Total	14	14	-	-	14	-	-	1	-	8	12	5	13	-	-	-	-	-	-	-	-	-
Up to £19.99	1	1	-	-	1	-	-	-	-	*	1	-	1	-	-	-	-	-	-	-	-	-
	5%	5%	-%	-%	5%	-%	-%	-%	-%	4%	6%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£20.00-£29.99	4	4	-	-	4	-	-	1	-	1	4	1	3	-	-	-	-	-	-	-	-	-
	25%	25%	-%	-%	25%	-%	-%	100%	-%	18%	30%	12%	19%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£30.00-£39.99	3	3	-	-	3	-	-	-	-	1	3	1	3	-	-	-	-	-	-	-	-	-
	19%	19%	-%	-%	19%	-%	-%	-%	-%	14%	22%	16%	20%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£50.00-£59.99	1	1	-	-	1	-	-	-	-	1	1	-	1	-	-	-	-	-	-	-	-	-
	8%	8%	-%	-%	8%	-%	-%	-%	-%	15%	10%	-%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£60 or more	1	1	-	-	1	-	-	-	-	1	1	-	1	-	-	-	-	-	-	-	-	-
	10%	10%	-%	-%	10%	-%	-%	-%	-%	11%	11%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	5	5	-	-	5	-	-	-	-	3	3	3	5	-	-	-	-	-	-	-	-	-
	33%	33%	-%	-%	33%	-%	-%	-%	-%	39%	21%	72%	35%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 215

QB15A. How much extra did you spend by paying more than one company?

Base : Those paying more than one company during the switching process to provide a bundle of services

	TV PROCESSES	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	21	9	2	10	5	3	-	11	6	13	8	-	-	14	20	21	21
Effective Weighted Sample	14	7	2	8	4	3	-	9	5	9	6	-	-	11	15	14	14
Total	14	8	2	5	4	4	-	6	6	7	7	-	-	12	12	14	14
Up to £19.99	1 5%	* 4%	- -	1 11%	- -	- -	- -	1 9%	- -	* 2%	1 9%	- -	- -	* 2%	1 6%	1 5%	1 5%
£20.00-£29.99	4 25%	1 18%	1 53%	2 40%	- -	- -	- -	2 36%	- -	3 35%	1 15%	- -	- -	3 24%	4 30%	4 25%	4 25%
£30.00-£39.99	3 19%	1 14%	- -	* 6%	2 56%	1 18%	- -	1 18%	2 24%	1 9%	2 29%	- -	- -	3 22%	3 22%	3 19%	3 19%
£50.00-£59.99	1 8%	1 15%	- -	1 21%	- -	- -	- -	1 19%	- -	- -	1 17%	- -	- -	1 9%	1 10%	1 8%	1 8%
£60 or more	1 10%	1 11%	- -	1 16%	* 12%	- -	- -	1 14%	* 8%	1 19%	- -	- -	- -	1 7%	1 11%	1 10%	1 10%
Don't know	5 33%	3 39%	1 47%	* 5%	1 32%	3 82%	- -	* 5%	4 68%	3 35%	2 30%	- -	- -	4 35%	3 21%	5 33%	5 33%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 216

QB16A. Was there a period of time in the switching process where there was an unwanted break where you were not receiving a service from either company?

Base : Those switched their package of services in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN- DLE	FIXED			LINE CALLS	FIXED			LINE CALLS	FIXED			LINE CALLS	FIXED			LINE CALLS			
		SWIT- CHED	DERED	NEIT- HER		BROAD	MOB.	PHONE		BROAD	MOB.	PHONE		BROAD	MOB.	PHONE		BROAD	MOB.	PHONE		BROAD	MOB.	PHONE
Significance Level: 95%		a	~b	~c	d	~e	~f	~g	~h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u		
Unweighted total	125	125	8	-	125	1	-	11	1	69	116	21	120	-	1	-	8	-	1	-	7	-		
Effective Weighted Sample	88	88	8	-	88	1	-	9	1	53	88	15	85	-	1	-	8	-	1	-	7	-		
Total	101	101	9	-	101	1	-	7	*	71	86	18	98	-	1	-	9	-	1	-	7	-		
Yes	17	17	1	-	17	-	-	2	*	11	17	3	16	-	-	-	1	-	-	-	1	-		
	17%	17%	11%	-%	17%	-%	-%	22%	100%	15%	20%	16%	16%	-%	-%	-%	11%	-%	-%	-%	13%	-%		
No	82	82	8	-	82	1	-	6	-	58	68	15	80	-	1	-	8	-	1	-	6	-		
	81%	81%	89%	-%	81%	100%	-%	78%	-%	82%	79%	84%	82%	-%	100%	-%	89%	-%	100%	-%	87%	-%		
Don't know	2	2	-	-	2	-	-	-	-	2	1	*	2	-	-	-	-	-	-	-	-	-		
	2%	2%	-%	-%	2%	-%	-%	-%	-%	3%	2%	1%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 216

QB16A. Was there a period of time in the switching process where there was an unwanted break where you were not receiving a service from either company?

Base : Those switched their package of services in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE
	Total	C&R *a	MAC ~b	C&R *c	NoT *d	PAC ~e	C&R ~f	C&R *g	NoT *h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	
Significance Level: 95%																	
Unweighted total	125	46	8	33	54	11	3	38	62	61	59	5	1	97	116	120	124
Effective Weighted Sample	88	34	7	23	49	9	2	25	51	46	44	4	1	73	88	89	87
Total	101	49	6	22	51	10	3	25	65	49	44	3	*	89	86	93	100
Yes	17	9	3	7	7	2	-	8	7	4	13	1	-	14	17	17	17
	17%	18%	42%	30%	15%	19%	-%	31% h	10%	8%	29% i	36%	-%	16%	20%	18%	17%
No	82	40	4	15	43	8	3	17	57	44	31	2	*	73	68	75	81
	81%	82%	58%	70%	85%	81%	100%	69%	89% g	90% j	70%	64%	100%	82%	79%	80%	81%
Don't know	2	-	-	-	-	-	-	-	1	1	*	-	-	2	1	1	2
	2%	-%	-%	-%	-%	-%	-%	-%	1%	2%	1%	-%	-%	2%	2%	1%	2%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 217

QB17A. How long for?

Base : Those who had an unwanted break in service when switching their package of services

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	TV	BAND			TV	BAND	TV		BAND			
		~a	~b	~c		~d	~e	~f		~g	~h	~i			~j	~k	~l		~m	~n	~o	
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	26	26	1	-	26	-	-	4	1	14	26	6	25	-	-	-	1	-	-	-	1	-
Effective Weighted Sample	21	21	1	-	21	-	-	4	1	12	21	5	20	-	-	-	1	-	-	-	1	-
Total	17	17	1	-	17	-	-	2	*	11	17	3	16	-	-	-	1	-	-	-	1	-
1 day	2	2	-	-	2	-	-	-	*	2	2	*	1	-	-	-	-	-	-	-	-	-
	10%	10%	-%	-%	10%	-%	-%	-%	100%	14%	10%	16%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%
2-3 days	2	2	-	-	2	-	-	1	-	1	2	1	2	-	-	-	-	-	-	-	-	-
	12%	12%	-%	-%	12%	-%	-%	63%	-%	7%	12%	36%	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%
4-7 days	3	3	1	-	3	-	-	*	-	3	3	1	3	-	-	-	1	-	-	-	1	-
	18%	18%	100%	-%	18%	-%	-%	14%	-%	24%	18%	34%	19%	-%	-%	-%	100%	-%	-%	-%	100%	-%
8-14 days	4	4	-	-	4	-	-	-	-	2	4	-	4	-	-	-	-	-	-	-	-	-
	21%	21%	-%	-%	21%	-%	-%	-%	-%	23%	21%	-%	23%	-%	-%	-%	-%	-%	-%	-%	-%	-%
15-30 days	4	4	-	-	4	-	-	*	-	1	4	*	4	-	-	-	-	-	-	-	-	-
	21%	21%	-%	-%	21%	-%	-%	23%	-%	13%	21%	13%	22%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More than 30 days	2	2	-	-	2	-	-	-	-	2	2	-	2	-	-	-	-	-	-	-	-	-
	14%	14%	-%	-%	14%	-%	-%	-%	-%	19%	14%	-%	15%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	1	-	-	1	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-
	4%	4%	-%	-%	4%	-%	-%	-%	-%	-%	4%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 217

QB17A. How long for?

Base : Those who had an unwanted break in service when switching their package of services

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p
Unweighted total	26	12	3	12	9	4	-	14	8	6	20	3	-	21	26	26	26
Effective Weighted Sample	21	10	3	9	8	4	-	11	7	5	16	3	-	17	21	21	21
Total	17	9	3	7	7	2	-	8	7	4	13	1	-	14	17	17	17
1 day	2 10%	1 12%	1 39%	- -%	* 6%	- -%	- -%	- -%	* 7%	- -%	2 13%	- -%	- -%	2 11%	2 10%	2 10%	2 10%
2-3 days	2 12%	1 9%	- -%	1 20%	1 10%	1 51%	- -%	1 17%	1 11%	- -%	2 16%	1 82%	- -%	1 5%	2 12%	2 12%	2 12%
4-7 days	3 18%	3 29%	- -%	2 28%	1 17%	1 49%	- -%	3 34%	1 8%	1 23%	2 17%	* 18%	- -%	3 20%	3 18%	3 18%	3 18%
8-14 days	4 21%	1 13%	- -%	* 4%	3 46%	- -%	- -%	* 4%	3 51%	- -%	4 28%	- -%	- -%	2 17%	4 21%	4 21%	4 21%
15-30 days	4 21%	1 15%	* 15%	2 34%	1 13%	- -%	- -%	3 34%	1 14%	1 31%	2 18%	- -%	- -%	4 25%	4 21%	4 21%	4 21%
More than 30 days	2 14%	2 23%	1 46%	1 13%	- -%	- -%	- -%	1 11%	- -%	1 30%	1 9%	- -%	- -%	2 17%	2 14%	2 14%	2 14%
Don't know	1 4%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	1 9%	1 15%	- -%	- -%	- -%	1 4%	1 4%	1 4%	1 4%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 218

QB18A. While you had this unwanted break with no service from your old or new supplier, which of these applied to you?

Base : Those who had an unwanted break in service when switching their package of services

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND	TV		BAND	TV	BAND		
		~a	~b	~c		~d	~e	~f		~g	~h	~i		~j	~k	~l		~m	~n	~o		~p
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	26	26	1	-	26	-	-	4	1	14	26	6	25	-	-	-	1	-	-	-	1	-
Effective Weighted Sample	21	21	1	-	21	-	-	4	1	12	21	5	20	-	-	-	1	-	-	-	1	-
Total	17	17	1	-	17	-	-	2	*	11	17	3	16	-	-	-	1	-	-	-	1	-
Just did without this service	10	10	1	-	10	-	-	1	*	7	10	2	9	-	-	-	1	-	-	-	1	-
	56%	56%	100%	-%	56%	-%	-%	86%	100%	68%	56%	66%	53%	-%	-%	-%	100%	-%	-%	-%	100%	-%
Borrowed a service from a friend or relative	2	2	-	-	2	-	-	-	-	2	2	1	2	-	-	-	-	-	-	-	-	-
	11%	11%	-%	-%	11%	-%	-%	-%	-%	18%	11%	26%	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Used another service instead which you already owned	2	2	-	-	2	-	-	-	-	1	2	1	2	-	-	-	-	-	-	-	-	-
	11%	11%	-%	-%	11%	-%	-%	-%	-%	12%	11%	26%	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Used a service from your workplace	2	2	-	-	2	-	-	*	-	1	2	*	2	-	-	-	-	-	-	-	-	-
	10%	10%	-%	-%	10%	-%	-%	14%	-%	11%	10%	8%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Something else	3	3	-	-	3	-	-	-	-	1	3	-	3	-	-	-	-	-	-	-	-	-
	19%	19%	-%	-%	19%	-%	-%	-%	-%	9%	19%	-%	20%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	1	-	-	1	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-
	4%	4%	-%	-%	4%	-%	-%	-%	-%	-%	4%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 218

QB18A. While you had this unwanted break with no service from your old or new supplier, which of these applied to you?

Base : Those who had an unwanted break in service when switching their package of services

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p
Unweighted total	26	12	3	12	9	4	-	14	8	6	20	3	-	21	26	26	26
Effective Weighted Sample	21	10	3	9	8	4	-	11	7	5	16	3	-	17	21	21	21
Total	17	9	3	7	7	2	-	8	7	4	13	1	-	14	17	17	17
Just did without this service	10	7	2	4	3	1	-	4	3	2	7	1	-	7	10	10	10
	56%	75%	85%	59%	45%	51%	-%	50%	50%	53%	57%	82%	-%	52%	56%	56%	56%
Borrowed a service from a friend or relative	2	1	-	-	2	1	-	1	1	-	2	-	-	2	2	2	2
	11%	8%	-%	-%	27%	37%	-%	10%	19%	-%	15%	-%	-%	14%	11%	11%	11%
Used another service instead which you already owned	2	1	-	*	1	1	-	1	1	*	2	-	-	2	2	2	2
	11%	14%	-%	4%	17%	37%	-%	13%	8%	9%	12%	-%	-%	13%	11%	11%	11%
Used a service from your workplace	2	-	-	1	1	*	-	1	1	-	2	*	-	1	2	2	2
	10%	-%	-%	8%	17%	11%	-%	7%	19%	-%	13%	18%	-%	9%	10%	10%	10%
Something else	3	1	*	2	1	-	-	2	1	1	2	-	-	3	3	3	3
	19%	11%	15%	29%	13%	-%	-%	30%	14%	23%	18%	-%	-%	22%	19%	19%	19%
Don't know	1	-	-	-	1	-	-	-	1	1	-	-	-	1	1	1	1
	4%	-%	-%	-%	8%	-%	-%	-%	9%	15%	-%	-%	-%	4%	4%	4%	4%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 219

QB19A. Did this result in any additional costs for you?

Base : Those who had an unwanted break in service when switching their package of services

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	TV	BAND	PHONE	CALLS	TV	BAND		PHONE	CALLS	TV	BAND	PHONE	CALLS		
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	26	26	1	-	26	-	-	4	1	14	26	6	25	-	-	-	1	-	-	-	1	-
Effective Weighted Sample	21	21	1	-	21	-	-	4	1	12	21	5	20	-	-	-	1	-	-	-	1	-
Total	17	17	1	-	17	-	-	2	*	11	17	3	16	-	-	-	1	-	-	-	1	-
Yes	5 29%	5 29%	- -%	- -%	5 29%	- -%	- -%	* 23%	- -%	2 22%	5 29%	1 39%	5 30%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
No	12 68%	12 68%	1 100%	- -%	12 68%	- -%	- -%	1 77%	* 100%	8 78%	12 68%	2 61%	11 66%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	1 100%	- -%
Don't know	1 4%	1 4%	- -%	- -%	1 4%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 219

QB19A. Did this result in any additional costs for you?

Base : Those who had an unwanted break in service when switching their package of services

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
											CON- TRACT				BROAD BAND	MOB. PHONE	FIXED LINE VOICE	
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	
Unweighted total	26	12	3	12	9	4	-	14	8	6	20	3	-	21	26	26	26	
Effective Weighted Sample	21	10	3	9	8	4	-	11	7	5	16	3	-	17	21	21	21	
Total	17	9	3	7	7	2	-	8	7	4	13	1	-	14	17	17	17	
Yes	5	2	-	3	2	1	-	4	1	2	3	-	-	5	5	5	5	
	29%	26%	-%	43%	23%	37%	-%	47%	14%	40%	25%	-%	-%	34%	29%	29%	29%	
No	12	7	3	4	5	1	-	4	5	2	10	1	-	9	12	12	12	
	68%	74%	100%	57%	69%	63%	-%	53%	77%	44%	75%	100%	-%	62%	68%	68%	68%	
Don't know	1	-	-	-	1	-	-	-	1	1	-	-	-	1	1	1	1	
	4%	-%	-%	-%	8%	-%	-%	-%	9%	15%	-%	-%	-%	4%	4%	4%	4%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 220

QB20A. How much extra did you spend?

Base : Those whose unwanted break resulted in additional costs when switching their package of service

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
		SWIT-CHED	DERED	NEIT-HER		TV	BAND		TV	BAND		TV	BAND			TV	BAND		TV	BAND		
		~a	~b	~c		~d	~e	~f	~g	~h	~i	~j	~k		~l	~m	~n	~o	~p	~q	~r	~s
Significance Level: 95%																						
Unweighted total	8	8	-	-	8	-	-	1	-	4	8	2	8	-	-	-	-	-	-	-	-	-
Effective Weighted Sample	7	7	-	-	7	-	-	1	-	3	7	2	7	-	-	-	-	-	-	-	-	
Total	5	5	-	-	5	-	-	*	-	2	5	1	5	-	-	-	-	-	-	-	-	
Up to £19.99	1 12%	1 12%	- -%	- -%	1 12%	- -%	- -%	- -%	- -%	* 12%	1 12%	- -%	1 12%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
£30.00-£39.99	1 15%	1 15%	- -%	- -%	1 15%	- -%	- -%	- -%	- -%	1 31%	1 15%	1 67%	1 15%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
£40.00-£49.99	2 45%	2 45%	- -%	- -%	2 45%	- -%	- -%	- -%	- -%	- -%	2 45%	- -%	2 45%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
£50.00-£59.99	* 7%	* 7%	- -%	- -%	* 7%	- -%	- -%	* 100%	- -%	* 15%	* 7%	* 33%	* 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
£60 or more	1 20%	1 20%	- -%	- -%	1 20%	- -%	- -%	- -%	- -%	1 41%	1 20%	- -%	1 20%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 220

QB20A. How much extra did you spend?

Base : Those whose unwanted break resulted in additional costs when switching their package of service

		TV PROCES S	BB PROCESS			MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	8	4	-	5	2	1	-	6	1	3	5	-	-	8	8	8	8
Effective Weighted Sample	7	3	-	4	2	1	-	5	1	2	4	-	-	7	7	7	7
Total	5	2	-	3	2	1	-	4	1	2	3	-	-	5	5	5	5
Up to £19.99	1	*	-	1	-	-	-	1	-	-	1	-	-	1	1	1	1
	12%	12%	-%	21%	-%	-%	-%	16%	-%	-%	18%	-%	-%	12%	12%	12%	12%
£30.00-£39.99	1	1	-	-	1	1	-	1	-	-	1	-	-	1	1	1	1
	15%	31%	-%	-%	44%	100%	-%	21%	-%	-%	23%	-%	-%	15%	15%	15%	15%
£40.00-£49.99	2	-	-	1	1	-	-	1	1	1	1	-	-	2	2	2	2
	45%	-%	-%	32%	56%	-%	-%	26%	100%	78%	29%	-%	-%	45%	45%	45%	45%
£50.00-£59.99	*	*	-	*	-	-	-	*	-	*	-	-	-	*	*	*	*
	7%	15%	-%	13%	-%	-%	-%	10%	-%	22%	-%	-%	-%	7%	7%	7%	7%
£60 or more	1	1	-	1	-	-	-	1	-	-	1	-	-	1	1	1	1
	20%	41%	-%	34%	-%	-%	-%	27%	-%	-%	30%	-%	-%	20%	20%	20%	20%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 221

QB21A. Overall, how easy or difficult did you find the time with an unwanted break with no service from either company?

Base : Those who had an unwanted break in service when switching their package of services

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE					BUN- DLE	BROAD MOB.			FIXED LINE				
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	26	26	1	-	26	-	-	4	1	14	26	6	25	-	-	-	1	-	-	-	1	-
Effective Weighted Sample	21	21	1	-	21	-	-	4	1	12	21	5	20	-	-	-	1	-	-	-	1	-
Total	17	17	1	-	17	-	-	2	*	11	17	3	16	-	-	-	1	-	-	-	1	-
1 - Very difficult	2	2	-	-	2	-	-	-	-	-	2	-	2	-	-	-	-	-	-	-	-	-
	13%	13%	-%	-%	13%	-%	-%	-%	-%	-%	13%	-%	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%
2	1	1	-	-	1	-	-	1	-	1	1	1	1	-	-	-	-	-	-	-	-	-
	7%	7%	-%	-%	7%	-%	-%	53%	-%	8%	7%	31%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TOTAL DIFFICULT	3	3	-	-	3	-	-	1	-	1	3	1	3	-	-	-	-	-	-	-	-	-
	20%	20%	-%	-%	20%	-%	-%	53%	-%	8%	20%	31%	22%	-%	-%	-%	-%	-%	-%	-%	-%	-%
3 - Neither	9	9	1	-	9	-	-	1	-	7	9	1	8	-	-	-	1	-	-	-	1	-
	50%	50%	100%	-%	50%	-%	-%	47%	-%	68%	50%	53%	47%	-%	-%	-%	100%	-%	-%	-%	100%	-%
4	2	2	-	-	2	-	-	-	-	2	2	-	2	-	-	-	-	-	-	-	-	-
	14%	14%	-%	-%	14%	-%	-%	-%	-%	15%	14%	-%	15%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5 - Very easy	1	1	-	-	1	-	-	-	-	1	1	-	1	-	-	-	-	-	-	-	-	-
	9%	9%	-%	-%	9%	-%	-%	-%	-%	5%	9%	-%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TOTAL EASY	4	4	-	-	4	-	-	-	-	2	4	-	4	-	-	-	-	-	-	-	-	-
	23%	23%	-%	-%	23%	-%	-%	-%	-%	20%	23%	-%	24%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	1	-	-	1	-	-	-	*	*	1	*	1	-	-	-	-	-	-	-	-	-
	6%	6%	-%	-%	6%	-%	-%	-%	100%	4%	6%	16%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 221

QB21A. Overall, how easy or difficult did you find the time with an unwanted break with no service from either company?

Base : Those who had an unwanted break in service when switching their package of services

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p
Unweighted total	26	12	3	12	9	4	-	14	8	6	20	3	-	21	26	26	26
Effective Weighted Sample	21	10	3	9	8	4	-	11	7	5	16	3	-	17	21	21	21
Total	17	9	3	7	7	2	-	8	7	4	13	1	-	14	17	17	17
1 - Very difficult	2	-	-	1	1	-	-	1	1	1	1	-	-	2	2	2	2
	13%	-%	-%	14%	13%	-%	-%	12%	14%	32%	7%	-%	-%	15%	13%	13%	13%
2	1	1	*	1	-	*	-	1	-	*	1	*	-	1	1	1	1
	7%	9%	15%	13%	-%	25%	-%	16%	-%	9%	7%	40%	-%	9%	7%	7%	7%
TOTAL DIFFICULT	3	1	*	2	1	*	-	2	1	2	2	*	-	3	3	3	3
	20%	9%	15%	27%	13%	25%	-%	28%	14%	40%	14%	40%	-%	24%	20%	20%	20%
3 - Neither	9	6	1	4	3	1	-	5	2	2	7	1	-	8	9	9	9
	50%	67%	39%	67%	43%	75%	-%	67%	37%	44%	52%	60%	-%	53%	50%	50%	50%
4	2	2	1	*	1	-	-	*	1	-	2	-	-	2	2	2	2
	14%	18%	46%	6%	10%	-%	-%	5%	11%	-%	19%	-%	-%	12%	14%	14%	14%
5 - Very easy	1	1	-	-	1	-	-	-	1	-	1	-	-	1	1	1	1
	9%	6%	-%	-%	20%	-%	-%	-%	22%	-%	11%	-%	-%	4%	9%	9%	9%
TOTAL EASY	4	2	1	*	2	-	-	*	2	-	4	-	-	2	4	4	4
	23%	23%	46%	6%	30%	-%	-%	5%	33%	-%	30%	-%	-%	16%	23%	23%	23%
Don't know	1	-	-	-	1	-	-	-	1	1	*	-	-	1	1	1	1
	6%	-%	-%	-%	15%	-%	-%	-%	16%	15%	3%	-%	-%	7%	6%	6%	6%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 222

QB13B. Was there a period of time in the switching process where you chose to or had to pay more than one company to provide a service, to make sure you didn't lose that service?

Base : Those switched their TV service provider in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI			BUN- DLE	FIXED			FIXED			FIXED			FIXED			FIXED					
	SWIT- CHED	DERED	NEIT- HER		BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE			
																				PHONE	CALLS	PHONE
Total	a	~b	~c	~d	e	*f	~g	~h	i	*j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	87	87	4	-	1	87	33	5	6	87	34	5	7	1	-	1	3	-	-	2	2	1
Effective Weighted Sample	45	45	4	-	1	45	25	4	4	45	26	4	5	1	-	1	3	-	-	2	2	1
Total	37	37	1	-	1	37	19	2	5	37	20	2	6	*	-	*	1	-	-	1	1	*
Yes	3	3	-	-	-	3	1	-	1	3	1	-	1	-	-	-	-	-	-	-	-	-
	7%	7%	-%	-%	-%	7%	6%	-%	12%	7%	6%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No	30	30	1	-	1	30	16	2	1	30	17	2	2	*	-	*	1	-	-	1	1	*
	80%	80%	100%	-%	100%	80%	87%	93%	20%	80%	87%	93%	35%	100%	-%	100%	100%	-%	-%	100%	100%	100%
Don't know	5	5	-	-	-	5	1	*	3	5	1	*	3	-	-	-	-	-	-	-	-	-
	13%	13%	-%	-%	-%	13%	7%	7%	69%	13%	7%	7%	55%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 222

QB13B. Was there a period of time in the switching process where you chose to or had to pay more than one company to provide a service, to make sure you didn't lose that service?

Base : Those switched their TV service provider in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	*a	~b	~c	~d	~e	~f	~g	~h	*i	*j	~k	~l	m	*n	*o	*p
Unweighted total	87	63	3	7	19	-	3	2	4	31	46	-	1	87	69	77	66
Effective Weighted Sample	45	34	2	6	14	-	3	2	3	18	24	-	1	45	41	42	39
Total	37	25	1	4	11	-	1	1	5	14	22	-	*	37	30	36	31
Yes	3 7%	3 11%	1 37%	- ~%	1 6%	- ~%	- ~%	- ~%	* 5%	1 10%	1 4%	- ~%	- ~%	3 7%	2 8%	2 6%	2 7%
No	30 80%	20 79%	1 63%	3 74%	11 94%	- ~%	1 100%	1 100%	1 24%	11 77%	18 83%	- ~%	* 100%	30 80%	23 77%	29 81%	24 79%
Don't know	5 13%	3 10%	- ~%	1 26%	- ~%	- ~%	- ~%	- ~%	3 71%	2 13%	3 13%	- ~%	- ~%	5 13%	5 15%	5 13%	5 15%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 223

QB14B. How long for?

Base : Those paying more than one company during the switching process to provide a TV service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN-DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT-CHERD	DERED	NEIT-HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN-DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	14	14	-	-	-	14	4	-	2	14	4	-	2	-	-	-	-	-	-	-	-	
Effective Weighted Sample	11	11	-	-	-	11	4	-	2	11	4	-	2	-	-	-	-	-	-	-	-	
Total	3	3	-	-	-	3	1	-	1	3	1	-	1	-	-	-	-	-	-	-	-	
2-3 days	1	1	-	-	-	1	*	-	-	1	*	-	-	-	-	-	-	-	-	-	-	
	21%	21%	-%	-%	-%	21%	27%	-%	-%	21%	27%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
4-7 days	1	1	-	-	-	1	1	-	-	1	1	-	-	-	-	-	-	-	-	-	-	
	47%	47%	-%	-%	-%	47%	73%	-%	-%	47%	73%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
8-14 days	*	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	
	4%	4%	-%	-%	-%	4%	-%	-%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
15-30 days	*	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	
	7%	7%	-%	-%	-%	7%	-%	-%	-%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
More than 30 days	*	*	-	-	-	*	-	-	*	*	-	-	*	-	-	-	-	-	-	-	-	
	12%	12%	-%	-%	-%	12%	-%	-%	59%	12%	-%	-%	59%	-%	-%	-%	-%	-%	-%	-%	-%	
Don't know	*	*	-	-	-	*	-	-	*	*	-	-	*	-	-	-	-	-	-	-	-	
	9%	9%	-%	-%	-%	9%	-%	-%	41%	9%	-%	-%	41%	-%	-%	-%	-%	-%	-%	-%	-%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 223

QB14B. How long for?

Base : Those paying more than one company during the switching process to provide a TV service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	14	14	2	-	2	-	-	-	1	6	5	-	-	14	11	11	9
Effective Weighted Sample	11	11	2	-	2	-	-	-	1	5	4	-	-	11	9	9	8
Total	3	3	1	-	1	-	-	-	*	1	1	-	-	3	2	2	2
2-3 days	1 21%	1 21%	* 59%	- -%	- -%	- -%	- -%	- -%	- -%	* 32%	- -%	- -%	- -%	1 21%	* 19%	* 19%	* 16%
4-7 days	1 47%	1 47%	* 41%	- -%	1 100%	- -%	- -%	- -%	- -%	* 23%	1 87%	- -%	- -%	1 47%	1 49%	1 48%	1 48%
8-14 days	* 4%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 13%	- -%	- -%	* 4%	* 5%	* 5%	* 6%
15-30 days	* 7%	* 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 6%	- -%	- -%	- -%	* 7%	* 3%	* 3%	* 4%
More than 30 days	* 12%	* 12%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 23%	- -%	- -%	- -%	* 12%	* 14%	* 14%	* 16%
Don't know	* 9%	* 9%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	* 16%	- -%	- -%	- -%	* 9%	* 10%	* 10%	* 11%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 224

QB15B. How much extra did you spend by paying more than one company?

Base : Those paying more than one company during the switching process to provide a TV service

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN-DLE	FIXED			TV	FIXED			BUN-DLE	FIXED			TV	FIXED				
		SWIT-CHED	DERED	NEIT-HER		MOB. PHONE	LINE CALLS	MOB. PHONE		LINE CALLS	MOB. PHONE	LINE CALLS										
														~a	~b	~c		~d	~e	~f	~g	~h
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	14	14	-	-	-	14	4	-	2	14	4	-	2	-	-	-	-	-	-	-	-	-
Effective Weighted Sample	11	11	-	-	-	11	4	-	2	11	4	-	2	-	-	-	-	-	-	-	-	-
Total	3	3	-	-	-	3	1	-	1	3	1	-	1	-	-	-	-	-	-	-	-	-
Up to £19.99	1	1	-	-	-	1	1	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-
	39%	39%	-%	-%	-%	39%	81%	-%	-%	39%	81%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£20.00-£29.99	*	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	18%	18%	-%	-%	-%	18%	-%	-%	-%	18%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£30.00-£39.99	*	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	14%	14%	-%	-%	-%	14%	-%	-%	-%	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£40.00-£49.99	*	*	-	-	-	*	*	-	-	*	*	-	-	-	-	-	-	-	-	-	-	-
	8%	8%	-%	-%	-%	8%	19%	-%	-%	8%	19%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£60 or more	*	*	-	-	-	*	-	-	*	*	-	-	*	-	-	-	-	-	-	-	-	-
	12%	12%	-%	-%	-%	12%	-%	-%	59%	12%	-%	-%	59%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	*	-	-	-	*	-	-	*	*	-	-	*	-	-	-	-	-	-	-	-	-
	9%	9%	-%	-%	-%	9%	-%	-%	41%	9%	-%	-%	41%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 224

QB15B. How much extra did you spend by paying more than one company?

Base : Those paying more than one company during the switching process to provide a TV service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	14	14	2	-	2	-	-	-	1	6	5	-	-	14	11	11	9
Effective Weighted Sample	11	11	2	-	2	-	-	-	1	5	4	-	-	11	9	9	8
Total	3	3	1	-	1	-	-	-	*	1	1	-	-	3	2	2	2
Up to £19.99	1 39%	1 39%	* 59%	- -%	1 100%	- -%	- -%	- -%	- -%	1 52%	* 36%	- -%	- -%	1 39%	1 45%	1 46%	1 51%
£20.00-£29.99	* 18%	* 18%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 9%	* 26%	- -%	- -%	* 18%	* 10%	* 15%	* 6%
£30.00-£39.99	* 14%	* 14%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 13%	- -%	- -%	* 14%	* 11%	* 5%	* 6%
£40.00-£49.99	* 8%	* 8%	* 41%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 25%	- -%	- -%	* 8%	* 10%	* 10%	* 11%
£60 or more	* 12%	* 12%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 23%	- -%	- -%	- -%	* 12%	* 14%	* 14%	* 16%
Don't know	* 9%	* 9%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	* 16%	- -%	- -%	- -%	* 9%	* 10%	* 10%	* 11%
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Table 225

QB16B. Was there a period of time in the switching process where there was an unwanted break where you were not receiving a service from either company?

Base : Those switched their TV service provider in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED					COVERED				COVERED				COVERED				
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
	Total	a	~b	~c	~d	e	*f	~g	~h	i	*j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Significance Level: 95%																						
Unweighted total	87	87	4	-	1	87	33	5	6	87	34	5	7	1	-	1	3	-	-	2	2	1
Effective Weighted Sample	45	45	4	-	1	45	25	4	4	45	26	4	5	1	-	1	3	-	-	2	2	1
Total	37	37	1	-	1	37	19	2	5	37	20	2	6	*	-	*	1	-	-	1	1	*
Yes	8	8	1	-	-	8	1	*	1	8	1	*	1	*	-	*	*	-	-	1	*	*
	23%	23%	76%	-%	-%	23%	5%	24%	17%	23%	5%	24%	13%	100%	-%	100%	40%	-%	-%	100%	46%	100%
No	26	26	*	-	1	26	17	1	2	26	18	1	3	-	-	-	*	-	-	*	-	
	70%	70%	24%	-%	100%	70%	93% e	69%	40%	70%	93% i	69%	52%	-%	-%	-%	60%	-%	-%	-%	54%	-%
Don't know	3	3	-	-	-	3	*	*	2	3	*	*	2	-	-	-	-	-	-	-	-	-
	7%	7%	-%	-%	-%	7%	2%	7%	43%	7%	2%	7%	35%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 225

QB16B. Was there a period of time in the switching process where there was an unwanted break where you were not receiving a service from either company?

Base : Those switched their TV service provider in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	87	63	3	7	19	-	3	2	4	31	46	-	1	87	69	77	66
Effective Weighted Sample	45	34	2	6	14	-	3	2	3	18	24	-	1	45	41	42	39
Total	37	25	1	4	11	-	1	1	5	14	22	-	*	37	30	36	31
Yes	8	6	-	-	1	-	*	1	*	3	4	-	*	8	4	8	5
	23%	25%	-%	-%	8%	-%	32%	60%	5%	25%	19%	-%	100%	23%	13%	21%	18%
No	26	18	1	4	10	-	1	*	2	10	16	-	-	26	24	26	23
	70%	73%	100%	100%	92%	-%	68%	40%	50%	72%	72%	-%	-%	70%	78%	72%	74%
Don't know	3	*	-	-	-	-	-	-	2	*	2	-	-	3	3	2	2
	7%	2%	-%	-%	-%	-%	-%	-%	45%	4%	9%	-%	-%	7%	9%	7%	8%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 226

QB17B. How long for?

Base : Those who had an unwanted break in service when switching their TV service

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	28	28	3	-	-	28	3	1	2	28	3	1	2	1	-	1	1	-	-	2	1	1
Effective Weighted Sample	10	10	3	-	-	10	3	1	2	10	3	1	2	1	-	1	1	-	-	2	1	1
Total	8	8	1	-	-	8	1	*	1	8	1	*	1	*	-	*	*	-	-	1	*	*
1 day	1	1	-	-	-	1	-	*	1	1	-	*	1	-	-	-	-	-	-	-	-	-
	15%	15%	-%	-%	-%	15%	-%	100%	100%	15%	-%	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%
2-3 days	2	2	-	-	-	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-
	27%	27%	-%	-%	-%	27%	-%	-%	-%	27%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
4-7 days	1	1	1	-	-	1	*	-	-	1	*	-	-	*	-	-	*	-	-	*	*	*
	17%	17%	69%	-%	-%	17%	25%	-%	-%	17%	25%	-%	-%	100%	-%	-%	100%	-%	-%	58%	100%	100%
8-14 days	3	3	*	-	-	3	1	-	-	3	1	-	-	-	-	*	-	-	-	*	-	-
	38%	38%	31%	-%	-%	38%	75%	-%	-%	38%	75%	-%	-%	-%	-%	100%	-%	-%	-%	42%	-%	-%
15-30 days	*	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More than 30 days	*	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 226

QB17B. How long for?

Base : Those who had an unwanted break in service when switching their TV service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	28	22	-	-	3	-	1	1	1	8	13	-	1	28	16	21	16
Effective Weighted Sample	10	9	-	-	3	-	1	1	1	4	5	-	1	10	12	8	8
Total	8	6	-	-	1	-	*	1	*	3	4	-	*	8	4	8	5
1 day	1 15%	1 21%	- -%	- -%	- -%	- -%	* 100%	1 100%	* 100%	1 23%	* 10%	- -%	* 100%	1 15%	1 30%	1 16%	1 22%
2-3 days	2 27%	2 37%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 48%	* 6%	- -%	- -%	2 27%	* 6%	2 25%	2 32%
4-7 days	1 17%	1 18%	- -%	- -%	* 25%	- -%	- -%	- -%	- -%	* 13%	1 21%	- -%	- -%	1 17%	1 31%	1 18%	1 22%
8-14 days	3 38%	1 24%	- -%	- -%	1 75%	- -%	- -%	- -%	- -%	* 12%	3 63%	- -%	- -%	3 38%	1 31%	3 40%	1 23%
15-30 days	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	* 1%	- -%	* 1%	- -%
More than 30 days	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	* 1%	* 2%	* 1%	* 2%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 227

QB18B. While you had this unwanted break with no service from your old or new supplier, which of these applied to you?

Base : Those who had an unwanted break in service when switching their TV service

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS		
		SWIT- CHED	DERED	NEIT- HER		TV	BAND		TV	BAND		TV	BAND			TV	BAND		TV	BAND		TV	BAND	
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u			
Unweighted total	28	28	3	-	-	28	3	1	2	28	3	1	2	1	-	1	1	-	-	2	1	1		
Effective Weighted Sample	10	10	3	-	-	10	3	1	2	10	3	1	2	1	-	1	1	-	-	2	1	1		
Total	8	8	1	-	-	8	1	*	1	8	1	*	1	*	-	*	*	-	-	1	*	*		
Just did without this service	7	7	1	-	-	7	*	*	1	7	*	*	1	*	-	*	*	-	-	1	*	*		
	83%	83%	100%	-%	-%	83%	40%	100%	100%	83%	40%	100%	100%	100%	-%	100%	100%	-%	-%	100%	100%	100%		
Used another service instead which you already owned	1	1	-	-	-	1	*	-	-	1	*	-	-	-	-	-	-	-	-	-	-	-		
	7%	7%	-%	-%	-%	7%	35%	-%	-%	7%	35%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Used a service from your workplace	*	*	-	-	-	*	*	-	-	*	*	-	-	-	-	-	-	-	-	-	-	-		
	4%	4%	-%	-%	-%	4%	25%	-%	-%	4%	25%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Went elsewhere to use this service	*	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-		
	3%	3%	-%	-%	-%	3%	-%	-%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Borrowed a service from a friend or relative	*	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-		
	1%	1%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Something else	*	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-		
	1%	1%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Don't know	*	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-		
	2%	2%	-%	-%	-%	2%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 227

QB18B. While you had this unwanted break with no service from your old or new supplier, which of these applied to you?

Base : Those who had an unwanted break in service when switching their TV service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	28	22	-	-	3	-	1	1	1	8	13	-	1	28	16	21	16
Effective Weighted Sample	10	9	-	-	3	-	1	1	1	4	5	-	1	10	12	8	8
Total	8	6	-	-	1	-	*	1	*	3	4	-	*	8	4	8	5
Just did without this service	7 83%	5 83%	- -%	- -%	* 40%	- -%	* 100%	1 100%	* 100%	3 86%	4 92%	- -%	* 100%	7 83%	3 79%	7 89%	5 87%
Used another service instead which you already owned	1 7%	1 9%	- -%	- -%	* 35%	- -%	- -%	- -%	- -%	* 9%	- -%	- -%	- -%	1 7%	* 12%	* 4%	* 6%
Used a service from your workplace	* 4%	* 1%	- -%	- -%	* 25%	- -%	- -%	- -%	- -%	* 2%	* 6%	- -%	- -%	* 4%	* 8%	* 4%	* 6%
Went elsewhere to use this service	* 3%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	* 3%	- -%	* 2%	- -%
Borrowed a service from a friend or relative	* 1%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%
Something else	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	* 1%	* 2%	* 1%	* 2%
Don't know	* 2%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 228

QB19B. Did this result in any additional costs for you?

Base : Those who had an unwanted break in service when switching their TV service

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED						
	CONSI				BUN-DLE	BROAD MOB. LINE			TV	BAND	PHONE	LINE CALLS	BUN-DLE	TV	BAND	PHONE	LINE CALLS	TV	BAND	PHONE	LINE CALLS				
	SWIT-CHED	DERED	NEIT-HER	TV		BAND	PHONE	LINE CALLS														TV	BAND	PHONE	LINE CALLS
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u			
Unweighted total	28	28	3	-	-	28	3	1	2	28	3	1	2	1	-	1	1	-	-	2	1	1			
Effective Weighted Sample	10	10	3	-	-	10	3	1	2	10	3	1	2	1	-	1	1	-	-	2	1	1			
Total	8	8	1	-	-	8	1	*	1	8	1	*	1	*	-	*	*	-	-	1	*	*			
Yes	1	1	-	-	-	1	*	-	*	1	*	-	*	-	-	-	-	-	-	-	-	-			
	10%	10%	-%	-%	-%	10%	35%	-%	29%	10%	35%	-%	29%	-%	-%	-%	-%	-%	-%	-%	-%	-%			
No	8	8	1	-	-	8	1	*	1	8	1	*	1	*	-	*	*	-	-	1	*	*			
	90%	90%	100%	-%	-%	90%	65%	100%	71%	90%	65%	100%	71%	100%	-%	100%	100%	-%	-%	100%	100%	100%			

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 228

QB19B. Did this result in any additional costs for you?

Base : Those who had an unwanted break in service when switching their TV service

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
											CON- TRACT				BROAD BAND	MOB. PHONE	FIXED LINE VOICE	
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i			PAC ~k	C&R ~l	TV ~m			
Significance Level: 95%																		
Unweighted total	28	22	-	-	3	-	1	1	1	8	13		-	1	28	16	21	
Effective Weighted Sample	10	9	-	-	3	-	1	1	1	4	5		-	1	10	12	8	
Total	8	6	-	-	1	-	*	1	*	3	4		-	*	8	4	8	
Yes	1	1	-	-	*	-	-	-	*	1	*		-	-	1	1	1	
	10%	13%	-%	-%	35%	-%	-%	-%	100%	16%	3%		-%	-%	10%	20%	9%	
No	8	5	-	-	1	-	*	1	-	3	4		-	*	8	3	7	
	90%	87%	-%	-%	65%	-%	100%	100%	-%	84%	97%		-%	100%	90%	80%	91%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 229

QB20B. How much extra did you spend?

Base : Those whose unwanted break resulted in additional costs when switching their TV service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED																	
	CONSI				BUN-DLE	BROAD MOB.			FIXED LINE					BUN-DLE	BROAD MOB.			FIXED LINE				
	SWIT-CHED	DERED	NEIT-HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS					
Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	4	4	-	-	-	4	1	-	1	4	1	-	1	-	-	-	-	-	-	-	-	
Effective Weighted Sample	3	3	-	-	-	3	1	-	1	3	1	-	1	-	-	-	-	-	-	-	-	
Total	1	1	-	-	-	1	*	-	*	1	*	-	*	-	-	-	-	-	-	-	-	
Up to £19.99	1	1	-	-	-	1	*	-	*	1	*	-	*	-	-	-	-	-	-	-	-	
	83%	83%	-%	-%	-%	83%	100%	-%	100%	83%	100%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	
£20.00-£29.99	*	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	
	17%	17%	-%	-%	-%	17%	-%	-%	-%	17%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 229

QB20B. How much extra did you spend?

Base : Those whose unwanted break resulted in additional costs when switching their TV service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	4	4	-	-	1	-	-	-	1	2	1	-	-	4	4	3	3
Effective Weighted Sample	3	3	-	-	1	-	-	-	1	2	1	-	-	3	3	3	3
Total	1	1	-	-	*	-	-	-	*	1	*	-	-	1	1	1	1
Up to £19.99	1	1	-	-	*	-	-	-	*	1	*	-	-	1	1	1	1
	83%	83%	-%	-%	100%	-%	-%	-%	100%	100%	100%	-%	-%	83%	83%	100%	100%
£20.00-£29.99	*	*	-	-	-	-	-	-	-	-	-	-	-	*	*	-	-
	17%	17%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	17%	17%	-%	-%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 230

QB21B. Overall, how easy or difficult did you find the time with an unwanted break with no service from either company?

Base : Those who had an unwanted break in service when switching their TV service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				CONSIDERED & COVERED					COVERED			
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
						TV	BAND		TV	BAND		TV	BAND			TV	BAND		TV	BAND		
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	28	28	3	-	-	28	3	1	2	28	3	1	2	1	-	1	1	-	-	2	1	1
Effective Weighted Sample	10	10	3	-	-	10	3	1	2	10	3	1	2	1	-	1	1	-	-	2	1	1
Total	8	8	1	-	-	8	1	*	1	8	1	*	1	*	-	*	*	-	-	1	*	*
1 - Very difficult	*	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	2%	2%	-%	-%	-%	2%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
2	3	3	-	-	-	3	*	-	1	3	*	-	1	-	-	-	-	-	-	-	-	-
	33%	33%	-%	-%	-%	33%	40%	-%	71%	33%	40%	-%	71%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TOTAL DIFFICULT	3	3	-	-	-	3	*	-	1	3	*	-	1	-	-	-	-	-	-	-	-	-
	36%	36%	-%	-%	-%	36%	40%	-%	71%	36%	40%	-%	71%	-%	-%	-%	-%	-%	-%	-%	-%	-%
3 - Neither	3	3	1	-	-	3	*	*	*	3	*	*	*	*	-	*	*	-	-	1	*	*
	37%	37%	100%	-%	-%	37%	25%	100%	29%	37%	25%	100%	29%	100%	-%	100%	100%	-%	-%	100%	100%	100%
4	*	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	2%	2%	-%	-%	-%	2%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5 - Very easy	*	*	-	-	-	*	*	-	-	*	*	-	-	-	-	-	-	-	-	-	-	-
	5%	5%	-%	-%	-%	5%	35%	-%	-%	5%	35%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TOTAL EASY	1	1	-	-	-	1	*	-	-	1	*	-	-	-	-	-	-	-	-	-	-	-
	7%	7%	-%	-%	-%	7%	35%	-%	-%	7%	35%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	2	2	-	-	-	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-
	21%	21%	-%	-%	-%	21%	-%	-%	-%	21%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 230

QB21B. Overall, how easy or difficult did you find the time with an unwanted break with no service from either company?

Base : Those who had an unwanted break in service when switching their TV service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	28	22	-	-	3	-	1	1	1	8	13	-	1	28	16	21	16
Effective Weighted Sample	10	9	-	-	3	-	1	1	1	4	5	-	1	10	12	8	8
Total	8	6	-	-	1	-	*	1	*	3	4	-	*	8	4	8	5
1 - Very difficult	*	*	-	-	-	-	-	-	-	*	-	-	-	*	*	*	*
	2%	3%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	2%	2%	1%	1%
2	3	1	-	-	*	-	-	1	-	1	2	-	-	3	1	3	1
	33%	19%	-%	-%	40%	-%	-%	100%	-%	16%	52%	-%	-%	33%	23%	36%	17%
TOTAL DIFFICULT	3	1	-	-	*	-	-	1	-	1	2	-	-	3	1	3	1
	36%	22%	-%	-%	40%	-%	-%	100%	-%	18%	52%	-%	-%	36%	25%	37%	18%
3 - Neither	3	2	-	-	*	-	*	-	*	1	2	-	*	3	2	3	2
	37%	40%	-%	-%	25%	-%	100%	-%	100%	25%	43%	-%	100%	37%	61%	34%	42%
4	*	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-
	2%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%
5 - Very easy	*	*	-	-	*	-	-	-	-	*	*	-	-	*	*	*	*
	5%	7%	-%	-%	35%	-%	-%	-%	-%	9%	3%	-%	-%	5%	11%	6%	8%
TOTAL EASY	1	1	-	-	*	-	-	-	-	*	*	-	-	1	*	*	*
	7%	10%	-%	-%	35%	-%	-%	-%	-%	9%	3%	-%	-%	7%	11%	6%	8%
Don't know	2	2	-	-	-	-	-	-	-	2	*	-	-	2	*	2	2
	21%	28%	-%	-%	-%	-%	-%	-%	-%	48%	3%	-%	-%	21%	3%	23%	32%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 231

QB13C. Was there a period of time in the switching process where you chose to or had to pay more than one company to provide a service, to make sure you didn't lose that service?

Base : Those switched their fixed line broadband provider in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	FIXED			TV	BAND	PHONE	CALLS	BUN- DLE	FIXED			TV	BAND	PHONE	CALLS		
		SWIT- CHED	DERED	NEIT- HER		MOB.	LINE	MOB.						LINE								
															BROAD	MOB.					LINE	BROAD
Significance Level: 95%	a	~b	~c	~d	*e	f	~g	h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	373	373	21	-	-	33	373	23	117	33	373	23	117	-	7	-	11	13	6	-	7	8
Effective Weighted Sample	222	222	17	-	-	25	222	17	85	25	222	17	85	-	6	-	9	11	6	-	5	7
Total	149	149	10	-	-	19	149	10	66	19	149	10	66	-	2	-	7	5	2	-	4	3
Yes	20	20	1	-	-	1	20	3	9	1	20	3	9	-	*	-	*	2	*	-	*	-
	14%	14%	8%	-%	-%	6%	14%	32%	14%	6%	14%	32%	14%	-%	15%	-%	6%	34%	16%	-%	10%	-%
No	116	116	8	-	-	17	116	5	50	17	116	5	50	-	2	-	6	3	2	-	3	3
	78%	78%	87%	-%	-%	90%	78%	55%	77%	90%	78%	55%	77%	-%	85%	-%	88%	66%	84%	-%	79%	100%
Don't know	12	12	*	-	-	1	12	1	6	1	12	1	6	-	-	-	*	-	-	-	*	-
	8%	8%	5%	-%	-%	5%	8%	12%	9%	5%	8%	12%	9%	-%	-%	-%	6%	-%	-%	-%	11%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 231

QB13C. Was there a period of time in the switching process where you chose to or had to pay more than one company to provide a service, to make sure you didn't lose that service?

Base : Those switched their fixed line broadband provider in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE
	Total	C&R ~a	MAC b	C&R *c	NoT d	PAC ~e	C&R ~f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	
Significance Level: 95%																	
Unweighted total	373	23	117	76	107	6	3	21	79	141	207	5	3	235	373	348	347
Effective Weighted Sample	222	17	49	61	83	5	2	17	60	86	124	4	2	143	222	209	209
Total	149	12	24	36	67	3	2	11	48	54	88	3	2	99	149	142	142
Yes	20 14%	1 9%	5 21%	5 14%	9 13%	2 56%	* 21%	1 12%	7 14%	8 15%	11 13%	2 62%	* 21%	12 13%	20 14%	19 14%	20 14%
No	116 78%	10 83%	18 74%	29 81%	52 78%	1 44%	1 79%	10 85%	36 76%	43 80%	68 77%	1 38%	1 79%	77 78%	116 78%	111 78%	112 79%
Don't know	12 8%	1 8%	1 5%	2 5%	6 9%	- -%	- -%	* 3%	5 10%	2 5%	9 10%	- -%	- -%	10 10%	12 8%	11 8%	11 8%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 232

QB14C. How long for?

Base : Those paying more than one company during the switching process to provide a fixed line broadband service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
	Total	SWIT-CHED	DERED	NEIT-HER		TV	BAND		TV	BAND		TV	BAND			TV	BAND		TV	BAND		TV
Significance Level: 95%		*a	~b	~c	~d	~e	*f	~g	~h	~i	*j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	71	71	2	-	-	3	71	6	21	3	71	6	21	-	1	-	1	5	1	-	1	-
Effective Weighted Sample	42	42	2	-	-	3	42	5	16	3	42	5	16	-	1	-	1	4	1	-	1	-
Total	20	20	1	-	-	1	20	3	9	1	20	3	9	-	*	-	*	2	*	-	*	-
1 day	*	*	-	-	-	-	*	-	*	-	*	-	*	-	-	-	-	-	-	-	-	-
	2%	2%	-%	-%	-%	-%	2%	-%	3%	-%	2%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%
2-3 days	2	2	*	-	-	*	2	-	*	*	2	-	*	-	*	-	*	*	*	-	-	-
	10%	10%	48%	-%	-%	32%	10%	-%	5%	32%	10%	-%	5%	-%	100%	-%	-%	22%	100%	-%	-%	-%
4-7 days	4	4	-	-	-	*	4	*	2	*	4	*	2	-	-	-	-	*	-	-	-	-
	19%	19%	-%	-%	-%	33%	19%	2%	19%	33%	19%	2%	19%	-%	-%	-%	-%	24%	-%	-%	-%	-%
8-14 days	3	3	-	-	-	*	3	-	2	*	3	-	2	-	-	-	-	1	-	-	-	-
	17%	17%	-%	-%	-%	36%	17%	-%	18%	36%	17%	-%	18%	-%	-%	-%	-%	32%	-%	-%	-%	-%
15-30 days	4	4	*	-	-	-	4	1	2	-	4	1	2	-	-	-	*	*	-	-	*	-
	22%	22%	52%	-%	-%	-%	22%	25%	17%	-%	22%	25%	17%	-%	-%	-%	100%	21%	-%	-%	100%	-%
More than 30 days	5	5	-	-	-	-	5	2	3	-	5	2	3	-	-	-	-	-	-	-	-	-
	24%	24%	-%	-%	-%	-%	24%	48%	34%	-%	24%	48%	34%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	1	-	-	-	-	1	1	*	-	1	1	*	-	-	-	-	-	-	-	-	-
	6%	6%	-%	-%	-%	-%	6%	25%	4%	-%	6%	25%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 232

QB14C. How long for?

Base : Those paying more than one company during the switching process to provide a fixed line broadband service

	TV PROCESSES	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON-TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	*b	~c	~d	~e	~f	~g	~h	*i	*j	~k	~l	*m	*n	*o	*p
Unweighted total	71	3	36	12	16	2	1	3	14	31	35	2	1	40	71	66	67
Effective Weighted Sample	42	3	18	10	13	2	1	3	11	21	20	2	1	26	42	39	39
Total	20	1	5	5	9	2	*	1	7	8	11	2	*	12	20	19	20
1 day	*	-	*	-	-	-	-	-	-	*	*	-	-	-	*	*	*
	2%	-%	1%	~%	~%	~%	~%	~%	~%	1%	3%	~%	~%	~%	2%	2%	2%
2-3 days	2	*	1	*	*	-	-	*	-	1	1	-	-	1	2	2	2
	10%	32%	26%	6%	4%	~%	~%	30%	~%	15%	4%	~%	~%	10%	10%	9%	9%
4-7 days	4	*	1	1	2	-	-	-	2	1	2	-	-	3	4	3	4
	19%	33%	22%	23%	18%	~%	~%	~%	26%	17%	18%	~%	~%	21%	19%	17%	20%
8-14 days	3	*	1	1	2	-	-	-	2	1	2	-	-	3	3	3	3
	17%	36%	11%	12%	20%	~%	~%	~%	25%	14%	20%	~%	~%	24%	17%	18%	18%
15-30 days	4	-	1	2	1	1	-	*	*	2	2	1	-	3	4	4	4
	22%	~%	15%	42%	11%	46%	~%	27%	5%	29%	18%	46%	~%	28%	22%	23%	20%
More than 30 days	5	-	1	1	3	1	-	1	3	1	3	1	-	1	5	5	5
	24%	~%	22%	11%	37%	54%	~%	43%	39%	18%	30%	54%	~%	12%	24%	25%	25%
Don't know	1	-	*	*	1	-	*	-	*	1	1	-	*	1	1	1	1
	6%	~%	2%	6%	9%	~%	100%	~%	5%	7%	6%	~%	100%	6%	6%	6%	6%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 233

QB15C. How much extra did you spend by paying more than one company?

Base : Those paying more than one company during the switching process to provide a fixed line broadband service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN-DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	Total	SWIT-CHED	DERED	NEIT-HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN-DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%		*a	~b	~c	~d	~e	*f	~g	~h	~i	*j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	71	71	2	-	-	3	71	6	21	3	71	6	21	-	1	-	1	5	1	-	1	-
Effective Weighted Sample	42	42	2	-	-	3	42	5	16	3	42	5	16	-	1	-	1	4	1	-	1	-
Total	20	20	1	-	-	1	20	3	9	1	20	3	9	-	*	-	*	2	*	-	*	-
Up to £19.99	8	8	1	-	-	1	8	2	2	1	8	2	2	-	*	-	*	*	*	-	*	-
	37%	37%	100%	-%	-%	100%	37%	67%	17%	100%	37%	67%	17%	-%	100%	-%	100%	3%	100%	-%	100%	-%
£20.00-£29.99	5	5	-	-	-	-	5	-	3	-	5	-	3	-	-	-	-	1	-	-	-	-
	22%	22%	-%	-%	-%	-%	22%	-%	36%	-%	22%	-%	36%	-%	-%	-%	-%	40%	-%	-%	-%	-%
£30.00-£39.99	1	1	-	-	-	-	1	-	1	-	1	-	1	-	-	-	-	-	-	-	-	-
	6%	6%	-%	-%	-%	-%	6%	-%	12%	-%	6%	-%	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£40.00-£49.99	2	2	-	-	-	-	2	1	1	-	2	1	1	-	-	-	-	*	-	-	-	-
	8%	8%	-%	-%	-%	-%	8%	19%	6%	-%	8%	19%	6%	-%	-%	-%	-%	24%	-%	-%	-%	-%
£50.00-£59.99	1	1	-	-	-	-	1	-	*	-	1	-	*	-	-	-	-	1	-	-	-	-
	4%	4%	-%	-%	-%	-%	4%	-%	4%	-%	4%	-%	4%	-%	-%	-%	-%	32%	-%	-%	-%	-%
£60 or more	1	1	-	-	-	-	1	-	1	-	1	-	1	-	-	-	-	-	-	-	-	-
	7%	7%	-%	-%	-%	-%	7%	-%	14%	-%	7%	-%	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	3	3	-	-	-	-	3	*	1	-	3	*	1	-	-	-	-	-	-	-	-	-
	15%	15%	-%	-%	-%	-%	15%	14%	11%	-%	15%	14%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 233

QB15C. How much extra did you spend by paying more than one company?

Base : Those paying more than one company during the switching process to provide a fixed line broadband service

		TV PROCES S		BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	*b	~c	~d	~e	~f	~g	~h	*i	*j	~k	~l	*m	*n	*o	*p
Unweighted total	71	3	36	12	16	2	1	3	14	31	35	2	1	40	71	66	67
Effective Weighted Sample	42	3	18	10	13	2	1	3	11	21	20	2	1	26	42	39	39
Total	20	1	5	5	9	2	*	1	7	8	11	2	*	12	20	19	20
Up to £19.99	8	1	2	2	2	2	*	-	1	2	5	2	*	5	8	8	8
	37%	100%	45%	47%	24%	100%	100%	-%	18%	28%	47%	100%	100%	41%	37%	39%	39%
£20.00-£29.99	5	-	1	1	2	-	-	1	2	2	3	-	-	3	5	5	5
	22%	-%	23%	12%	24%	-%	-%	57%	36%	23%	24%	-%	-%	26%	22%	24%	24%
£30.00-£39.99	1	-	*	-	1	-	-	-	1	-	1	-	-	1	1	1	1
	6%	-%	2%	-%	13%	-%	-%	-%	16%	-%	10%	-%	-%	9%	6%	6%	6%
£40.00-£49.99	2	-	1	1	*	-	-	1	-	2	-	-	-	*	2	2	2
	8%	-%	11%	11%	5%	-%	-%	43%	-%	19%	-%	-%	-%	3%	8%	8%	8%
										j							
£50.00-£59.99	1	-	*	-	1	-	-	-	*	1	-	-	-	1	1	1	1
	4%	-%	7%	-%	7%	-%	-%	-%	5%	11%	-%	-%	-%	7%	4%	5%	5%
£60 or more	1	-	*	-	1	-	-	-	1	*	1	-	-	-	1	1	1
	7%	-%	6%	-%	12%	-%	-%	-%	20%	4%	9%	-%	-%	-%	7%	7%	7%
Don't know	3	-	*	2	1	-	-	-	*	1	1	-	-	2	3	2	2
	15%	-%	4%	30%	16%	-%	-%	-%	5%	15%	9%	-%	-%	13%	15%	12%	11%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 234

QB16C. Was there a period of time in the switching process where there was an unwanted break where you were not receiving a service from either company?

Base : Those switched their fixed line broadband provider in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
	CONSI			BUN-DLE	BROAD			MOB.	FIXED	BROAD			MOB.	FIXED	BROAD			MOB.	FIXED	BROAD			MOB.	FIXED
	Total	SWIT-CHED	DERED		NEIT-HER	TV	BAND	PHONE	LINE CALLS	TV	BAND	PHONE	LINE CALLS	BUN-DLE	TV	BAND	PHONE	LINE CALLS	TV	BAND	PHONE	LINE CALLS		
Significance Level: 95%		a	~b	~c	~d	*e	f	~g	h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u		
Unweighted total	373	373	21	-	-	33	373	23	117	33	373	23	117	-	7	-	11	13	6	-	7	8		
Effective Weighted Sample	222	222	17	-	-	25	222	17	85	25	222	17	85	-	6	-	9	11	6	-	5	7		
Total	149	149	10	-	-	19	149	10	66	19	149	10	66	-	2	-	7	5	2	-	4	3		
Yes	39	39	2	-	-	3	39	3	18	3	39	3	18	-	*	-	1	3	*	-	1	1		
	27%	27%	25%	-%	-%	17%	27%	27%	27%	17%	27%	27%	27%	-%	15%	-%	21%	50%	15%	-%	30%	25%		
No	107	107	7	-	-	15	107	7	48	15	107	7	48	-	2	-	5	3	2	-	2	3		
	72%	72%	71%	-%	-%	81%	72%	68%	73%	81%	72%	68%	73%	-%	85%	-%	73%	50%	85%	-%	59%	75%		
Don't know	2	2	*	-	-	*	2	*	-	*	2	*	-	-	-	-	*	-	-	-	*	-		
	1%	1%	5%	-%	-%	2%	1%	5%	-%	2%	1%	5%	-%	-%	-%	-%	6%	-%	-%	-%	11%	-%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 234

QB16C. Was there a period of time in the switching process where there was an unwanted break where you were not receiving a service from either company?

Base : Those switched their fixed line broadband provider in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE
	Total	C&R ~a	MAC b	C&R *c	NoT d	PAC ~e	C&R ~f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	
Significance Level: 95%																	
Unweighted total	373	23	117	76	107	6	3	21	79	141	207	5	3	235	373	348	347
Effective Weighted Sample	222	17	49	61	83	5	2	17	60	86	124	4	2	143	222	209	209
Total	149	12	24	36	67	3	2	11	48	54	88	3	2	99	149	142	142
Yes	39 27%	3 23%	7 28%	17 48% bd	12 18%	* 10%	- -%	8 70%	8 16%	12 22%	26 29%	- -%	- -%	24 24%	39 27%	37 26%	38 27%
No	107 72%	8 73%	17 72% c	18 52%	55 82% c	3 90%	1 79%	3 30%	40 84%	41 76%	62 70%	3 100%	1 79%	73 74%	107 72%	102 72%	103 72%
Don't know	2 1%	* 3%	* 1%	* 1%	- -%	- -%	* 21%	- -%	- -%	1 2%	1 1%	- -%	* 21%	2 2%	2 1%	2 2%	2 1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 235

QB17C. How long for?

Base : Those who had an unwanted break in service when switching their fixed line broadband service

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN- DLE	FIXED			TV	FIXED			BUN- DLE	FIXED			TV	FIXED				
		SWIT- CHED	DERED	NEIT- HER		MOB. PHONE	BAND	MOB. PHONE		BAND	MOB. PHONE	BAND		MOB. PHONE	BAND	MOB. PHONE						
																		LINE CALLS	LINE CALLS	LINE CALLS	LINE CALLS	
Significance Level: 95%	a	~b	~c	~d	~e	f	~g	*h	~i	j	~k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	112	112	4	-	-	7	112	7	40	7	112	7	40	-	1	-	2	6	1	-	1	2
Effective Weighted Sample	70	70	3	-	-	5	70	6	31	5	70	6	31	-	1	-	2	6	1	-	1	2
Total	39	39	2	-	-	3	39	3	18	3	39	3	18	-	*	-	1	3	*	-	1	1
1 day	5	5	1	-	-	*	5	*	2	*	5	*	2	-	-	-	1	-	-	-	1	-
	14%	14%	49%	-%	-%	10%	14%	12%	9%	10%	14%	12%	9%	-%	-%	-%	78%	-%	-%	-%	100%	-%
2-3 days	8	8	-	-	-	*	8	1	4	*	8	1	4	-	-	-	-	*	-	-	-	-
	19%	19%	-%	-%	-%	12%	19%	35%	23%	12%	19%	35%	23%	-%	-%	-%	-%	13%	-%	-%	-%	-%
4-7 days	9	9	*	-	-	2	9	1	4	2	9	1	4	-	*	-	-	*	*	-	-	-
	23%	23%	15%	-%	-%	55%	23%	19%	21%	55%	23%	19%	21%	-%	100%	-%	-%	15%	100%	-%	-%	-%
8-14 days	8	8	1	-	-	1	8	-	3	1	8	-	3	-	-	-	*	2	-	-	-	1
	20%	20%	22%	-%	-%	23%	20%	-%	18%	23%	20%	-%	18%	-%	-%	-%	22%	60%	-%	-%	-%	62%
15-30 days	5	5	*	-	-	-	5	*	3	-	5	*	3	-	-	-	-	*	-	-	-	*
	12%	12%	14%	-%	-%	-%	12%	11%	19%	-%	12%	11%	19%	-%	-%	-%	-%	13%	-%	-%	-%	38%
More than 30 days	4	4	-	-	-	-	4	1	2	-	4	1	2	-	-	-	-	-	-	-	-	-
	9%	9%	-%	-%	-%	-%	9%	22%	11%	-%	9%	22%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	1	-	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-
	3%	3%	-%	-%	-%	-%	3%	-%	-%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 235

QB17C. How long for?

Base : Those who had an unwanted break in service when switching their fixed line broadband service

	TV PROCESSES		BB PROCESS			MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC *b	C&R *c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	112	6	35	39	23	1	-	16	17	40	64	-	-	64	112	104	105
Effective Weighted Sample	70	4	14	31	19	1	-	13	14	25	41	-	-	42	70	65	66
Total	39	3	7	17	12	*	-	8	8	12	26	-	-	24	39	37	38
1 day	5 14%	* 12%	2 29%	1 4%	3 22%	* 100%	- -%	1 10%	1 10%	1 12%	4 16%	- -%	- -%	3 15%	5 14%	5 15%	5 14%
2-3 days	8 19%	- -%	2 22%	4 22%	2 16%	- -%	- -%	1 16%	3 35%	2 18%	5 19%	- -%	- -%	5 20%	8 19%	7 19%	8 20%
4-7 days	9 23%	2 62%	1 10%	4 23%	3 25%	- -%	- -%	1 17%	2 25%	3 26%	5 18%	- -%	- -%	5 23%	9 23%	8 20%	8 21%
8-14 days	8 20%	1 26%	1 15%	2 14%	3 27%	- -%	- -%	1 17%	1 17%	2 17%	6 23%	- -%	- -%	6 24%	8 20%	8 21%	8 20%
15-30 days	5 12%	- -%	1 13%	3 18%	* 3%	- -%	- -%	1 16%	1 13%	1 9%	3 13%	- -%	- -%	2 9%	5 12%	5 12%	5 12%
More than 30 days	4 9%	- -%	1 9%	3 18%	- -%	- -%	- -%	2 25%	- -%	2 17%	2 7%	- -%	- -%	2 10%	4 9%	4 10%	4 10%
Don't know	1 3%	- -%	* 1%	- -%	1 8%	- -%	- -%	- -%	- -%	* 1%	1 4%	- -%	- -%	- -%	1 3%	1 3%	1 3%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 236

QB18C. While you had this unwanted break with no service from your old or new supplier, which of these applied to you?

Base : Those who had an unwanted break in service when switching their fixed line broadband service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%		a	~b	~c	~d	~e	f	~g	*h	~i	j	~k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	112	112	4	-	-	7	112	7	40	7	112	7	40	-	1	-	2	6	1	-	1	2
Effective Weighted Sample	70	70	3	-	-	5	70	6	31	5	70	6	31	-	1	-	2	6	1	-	1	2
Total	39	39	2	-	-	3	39	3	18	3	39	3	18	-	*	-	1	3	*	-	1	1
Just did without this service	24	24	2	-	-	*	24	2	11	*	24	2	11	-	*	-	1	1	*	-	1	1
	61%	61%	86%	-%	-%	11%	61%	66%	60%	11%	61%	66%	60%	-%	100%	-%	100%	21%	100%	-%	100%	62%
Used a service from your workplace	7	7	*	-	-	1	7	1	4	1	7	1	4	-	-	-	-	*	-	-	-	*
	17%	17%	14%	-%	-%	45%	17%	34%	21%	45%	17%	34%	21%	-%	-%	-%	-%	13%	-%	-%	-%	38%
Borrowed a service from a friend or relative	5	5	-	-	-	*	5	-	2	*	5	-	2	-	-	-	-	1	-	-	-	-
	13%	13%	-%	-%	-%	12%	13%	-%	9%	12%	13%	-%	9%	-%	-%	-%	-%	39%	-%	-%	-%	-%
Went elsewhere to use this service	2	2	-	-	-	-	2	1	1	-	2	1	1	-	-	-	-	-	-	-	-	-
	6%	6%	-%	-%	-%	-%	6%	22%	8%	-%	6%	22%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Used another service instead which you already owned	2	2	*	-	-	1	2	-	*	1	2	-	*	-	-	-	-	1	-	-	-	*
	5%	5%	14%	-%	-%	21%	5%	-%	2%	21%	5%	-%	2%	-%	-%	-%	-%	40%	-%	-%	-%	38%
Something else	1	1	-	-	-	*	1	-	1	*	1	-	1	-	-	-	-	-	-	-	-	-
	3%	3%	-%	-%	-%	11%	3%	-%	4%	11%	3%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 236

QB18C. While you had this unwanted break with no service from your old or new supplier, which of these applied to you?

Base : Those who had an unwanted break in service when switching their fixed line broadband service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC *b	C&R *c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	112	6	35	39	23	1	-	16	17	40	64	-	-	64	112	104	105
Effective Weighted Sample	70	4	14	31	19	1	-	13	14	25	41	-	-	42	70	65	66
Total	39	3	7	17	12	*	-	8	8	12	26	-	-	24	39	37	38
Just did without this service	24	*	5	10	7	*	-	4	6	6	16	-	-	14	24	23	23
	61%	12%	70%	61%	56%	100%	-%	47%	76%	54%	64%	-%	-%	60%	61%	61%	61%
Used a service from your workplace	7	1	1	3	2	-	-	2	1	3	4	-	-	4	7	7	7
	17%	51%	14%	18%	14%	-%	-%	28%	7%	24%	14%	-%	-%	18%	17%	17%	18%
Borrowed a service from a friend or relative	5	-	1	2	2	-	-	1	1	2	3	-	-	2	5	5	5
	13%	-%	12%	9%	19%	-%	-%	7%	13%	14%	12%	-%	-%	10%	13%	12%	12%
Went elsewhere to use this service	2	-	1	1	-	-	-	1	*	1	2	-	-	1	2	2	2
	6%	-%	12%	7%	-%	-%	-%	10%	4%	7%	6%	-%	-%	6%	6%	6%	6%
Used another service instead which you already owned	2	1	*	1	1	-	-	*	-	1	1	-	-	2	2	2	2
	5%	24%	1%	4%	11%	-%	-%	4%	-%	6%	5%	-%	-%	8%	5%	5%	5%
Something else	1	*	*	1	*	-	-	*	*	*	1	-	-	1	1	1	1
	3%	12%	1%	4%	3%	-%	-%	4%	4%	4%	3%	-%	-%	3%	3%	3%	3%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 237

QB19C. Did this result in any additional costs for you?

Base : Those who had an unwanted break in service when switching their fixed line broadband service

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	FIXED			PHONE	FIXED			PHONE	FIXED			PHONE	FIXED				
		SWIT- CHED	DERED	NEIT- HER		BROAD	MOB.	LINE		BROAD	MOB.	LINE		BROAD	MOB.	LINE		BROAD	MOB.	LINE		
																					CALLS	CALLS
	a	~b	~c	~d	~e	f	~g	*h	~i	j	~k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	112	112	4	-	-	7	112	7	40	7	112	7	40	-	1	-	2	6	1	-	1	2
Effective Weighted Sample	70	70	3	-	-	5	70	6	31	5	70	6	31	-	1	-	2	6	1	-	1	2
Total	39	39	2	-	-	3	39	3	18	3	39	3	18	-	*	-	1	3	*	-	1	1
Yes	8	8	-	-	-	1	8	1	3	1	8	1	3	-	-	-	-	1	-	-	-	-
	19%	19%	-%	-%	-%	23%	19%	40%	18%	23%	19%	40%	18%	-%	-%	-%	-%	54%	-%	-%	-%	-%
No	32	32	2	-	-	2	32	2	14	2	32	2	14	-	*	-	1	1	*	-	1	1
	80%	80%	100%	-%	-%	77%	80%	60%	79%	77%	80%	60%	79%	-%	100%	-%	100%	46%	100%	-%	100%	100%
Don't know	*	*	-	-	-	-	*	-	*	-	*	-	*	-	-	-	-	-	-	-	-	-
	1%	1%	-%	-%	-%	-%	1%	-%	2%	-%	1%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 237

QB19C. Did this result in any additional costs for you?

Base : Those who had an unwanted break in service when switching their fixed line broadband service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC *b	C&R *c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	112	6	35	39	23	1	-	16	17	40	64	-	-	64	112	104	105
Effective Weighted Sample	70	4	14	31	19	1	-	13	14	25	41	-	-	42	70	65	66
Total	39	3	7	17	12	*	-	8	8	12	26	-	-	24	39	37	38
Yes	8	1	2	2	3	-	-	2	1	5	3	-	-	3	8	7	7
	19%	26%	26%	14%	26%	-%	-%	24%	17%	39%	11%	-%	-%	13%	19%	20%	19%
No	32	2	5	15	9	*	-	6	6	7	22	-	-	20	32	30	30
	80%	74%	74%	86%	74%	100%	-%	76%	77%	61%	87%	-%	-%	85%	80%	79%	80%
Don't know	*	-	-	-	-	-	-	-	*	-	*	-	-	*	*	*	*
	1%	-%	-%	-%	-%	-%	-%	-%	5%	-%	2%	-%	-%	2%	1%	1%	1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 238

QB20C. How much extra did you spend?

Base : Those whose unwanted break resulted in additional costs when switching their fixed line broadband service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE					BUN- DLE	BROAD MOB.			FIXED LINE				
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	25	25	-	-	-	2	25	2	7	2	25	2	7	-	-	-	-	3	-	-	-	-
Effective Weighted Sample	16	16	-	-	-	2	16	2	5	2	16	2	5	-	-	-	-	3	-	-	-	-
Total	8	8	-	-	-	1	8	1	3	1	8	1	3	-	-	-	-	1	-	-	-	-
Up to £19.99	2	2	-	-	-	1	2	-	*	1	2	-	*	-	-	-	-	*	-	-	-	-
	25%	25%	-%	-%	-%	100%	25%	-%	9%	100%	25%	-%	9%	-%	-%	-%	-%	28%	-%	-%	-%	-%
£20.00-£29.99	1	1	-	-	-	-	1	-	1	-	1	-	1	-	-	-	-	-	-	-	-	-
	13%	13%	-%	-%	-%	-%	13%	-%	19%	-%	13%	-%	19%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£30.00-£39.99	*	*	-	-	-	-	*	-	*	-	*	-	*	-	-	-	-	-	-	-	-	-
	6%	6%	-%	-%	-%	-%	6%	-%	12%	-%	6%	-%	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£40.00-£49.99	1	1	-	-	-	-	1	1	1	-	1	1	1	-	-	-	-	-	-	-	-	-
	16%	16%	-%	-%	-%	-%	16%	56%	17%	-%	16%	56%	17%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£50.00-£59.99	1	1	-	-	-	-	1	-	-	-	1	-	-	-	-	-	-	1	-	-	-	-
	14%	14%	-%	-%	-%	-%	14%	-%	-%	-%	14%	-%	-%	-%	-%	-%	-%	72%	-%	-%	-%	-%
£60 or more	1	1	-	-	-	-	1	-	1	-	1	-	1	-	-	-	-	-	-	-	-	-
	18%	18%	-%	-%	-%	-%	18%	-%	42%	-%	18%	-%	42%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	1	-	-	-	-	1	*	-	-	1	*	-	-	-	-	-	-	-	-	-	-
	8%	8%	-%	-%	-%	-%	8%	44%	-%	-%	8%	44%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 238

QB20C. How much extra did you spend?

Base : Those whose unwanted break resulted in additional costs when switching their fixed line broadband service

	TV PROCESSES	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	25	2	10	7	6	-	-	5	2	13	10	-	-	11	25	23	22
Effective Weighted Sample	16	2	5	6	5	-	-	5	2	10	5	-	-	8	16	15	15
Total	8	1	2	2	3	-	-	2	1	5	3	-	-	3	8	7	7
Up to £19.99	2	1	*	1	1	-	-	*	-	1	1	-	-	2	2	2	2
	25%	100%	15%	38%	23%	-%	-%	15%	-%	18%	37%	-%	-%	59%	25%	26%	26%
£20.00-£29.99	1	-	*	1	-	-	-	1	-	*	1	-	-	*	1	1	1
	13%	-%	4%	38%	-%	-%	-%	33%	-%	6%	24%	-%	-%	9%	13%	13%	13%
£30.00-£39.99	*	-	*	-	-	-	-	*	-	*	-	-	-	-	*	*	*
	6%	-%	23%	-%	-%	-%	-%	21%	-%	9%	-%	-%	-%	-%	6%	5%	5%
£40.00-£49.99	1	-	1	1	-	-	-	1	-	1	*	-	-	-	1	1	1
	16%	-%	37%	24%	-%	-%	-%	30%	-%	25%	2%	-%	-%	-%	16%	16%	17%
£50.00-£59.99	1	-	*	-	1	-	-	-	-	1	-	-	-	1	1	1	1
	14%	-%	3%	-%	31%	-%	-%	-%	-%	22%	-%	-%	-%	32%	14%	14%	14%
£60 or more	1	-	*	-	1	-	-	-	1	*	1	-	-	-	1	1	1
	18%	-%	18%	-%	32%	-%	-%	-%	100%	7%	37%	-%	-%	-%	18%	18%	19%
Don't know	1	-	-	-	*	-	-	-	-	1	-	-	-	-	1	1	*
	8%	-%	-%	-%	14%	-%	-%	-%	-%	12%	-%	-%	-%	-%	8%	8%	6%
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Table 239

QB21C. Overall, how easy or difficult did you find the time with an unwanted break with no service from either company?

Base : Those who had an unwanted break in service when switching their fixed line broadband service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED						
					SWITCHED & COVERED					COVERED				COVERED					COVERED						
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			TV	BAND		PHONE	CALLS
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE		CALLS	TV	BAND	PHONE	CALLS	TV	BAND		PHONE	CALLS		
Significance Level: 95%	a	~b	~c	~d	~e	f	~g	*h	~i	j	~k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u				
Unweighted total	112	112	4	-	-	7	112	7	40	7	112	7	40	-	1	-	2	6	1	-	1	2			
Effective Weighted Sample	70	70	3	-	-	5	70	6	31	5	70	6	31	-	1	-	2	6	1	-	1	2			
Total	39	39	2	-	-	3	39	3	18	3	39	3	18	-	*	-	1	3	*	-	1	1			
1 - Very difficult	9	9	1	-	-	*	9	1	5	*	9	1	5	-	-	-	-	1	-	-	-	1			
	23%	23%	22%	-%	-%	11%	23%	34%	30%	11%	23%	34%	30%	-%	-%	-%	-%	21%	-%	-%	-%	62%			
2	9	9	-	-	-	1	9	1	5	1	9	1	5	-	-	-	*	-	-	-	-	-			
	24%	24%	-%	-%	-%	43%	24%	39%	26%	43%	24%	39%	26%	-%	-%	-%	22%	-%	-%	-%	-%	-%			
TOTAL DIFFICULT	18	18	1	-	-	2	18	2	10	2	18	2	10	-	-	-	*	1	-	-	-	1			
	47%	47%	22%	-%	-%	54%	47%	73%	56%	54%	47%	73%	56%	-%	-%	-%	22%	21%	-%	-%	-%	62%			
3 - Neither	12	12	1	-	-	*	12	*	6	*	12	*	6	-	*	-	-	*	*	-	-	*			
	31%	31%	29%	-%	-%	12%	31%	2%	36%	12%	31%	2%	36%	-%	100%	-%	-%	13%	100%	-%	-%	38%			
4	6	6	1	-	-	1	6	1	1	1	6	1	1	-	-	-	1	1	-	-	1	-			
	16%	16%	49%	-%	-%	34%	16%	25%	5%	34%	16%	25%	5%	-%	-%	-%	78%	28%	-%	-%	100%	-%			
5 - Very easy	2	2	-	-	-	2	-	*	-	2	-	*	-	-	-	-	1	-	-	-	-	-			
	6%	6%	-%	-%	-%	-%	6%	-%	2%	-%	6%	-%	2%	-%	-%	-%	-%	39%	-%	-%	-%	-%			
TOTAL EASY	9	9	1	-	-	1	9	1	1	1	9	1	1	-	-	-	1	2	-	-	1	-			
	22%	22%	49%	-%	-%	34%	22%	25%	7%	34%	22%	25%	7%	-%	-%	-%	78%	67%	-%	-%	100%	-%			

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 239

QB21C. Overall, how easy or difficult did you find the time with an unwanted break with no service from either company?

Base : Those who had an unwanted break in service when switching their fixed line broadband service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC *b	C&R *c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	112	6	35	39	23	1	-	16	17	40	64	-	-	64	112	104	105
Effective Weighted Sample	70	4	14	31	19	1	-	13	14	25	41	-	-	42	70	65	66
Total	39	3	7	17	12	*	-	8	8	12	26	-	-	24	39	37	38
1 - Very difficult	9	*	1	4	3	-	-	2	2	2	7	-	-	5	9	9	9
	23%	12%	21%	26%	23%	-%	-%	29%	21%	16%	27%	-%	-%	21%	23%	23%	23%
2	9	1	3	3	2	-	-	2	3	3	6	-	-	4	9	9	9
	24%	49%	40%	19%	20%	-%	-%	26%	32%	28%	22%	-%	-%	17%	24%	24%	24%
TOTAL DIFFICULT	18	2	4	8	5	-	-	4	4	5	13	-	-	9	18	18	18
	47%	61%	61%	45%	44%	-%	-%	55%	53%	44%	49%	-%	-%	37%	47%	47%	47%
3 - Neither	12	-	1	6	3	-	-	2	4	3	8	-	-	7	12	11	12
	31%	-%	13%	37%	26%	-%	-%	29%	47%	26%	32%	-%	-%	30%	31%	30%	31%
4	6	1	2	2	3	*	-	1	-	2	4	-	-	5	6	6	6
	16%	39%	23%	10%	23%	100%	-%	12%	-%	18%	15%	-%	-%	22%	16%	16%	16%
5 - Very easy	2	-	*	1	1	-	-	*	-	1	1	-	-	2	2	2	2
	6%	-%	3%	8%	8%	-%	-%	4%	-%	12%	4%	-%	-%	10%	6%	7%	6%
TOTAL EASY	9	1	2	3	4	*	-	1	-	4	5	-	-	8	9	8	9
	22%	39%	26%	18%	31%	100%	-%	16%	-%	30%	19%	-%	-%	32%	22%	22%	22%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 240

QB13D. Was there a period of time in the switching process where you chose to or had to pay more than one company to provide a service, to make sure you didn't lose that service?

Base : Those switched their mobile phone network in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				COVERED					COVERED			
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD			FIXED LINE PHONE CALLS	BROAD			FIXED LINE PHONE CALLS	BROAD			FIXED LINE PHONE CALLS	BROAD			FIXED LINE PHONE CALLS	
						TV	BAND	MOB.		TV	BAND	MOB.		TV	BAND	MOB.						
a	~b	~c	~d	~e	~f	g	~h	~i	*j	k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u		
Significance Level: 95%																						
Unweighted total	341	341	23	-	11	5	23	341	20	12	34	341	31	13	7	7	-	4	11	12	-	11
Effective Weighted Sample	119	119	12	-	9	4	17	119	13	9	25	119	22	6	4	6	-	2	6	10	-	6
Total	152	152	18	-	7	2	10	152	10	7	17	152	18	8	3	4	-	5	9	8	-	11
Yes	20	20	4	-	1	1	2	20	3	2	2	20	4	3	*	2	-	-	2	3	-	2
	13%	13%	23%	-%	8%	69%	16%	13%	30%	22%	12%	13%	20%	34%	14%	39%	-%	-%	28%	41%	-%	18%
No	129	129	14	-	6	1	8	129	6	5	14	129	13	5	2	2	-	5	6	4	-	9
	85%	85%	75%	-%	86%	31%	79%	85%	61%	72%	82%	85%	72%	66%	86%	52%	-%	100%	72%	54%	-%	82%
Don't know	4	4	*	-	*	-	1	4	1	*	1	4	1	-	-	*	-	-	-	*	-	-
	2%	2%	2%	-%	7%	-%	6%	2%	9%	7%	6%	2%	8%	-%	-%	8%	-%	-%	-%	5%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 240

QB13D. Was there a period of time in the switching process where you chose to or had to pay more than one company to provide a service, to make sure you didn't lose that service?

Base : Those switched their mobile phone network in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	~a	~b	~c	~d	e	f	~g	~h	i	j	*k	*l	m	n	o	p
Unweighted total	341	8	10	11	9	101	91	11	17	129	212	70	73	221	265	341	294
Effective Weighted Sample	119	6	7	9	8	35	26	8	12	46	73	26	21	72	119	119	93
Total	152	5	3	6	7	42	38	7	10	58	94	34	29	84	64	152	108
Yes	20	1	-	1	1	5	7	2	1	3	16	5	5	14	13	20	15
	13%	26%	-%	21%	10%	12%	20%	30%	15%	6%	17%	15%	19%	16%	20%	13%	14%
No	129	3	3	3	6	36	30	4	8	53	76	28	23	67	48	129	90
	85%	64%	100%	60%	90%	86%	80%	63%	77%	92%	80%	83%	81%	81%	75%	85%	83%
Don't know	4	*	-	1	-	1	*	*	1	1	2	1	*	3	3	4	4
	2%	10%	-%	19%	-%	2%	*%	7%	8%	2%	2%	2%	*%	3%	5%	2%	3%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 241

QB14D. How long for?

Base : Those paying more than one company during the switching process to provide a mobile phone service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD		MOB.	FIXED	BROAD		MOB.	FIXED	BUN- DLE	BROAD		MOB.	FIXED	BROAD		MOB.	FIXED
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
	Total	*a	~b	~c	~d	~e	~f	*g	~h	~i	~j	*k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Significance Level: 95%																						
Unweighted total	65	65	7	-	2	3	2	65	3	4	4	65	5	6	1	2	-	-	5	5	-	4
Effective Weighted Sample	23	23	6	-	2	3	2	23	2	4	3	23	3	5	1	2	-	-	5	4	-	4
Total	20	20	4	-	1	1	2	20	3	2	2	20	4	3	*	2	-	-	2	3	-	2
1 day	1	1	1	-	-	-	-	1	-	-	-	1	-	1	-	-	-	-	1	1	-	1
	4%	4%	18%	-%	-%	-%	-%	4%	-%	-%	-%	4%	-%	28%	-%	-%	-%	-%	32%	23%	-%	37%
2-3 days	3	3	*	-	-	*	-	3	2	*	-	3	2	-	*	-	-	-	*	-	-	-
	14%	14%	9%	-%	-%	25%	-%	14%	52%	19%	-%	14%	44%	-%	100%	-%	-%	-%	16%	-%	-%	-%
4-7 days	3	3	*	-	-	1	-	3	*	1	-	3	*	1	-	-	-	-	*	*	-	*
	18%	18%	10%	-%	-%	50%	-%	18%	13%	38%	-%	18%	11%	20%	-%	-%	-%	-%	17%	12%	-%	20%
8-14 days	4	4	1	-	-	*	-	4	-	*	-	4	-	1	-	-	-	-	1	*	-	1
	19%	19%	21%	-%	-%	25%	-%	19%	-%	19%	-%	19%	-%	52%	-%	-%	-%	-%	36%	12%	-%	42%
15-30 days	3	3	1	-	-	-	1	3	1	-	1	3	1	-	-	1	-	-	-	1	-	-
	18%	18%	13%	-%	-%	-%	53%	18%	35%	-%	38%	18%	29%	-%	-%	31%	-%	-%	-%	16%	-%	-%
More than 30 days	4	4	-	-	-	-	1	4	-	-	1	4	-	-	-	-	-	-	-	-	-	-
	19%	19%	-%	-%	-%	-%	47%	19%	-%	-%	34%	19%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	1	1	-	-	-	-	1	-	-	-	1	-	-	-	1	-	-	-	1	-	-
	6%	6%	29%	-%	-%	-%	-%	6%	-%	-%	-%	6%	-%	-%	-%	69%	-%	-%	-%	37%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 241

QB14D. How long for?

Base : Those paying more than one company during the switching process to provide a mobile phone service

	TV PROCESSES	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R *f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	65	3	-	2	1	18	32	2	2	10	55	17	26	46	52	65	56
Effective Weighted Sample	23	3	-	2	1	10	8	1	2	5	18	10	5	18	21	23	21
Total	20	1	-	1	1	5	7	2	1	3	16	5	5	14	13	20	15
1 day	1 4%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	1 21%	* *%	- -%	* 1%	1 6%	1 6%	1 4%	1 5%
2-3 days	3 14%	* 24%	- -%	- -%	- -%	1 17%	2 26%	2 81%	- -%	* 12%	2 15%	1 15%	2 30%	1 8%	1 8%	3 14%	3 19%
4-7 days	3 18%	1 47%	- -%	- -%	- -%	1 13%	2 27%	- -%	* 27%	1 17%	3 18%	1 13%	1 26%	3 20%	3 25%	3 18%	3 22%
8-14 days	4 19%	- -%	- -%	- -%	- -%	1 23%	* 3%	- -%	- -%	* 2%	4 22%	1 24%	* 3%	2 16%	2 12%	4 19%	2 14%
15-30 days	3 18%	- -%	- -%	1 68%	- -%	3 47%	1 11%	- -%	1 73%	- -%	3 21%	3 49%	1 16%	3 24%	3 28%	3 18%	3 23%
More than 30 days	4 19%	- -%	- -%	- -%	1 100%	- -%	1 16%	- -%	- -%	1 32%	3 16%	- -%	* 2%	2 14%	1 6%	4 19%	1 6%
Don't know	1 6%	- -%	- -%	- -%	- -%	- -%	1 16%	- -%	- -%	- -%	1 7%	- -%	1 22%	1 9%	1 10%	1 6%	1 8%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 242

QB15D. How much extra did you spend by paying more than one company?

Base : Those paying more than one company during the switching process to provide a mobile phone service

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS		
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	*g	TV	BAND	*k	TV	BAND		*o	TV	BAND	*q	TV	BAND	*t	TV	BAND	*u
Significance Level: 95%		*a	~b	~c	~d	~e	~f	*g	~h	~i	~j	*k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u		
Unweighted total	65	65	7	-	2	3	2	65	3	4	4	65	5	6	1	2	-	-	5	5	-	4		
Effective Weighted Sample	23	23	6	-	2	3	2	23	2	4	3	23	3	5	1	2	-	-	5	4	-	4		
Total	20	20	4	-	1	1	2	20	3	2	2	20	4	3	*	2	-	-	2	3	-	2		
Up to £19.99	9	9	2	-	-	1	1	9	1	1	1	9	1	2	*	-	-	-	2	2	-	2		
	46%	46%	47%	-%	-%	75%	53%	46%	48%	57%	38%	46%	40%	84%	100%	-%	-%	-%	81%	47%	-%	78%		
£20.00-£29.99	*	*	-	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-		
	1%	1%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
£30.00-£39.99	*	*	-	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-		
	1%	1%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
£40.00-£49.99	1	1	1	-	-	-	-	1	-	-	-	1	-	-	-	1	-	-	-	1	-	-		
	3%	3%	13%	-%	-%	-%	-%	3%	-%	-%	-%	3%	-%	-%	-%	31%	-%	-%	-%	16%	-%	-%		
£50.00-£59.99	3	3	*	-	-	-	-	3	-	-	-	3	-	*	-	-	-	-	*	-	-	*		
	13%	13%	11%	-%	-%	-%	-%	13%	-%	-%	-%	13%	-%	16%	-%	-%	-%	-%	19%	-%	-%	22%		
£60 or more	2	2	-	-	-	-	1	2	-	-	1	2	-	-	-	-	-	-	-	-	-	-		
	9%	9%	-%	-%	-%	-%	47%	9%	-%	-%	34%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Don't know	5	5	1	-	-	*	-	5	2	*	-	5	2	-	-	1	-	-	-	1	-	-		
	23%	23%	29%	-%	-%	25%	-%	23%	52%	19%	-%	23%	44%	-%	-%	69%	-%	-%	-%	37%	-%	-%		
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																								

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 242

QB15D. How much extra did you spend by paying more than one company?

Base : Those paying more than one company during the switching process to provide a mobile phone service

		TV PROCES S		BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	~b	~c	~d	~e	*f	~g	~h	~i	*j	~k	~l	*m	*n	*o	*p
Unweighted total	65	3	-	2	1	18	32	2	2	10	55	17	26	46	52	65	56
Effective Weighted Sample	23	3	-	2	1	10	8	1	2	5	18	10	5	18	21	23	21
Total	20	1	-	1	1	5	7	2	1	3	16	5	5	14	13	20	15
Up to £19.99	9	1	-	1	-	4	3	-	1	2	7	4	2	8	8	9	9
	46%	71%	-%	68%	-%	82%	35%	-%	100%	52%	44%	82%	31%	59%	67%	46%	58%
£20.00-£29.99	*	-	-	-	-	*	*	-	-	-	*	*	*	*	*	*	*
	1%	-%	-%	-%	-%	4%	1%	-%	-%	-%	2%	4%	2%	2%	2%	1%	2%
£30.00-£39.99	*	-	-	-	-	-	*	-	-	-	*	-	*	*	*	*	*
	1%	-%	-%	-%	-%	-%	2%	-%	-%	-%	2%	-%	3%	2%	2%	1%	2%
£40.00-£49.99	1	-	-	-	-	-	1	-	-	-	1	-	1	1	1	1	1
	3%	-%	-%	-%	-%	-%	7%	-%	-%	-%	3%	-%	10%	4%	4%	3%	4%
£50.00-£59.99	3	-	-	-	-	1	*	-	-	-	3	1	*	3	*	3	1
	13%	-%	-%	-%	-%	14%	1%	-%	-%	-%	16%	15%	1%	19%	3%	13%	6%
£60 or more	2	-	-	-	1	-	1	-	-	1	1	-	*	-	1	2	1
	9%	-%	-%	-%	100%	-%	15%	-%	-%	31%	5%	-%	1%	-%	6%	9%	5%
Don't know	5	-	-	-	-	-	3	2	-	*	5	-	3	2	1	5	3
	23%	-%	-%	-%	-%	-%	38%	81%	-%	1%	28%	-%	52%	12%	11%	23%	20%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 243

QB16D. Was there a period of time in the switching process where there was an unwanted break where you were not receiving a service from either company?

Base : Those switched their mobile phone network in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED															
	Total	CONSI			BUN- DLE	FIXED			TV	BAND	PHONE	LINE CALLS	TV	BAND	PHONE	LINE CALLS	BUN- DLE	TV	BAND	PHONE	LINE CALLS	TV	BAND	PHONE	LINE CALLS									
		SWIT- CHED	DERED	NEIT- HER		BROAD	MOB.	FIXED																		BROAD	MOB.	FIXED	BROAD	MOB.	FIXED	BROAD	MOB.	FIXED
	a	~b	~c	~d	~e	~f	g	~h	~i	*j	k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u													
Significance Level: 95%																																		
Unweighted total	341	341	23	-	11	5	23	341	20	12	34	341	31	13	7	7	-	4	11	12	-	11												
Effective Weighted Sample	119	119	12	-	9	4	17	119	13	9	25	119	22	6	4	6	-	2	6	10	-	6												
Total	152	152	18	-	7	2	10	152	10	7	17	152	18	8	3	4	-	5	9	8	-	11												
Yes	18	18	1	-	2	*	1	18	1	1	2	18	3	-	1	-	-	-	1	-	-	-												
	12%	12%	4%	-%	22%	17%	7%	12%	12%	16%	13%	12%	16%	-%	31%	-%	-%	-%	8%	-%	-%	-%												
No	129	129	17	-	6	1	9	129	8	6	15	129	14	8	2	4	-	5	8	8	-	11												
	85%	85%	94%	-%	78%	83%	93%	85%	81%	84%	87%	85%	80%	100%	69%	92%	-%	100%	92%	95%	-%	100%												
Don't know	5	5	*	-	-	-	-	5	1	-	-	5	1	-	-	*	-	-	-	*	-	-												
	4%	4%	2%	-%	-%	-%	-%	4%	8%	-%	-%	4%	4%	-%	-%	8%	-%	-%	-%	5%	-%	-%												

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 243

QB16D. Was there a period of time in the switching process where there was an unwanted break where you were not receiving a service from either company?

Base : Those switched their mobile phone network in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC e	C&R f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	
Significance Level: 95%																	
Unweighted total	341	8	10	11	9	101	91	11	17	129	212	70	73	221	265	341	294
Effective Weighted Sample	119	6	7	9	8	35	26	8	12	46	73	26	21	72	119	119	93
Total	152	5	3	6	7	42	38	7	10	58	94	34	29	84	64	152	108
Yes	18	1	-	2	*	6	2	2	1	8	10	4	*	7	7	18	7
	12%	24%	-%	35%	5%	15%	5%	29%	9%	14%	10%	13%	2%	9%	10%	12%	6%
No	129	4	3	4	7	36	34	5	8	47	82	29	27	74	55	129	98
	85%	76%	100%	65%	95%	84%	91%	71%	83%	80%	88%	87%	94%	89%	87%	85%	91%
Don't know	5	-	-	-	-	*	1	-	1	3	2	*	1	2	2	5	3
	4%	-%	-%	-%	-%	1%	4%	-%	8%	6%	2%	-%	5%	2%	3%	4%	3%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 244

QB17D. How long for?

Base : Those who had an unwanted break in service when switching their mobile phone network

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED						
	Total	CONSI			BUN-DLE	FIXED			PHONE	CALLS	FIXED			BUN-DLE	FIXED			PHONE	CALLS	FIXED					
		SWIT-CHED	DERED	NEIT-HER		TV	BAND	BROAD			MOB.	LINE	TV		BAND	BROAD	MOB.			LINE	TV	BAND	BROAD	MOB.	LINE
Significance Level: 95%		*a	~b	~c	~d	~e	~f	*g	~h	~i	~j	*k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u			
Unweighted total	43	43	2	-	4	1	2	43	4	3	6	43	8	-	4	-	-	-	2	-	-	-			
Effective Weighted Sample	17	17	2	-	4	1	2	17	4	3	6	17	7	-	3	-	-	-	2	-	-	-			
Total	18	18	1	-	2	*	1	18	1	1	2	18	3	-	1	-	-	-	1	-	-	-			
1 day	3	3	*	-	-	-	-	3	1	-	-	3	1	-	*	-	-	-	*	-	-	-			
	18%	18%	48%	-%	-%	-%	-%	18%	43%	-%	-%	18%	18%	-%	52%	-%	-%	-%	48%	-%	-%	-%			
2-3 days	5	5	*	-	-	-	*	5	-	-	*	5	-	-	*	-	-	-	*	-	-	-			
	28%	28%	52%	-%	-%	-%	50%	28%	-%	-%	14%	28%	-%	-%	48%	-%	-%	-%	52%	-%	-%	-%			
4-7 days	2	2	-	-	-	*	-	2	*	*	-	2	*	-	-	-	-	-	-	-	-	-			
	12%	12%	-%	-%	-%	100%	-%	12%	33%	26%	-%	12%	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%			
8-14 days	2	2	-	-	-	-	-	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-			
	9%	9%	-%	-%	-%	-%	-%	9%	-%	-%	-%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%			
15-30 days	2	2	-	-	-	-	*	2	*	-	*	2	*	-	-	-	-	-	-	-	-	-			
	14%	14%	-%	-%	-%	-%	50%	14%	24%	-%	14%	14%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%			
More than 30 days	2	2	-	-	-	-	-	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-			
	10%	10%	-%	-%	-%	-%	-%	10%	-%	-%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%			
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																									

Table 244

QB17D. How long for?

Base : Those who had an unwanted break in service when switching their mobile phone network

	TV PROCESSES	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	43	3	-	5	1	21	8	5	3	14	29	15	5	25	32	43	33
Effective Weighted Sample	17	3	-	5	1	9	2	5	3	6	12	8	2	9	22	17	22
Total	18	1	-	2	*	6	2	2	1	8	10	4	*	7	7	18	7
1 day	3	-	-	-	-	1	1	-	1	2	1	1	*	3	2	3	2
	18%	-%	-%	-%	-%	14%	67%	-%	57%	24%	13%	13%	26%	36%	26%	18%	26%
2-3 days	5	-	-	*	-	2	*	-	-	4	1	1	-	*	2	5	2
	28%	-%	-%	17%	-%	35%	2%	-%	-%	44%	14%	14%	-%	7%	23%	28%	23%
4-7 days	2	*	-	-	-	2	*	-	*	*	2	2	*	1	1	2	1
	12%	26%	-%	-%	-%	27%	16%	-%	43%	5%	18%	38%	9%	13%	17%	12%	17%
8-14 days	2	-	-	-	-	*	-	-	-	-	2	*	-	-	*	2	-
	9%	-%	-%	-%	-%	5%	-%	-%	-%	-%	17%	7%	-%	-%	5%	9%	-%
15-30 days	2	-	-	-	*	-	*	*	-	2	1	-	*	1	*	2	1
	14%	-%	-%	-%	100%	-%	14%	15%	-%	22%	6%	-%	65%	8%	5%	14%	10%
More than 30 days	2	-	-	-	-	-	-	-	-	-	2	-	-	2	-	2	-
	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	19%	-%	-%	24%	-%	10%	-%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 245

QB18D. While you had this unwanted break with no service from your old or new supplier, which of these applied to you?

Base : Those who had an unwanted break in service when switching their mobile phone network

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	TV	BAND			TV	BAND						
Significance Level: 95%		*a	~b	~c	~d	~e	~f	*g	~h	~i	~j	*k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	43	43	2	-	4	1	2	43	4	3	6	43	8	-	4	-	-	-	2	-	-	-
Effective Weighted Sample	17	17	2	-	4	1	2	17	4	3	6	17	7	-	3	-	-	-	2	-	-	-
Total	18	18	1	-	2	*	1	18	1	1	2	18	3	-	1	-	-	-	1	-	-	-
Just did without this service	11	11	*	-	-	*	*	11	1	*	*	11	1	-	*	-	-	-	*	-	-	-
	62%	62%	48%	-%	-%	100%	50%	62%	51%	26%	14%	62%	22%	-%	52%	-%	-%	-%	48%	-%	-%	-%
Borrowed a service from a friend or relative	3	3	-	-	-	-	-	3	*	-	-	3	*	-	*	-	-	-	-	-	-	-
	19%	19%	-%	-%	-%	-%	-%	19%	24%	-%	-%	19%	10%	-%	4%	-%	-%	-%	-%	-%	-%	-%
Used another service instead which you already owned	1	1	*	-	-	-	*	1	-	-	*	1	-	-	*	-	-	-	*	-	-	-
	4%	4%	52%	-%	-%	-%	50%	4%	-%	-%	14%	4%	-%	-%	44%	-%	-%	-%	52%	-%	-%	-%
Went elsewhere to use this service	*	*	-	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-
	2%	2%	-%	-%	-%	-%	-%	2%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Used a service from your workplace	*	*	-	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-
	1%	1%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Something else	1	1	-	-	-	-	-	1	*	-	-	1	*	-	-	-	-	-	-	-	-	-
	4%	4%	-%	-%	-%	-%	-%	4%	24%	-%	-%	4%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 245

QB18D. While you had this unwanted break with no service from your old or new supplier, which of these applied to you?

Base : Those who had an unwanted break in service when switching their mobile phone network

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	*n	*o	*p
Unweighted total	43	3	-	5	1	21	8	5	3	14	29	15	5	25	32	43	33
Effective Weighted Sample	17	3	-	5	1	9	2	5	3	6	12	8	2	9	22	17	22
Total	18	1	-	2	*	6	2	2	1	8	10	4	*	7	7	18	7
Just did without this service	11	*	-	*	-	2	2	-	1	6	5	2	*	5	3	11	3
	62%	26%	-%	17%	-%	36%	81%	-%	68%	75%	52%	45%	21%	69%	43%	62%	43%
Borrowed a service from a friend or relative	3	-	-	-	-	2	*	-	*	2	2	*	-	*	1	3	1
	19%	-%	-%	-%	-%	26%	2%	-%	32%	19%	18%	2%	-%	2%	8%	19%	8%
Used another service instead which you already owned	1	-	-	-	*	*	*	-	-	-	1	*	*	1	1	1	1
	4%	-%	-%	-%	100%	6%	3%	-%	-%	-%	8%	8%	14%	10%	12%	4%	12%
Went elsewhere to use this service	*	-	-	-	-	*	-	-	-	-	*	*	-	-	*	*	-
	2%	-%	-%	-%	-%	5%	-%	-%	-%	-%	3%	7%	-%	-%	5%	2%	-%
Used a service from your workplace	*	-	-	-	-	*	-	-	-	-	*	*	-	*	*	*	*
	1%	-%	-%	-%	-%	2%	-%	-%	-%	-%	1%	3%	-%	1%	2%	1%	2%
Something else	1	-	-	-	-	*	*	*	-	*	1	*	*	1	*	1	1
	4%	-%	-%	-%	-%	6%	14%	15%	-%	2%	5%	5%	65%	7%	6%	4%	10%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 246

QB19D. Did this result in any additional costs for you?

Base : Those who had an unwanted break in service when switching their mobile phone network

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
	CONSI			BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS				
	SWIT-CHED	DERED	NEIT-HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND										
															Total		*a	~b	~c		~d	~e	~f	*g
Significance Level: 95%																								
Unweighted total	43	43	2	-	4	1	2	43	4	3	6	43	8	-	4	-	-	-	2	-	-	-		
Effective Weighted Sample	17	17	2	-	4	1	2	17	4	3	6	17	7	-	3	-	-	-	2	-	-	-		
Total	18	18	1	-	2	*	1	18	1	1	2	18	3	-	1	-	-	-	1	-	-	-		
Yes	3	3	-	-	-	-	-	3	1	-	-	3	1	-	*	-	-	-	-	-	-	-		
	18%	18%	-%	-%	-%	-%	-%	18%	81%	-%	-%	18%	35%	-%	4%	-%	-%	-%	-%	-%	-%	-%		
No	13	13	1	-	-	*	1	13	*	*	1	13	*	-	1	-	-	-	1	-	-	-		
	73%	73%	100%	-%	-%	100%	100%	73%	19%	26%	28%	73%	8%	-%	96%	-%	-%	-%	100%	-%	-%	-%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 246

QB19D. Did this result in any additional costs for you?

Base : Those who had an unwanted break in service when switching their mobile phone network

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p	
Significance Level: 95%																		
Unweighted total	43	3	-	5	1	21	8	5	3	14	29	15	5	25	32	43	33	
Effective Weighted Sample	17	3	-	5	1	9	2	5	3	6	12	8	2	9	22	17	22	
Total	18	1	-	2	*	6	2	2	1	8	10	4	*	7	7	18	7	
Yes	3	-	-	-	-	1	*	*	1	*	3	*	*	3	1	3	1	
	18%	~%	~%	~%	~%	12%	18%	15%	75%	3%	30%	12%	71%	35%	17%	18%	22%	
No	13	*	-	*	*	4	2	-	*	8	6	3	*	4	4	13	3	
	73%	26%	~%	17%	100%	69%	82%	~%	25%	92%	57%	59%	29%	53%	58%	73%	53%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 247

QB20D. How much extra did you spend?

Base : Those whose unwanted break resulted in additional costs when switching their mobile phone network

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT-CH	DERED	NEIT-HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND	TV		BAND	TV	BAND		
		~a	~b	~c		~d	~e	~f		~g	~h	~i		~j	~k	~l		~m	~n	~o		~p
Significance Level: 95%																						
Unweighted total	9	9	-	-	-	-	-	9	3	-	-	9	3	-	1	-	-	-	-	-	-	-
Effective Weighted Sample	3	3	-	-	-	-	-	3	3	-	-	3	3	-	1	-	-	-	-	-	-	-
Total	3	3	-	-	-	-	-	3	1	-	-	3	1	-	*	-	-	-	-	-	-	-
Up to £19.99	3	3	-	-	-	-	-	3	1	-	-	3	1	-	-	-	-	-	-	-	-	-
	95%	95%	-%	-%	-%	-%	-%	95%	100%	-%	-%	95%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£20.00-£29.99	*	*	-	-	-	-	-	*	-	-	-	*	-	-	*	-	-	-	-	-	-	-
	1%	1%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	*	-	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-
	4%	4%	-%	-%	-%	-%	-%	4%	-%	-%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 247

QB20D. How much extra did you spend?

Base : Those whose unwanted break resulted in additional costs when switching their mobile phone network

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	9	-	-	-	-	4	3	1	2	3	6	2	2	5	7	9	8
Effective Weighted Sample	3	-	-	-	-	3	1	1	2	2	2	1	1	2	4	3	5
Total	3	-	-	-	-	1	*	*	1	*	3	*	*	3	1	3	1
Up to £19.99	3	-	-	-	-	1	*	*	1	*	3	*	*	3	1	3	1
	95%	-%	-%	-%	-%	81%	91%	100%	100%	39%	100%	100%	100%	99%	84%	95%	88%
£20.00-£29.99	*	-	-	-	-	-	*	-	-	*	-	-	-	*	*	*	*
	1%	-%	-%	-%	-%	-%	9%	-%	-%	12%	-%	-%	-%	1%	3%	1%	2%
Don't know	*	-	-	-	-	*	-	-	-	*	-	-	-	-	*	*	*
	4%	-%	-%	-%	-%	19%	-%	-%	-%	49%	-%	-%	-%	-%	13%	4%	10%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 248

QB21D. Overall, how easy or difficult did you find the time with an unwanted break with no service from either company?

Base : Those who had an unwanted break in service when switching their mobile phone network

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	TV		BAND	PHONE	TV		BAND	PHONE	TV		BAND	PHONE	TV		BAND
Significance Level: 95%	Total	*a	~b	~c	~d	~e	~f	*g	~h	~i	~j	*k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	43	43	2	-	4	1	2	43	4	3	6	43	8	-	4	-	-	-	2	-	-	-
Effective Weighted Sample	17	17	2	-	4	1	2	17	4	3	6	17	7	-	3	-	-	-	2	-	-	-
Total	18	18	1	-	2	*	1	18	1	1	2	18	3	-	1	-	-	-	1	-	-	-
1 - Very difficult	7	7	-	-	-	-	-	7	-	-	-	7	-	-	-	-	-	-	-	-	-	-
	38%	38%	-%	-%	-%	-%	-%	38%	-%	-%	-%	38%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
2	3	3	-	-	-	-	-	3	1	-	-	3	1	-	-	-	-	-	-	-	-	-
	15%	15%	-%	-%	-%	-%	-%	15%	51%	-%	-%	15%	22%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TOTAL DIFFICULT	10	10	-	-	-	-	-	10	1	-	-	10	1	-	-	-	-	-	-	-	-	-
	53%	53%	-%	-%	-%	-%	-%	53%	51%	-%	-%	53%	22%	-%	-%	-%	-%	-%	-%	-%	-%	-%
3 - Neither	4	4	-	-	-	*	*	4	1	*	*	4	1	-	*	-	-	-	-	-	-	-
	19%	19%	-%	-%	-%	100%	50%	19%	49%	26%	14%	19%	21%	-%	4%	-%	-%	-%	-%	-%	-%	-%
4	3	3	1	-	-	-	*	3	-	-	*	3	-	-	1	-	-	-	1	-	-	-
	17%	17%	100%	-%	-%	-%	50%	17%	-%	-%	14%	17%	-%	-%	84%	-%	-%	-%	100%	-%	-%	-%
5 - Very easy	*	*	-	-	-	-	-	*	-	-	-	*	-	-	*	-	-	-	-	-	-	-
	1%	1%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	12%	-%	-%	-%	-%	-%	-%	-%
TOTAL EASY	3	3	1	-	-	-	*	3	-	-	*	3	-	-	1	-	-	-	1	-	-	-
	18%	18%	100%	-%	-%	-%	50%	18%	-%	-%	14%	18%	-%	-%	96%	-%	-%	-%	100%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 248

QB21D. Overall, how easy or difficult did you find the time with an unwanted break with no service from either company?

Base : Those who had an unwanted break in service when switching their mobile phone network

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	43	3	-	5	1	21	8	5	3	14	29	15	5	25	32	43	33
Effective Weighted Sample	17	3	-	5	1	9	2	5	3	6	12	8	2	9	22	17	22
Total	18	1	-	2	*	6	2	2	1	8	10	4	*	7	7	18	7
1 - Very difficult	7 38%	- -%	- -%	- -%	- -%	3 47%	- -%	- -%	- -%	4 44%	3 33%	1 33%	- -%	2 24%	* 7%	7 38%	* 2%
2	3 15%	- -%	- -%	- -%	- -%	1 13%	1 63%	- -%	1 68%	1 18%	1 13%	1 14%	* 9%	2 29%	1 20%	3 15%	2 23%
TOTAL DIFFICULT	10 53%	- -%	- -%	- -%	- -%	4 60%	1 63%	- -%	1 68%	5 61%	4 46%	2 47%	* 9%	4 53%	2 27%	10 53%	2 25%
3 - Neither	4 19%	* 26%	- -%	- -%	* 100%	1 11%	1 32%	* 15%	* 32%	* 5%	3 32%	1 13%	* 71%	2 23%	2 27%	4 19%	2 33%
4	3 17%	- -%	- -%	* 17%	- -%	* 8%	* 4%	- -%	- -%	2 26%	1 9%	* 11%	* 20%	1 10%	1 18%	3 17%	1 13%
5 - Very easy	* 1%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	* 3%	* 3%	* 1%	* 3%
TOTAL EASY	3 18%	- -%	- -%	* 17%	- -%	1 9%	* 4%	- -%	- -%	2 29%	1 9%	* 11%	* 20%	1 13%	1 21%	3 18%	1 16%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 249

QB13E. Was there a period of time in the switching process where you chose to or had to pay more than one company to provide a service, to make sure you didn't lose that service?

Base : Those switched their fixed line phone supplier in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
	CONSI				SWITCHED & COVERED					COVERED				CONSIDERED & COVERED					COVERED					
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD		MOB. PHONE	FIXED LINE CALLS	TV	BROAD		MOB. PHONE	FIXED LINE CALLS	BUN- DLE	BROAD		MOB. PHONE	FIXED LINE CALLS	TV	BROAD		MOB. PHONE	FIXED LINE CALLS
						TV	BAND				TV	BAND				TV	BAND				TV	BAND		
	a	~b	~c	~d	~e	f	~g	h	~i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u			
Significance Level: 95%																								
Unweighted total	216	216	9	-	1	6	117	20	216	7	118	21	216	1	1	4	7	-	1	3	5	-		
Effective Weighted Sample	142	142	7	-	1	4	85	13	142	4	86	14	142	1	1	4	5	-	1	3	4	-		
Total	145	145	4	-	*	5	66	10	145	5	66	11	145	1	*	1	6	-	*	1	3	-		
Yes	15	15	*	-	-	1	5	2	15	1	5	2	15	-	-	-	1	-	-	-	*	-		
	10%	10%	7%	-%	-%	13%	8%	19%	10%	12%	8%	18%	10%	-%	-%	-%	19%	-%	-%	-%	11%	-%		
No	120	120	4	-	*	1	55	8	120	1	56	9	120	1	*	1	4	-	*	1	2	-		
	83%	83%	83%	-%	100%	19%	84%	81%	83%	26%	84%	82%	83%	100%	100%	89%	74%	-%	100%	100%	75%	-%		
Don't know	10	10	*	-	-	3	5	-	10	3	5	-	10	-	-	*	*	-	-	-	*	-		
	7%	7%	9%	-%	-%	69%	8%	-%	7%	62%	8%	-%	7%	-%	-%	11%	7%	-%	-%	-%	14%	-%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 249

QB13E. Was there a period of time in the switching process where you chose to or had to pay more than one company to provide a service, to make sure you didn't lose that service?

Base : Those switched their fixed line phone supplier in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT *d	PAC ~e	C&R ~f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	216	5	25	27	49	4	7	37	145	101	107	3	6	139	188	208	216
Effective Weighted Sample	142	4	19	22	37	3	4	27	100	68	68	2	3	91	128	136	142
Total	145	3	11	13	33	2	4	24	109	70	67	2	3	87	111	138	145
Yes	15 10%	1 22%	* 3%	1 9%	3 10%	- -%	2 55%	7 31%	7 7%	7 9%	7 10%	- -%	2 50%	7 8%	9 8%	13 10%	15 10%
No	120 83%	1 33%	10 90%	12 88%	26 78%	2 100%	2 45%	16 68%	92 85%	61 87%	53 79%	2 100%	2 50%	70 81%	92 84%	114 83%	120 83%
Don't know	10 7%	1 45%	1 6%	* 2%	4 13%	- -%	- -%	* 1%	9 8%	3 4%	7 11%	- -%	- -%	9 11%	9 8%	10 7%	10 7%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 250

QB14E. How long for?

Base : Those paying more than one company during the switching process to provide a fixed line phone service

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND							
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	26	26	1	-	-	2	11	2	26	2	11	2	26	-	-	-	2	-	-	-	1	-
Effective Weighted Sample	16	16	1	-	-	2	9	1	16	2	9	1	16	-	-	-	2	-	-	-	1	-
Total	15	15	*	-	-	1	5	2	15	1	5	2	15	-	-	-	1	-	-	-	*	-
1 day	*	*	-	-	-	*	-	-	*	*	-	-	*	-	-	-	-	-	-	-	-	-
	1%	1%	-%	-%	-%	38%	-%	-%	1%	38%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%
2-3 days	2	2	-	-	-	-	-	2	2	-	-	2	2	-	-	-	-	-	-	-	-	-
	11%	11%	-%	-%	-%	-%	-%	83%	11%	-%	-%	83%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%
4-7 days	5	5	-	-	-	-	1	*	5	-	1	*	5	-	-	-	-	-	-	-	-	-
	35%	35%	-%	-%	-%	-%	29%	17%	35%	-%	29%	17%	35%	-%	-%	-%	-%	-%	-%	-%	-%	-%
8-14 days	1	1	-	-	-	-	*	-	1	-	*	-	1	-	-	-	-	-	-	-	-	-
	5%	5%	-%	-%	-%	-%	5%	-%	5%	-%	5%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%
15-30 days	3	3	-	-	-	*	1	-	3	*	1	-	3	-	-	-	-	-	-	-	-	-
	17%	17%	-%	-%	-%	62%	21%	-%	17%	62%	21%	-%	17%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More than 30 days	4	4	-	-	-	-	2	-	4	-	2	-	4	-	-	-	1	-	-	-	-	-
	29%	29%	-%	-%	-%	-%	45%	-%	29%	-%	45%	-%	29%	-%	-%	-%	70%	-%	-%	-%	-%	-%
Don't know	*	*	*	-	-	-	-	-	*	-	-	-	*	-	-	-	*	-	-	-	*	-
	2%	2%	100%	-%	-%	-%	-%	-%	2%	-%	-%	-%	2%	-%	-%	-%	30%	-%	-%	-%	100%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 250

QB14E. How long for?

Base : Those paying more than one company during the switching process to provide a fixed line phone service

	TV PROCESSES	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	26	2	1	3	6	-	2	10	13	14	11	-	1	18	21	25	26
Effective Weighted Sample	16	2	1	3	5	-	1	7	9	9	8	-	1	15	18	17	16
Total	15	1	*	1	3	-	2	7	7	7	7	-	2	7	9	13	15
1 day	*	*	-	-	-	-	-	-	*	*	-	-	-	*	*	*	*
	1%	38%	-%	-%	-%	-%	-%	-%	3%	3%	-%	-%	-%	3%	2%	2%	1%
2-3 days	2	-	-	-	-	-	2	2	-	*	2	-	2	*	-	2	2
	11%	-%	-%	-%	-%	-%	83%	22%	-%	2%	24%	-%	100%	2%	-%	13%	11%
4-7 days	5	-	*	-	1	-	*	2	3	3	*	-	-	1	2	3	5
	35%	-%	100%	-%	34%	-%	17%	31%	43%	47%	5%	-%	-%	19%	20%	26%	35%
8-14 days	1	-	-	-	-	-	-	-	*	-	1	-	-	1	1	1	1
	5%	-%	-%	-%	-%	-%	-%	-%	7%	-%	11%	-%	-%	10%	8%	6%	5%
15-30 days	3	*	-	1	*	-	-	1	1	1	1	-	-	2	3	3	3
	17%	62%	-%	54%	13%	-%	-%	18%	13%	17%	21%	-%	-%	31%	28%	19%	17%
More than 30 days	4	-	-	1	2	-	-	2	2	2	3	-	-	2	3	4	4
	29%	-%	-%	46%	54%	-%	-%	30%	30%	25%	40%	-%	-%	29%	38%	33%	29%
Don't know	*	-	-	-	-	-	-	-	*	*	-	-	-	*	*	*	*
	2%	-%	-%	-%	-%	-%	-%	-%	5%	5%	-%	-%	-%	5%	4%	2%	2%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 251

QB15E. How much extra did you spend by paying more than one company?

Base : Those paying more than one company during the switching process to provide a fixed line phone service

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN- DLE	FIXED			FIXED			FIXED			FIXED							
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	MOB. PHONE	LINE CALLS	TV	BAND	MOB. PHONE	LINE CALLS	BUN- DLE	TV	BAND	MOB. PHONE	LINE CALLS	TV	BAND	MOB. PHONE	LINE CALLS
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	26	26	1	-	-	2	11	2	26	2	11	2	26	-	-	-	2	-	-	-	1	-
Effective Weighted Sample	16	16	1	-	-	2	9	1	16	2	9	1	16	-	-	-	2	-	-	-	1	-
Total	15	15	*	-	-	1	5	2	15	1	5	2	15	-	-	-	1	-	-	-	*	-
Up to £19.99	3	3	-	-	-	-	2	*	3	-	2	*	3	-	-	-	-	-	-	-	-	-
	23%	23%	-%	-%	-%	-%	49%	17%	23%	-%	49%	17%	23%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£20.00-£29.99	3	3	-	-	-	1	*	-	3	1	*	-	3	-	-	-	-	-	-	-	-	-
	22%	22%	-%	-%	-%	100%	5%	-%	22%	100%	5%	-%	22%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£30.00-£39.99	*	*	-	-	-	-	*	-	*	-	*	-	*	-	-	-	-	-	-	-	-	-
	2%	2%	-%	-%	-%	-%	6%	-%	2%	-%	6%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£40.00-£49.99	1	1	-	-	-	-	1	-	1	-	1	-	1	-	-	-	-	-	-	-	-	-
	6%	6%	-%	-%	-%	-%	19%	-%	6%	-%	19%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£60 or more	2	2	-	-	-	-	1	-	2	-	1	-	2	-	-	-	1	-	-	-	-	-
	15%	15%	-%	-%	-%	-%	20%	-%	15%	-%	20%	-%	15%	-%	-%	-%	70%	-%	-%	-%	-%	-%
Don't know	5	5	*	-	-	-	-	2	5	-	-	2	5	-	-	-	*	-	-	-	*	-
	32%	32%	100%	-%	-%	-%	-%	83%	32%	-%	-%	83%	32%	-%	-%	-%	30%	-%	-%	-%	100%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 251

QB15E. How much extra did you spend by paying more than one company?

Base : Those paying more than one company during the switching process to provide a fixed line phone service

	TV PROCESSES	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	26	2	1	3	6	-	2	10	13	14	11	-	1	18	21	25	26
Effective Weighted Sample	16	2	1	3	5	-	1	7	9	9	8	-	1	15	18	17	16
Total	15	1	*	1	3	-	2	7	7	7	7	-	2	7	9	13	15
Up to £19.99	3	-	-	*	2	-	*	*	3	3	1	-	-	3	3	3	3
	23%	-%	-%	29%	67%	-%	17%	5%	42%	41%	11%	-%	-%	39%	37%	26%	23%
£20.00-£29.99	3	1	-	-	-	-	-	3	*	1	1	-	-	1	1	1	3
	22%	100%	-%	-%	-%	-%	-%	34%	3%	8%	14%	-%	-%	16%	16%	11%	22%
£30.00-£39.99	*	-	-	*	-	-	-	*	-	-	*	-	-	*	*	*	*
	2%	-%	-%	25%	-%	-%	-%	4%	-%	-%	5%	-%	-%	4%	3%	2%	2%
£40.00-£49.99	1	-	*	1	-	-	-	1	-	1	-	-	-	-	1	1	1
	6%	-%	100%	46%	-%	-%	-%	13%	-%	15%	-%	-%	-%	-%	11%	7%	6%
£60 or more	2	-	-	-	1	-	-	1	1	*	2	-	-	1	2	2	2
	15%	-%	-%	-%	33%	-%	-%	10%	21%	7%	27%	-%	-%	17%	25%	17%	15%
Don't know	5	-	-	-	-	-	2	3	2	2	3	-	2	2	1	5	5
	32%	-%	-%	-%	-%	-%	83%	34%	34%	30%	44%	-%	100%	24%	9%	37%	32%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 252

QB16E. Was there a period of time in the switching process where there was an unwanted break where you were not receiving a service from either company?

Base : Those switched their fixed line phone supplier in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
					SWITCHED & COVERED																			
	CONSI				BUN- DLE	BROAD			MOB.	FIXED	PHONE	LINE	CALLS	BUN- DLE	TV	BAND	PHONE	LINE	CALLS	TV	BAND	PHONE	LINE	CALLS
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND														
Total	a	~b	~c	~d	~e	f	~g	h	~i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u			
Significance Level: 95%																								
Unweighted total	216	216	9	-	1	6	117	20	216	7	118	21	216	1	1	4	7	-	1	3	5	-		
Effective Weighted Sample	142	142	7	-	1	4	85	13	142	4	86	14	142	1	1	4	5	-	1	3	4	-		
Total	145	145	4	-	*	5	66	10	145	5	66	11	145	1	*	1	6	-	*	1	3	-		
Yes	19	19	*	-	*	1	9	1	19	1	9	1	19	-	-	*	*	-	-	-	*	-		
	13%	13%	7%	-%	100%	17%	13%	5%	13%	24%	14%	9%	13%	-%	-%	11%	6%	-%	-%	-%	11%	-%		
No	125	125	4	-	-	4	56	10	125	4	56	10	125	1	*	1	5	-	*	1	3	-		
	86%	86%	93%	-%	-%	83%	86%	95%	86%	76%	86%	91%	86%	100%	100%	89%	94%	-%	100%	100%	89%	-%		
Don't know	1	1	-	-	-	-	*	-	1	-	*	-	1	-	-	-	-	-	-	-	-	-		
	1%	1%	-%	-%	-%	-%	1%	-%	1%	-%	1%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 252

QB16E. Was there a period of time in the switching process where there was an unwanted break where you were not receiving a service from either company?

Base : Those switched their fixed line phone supplier in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT *d	PAC ~e	C&R ~f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	216	5	25	27	49	4	7	37	145	101	107	3	6	139	188	208	216
Effective Weighted Sample	142	4	19	22	37	3	4	27	100	68	68	2	3	91	128	136	142
Total	145	3	11	13	33	2	4	24	109	70	67	2	3	87	111	138	145
Yes	19 13%	1 29%	* 3%	5 39%	3 10%	- -%	- -%	6 24%	12 11%	10 14%	9 13%	- -%	- -%	9 10%	16 15%	19 14%	19 13%
No	125 86%	2 71%	11 97%	8 61%	29 89%	2 100%	4 100%	18 76%	95 88%	60 85%	58 86%	2 100%	3 100%	77 89%	94 85%	118 86%	125 86%
Don't know	1 1%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	1 1%	1 1%	* 1%	- -%	- -%	1 2%	1 1%	1 1%	1 1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 253

QB17E. How long for?

Base : Those who had an unwanted break in service when switching their fixed line phone service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	*a	~b	~c	~d	~e	~f	~g	*h	~i	~j	~k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	33	33	1	-	1	2	19	1	33	3	20	2	33	-	-	1	1	-	-	-	1	-
Effective Weighted Sample	21	21	1	-	1	2	14	1	21	3	15	2	21	-	-	1	1	-	-	-	1	-
Total	19	19	*	-	*	1	9	1	19	1	9	1	19	-	-	*	*	-	-	-	*	-
1 day	5	5	*	-	-	-	2	1	5	-	2	1	5	-	-	-	*	-	-	-	*	-
	24%	24%	100%	-%	-%	-%	25%	100%	24%	-%	24%	52%	24%	-%	-%	-%	100%	-%	-%	-%	100%	-%
2-3 days	1	1	-	-	-	1	1	-	1	1	1	-	1	-	-	-	-	-	-	-	-	-
	6%	6%	-%	-%	-%	71%	7%	-%	6%	44%	7%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%
4-7 days	3	3	-	-	-	*	1	-	3	*	1	-	3	-	-	*	-	-	-	-	-	-
	18%	18%	-%	-%	-%	29%	14%	-%	18%	18%	13%	-%	18%	-%	-%	100%	-%	-%	-%	-%	-%	-%
8-14 days	2	2	-	-	-	-	1	-	2	-	1	-	2	-	-	-	-	-	-	-	-	-
	9%	9%	-%	-%	-%	-%	15%	-%	9%	-%	14%	-%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%
15-30 days	6	6	-	-	-	-	1	-	6	-	1	-	6	-	-	-	-	-	-	-	-	-
	30%	30%	-%	-%	-%	-%	16%	-%	30%	-%	15%	-%	30%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More than 30 days	2	2	-	-	-	-	2	-	2	-	2	-	2	-	-	-	-	-	-	-	-	-
	10%	10%	-%	-%	-%	-%	22%	-%	10%	-%	21%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 253

QB17E. How long for?

Base : Those who had an unwanted break in service when switching their fixed line phone service

	TV PROCESSES	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	33	2	1	11	6	-	-	12	16	15	17	-	-	18	31	32	33
Effective Weighted Sample	21	2	1	9	5	-	-	10	11	10	11	-	-	11	20	21	21
Total	19	1	*	5	3	-	-	6	12	10	9	-	-	9	16	19	19
1 day	5	-	*	1	1	-	-	1	4	2	2	-	-	3	5	5	5
	24%	-%	100%	15%	33%	-%	-%	13%	30%	22%	28%	-%	-%	32%	29%	25%	24%
2-3 days	1	1	-	*	*	-	-	1	*	1	1	-	-	1	1	1	1
	6%	71%	-%	6%	11%	-%	-%	15%	3%	6%	7%	-%	-%	14%	7%	6%	6%
4-7 days	3	*	-	1	*	-	-	1	2	1	2	-	-	2	3	3	3
	18%	29%	-%	11%	10%	-%	-%	10%	20%	7%	27%	-%	-%	29%	21%	17%	18%
8-14 days	2	-	-	*	1	-	-	*	1	-	2	-	-	*	2	2	2
	9%	-%	-%	6%	32%	-%	-%	5%	8%	-%	18%	-%	-%	4%	10%	9%	9%
15-30 days	6	-	-	1	-	-	-	1	4	5	*	-	-	-	3	6	6
	30%	-%	-%	25%	-%	-%	-%	22%	35%	54%	5%	-%	-%	-%	17%	30%	30%
More than 30 days	2	-	-	2	-	-	-	2	-	1	1	-	-	1	2	2	2
	10%	-%	-%	38%	-%	-%	-%	35%	-%	12%	9%	-%	-%	16%	12%	11%	10%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 254

QB18E. While you had this unwanted break with no service from your old or new supplier, which of these applied to you?

Base : Those who had an unwanted break in service when switching their fixed line phone service

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND	TV		BAND	TV	BAND		
Significance Level: 95%		*a	~b	~c	~d	~e	~f	~g	*h	~i	~j	~k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	33	33	1	-	1	2	19	1	33	3	20	2	33	-	-	1	1	-	-	-	1	-
Effective Weighted Sample	21	21	1	-	1	2	14	1	21	3	15	2	21	-	-	1	1	-	-	-	1	-
Total	19	19	*	-	*	1	9	1	19	1	9	1	19	-	-	*	*	-	-	-	*	-
Just did without this service	9	9	-	-	-	*	6	1	9	*	6	1	9	-	-	*	-	-	-	-	-	-
	48%	48%	-%	-%	-%	29%	72%	100%	48%	18%	68%	52%	48%	-%	-%	100%	-%	-%	-%	-%	-%	
Used another service instead which you already owned	9	9	*	-	-	1	2	-	9	1	2	-	9	-	-	-	*	-	-	-	*	-
	46%	46%	100%	-%	-%	71%	21%	-%	46%	44%	20%	-%	46%	-%	-%	-%	100%	-%	-%	-%	100%	-%
Used a service from your workplace	*	*	-	-	-	-	*	-	*	-	*	-	*	-	-	-	-	-	-	-	-	-
	2%	2%	-%	-%	-%	-%	4%	-%	2%	-%	4%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	
Borrowed a service from a friend or relative	*	*	-	-	-	-	*	-	*	-	*	-	*	-	-	-	-	-	-	-	-	-
	2%	2%	-%	-%	-%	-%	3%	-%	2%	-%	3%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 254

QB18E. While you had this unwanted break with no service from your old or new supplier, which of these applied to you?

Base : Those who had an unwanted break in service when switching their fixed line phone service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	*n	*o	*p
Unweighted total	33	2	1	11	6	-	-	12	16	15	17	-	-	18	31	32	33
Effective Weighted Sample	21	2	1	9	5	-	-	10	11	10	11	-	-	11	20	21	21
Total	19	1	*	5	3	-	-	6	12	10	9	-	-	9	16	19	19
Just did without this service	9	*	*	3	3	-	-	3	6	2	7	-	-	6	9	9	9
	48%	29%	100%	59%	86%	-%	-%	53%	47%	19%	82%	-%	-%	68%	57%	49%	48%
Used another service instead which you already owned	9	1	-	2	-	-	-	2	6	8	1	-	-	2	6	9	9
	46%	71%	-%	35%	-%	-%	-%	42%	49%	78%	13%	-%	-%	23%	36%	47%	46%
Used a service from your workplace	*	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-	*
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	2%
Borrowed a service from a friend or relative	*	-	-	*	-	-	-	*	-	*	-	-	-	*	*	*	*
	2%	-%	-%	6%	-%	-%	-%	5%	-%	3%	-%	-%	-%	3%	2%	2%	2%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 255

QB19E. Did this result in any additional costs for you?

Base : Those who had an unwanted break in service when switching their fixed line phone service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
	CONSI				SWITCHED & COVERED					COVERED				COVERED					COVERED					
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD		MOB. PHONE	FIXED LINE CALLS	TV	BROAD		MOB. PHONE	FIXED LINE CALLS	BUN- DLE	BROAD		MOB. PHONE	FIXED LINE CALLS	TV	BROAD		MOB. PHONE	FIXED LINE CALLS
						TV	BAND				TV	BAND				TV	BAND				TV	BAND		
Significance Level: 95%	*a	~b	~c	~d	~e	~f	~g	*h	~i	~j	~k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u			
Unweighted total	33	33	1	-	1	2	19	1	33	3	20	2	33	-	-	1	1	-	-	-	1	-		
Effective Weighted Sample	21	21	1	-	1	2	14	1	21	3	15	2	21	-	-	1	1	-	-	-	1	-		
Total	19	19	*	-	*	1	9	1	19	1	9	1	19	-	-	*	*	-	-	-	*	-		
Yes	6	6	-	-	-	-	4	-	6	-	4	-	6	-	-	-	-	-	-	-	-	-		
	32%	32%	-%	-%	-%	-%	48%	-%	32%	-%	45%	-%	32%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
No	12	12	*	-	-	1	5	1	12	1	5	1	12	-	-	*	*	-	-	-	*	-		
	65%	65%	100%	-%	-%	100%	52%	100%	65%	63%	50%	52%	65%	-%	-%	100%	100%	-%	-%	-%	100%	-%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 255

QB19E. Did this result in any additional costs for you?

Base : Those who had an unwanted break in service when switching their fixed line phone service

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			FIXED LINE VOICE
		Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND *n	MOB. PHONE *o	
Significance Level: 95%																		
Unweighted total	33	2	1	11	6	-	-	12	16	15	17	-	-	18	31	32	33	
Effective Weighted Sample	21	2	1	9	5	-	-	10	11	10	11	-	-	11	20	21	21	
Total	19	1	*	5	3	-	-	6	12	10	9	-	-	9	16	19	19	
Yes	6	-	-	3	1	-	-	3	3	3	3	-	-	2	4	6	6	
	32%	~%	~%	55%	42%	~%	~%	50%	24%	29%	38%	~%	~%	27%	28%	33%	32%	
No	12	1	*	2	1	-	-	3	9	7	5	-	-	6	11	12	12	
	65%	100%	100%	45%	44%	~%	~%	50%	72%	71%	57%	~%	~%	68%	69%	65%	65%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 256

QB20E. How much extra did you spend?

Base : Those whose unwanted break resulted in additional costs when switching their fixed line phone service

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN-DLE	FIXED			TV	FIXED			BUN-DLE	FIXED			TV	FIXED			
		SWIT-CHER	DERED	NEIT-HER		MOB. PHONE	BAND	MOB. PHONE		BAND	MOB. PHONE	BAND		MOB. PHONE	BAND	MOB. PHONE		BAND	MOB. PHONE		
																				CALLS	CALLS
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	11	11	-	-	-	-	9	-	11	-	9	-	11	-	-	-	-	-	-	-	-
Effective Weighted Sample	7	7	-	-	-	-	7	-	7	-	7	-	7	-	-	-	-	-	-	-	-
Total	6	6	-	-	-	-	4	-	6	-	4	-	6	-	-	-	-	-	-	-	-
Up to £19.99	1 10%	1 10%	- -%	- -%	- -%	- -%	1 14%	- -%	1 10%	- -%	1 14%	- -%	1 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£20.00-£29.99	3 49%	3 49%	- -%	- -%	- -%	- -%	1 33%	- -%	3 49%	- -%	1 33%	- -%	3 49%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£30.00-£39.99	* 5%	* 5%	- -%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	- -%	* 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£40.00-£49.99	1 14%	1 14%	- -%	- -%	- -%	- -%	1 21%	- -%	1 14%	- -%	1 21%	- -%	1 14%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£60 or more	1 17%	1 17%	- -%	- -%	- -%	- -%	1 25%	- -%	1 17%	- -%	1 25%	- -%	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	* 5%	* 5%	- -%	- -%	- -%	- -%	* 7%	- -%	* 5%	- -%	* 7%	- -%	* 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 256

QB20E. How much extra did you spend?

Base : Those whose unwanted break resulted in additional costs when switching their fixed line phone service

	TV PROCESSES	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	11	-	-	7	2	-	-	7	3	4	7	-	-	6	10	11	11
Effective Weighted Sample	7	-	-	6	2	-	-	6	2	2	5	-	-	5	8	7	7
Total	6	-	-	3	1	-	-	3	3	3	3	-	-	2	4	6	6
Up to £19.99	1	-	-	*	*	-	-	*	*	-	1	-	-	1	1	1	1
	10%	-%	-%	9%	24%	-%	-%	9%	11%	-%	17%	-%	-%	25%	13%	10%	10%
£20.00-£29.99	3	-	-	1	-	-	-	1	2	2	1	-	-	1	1	3	3
	49%	-%	-%	49%	-%	-%	-%	49%	54%	80%	24%	-%	-%	61%	31%	49%	49%
£30.00-£39.99	*	-	-	-	-	-	-	-	-	-	*	-	-	*	*	*	*
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	10%	-%	-%	14%	7%	5%	5%
£40.00-£49.99	1	-	-	1	-	-	-	1	-	1	*	-	-	-	1	1	1
	14%	-%	-%	31%	-%	-%	-%	31%	-%	20%	10%	-%	-%	-%	20%	14%	14%
£60 or more	1	-	-	-	1	-	-	-	1	-	1	-	-	-	1	1	1
	17%	-%	-%	-%	76%	-%	-%	-%	35%	-%	31%	-%	-%	-%	23%	17%	17%
Don't know	*	-	-	*	-	-	-	*	-	-	*	-	-	-	*	*	*
	5%	-%	-%	10%	-%	-%	-%	10%	-%	-%	8%	-%	-%	-%	6%	5%	5%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 257

QB21E. Overall, how easy or difficult did you find the time with an unwanted break with no service from either company?

Base : Those who had an unwanted break in service when switching their fixed line phone service

	ACTIONS TAKEN								SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED			
	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE	
Significance Level: 95%	*a	~b	~c	~d	~e	~f	~g	*h	~i	~j	~k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u			
Unweighted total	33	33	1	-	1	2	19	1	33	3	20	2	33	-	-	1	1	-	-	-	1	-		
Effective Weighted Sample	21	21	1	-	1	2	14	1	21	3	15	2	21	-	-	1	1	-	-	-	1	-		
Total	19	19	*	-	*	1	9	1	19	1	9	1	19	-	-	*	*	-	-	-	*	-		
1 - Very difficult	7	7	-	-	-	*	5	-	7	*	5	-	7	-	-	-	-	-	-	-	-	-		
	36%	36%	-%	-%	-%	29%	53%	-%	36%	18%	50%	-%	36%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
2	2	2	-	-	-	-	2	1	2	-	2	1	2	-	-	*	-	-	-	-	-	-		
	13%	13%	-%	-%	-%	-%	21%	100%	13%	-%	20%	52%	13%	-%	-%	100%	-%	-%	-%	-%	-%	-%		
TOTAL DIFFICULT	9	9	-	-	-	*	6	1	9	*	6	1	9	-	-	*	-	-	-	-	-	-		
	49%	49%	-%	-%	-%	29%	73%	100%	49%	18%	70%	52%	49%	-%	-%	100%	-%	-%	-%	-%	-%	-%		
3 - Neither	5	5	-	-	-	1	1	-	5	1	1	-	5	-	-	-	-	-	-	-	-	-		
	26%	26%	-%	-%	-%	71%	12%	-%	26%	44%	12%	-%	26%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
4	4	4	-	-	-	-	1	-	4	-	1	-	4	-	-	-	-	-	-	-	-	-		
	19%	19%	-%	-%	-%	-%	10%	-%	19%	-%	9%	-%	19%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
5 - Very easy	1	1	*	-	-	-	*	-	1	-	*	-	1	-	-	-	*	-	-	-	*	-		
	4%	4%	100%	-%	-%	-%	4%	-%	4%	-%	4%	-%	4%	-%	-%	-%	100%	-%	-%	-%	100%	-%		
TOTAL EASY	4	4	*	-	-	-	1	-	4	-	1	-	4	-	-	-	*	-	-	-	*	-		
	23%	23%	100%	-%	-%	-%	14%	-%	23%	-%	13%	-%	23%	-%	-%	-%	100%	-%	-%	-%	100%	-%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 257

QB21E. Overall, how easy or difficult did you find the time with an unwanted break with no service from either company?

Base : Those who had an unwanted break in service when switching their fixed line phone service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	*n	*o	*p
Unweighted total	33	2	1	11	6	-	-	12	16	15	17	-	-	18	31	32	33
Effective Weighted Sample	21	2	1	9	5	-	-	10	11	10	11	-	-	11	20	21	21
Total	19	1	*	5	3	-	-	6	12	10	9	-	-	9	16	19	19
1 - Very difficult	7	*	-	3	1	-	-	3	3	4	2	-	-	2	5	6	7
	36%	29%	-%	63%	32%	-%	-%	57%	24%	41%	28%	-%	-%	22%	32%	34%	36%
2	2	-	-	1	1	-	-	1	1	*	2	-	-	1	2	2	2
	13%	-%	-%	21%	23%	-%	-%	19%	10%	4%	23%	-%	-%	16%	15%	13%	13%
TOTAL DIFFICULT	9	*	-	4	2	-	-	4	4	4	5	-	-	3	8	9	9
	49%	29%	-%	84%	55%	-%	-%	76%	34%	45%	51%	-%	-%	39%	47%	48%	49%
3 - Neither	5	1	-	*	1	-	-	1	4	2	3	-	-	3	5	5	5
	26%	71%	-%	6%	21%	-%	-%	15%	32%	20%	33%	-%	-%	36%	30%	26%	26%
4	4	-	-	1	*	-	-	1	3	3	1	-	-	1	2	4	4
	19%	-%	-%	11%	10%	-%	-%	10%	25%	28%	10%	-%	-%	12%	14%	19%	19%
5 - Very easy	1	-	*	-	-	-	-	-	1	1	*	-	-	1	1	1	1
	4%	-%	100%	-%	-%	-%	-%	-%	6%	7%	2%	-%	-%	8%	5%	5%	4%
TOTAL EASY	4	-	*	1	*	-	-	1	4	3	1	-	-	2	3	4	4
	23%	-%	100%	11%	10%	-%	-%	10%	30%	35%	11%	-%	-%	20%	20%	24%	23%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 258

QB22. Did you use an email address from your previous broadband provider - so the company name would be part of the email address?

Base : Those who have switched their fixed line broadband supplier in last 12 months (including those with broadband in a bundle of services)

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED								
	Total	CONSI			BUN- DLE	FIXED			TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS					
		SWIT- CHED	DERED	NEIT- HER		MOB.	LINE	MOB.													LINE	MOB.	LINE	MOB.	LINE
a	~b	~c	d	*e	f	*g	h	i	j	*k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u					
Significance Level: 95%																									
Unweighted total	489	489	29	-	116	34	373	34	118	93	489	42	228	-	8	-	19	13	7	-	14	8			
Effective Weighted Sample	300	300	22	-	88	26	222	25	86	73	300	28	167	-	5	-	16	11	5	-	12	7			
Total	235	235	18	-	86	20	149	17	66	74	235	25	148	-	4	-	16	5	4	-	11	3			
No, did not use this at all	150	150	12	-	60	15	90	8	42	60	150	14	101	-	1	-	12	2	1	-	9	2			
	64%	64%	67%	-%	70%	75%	61%	45%	64%	82%	64%	56%	68%	-%	36%	-%	74%	45%	37%	-%	80%	58%			
					g	g				ijkl															
Main email address	52	52	3	-	16	3	36	7	18	7	52	8	32	-	*	-	2	1	*	-	2	*			
	22%	22%	14%	-%	18%	14%	24%	40%	27%	10%	22%	33%	21%	-%	9%	-%	11%	28%	9%	-%	16%	12%			
								de			i	i	i												
Only used for certain tasks - such as buying online or registering on websites	6	6	-	-	1	1	5	-	3	1	6	-	4	-	-	-	-	*	-	-	-	-			
	2%	2%	-%	-%	1%	3%	3%	-%	4%	1%	2%	-%	3%	-%	-%	-%	-%	8%	-%	-%	-%	-%			
Only used as a back-up to your main email address	10	10	1	-	4	1	6	1	1	2	10	1	5	-	-	-	2	1	-	-	-	1			
	4%	4%	5%	-%	5%	3%	4%	6%	2%	3%	4%	4%	3%	-%	-%	-%	12%	19%	-%	-%	-%	29%			
Something else	*	*	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-			
	*%	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%			
Don't know	17	17	2	-	5	1	12	2	2	3	17	2	7	-	2	-	*	-	2	-	*	-			
	7%	7%	14%	-%	6%	5%	8%	10%	3%	4%	7%	7%	5%	-%	55%	-%	3%	-%	55%	-%	4%	-%			

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 258

QB22. Did you use an email address from your previous broadband provider - so the company name would be part of the email address?

Base : Those who have switched their fixed line broadband supplier in last 12 months (including those with broadband in a bundle of services)

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE	
Significance Level: 95%		*a	b	c	d	~e	~f	*g	h	i	j	~k	~l	m	n	o	p	
Unweighted total	489	61	125	109	161	16	5	57	135	199	264	10	4	323	489	463	462	
Effective Weighted Sample	300	46	53	79	130	13	3	40	109	123	164	8	3	206	300	287	287	
Total	235	46	31	58	118	11	4	34	101	97	130	6	2	173	235	227	228	
No, did not use this at all	150	37	19	36	75	8	3	23	67	63	81	4	1	114	150	144	145	
	64%	80%	64%	63%	64%	68%	71%	67%	67%	65%	62%	68%	37%	66%	64%	63%	64%	
Main email address	52	6	8	11	30	4	1	6	24	19	32	2	1	35	52	51	51	
	22%	13%	26%	18%	25%	32%	29%	18%	24%	20%	25%	32%	63%	20%	22%	23%	22%	
Only used for certain tasks - such as buying online or registering on websites	6	1	*	2	3	-	-	1	3	2	4	-	-	5	6	5	5	
	2%	1%	1%	3%	2%	-%	-%	3%	3%	2%	3%	-%	-%	3%	2%	2%	2%	
Only used as a back-up to your main email address	10	2	2	6	2	-	-	4	1	4	6	-	-	7	10	10	10	
	4%	5%	6%	10%	2%	-%	-%	11%	1%	4%	4%	-%	-%	4%	4%	4%	4%	
				d				h										
Something else	*	-	*	-	-	-	-	-	-	-	*	-	-	*	*	*	*	
	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*%	*%	*%	
Don't know	17	*	1	3	8	-	-	1	6	9	8	-	-	12	17	17	16	
	7%	1%	3%	5%	7%	-%	-%	2%	6%	9%	6%	-%	-%	7%	7%	7%	7%	
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																		

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 259

QB23. Did you want to continue to use the email address from your previous broadband provider when you changed to your new broadband provider?

Base : Those who used the email address from their previous broadband supplier

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%		a	~b	~c	*d	~e	f	~g	*h	~i	j	~k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	154	154	7	-	32	8	122	15	38	17	154	17	68	-	1	-	5	7	1	-	3	3
Effective Weighted Sample	98	98	6	-	26	6	73	12	28	12	98	14	52	-	1	-	4	6	1	-	2	3
Total	68	68	4	-	21	4	47	8	21	10	68	9	41	-	*	-	4	3	*	-	2	1
Yes	35	35	1	-	8	1	27	5	13	5	35	6	20	-	-	-	*	2	-	-	*	*
	52%	52%	21%	-%	40%	30%	57%	63%	59%	46%	52%	62%	49%	-%	-%	-%	9%	65%	-%	-%	19%	30%
No	29	29	3	-	11	2	18	3	8	5	29	4	18	-	*	-	3	1	*	-	1	1
	44%	44%	79%	-%	53%	51%	40%	37%	38%	46%	44%	38%	45%	-%	100%	-%	91%	35%	100%	-%	81%	70%
Don't know	3	3	-	-	1	1	2	-	1	1	3	-	2	-	-	-	-	-	-	-	-	-
	5%	5%	-%	-%	7%	19%	4%	-%	4%	8%	5%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 259

QB23. Did you want to continue to use the email address from your previous broadband provider when you changed to your new broadband provider?

Base : Those who used the email address from their previous broadband supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	~a	*b	*c	*d	~e	~f	~g	*h	*i	j	~k	~l	m	n	o	p
Unweighted total	154	14	45	36	52	5	2	20	40	63	84	2	2	99	154	147	148
Effective Weighted Sample	98	11	18	28	43	4	2	16	33	43	55	2	2	63	98	96	96
Total	68	9	10	18	34	4	1	11	28	25	42	2	1	46	68	67	67
Yes	35 52%	5 53%	5 48%	7 39%	20 57%	2 50%	1 74%	4 35%	15 52%	17 67%	18 43%	1 40%	1 74%	23 49%	35 52%	35 52%	34 52%
No	29 44%	4 41%	5 46%	10 54%	14 39%	2 50%	* 26%	6 53%	12 44%	7 29%	22 52%	1 60%	* 26%	22 49%	29 44%	29 43%	29 43%
Don't know	3 5%	1 6%	1 7%	1 7%	1 3%	- -%	- -%	1 12%	1 3%	1 4%	2 6%	- -%	- -%	1 2%	3 5%	3 5%	3 5%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 260

QB24. What did you do in order to continue using this email address?

Base : Those who wanted to continue using the email address from their previous broadband supplier

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED					COVERED								COVERED				
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	a	~b	~c	~d	~e	*f	~g	~h	~i	j	~k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	81	81	2	-	15	3	66	9	23	8	81	10	37	-	-	-	1	5	-	-	1	1
Effective Weighted Sample	55	55	2	-	12	3	44	8	17	6	55	9	28	-	-	-	1	4	-	-	1	1
Total	35	35	1	-	8	1	27	5	13	5	35	6	20	-	-	-	*	2	-	-	*	*
Gave my new supplier the log-in details to the old account and I'm now drawing emails from that account into the new account	10 27%	10 27%	- -%	- -%	3 37%	- -%	6 24%	1 25%	3 26%	2 38%	10 27%	2 35%	5 27%	- -%	- -%	- -%	- -%	1 57%	- -%	- -%	- -%	- -%
Tried to move it, but gave up	9 25%	9 25%	* 45%	- -%	2 21%	1 71%	7 26%	1 12%	2 18%	2 34%	9 25%	1 23%	4 20%	- -%	- -%	- -%	* 100%	1 75%	- -%	- -%	* 100%	- -%
Just carried on	6 18%	6 18%	- -%	- -%	- -%	- -%	6 24%	2 40%	4 35%	- -%	6 18%	2 34%	4 22%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Agreed with my old supplier that they would forward the account	3 10%	3 10%	- -%	- -%	1 8%	- -%	3 10%	1 18%	1 5%	- -%	3 10%	1 15%	1 7%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%
Used software to help manage my accounts	3 8%	3 8%	- -%	- -%	2 19%	- -%	1 5%	* 7%	* 3%	* 6%	3 8%	* 6%	2 10%	- -%	- -%	- -%	- -%	1 31%	- -%	- -%	- -%	- -%
Something else	3 9%	3 9%	- -%	- -%	* 6%	* 29%	3 11%	- -%	1 10%	* 7%	3 9%	- -%	2 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	4 10%	4 10%	* 55%	- -%	1 17%	- -%	2 8%	- -%	1 6%	1 31%	4 10%	- -%	2 11%	- -%	- -%	- -%	- -%	* 22%	- -%	- -%	- -%	* 100%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 260

QB24. What did you do in order to continue using this email address?

Base : Those who wanted to continue using the email address from their previous broadband supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT *d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	81	8	19	17	33	3	1	9	22	42	36	1	1	50	81	78	79
Effective Weighted Sample	55	6	7	15	28	3	1	8	18	31	25	1	1	34	55	55	54
Total	35	5	5	7	20	2	1	4	15	17	18	1	1	23	35	35	34
Gave my new supplier the log-in details to the old account and I'm now drawing emails from that account into the new account	10 27%	2 38%	3 57%	1 8%	6 31%	1 57%	1 100%	1 28%	4 30%	3 20%	6 34%	- -%	1 100%	6 27%	10 27%	9 27%	9 26%
Tried to move it, but gave up	9 25%	2 34%	1 15%	2 32%	5 25%	1 40%	- -%	1 30%	3 18%	5 32%	3 19%	- -%	- -%	8 36%	9 25%	9 25%	9 25%
Just carried on	6 18%	- -%	- -%	1 11%	5 23%	1 43%	- -%	- -%	4 28%	2 12%	4 24%	1 100%	- -%	4 16%	6 18%	6 18%	6 19%
Agreed with my old supplier that they would forward the account	3 10%	- -%	* 6%	1 17%	1 6%	- -%	- -%	- -%	1 8%	1 7%	2 13%	- -%	- -%	1 5%	3 10%	3 10%	3 10%
Used software to help manage my accounts	3 8%	* 6%	* 1%	1 17%	1 6%	- -%	- -%	1 33%	* 2%	2 11%	1 5%	- -%	- -%	3 11%	3 8%	3 8%	3 8%
Something else	3 9%	* 7%	1 13%	1 8%	2 9%	- -%	- -%	1 18%	1 4%	2 13%	1 6%	- -%	- -%	1 5%	3 9%	3 9%	3 10%
Don't know	4 10%	1 31%	* 10%	1 10%	2 12%	- -%	- -%	* 11%	2 12%	2 14%	1 7%	- -%	- -%	3 12%	4 10%	4 10%	4 10%
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Table 261

QB25. How easy or difficult did you find this?

Base : Those who wanted to continue using the email address from their previous broadband supplier

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS		
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	PHONE	TV		BAND	PHONE	TV		BAND	PHONE	TV		BAND	PHONE
Significance Level: 95%		a	~b	~c	~d	~e	*f	~g	~h	~i	j	~k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	81	81	2	-	15	3	66	9	23	8	81	10	37	-	-	-	1	5	-	-	1	1	
Effective Weighted Sample	55	55	2	-	12	3	44	8	17	6	55	9	28	-	-	-	1	4	-	-	1	1	
Total	35	35	1	-	8	1	27	5	13	5	35	6	20	-	-	-	*	2	-	-	*	*	
1 - Very difficult	5	5	-	-	2	1	4	1	1	1	5	1	3	-	-	-	-	-	-	-	-	-	
	15%	15%	-%	-%	19%	71%	14%	26%	8%	18%	15%	23%	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
2	3	3	*	-	-	-	3	-	2	-	3	-	2	-	-	-	*	-	-	-	*	-	
	7%	7%	45%	-%	-%	-%	9%	-%	16%	-%	7%	-%	10%	-%	-%	-%	100%	-%	-%	-%	100%	-%	
TOTAL DIFFICULT	8	8	*	-	2	1	6	1	3	1	8	1	5	-	-	-	*	-	-	-	*	-	
	23%	23%	45%	-%	19%	71%	24%	26%	24%	18%	23%	23%	23%	-%	-%	-%	100%	-%	-%	-%	100%	-%	
3 - Neither	6	6	*	-	2	-	4	1	2	2	6	2	3	-	-	-	-	*	-	-	-	*	
	18%	18%	55%	-%	26%	-%	15%	18%	15%	38%	18%	28%	15%	-%	-%	-%	-%	22%	-%	-%	-%	100%	
4	6	6	-	-	2	-	4	*	2	*	6	*	4	-	-	-	-	1	-	-	-	-	
	16%	16%	-%	-%	23%	-%	13%	7%	15%	6%	16%	6%	19%	-%	-%	-%	-%	54%	-%	-%	-%	-%	
5 - Very easy	15	15	-	-	3	*	12	2	6	2	15	2	8	-	-	-	-	*	-	-	-	-	
	43%	43%	-%	-%	32%	29%	46%	50%	44%	38%	43%	43%	41%	-%	-%	-%	-%	23%	-%	-%	-%	-%	
TOTAL EASY	20	20	-	-	5	*	16	3	7	2	20	3	12	-	-	-	-	1	-	-	-	-	
	59%	59%	-%	-%	55%	29%	60%	56%	58%	44%	59%	49%	60%	-%	-%	-%	-%	78%	-%	-%	-%	-%	
Don't know	*	*	-	-	-	-	*	-	*	-	*	-	*	-	-	-	-	-	-	-	-	-	
	1%	1%	-%	-%	-%	-%	1%	-%	3%	-%	1%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 261

QB25. How easy or difficult did you find this?

Base : Those who wanted to continue using the email address from their previous broadband supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT *d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	81	8	19	17	33	3	1	9	22	42	36	1	1	50	81	78	79
Effective Weighted Sample	55	6	7	15	28	3	1	8	18	31	25	1	1	34	55	55	54
Total	35	5	5	7	20	2	1	4	15	17	18	1	1	23	35	35	34
1 - Very difficult	5	1	1	2	2	-	-	1	1	3	3	-	-	4	5	5	5
	15%	18%	12%	34%	12%	-%	-%	34%	9%	15%	16%	-%	-%	17%	15%	15%	16%
2	3	-	*	-	1	-	-	-	2	3	-	-	-	2	3	3	3
	7%	-%	3%	-%	4%	-%	-%	-%	14%	15%	-%	-%	-%	7%	7%	7%	7%
										j							
TOTAL DIFFICULT	8	1	1	2	3	-	-	1	3	5	3	-	-	5	8	8	8
	23%	18%	15%	34%	16%	-%	-%	34%	23%	30%	16%	-%	-%	24%	23%	23%	23%
3 - Neither	6	2	2	1	2	1	-	1	1	1	5	-	-	6	6	6	6
	18%	38%	43%	16%	12%	57%	-%	28%	8%	8%	27%	-%	-%	25%	18%	17%	18%
4	6	*	1	1	3	-	-	1	3	2	4	-	-	3	6	6	6
	16%	6%	26%	13%	15%	-%	-%	17%	22%	11%	20%	-%	-%	13%	16%	16%	16%
5 - Very easy	15	2	1	2	11	1	1	1	6	8	7	1	1	9	15	15	15
	43%	38%	16%	32%	57%	43%	100%	21%	44%	49%	38%	100%	100%	38%	43%	43%	42%
TOTAL EASY	20	2	2	3	14	1	1	1	10	10	10	1	1	12	20	20	20
	59%	44%	42%	45%	72%	43%	100%	37%	66%	60%	58%	100%	100%	51%	59%	59%	58%
Don't know	*	-	-	*	-	-	-	-	*	*	-	-	-	-	*	*	*
	1%	-%	-%	5%	-%	-%	-%	-%	2%	2%	-%	-%	-%	-%	1%	1%	1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 262

QB26A. Once you had decided to switch, did you contact...

Base : Those switched their package of services in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED																																																																																																																																																																																																																																																																																																																																																																																																																																																																																						
	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS																																																																																																																																																																																																																																																																																																																																																																																																																																																																																					
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND</

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 262

QB26A. Once you had decided to switch, did you contact...

Base : Those switched their package of services in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
	Total	*a	~b	*c	*d	~e	~f	*g	*h	*i	*j	~k	~l	m	n	o	p
Significance Level: 95%																	
Unweighted total	125	46	8	33	54	11	3	38	62	61	59	5	1	97	116	120	124
Effective Weighted Sample	88	34	7	23	49	9	2	25	51	46	44	4	1	73	88	89	87
Total	101	49	6	22	51	10	3	25	65	49	44	3	*	89	86	93	100
Both your previous supplier and your new supplier	68 67%	49 100%	6 100%	22 99% d	23 46%	9 90%	3 100%	25 99% h	36 56%	33 68%	27 62%	2 71%	* 100%	58 65%	53 62%	60 65%	67 67%
Only your previous supplier	* *%	- -%	- -%	* 1%	- -%	- -%	- -%	* 1%	- -%	* 1%	- -%	- -%	- -%	- -%	* *%	* *%	* *%
Only your new supplier	29 29%	- -%	- -%	- -%	26 50% c	1 10%	- -%	- -%	26 41% g	13 26%	16 35%	1 29%	- -%	27 30%	28 33%	28 30%	29 29%
Can't remember	4 4%	- -%	- -%	- -%	2 4%	- -%	- -%	- -%	2 3%	3 6%	1 3%	- -%	- -%	4 4%	4 5%	4 5%	4 4%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 263

QB27A. Did you contact your previous supplier or your new supplier first?

Base : Those who contacted both their previous and new supplier for their package of services

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																						
	Total	CONSI			BUN- DLE	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																		
		SWIT- CHED	DERED	NEIT- HER		TV	BAND			TV	BAND			TV	BAND			TV	BAND																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																				
																						*a	~b	~c	~d	~e	~f	~g	~h	*i	*j	~k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																													
Significance Level: 95%																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																							

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 263

QB27A. Did you contact your previous supplier or your new supplier first?

Base : Those who contacted both their previous and new supplier for their package of services

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC ~b	C&R *c	NoT ~d	PAC ~e	C&R ~f	C&R *g	NoT *h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	79	46	8	32	26	10	3	37	33	40	35	4	1	60	71	75	78
Effective Weighted Sample	55	34	7	22	23	8	2	25	25	30	27	3	1	44	55	56	54
Total	68	49	6	22	23	9	3	25	36	33	27	2	*	58	53	60	67
Previous supplier	31 46%	26 53%	2 38%	13 61%	9 37%	5 48%	3 100%	17 69%	12 33%	15 47%	14 52%	2 69%	* 100%	28 49%	24 45%	30 49%	31 47%
New supplier	31 46%	21 42%	4 62%	7 33%	12 52%	4 38%	- -%	6 25%	22 60%	15 47%	10 36%	1 31%	- -%	26 45%	24 44%	25 42%	30 45%
Can't remember	6 8%	3 5%	- -%	2 7%	3 12%	1 14%	- -%	2 6%	3 7%	2 6%	3 13%	- -%	- -%	4 7%	6 10%	6 9%	6 8%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 264

QB28A. Why did you contact this supplier first?

Base : Those aware who they contacted first once they decided to switch their package of services

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
		SWIT-CHED	DERED	NEIT-HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%		*a	~b	~c	*d	~e	~f	~g	~h	*i	*j	~k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	70	70	4	-	70	1	-	7	-	42	62	13	67	-	-	-	5	-	-	-	4	-
Effective Weighted Sample	49	49	4	-	49	1	-	5	-	32	49	9	47	-	-	-	5	-	-	-	4	-
Total	62	62	4	-	62	1	-	4	-	47	48	12	60	-	-	-	6	-	-	-	4	-
Base for %	62	62	4	-	62	1	-	4	-	47	48	12	60	-	-	-	6	-	-	-	4	-
To find out what I needed to do to make the switch	27	27	1	-	27	1	-	2	-	21	22	5	26	-	-	-	3	-	-	-	1	-
	43%	43%	27%	-%	43%	100%	-%	38%	-%	45%	46%	39%	43%	-%	-%	-%	48%	-%	-%	-%	27%	-%
To see what they could offer me	25	25	2	-	25	-	-	3	-	18	17	5	23	-	-	-	2	-	-	-	2	-
	40%	40%	50%	-%	40%	-%	-%	62%	-%	39%	36%	42%	39%	-%	-%	-%	36%	-%	-%	-%	50%	-%
To get the code I needed to make the switch	8	8	-	-	8	-	-	-	-	5	5	3	7	-	-	-	-	-	-	-	-	-
	12%	12%	-%	-%	12%	-%	-%	-%	-%	11%	11%	28%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Having problems	3	3	-	-	3	-	-	-	-	2	1	-	3	-	-	-	-	-	-	-	-	-
	5%	5%	-%	-%	5%	-%	-%	-%	-%	4%	2%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%
To cancel	2	2	-	-	2	-	-	-	-	2	2	-	2	-	-	-	-	-	-	-	-	-
	4%	4%	-%	-%	4%	-%	-%	-%	-%	3%	5%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Query/ for information	1	1	-	-	1	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-
	2%	2%	-%	-%	2%	-%	-%	-%	-%	-%	3%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	3	3	1	-	3	-	-	-	-	3	3	-	3	-	-	-	1	-	-	-	1	-
	5%	5%	23%	-%	5%	-%	-%	-%	-%	5%	7%	-%	5%	-%	-%	-%	17%	-%	-%	-%	23%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 264

QB28A. Why did you contact this supplier first?

Base : Those aware who they contacted first once they decided to switch their package of services

		TV PROCESSES		BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		*a	~b	~c	~d	~e	~f	*g	~h	*i	~j	~k	~l	*m	*n	*o	*p
Unweighted total	70	42	8	30	23	9	3	35	30	36	30	4	1	55	62	66	69
Effective Weighted Sample	49	32	7	21	20	7	2	23	23	27	23	3	1	40	49	50	48
Total	62	47	6	20	20	8	3	23	34	31	24	2	*	54	48	55	61
Base for %	62	47	6	20	20	8	3	23	34	31	24	2	*	54	48	55	61
To find out what I needed to do to make the switch	27	21	3	10	9	2	2	10	14	18	7	*	-	24	22	25	27
	43%	45%	53%	47%	45%	24%	73%	44%	43%	58%	31%	9%	-%	45%	46%	46%	43%
To see what they could offer me	25	18	1	8	8	4	1	7	16	11	9	2	*	22	17	19	24
	40%	39%	11%	38%	39%	50%	27%	31%	47%	35%	36%	91%	100%	41%	36%	35%	39%
To get the code I needed to make the switch	8	5	1	1	3	3	*	3	4	1	7	-	-	6	5	8	8
	12%	11%	23%	3%	16%	35%	14%	11%	12%	3%	28%	-%	-%	12%	11%	14%	13%
Having problems	3	2	-	-	1	-	-	2	1	2	1	-	-	3	1	3	3
	5%	4%	-%	-%	5%	-%	-%	8%	3%	6%	4%	-%	-%	5%	2%	5%	5%
To cancel	2	2	-	2	1	-	-	2	1	1	1	-	-	2	2	2	2
	4%	3%	-%	8%	4%	-%	-%	7%	2%	3%	4%	-%	-%	3%	5%	3%	4%
Query/ for information	1	-	-	-	1	-	-	-	1	1	1	-	-	-	1	1	1
	2%	-%	-%	-%	6%	-%	-%	-%	4%	2%	3%	-%	-%	-%	3%	2%	2%
Don't know	3	3	2	1	-	-	-	1	1	2	2	-	-	3	3	3	3
	5%	5%	30%	7%	-%	-%	-%	6%	2%	5%	7%	-%	-%	6%	7%	6%	5%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 265

QB29A. How easy or difficult did you find the process of making contact with suppliers in order to make the switch?

Base : Those switched their package of services in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				CONSIDERED & COVERED					COVERED			
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	TV	BAND	PHONE	CALLS
						TV	BAND		TV	BAND		TV	BAND									
Significance Level: 95%	a	~b	~c	d	~e	~f	~g	~h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	125	125	8	-	125	1	-	11	1	69	116	21	120	-	1	-	8	-	1	-	7	-
Effective Weighted Sample	88	88	8	-	88	1	-	9	1	53	88	15	85	-	1	-	8	-	1	-	7	-
Total	101	101	9	-	101	1	-	7	*	71	86	18	98	-	1	-	9	-	1	-	7	-
1 - Very difficult	2	2	-	-	2	-	-	-	-	-	2	-	2	-	-	-	-	-	-	-	-	-
	2%	2%	-%	-%	2%	-%	-%	-%	-%	-%	2%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%
2	5	5	-	-	5	-	-	1	-	3	5	1	4	-	-	-	-	-	-	-	-	-
	4%	4%	-%	-%	4%	-%	-%	14%	-%	4%	5%	6%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TOTAL DIFFICULT	6	6	-	-	6	-	-	1	-	3	6	1	6	-	-	-	-	-	-	-	-	-
	6%	6%	-%	-%	6%	-%	-%	14%	-%	4%	7%	6%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%
3 - Neither	11	11	2	-	11	-	-	1	-	6	11	2	11	-	-	-	2	-	-	-	2	-
	11%	11%	26%	-%	11%	-%	-%	20%	-%	9%	13%	12%	11%	-%	-%	-%	25%	-%	-%	-%	31%	-%
4	21	21	1	-	21	-	-	2	-	13	19	7	20	-	-	-	1	-	-	-	1	-
	21%	21%	12%	-%	21%	-%	-%	22%	-%	19%	22%	36%	21%	-%	-%	-%	12%	-%	-%	-%	15%	-%
5 - Very easy	61	61	5	-	61	1	-	3	*	47	48	8	59	-	1	-	5	-	1	-	4	-
	60%	60%	62%	-%	60%	100%	-%	45%	100%	66%	56%	45%	60%	-%	100%	-%	62%	-%	100%	-%	54%	-%
TOTAL EASY	82	82	6	-	82	1	-	5	*	60	67	15	79	-	1	-	7	-	1	-	5	-
	81%	81%	74%	-%	81%	100%	-%	66%	100%	85%	78%	81%	81%	-%	100%	-%	75%	-%	100%	-%	69%	-%
Don't know	2	2	-	-	2	-	-	-	-	1	2	-	2	-	-	-	-	-	-	-	-	-
	2%	2%	-%	-%	2%	-%	-%	-%	-%	1%	3%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 265

QB29A. How easy or difficult did you find the process of making contact with suppliers in order to make the switch?

Base : Those switched their package of services in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC ~b	C&R *c	NoT *d	PAC ~e	C&R ~f	C&R *g	NoT *h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	125	46	8	33	54	11	3	38	62	61	59	5	1	97	116	120	124
Effective Weighted Sample	88	34	7	23	49	9	2	25	51	46	44	4	1	73	88	89	87
Total	101	49	6	22	51	10	3	25	65	49	44	3	*	89	86	93	100
1 - Very difficult	2 2%	- -%	- -%	* 1%	1 2%	- -%	- -%	* 1%	1 1%	1 1%	1 2%	- -%	- -%	1 1%	2 2%	2 2%	2 2%
2	5 4%	3 6%	* 6%	1 4%	3 6%	1 10%	- -%	1 6%	3 4%	2 4%	2 5%	- -%	- -%	3 4%	5 5%	5 5%	5 5%
TOTAL DIFFICULT	6 6%	3 6%	* 6%	1 6%	4 8%	1 10%	- -%	2 7%	4 6%	3 6%	3 8%	- -%	- -%	5 5%	6 7%	6 7%	6 6%
3 - Neither	11 11%	5 10%	2 29%	5 24% d	3 5%	1 12%	- -%	6 25% h	3 5%	8 16%	3 7%	* 14%	- -%	10 11%	11 13%	11 12%	11 11%
4	21 21%	7 15%	2 36%	1 7%	15 29% c	5 43%	* 14%	2 9%	17 26%	6 12%	16 36% i	1 36%	- -%	18 20%	19 22%	21 23%	21 21%
5 - Very easy	61 60%	34 69%	2 28%	14 63%	29 56%	4 35%	3 86%	15 59%	40 62%	31 65%	21 47%	2 50%	* 100%	55 61%	48 56%	52 56%	60 60%
TOTAL EASY	82 81%	41 84%	4 64%	16 70%	43 85%	8 78%	3 100%	17 68%	57 87%	37 76%	37 83%	3 86%	* 100%	72 81%	67 78%	74 79%	81 81%
Don't know	2 2%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	1 1%	1 2%	1 3%	- -%	- -%	2 2%	2 3%	2 2%	2 2%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 266

QB30A. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those switched their package of services in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
	CONSI			BUN-DLE	BROAD			MOB.	FIXED	BROAD			MOB.	FIXED	BROAD			MOB.	FIXED	BROAD			MOB.	FIXED
	SWIT-CHED	DERED	NEIT-HER		TV	BAND	PHONE	LINE CALLS	TV	BAND	PHONE	LINE CALLS	BUN-DLE	TV	BAND	PHONE	LINE CALLS	TV	BAND	PHONE	LINE CALLS			
Significance Level: 95%	Total	a	~b	~c	d	~e	~f	~g	~h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u		
Unweighted total	125	125	8	-	125	1	-	11	1	69	116	21	120	-	1	-	8	-	1	-	7	-		
Effective Weighted Sample	88	88	8	-	88	1	-	9	1	53	88	15	85	-	1	-	8	-	1	-	7	-		
Total	101	101	9	-	101	1	-	7	*	71	86	18	98	-	1	-	9	-	1	-	7	-		
Yes	11	11	-	-	11	-	-	1	-	5	11	2	10	-	-	-	-	-	-	-	-	-		
	10%	10%	-%	-%	10%	-%	-%	13%	-%	7%	12%	10%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
No	89	89	9	-	89	1	-	6	*	64	74	16	87	-	1	-	9	-	1	-	7	-		
	88%	88%	100%	-%	88%	100%	-%	87%	100%	90%	85%	90%	88%	-%	100%	-%	100%	-%	100%	-%	100%	-%		
Don't know	2	2	-	-	2	-	-	-	-	2	2	*	2	-	-	-	-	-	-	-	-	-		
	2%	2%	-%	-%	2%	-%	-%	-%	-%	2%	2%	1%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 266

QB30A. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those switched their package of services in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC ~b	C&R *c	NoT *d	PAC ~e	C&R ~f	C&R *g	NoT *h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	125	46	8	33	54	11	3	38	62	61	59	5	1	97	116	120	124
Effective Weighted Sample	88	34	7	23	49	9	2	25	51	46	44	4	1	73	88	89	87
Total	101	49	6	22	51	10	3	25	65	49	44	3	*	89	86	93	100
Yes	11 10%	5 9%	1 17%	3 13%	5 10%	1 7%	- -%	4 14%	4 6%	5 11%	5 12%	- -%	- -%	10 11%	11 12%	11 11%	11 11%
No	89 88%	44 90%	5 83%	19 87%	46 90%	10 93%	3 100%	22 86%	61 94%	42 87%	38 86%	3 100%	* 100%	78 87%	74 85%	80 86%	88 87%
Don't know	2 2%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 2%	- -%	- -%	2 2%	2 2%	2 2%	2 2%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 267

QB30B. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their TV service supplier in last 12 months (including those with TV in a bundle of services)

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED				
		SWIT- CHED	DERED	NEIT- HER		BROAD	MOB.	LINE		BROAD	MOB.	LINE		BROAD	MOB.	LINE		BROAD	MOB.	LINE		
																					PHONE	CALLS
	a	~b	~c	*d	e	*f	~g	~h	i	j	~k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	155	155	10	-	69	87	33	12	7	155	93	19	72	1	-	1	10	-	-	2	8	1
Effective Weighted Sample	92	92	8	-	53	45	25	9	4	92	73	13	55	1	-	1	8	-	-	2	7	1
Total	107	107	7	-	71	37	19	7	5	107	74	16	73	*	-	*	8	-	-	1	7	*
Yes	9	9	-	-	5	3	1	-	1	9	7	1	6	-	-	-	-	-	-	-	-	-
	8%	8%	-%	-%	7%	9%	8%	-%	27%	8%	9%	5%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No	96	96	7	-	64	33	17	7	4	96	65	15	66	*	-	*	8	-	-	1	7	*
	90%	90%	100%	-%	90%	89%	90%	98%	73%	90%	88%	94%	90%	100%	-%	100%	100%	-%	-%	100%	100%	100%
Don't know	2	2	-	-	2	1	*	*	-	2	2	*	2	-	-	-	-	-	-	-	-	-
	2%	2%	-%	-%	2%	2%	2%	2%	-%	2%	3%	1%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 267

QB30B. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their TV service supplier in last 12 months (including those with TV in a bundle of services)

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC ~b	C&R ~c	NoT *d	PAC ~e	C&R ~f	C&R ~g	NoT *h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	155	108	7	26	47	7	6	23	40	62	78	3	2	155	128	140	133
Effective Weighted Sample	92	61	6	19	39	6	3	17	33	42	49	3	2	92	87	91	85
Total	107	73	6	20	41	8	4	19	48	47	50	3	1	107	84	97	100
Yes	9 8%	8 11%	1 18%	2 10%	3 7%	1 10%	- -%	2 12%	3 5%	3 7%	5 10%	- -%	- -%	9 8%	9 10%	8 9%	8 8%
No	96 90%	64 88%	5 82%	18 90%	38 93%	7 90%	4 100%	17 88%	45 95%	42 89%	45 89%	3 100%	1 100%	96 90%	74 87%	86 89%	89 89%
Don't know	2 2%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 3%	1 2%	- -%	- -%	2 2%	2 3%	2 2%	2 2%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 268

QB30C. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their fixed line broadband supplier in last 12 months (including those with broadband in a bundle of services)

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI			BUN- DLE	FIXED LINE			FIXED LINE			FIXED LINE			FIXED LINE			FIXED LINE					
	SWIT- CHED	DERED	NEIT- HER		BROAD	MOB. PHONE	CALLS	BROAD	MOB. PHONE	CALLS	BROAD	MOB. PHONE	CALLS	BROAD	MOB. PHONE	CALLS	BROAD	MOB. PHONE	CALLS			
																				TV	BAND	TV
Significance Level: 95%	Total	a	~b	~c	d	*e	f	*g	h	i	j	*k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	489	489	29	-	116	34	373	34	118	93	489	42	228	-	8	-	19	13	7	-	14	8
Effective Weighted Sample	300	300	22	-	88	26	222	25	86	73	300	28	167	-	5	-	16	11	5	-	12	7
Total	235	235	18	-	86	20	149	17	66	74	235	25	148	-	4	-	16	5	4	-	11	3
Yes	25	25	1	-	11	1	15	3	6	6	25	4	16	-	*	-	-	2	*	-	-	1
	11%	11%	5%	-%	12%	3%	10%	20%	9%	8%	11%	16%	11%	-%	8%	-%	-%	35%	9%	-%	-%	16%
No	198	198	16	-	74	18	125	14	55	66	198	21	126	-	3	-	15	3	3	-	10	3
	84%	84%	89%	-%	85%	94%	84%	80%	83%	89%	84%	83%	85%	-%	83%	-%	95%	65%	83%	-%	93%	84%
Don't know	11	11	1	-	2	1	9	-	5	2	11	*	7	-	*	-	1	-	*	-	1	-
	5%	5%	6%	-%	2%	3%	6%	-%	7%	3%	5%	*%	4%	-%	9%	-%	5%	-%	9%	-%	7%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 268

QB30C. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their fixed line broadband supplier in last 12 months (including those with broadband in a bundle of services)

		TV PROCES S		BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC b	C&R c	NoT d	PAC ~e	C&R ~f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	489	61	125	109	161	16	5	57	135	199	264	10	4	323	489	463	462
Effective Weighted Sample	300	46	53	79	130	13	3	40	109	123	164	8	3	206	300	287	287
Total	235	46	31	58	118	11	4	34	101	97	130	6	2	173	235	227	228
Yes	25 11%	5 11%	3 9%	9 15%	11 9%	3 24%	- -%	6 17%	7 7%	8 9%	16 13%	2 33%	- -%	20 12%	25 11%	25 11%	25 11%
No	198 84%	40 87%	28 90%	48 82%	103 87%	9 76%	4 100%	27 80%	91 90%	85 87%	106 82%	4 67%	2 100%	144 84%	198 84%	191 84%	193 85%
Don't know	11 5%	1 2%	* 1%	2 3%	4 3%	- -%	- -%	1 3%	3 3%	4 4%	7 6%	- -%	- -%	8 5%	11 5%	11 5%	10 5%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 269

QB30D. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their mobile phone network supplier in last 12 months (including those with mobile in a bundle of services)

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
	Total	a	~b	~c	~d	~e	~f	g	~h	~i	*j	k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Significance Level: 95%		a	~b	~c	~d	~e	~f	g	~h	~i	*j	k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	351	351	23	-	21	5	23	341	21	19	42	351	39	13	7	7	-	4	11	12	-	11
Effective Weighted Sample	125	125	12	-	15	4	17	119	14	13	28	125	25	6	4	6	-	2	6	10	-	6
Total	163	163	18	-	18	2	10	152	11	16	25	163	27	8	3	4	-	5	9	8	-	11
Yes	11	11	1	-	2	1	2	11	1	1	4	11	3	*	-	1	-	-	*	1	-	*
	7%	7%	5%	-%	10%	41%	25%	7%	10%	9%	16%	7%	10%	6%	-%	12%	-%	-%	5%	7%	-%	4%
No	149	149	16	-	16	1	7	140	10	14	21	149	25	7	2	4	-	5	8	7	-	11
	92%	92%	91%	-%	90%	52%	75%	92%	89%	90%	83%	92%	90%	94%	88%	80%	-%	100%	91%	89%	-%	96%
Don't know	2	2	1	-	*	*	-	2	*	*	*	2	*	-	*	*	-	-	*	*	-	-
	1%	1%	4%	-%	1%	7%	-%	1%	1%	1%	1%	1%	1%	-%	12%	8%	-%	-%	4%	5%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 269

QB30D. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their mobile phone network supplier in last 12 months (including those with mobile in a bundle of services)

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC e	C&R f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	
Significance Level: 95%																	
Unweighted total	351	13	11	12	14	106	93	14	22	132	219	70	73	231	273	351	304
Effective Weighted Sample	125	9	7	7	13	39	27	9	15	48	77	26	21	79	114	125	99
Total	163	12	3	8	12	48	40	10	16	63	100	34	29	94	72	163	119
Yes	11 7%	1 13%	- -%	1 10%	2 20%	4 8%	4 9%	1 7%	1 6%	3 4%	9 9%	3 9%	2 7%	8 9%	7 9%	11 7%	7 6%
No	149 92%	10 87%	3 100%	7 90%	10 80%	44 92%	36 91%	9 93%	15 94%	59 94%	90 90%	31 91%	27 93%	84 89%	63 88%	149 92%	110 92%
Don't know	2 1%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	1 2%	1 1%	- -%	* *%	2 2%	2 3%	2 1%	2 1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 270

QB30E. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their fixed line phone supplier in last 12 months (including those with fixed line phone in a bundle of services)

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI			BUN- DLE	FIXED			FIXED			FIXED			FIXED			FIXED					
	SWIT- CHED	DERED	NEIT- HER		MOB.	PHONE	LINE	MOB.	PHONE	LINE	MOB.	PHONE	LINE	MOB.	PHONE	LINE	MOB.	PHONE	LINE			
																				TV	BAND	CALLS
Significance Level: 95%	Total	a	~b	~c	d	~e	f	*g	h	*i	j	*k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	335	335	17	-	120	7	117	31	216	72	228	39	335	1	2	4	15	-	2	3	12	-
Effective Weighted Sample	225	225	14	-	85	5	85	22	142	55	167	25	225	1	1	4	13	-	1	3	11	-
Total	243	243	13	-	98	6	66	18	145	73	148	27	243	1	2	1	14	-	2	1	10	-
Yes	21	21	-	-	10	1	5	3	12	5	14	3	21	-	-	-	1	-	-	-	-	-
	9%	9%	~%	~%	10%	20%	7%	15%	8%	7%	10%	12%	9%	~%	~%	~%	5%	~%	~%	~%	~%	~%
No	209	209	13	-	87	5	54	15	122	66	126	24	209	1	2	1	13	-	2	1	10	-
	86%	86%	97%	~%	88%	80%	83%	84%	84%	90%	85%	87%	86%	100%	100%	100%	92%	~%	100%	100%	96%	~%
Don't know	13	13	*	-	2	-	7	*	11	2	8	*	13	-	-	-	*	-	-	-	*	-
	5%	5%	3%	~%	2%	~%	10%	1%	8%	2%	6%	1%	5%	~%	~%	~%	3%	~%	~%	~%	4%	~%
							d															

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 270

QB30E. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their fixed line phone supplier in last 12 months (including those with fixed line phone in a bundle of services)

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	*a	*b	*c	d	~e	~f	*g	h	i	j	~k	~l	m	n	o	p
Unweighted total	335	48	31	59	102	14	10	75	206	161	161	8	7	230	298	322	335
Effective Weighted Sample	225	35	23	41	85	10	5	52	150	113	109	6	4	157	211	221	225
Total	243	50	16	34	83	12	7	49	173	118	109	5	4	172	193	227	243
Yes	21 9%	5 9%	- -%	5 15%	7 9%	1 6%	2 24%	9 19% h	10 6%	9 8%	11 10%	- -%	2 45%	14 8%	17 9%	20 9%	21 9%
No	209 86%	44 89%	16 100% c	28 80%	72 87%	11 94%	5 76%	38 77%	155 90% g	106 90%	88 81%	5 100%	2 55%	147 85%	165 86%	194 85%	209 86%
Don't know	13 5%	1 1%	- -%	2 5%	4 5%	- -%	- -%	2 4%	8 4%	3 3%	10 9%	- -%	- -%	11 7%	11 6%	13 6%	13 5%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 271

QB31A. How much did you have to pay to leave your contract?

Base : Those who had to pay a charge to leave the contract for their package of services

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				COVERED					COVERED			
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
						TV	BAND		TV	BAND		TV	BAND			TV	BAND		TV	BAND		TV
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	16	16	-	-	16	-	-	1	-	7	16	2	15	-	-	-	-	-	-	-	-	
Effective Weighted Sample	13	13	-	-	13	-	-	1	-	6	13	2	12	-	-	-	-	-	-	-	-	
Total	11	11	-	-	11	-	-	1	-	5	11	2	10	-	-	-	-	-	-	-	-	
Up to £19.99	3	3	-	-	3	-	-	1	-	1	3	1	2	-	-	-	-	-	-	-	-	
	26%	26%	-%	-%	26%	-%	-%	100%	-%	26%	26%	57%	18%	-%	-%	-%	-%	-%	-%	-%	-%	
£20.00-£29.99	1	1	-	-	1	-	-	-	-	*	1	-	1	-	-	-	-	-	-	-	-	
	12%	12%	-%	-%	12%	-%	-%	-%	-%	6%	12%	-%	13%	-%	-%	-%	-%	-%	-%	-%	-%	
£30.00-£39.99	1	1	-	-	1	-	-	-	-	1	1	1	1	-	-	-	-	-	-	-	-	
	7%	7%	-%	-%	7%	-%	-%	-%	-%	14%	7%	43%	8%	-%	-%	-%	-%	-%	-%	-%	-%	
£40.00-£49.99	1	1	-	-	1	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	
	6%	6%	-%	-%	6%	-%	-%	-%	-%	-%	6%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	
£60 or more	4	4	-	-	4	-	-	-	-	2	4	-	4	-	-	-	-	-	-	-	-	
	34%	34%	-%	-%	34%	-%	-%	-%	-%	30%	34%	-%	38%	-%	-%	-%	-%	-%	-%	-%	-%	
Don't know	2	2	-	-	2	-	-	-	-	1	2	-	2	-	-	-	-	-	-	-	-	
	14%	14%	-%	-%	14%	-%	-%	-%	-%	23%	14%	-%	16%	-%	-%	-%	-%	-%	-%	-%	-%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 271

QB31A. How much did you have to pay to leave your contract?

Base : Those who had to pay a charge to leave the contract for their package of services

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	16	6	1	6	6	1	-	7	5	9	7	-	-	14	16	16	16
Effective Weighted Sample	13	5	1	5	6	1	-	6	5	8	6	-	-	12	13	13	13
Total	11	5	1	3	5	1	-	4	4	5	5	-	-	10	11	11	11
Up to £19.99	3	1	1	1	-	-	-	1	-	1	1	-	-	3	3	3	3
	26%	30%	100%	27%	-%	-%	-%	21%	-%	27%	26%	-%	-%	29%	26%	26%	26%
£20.00-£29.99	1	*	-	*	1	-	-	*	1	*	1	-	-	1	1	1	1
	12%	7%	-%	12%	20%	-%	-%	9%	23%	6%	18%	-%	-%	13%	12%	12%	12%
£30.00-£39.99	1	1	-	-	1	1	-	1	-	-	1	-	-	1	1	1	1
	7%	16%	-%	-%	15%	100%	-%	20%	-%	-%	14%	-%	-%	8%	7%	7%	7%
£40.00-£49.99	1	-	-	-	1	-	-	-	1	1	-	-	-	1	1	1	1
	6%	-%	-%	-%	13%	-%	-%	-%	15%	11%	-%	-%	-%	6%	6%	6%	6%
£60 or more	4	1	-	1	1	-	-	1	1	3	1	-	-	3	4	4	4
	34%	19%	-%	51%	27%	-%	-%	41%	32%	50%	18%	-%	-%	32%	34%	34%	34%
Don't know	2	1	-	*	1	-	-	*	1	*	1	-	-	1	2	2	2
	14%	27%	-%	10%	25%	-%	-%	8%	30%	5%	23%	-%	-%	12%	14%	14%	14%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 272

QB32A. Which of these best describes when you were told about the cancellation charge?

Base : Those who had to pay a charge to leave the contract for their package of services

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	16	16	-	-	16	-	-	1	-	7	16	2	15	-	-	-	-	-	-	-	-	-
Effective Weighted Sample	13	13	-	-	13	-	-	1	-	6	13	2	12	-	-	-	-	-	-	-	-	-
Total	11	11	-	-	11	-	-	1	-	5	11	2	10	-	-	-	-	-	-	-	-	-
When I first contacted my previous supplier about cancelling their service	4	4	-	-	4	-	-	1	-	1	4	1	4	-	-	-	-	-	-	-	-	-
	34%	34%	-%	-%	34%	-%	-%	100%	-%	23%	34%	57%	38%	-%	-%	-%	-%	-%	-%	-%	-%	-%
I already knew from the information I was given when I first took the service	3	3	-	-	3	-	-	-	-	3	3	-	2	-	-	-	-	-	-	-	-	-
	28%	28%	-%	-%	28%	-%	-%	-%	-%	57%	28%	-%	20%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Only after I had agreed to switch the service over	2	2	-	-	2	-	-	-	-	-	2	-	2	-	-	-	-	-	-	-	-	-
	19%	19%	-%	-%	19%	-%	-%	-%	-%	-%	19%	-%	21%	-%	-%	-%	-%	-%	-%	-%	-%	-%
When I first contacted the new supplier about using the service	2	2	-	-	2	-	-	-	-	1	2	1	2	-	-	-	-	-	-	-	-	-
	19%	19%	-%	-%	19%	-%	-%	-%	-%	20%	19%	43%	21%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Table 272

QB32A. Which of these best describes when you were told about the cancellation charge?

Base : Those who had to pay a charge to leave the contract for their package of services

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	16	6	1	6	6	1	-	7	5	9	7	-	-	14	16	16	16
Effective Weighted Sample	13	5	1	5	6	1	-	6	5	8	6	-	-	12	13	13	13
Total	11	5	1	3	5	1	-	4	4	5	5	-	-	10	11	11	11
When I first contacted my previous supplier about cancelling their service	4 34%	1 27%	- -%	1 52%	1 23%	- -%	- -%	1 41%	1 27%	4 67%	- -%	- -%	- -%	3 29%	4 34%	4 34%	4 34%
I already knew from the information I was given when I first took the service	3 28%	2 50%	1 100%	- -%	1 25%	- -%	- -%	- -%	1 30%	1 13%	2 43%	- -%	- -%	3 30%	3 28%	3 28%	3 28%
Only after I had agreed to switch the service over	2 19%	- -%	- -%	1 38%	1 17%	- -%	- -%	1 30%	1 20%	1 20%	1 18%	- -%	- -%	2 21%	2 19%	2 19%	2 19%
When I first contacted the new supplier about using the service	2 19%	1 23%	- -%	* 10%	2 35%	1 100%	- -%	1 29%	1 23%	- -%	2 38%	- -%	- -%	2 20%	2 19%	2 19%	2 19%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 273

QB33A. Would you have still decided to switch if you had known that you would have to pay a cancellation charge to your previous supplier?

Base : Those who were told about the cancellation charge at a later point or after they agreed to switch their package of services

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED						
	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS			
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		BAND	PHONE	TV		BAND	PHONE	TV		BAND	PHONE					
																			Total		~a	~b	~c
Significance Level: 95%																							
Unweighted total	4	4	-	-	4	-	-	-	-	-	4	-	4	-	-	-	-	-	-	-	-	-	-
Effective Weighted Sample	3	3	-	-	3	-	-	-	-	-	3	-	3	-	-	-	-	-	-	-	-	-	-
Total	2	2	-	-	2	-	-	-	-	-	2	-	2	-	-	-	-	-	-	-	-	-	-
Yes	1	1	-	-	1	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-
	63%	63%	-%	-%	63%	-%	-%	-%	-%	-%	63%	-%	63%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No	1	1	-	-	1	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-
	37%	37%	-%	-%	37%	-%	-%	-%	-%	-%	37%	-%	37%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 273

QB33A. Would you have still decided to switch if you had known that you would have to pay a cancellation charge to your previous supplier?

Base : Those who were told about the cancellation charge at a later point or after they agreed to switch their package of services

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p
Unweighted total	4	-	-	2	1	-	-	2	1	2	2	-	-	4	4	4	4
Effective Weighted Sample	3	-	-	2	1	-	-	2	1	2	1	-	-	3	3	3	3
Total	2	-	-	1	1	-	-	1	1	1	1	-	-	2	2	2	2
Yes	1	-	-	*	1	-	-	*	1	*	1	-	-	1	1	1	1
	63%	-%	-%	44%	100%	-%	-%	44%	100%	44%	85%	-%	-%	63%	63%	63%	63%
No	1	-	-	1	-	-	-	1	-	1	*	-	-	1	1	1	1
	37%	-%	-%	56%	-%	-%	-%	56%	-%	56%	15%	-%	-%	37%	37%	37%	37%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 274

QB34A. When you were in contact with your previous supplier, did they make you any kind of offer to stay with them?

Base : Those who had contact with their previous supplier once they decided to switch their package of services

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					FIXED				FIXED					FIXED			
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
						TV	BAND			TV	BAND			TV	BAND			TV	BAND			
		*a	~b	~c	*d	~e	~f	~g	~h	*i	*j	~k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Significance Level: 95%																						
Unweighted total	80	80	4	-	80	1	-	8	-	46	72	15	76	-	-	-	5	-	-	-	4	-
Effective Weighted Sample	55	55	4	-	55	1	-	6	-	34	56	10	52	-	-	-	5	-	-	-	4	-
Total	68	68	4	-	68	1	-	4	-	49	54	13	65	-	-	-	6	-	-	-	4	-
Yes they made me an offer which I listened to	16	16	2	-	16	-	-	2	-	11	13	8	14	-	-	-	2	-	-	-	2	-
	23%	23%	50%	-%	23%	-%	-%	50%	-%	22%	25%	61%	21%	-%	-%	-%	36%	-%	-%	-%	50%	-%
They wanted to make me an offer, but I wasn't interested in listening to it	24	24	2	-	24	1	-	1	-	19	15	1	24	-	-	-	2	-	-	-	2	-
	35%	35%	50%	-%	35%	100%	-%	17%	-%	39%	29%	6%	37%	-%	-%	-%	36%	-%	-%	-%	50%	-%
No, they didn't make me an offer	25	25	-	-	25	-	-	1	-	17	22	4	24	-	-	-	2	-	-	-	-	-
	37%	37%	-%	-%	37%	-%	-%	33%	-%	34%	42%	33%	38%	-%	-%	-%	28%	-%	-%	-%	-%	-%
Can't remember	3	3	-	-	3	-	-	-	-	2	3	-	3	-	-	-	-	-	-	-	-	-
	4%	4%	-%	-%	4%	-%	-%	-%	-%	5%	5%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 274

QB34A. When you were in contact with your previous supplier, did they make you any kind of offer to stay with them?

Base : Those who had contact with their previous supplier once they decided to switch their package of services

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC ~b	C&R *c	NoT ~d	PAC ~e	C&R ~f	C&R *g	NoT *h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p	
Significance Level: 95%																		
Unweighted total	80	46	8	33	26	10	3	38	33	41	35	4	1	60	72	76	79	
Effective Weighted Sample	55	34	7	23	23	8	2	25	25	30	27	3	1	44	56	57	54	
Total	68	49	6	22	23	9	3	25	36	33	27	2	*	58	54	61	67	
Yes they made me an offer which I listened to	16 23%	11 22%	1 20%	5 23%	6 25%	8 80%	* 14%	6 24%	8 21%	8 25%	7 27%	1 49%	- -%	14 24%	13 25%	16 26%	15 22%	
They wanted to make me an offer, but I wasn't interested in listening to it	24 35%	19 39%	2 32%	5 21%	9 38%	1 8%	- -%	5 18%	19 54% g	12 36%	7 24%	1 31%	- -%	20 35%	15 29%	18 30%	24 36%	
No, they didn't make me an offer	25 37%	17 34%	3 41%	11 51%	7 32%	1 12%	3 86%	13 52% h	8 22%	13 39%	11 39%	* 20%	* 100%	21 37%	22 42%	24 39%	25 38%	
Can't remember	3 4%	2 5%	* 6%	1 5%	1 5%	- -%	- -%	2 6%	1 3%	- -%	3 10%	- -%	- -%	3 5%	3 5%	3 5%	3 4%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 275

QB35A. How did this offer compare to the package or plan you already had with them and the price you paid?

Base : Those who listened to an offer from their previous package of services supplier

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED																	
	Total	CONSI			BUN- DLE	FIXED			TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS									
		SWIT- CHED	DERED	NEIT- HER		BROAD	MOB.	LINE																		BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u												
Unweighted total	20	20	2	-	20	-	-	2	-	10	18	7	18	-	-	-	2	-	-	-	2	-	-	-	-									
Effective Weighted Sample	15	15	2	-	15	-	-	2	-	9	14	6	13	-	-	-	2	-	-	-	2	-	-	-	-									
Total	16	16	2	-	16	-	-	2	-	11	13	8	14	-	-	-	2	-	-	-	2	-	-	-	-									
The same package or plan at a lower price	6	6	-	-	6	-	-	-	-	4	3	4	5	-	-	-	-	-	-	-	-	-	-	-	-									
	37%	37%	-%	-%	37%	-%	-%	-%	-%	33%	25%	48%	35%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%									
A more basic package or plan at a lower price	1	1	-	-	1	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-									
	4%	4%	-%	-%	4%	-%	-%	-%	-%	-%	5%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%									
An improved package or plan at the same price	5	5	1	-	5	-	-	1	-	4	5	3	5	-	-	-	1	-	-	-	1	-	-	-	-									
	29%	29%	37%	-%	29%	-%	-%	54%	-%	36%	34%	39%	33%	-%	-%	-%	37%	-%	-%	-%	37%	-%	-%	-%	-%									
An improved package or plan at a higher price	1	1	-	-	1	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-									
	4%	4%	-%	-%	4%	-%	-%	-%	-%	-%	5%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%									
Can't remember the details	4	4	1	-	4	-	-	1	-	3	4	1	3	-	-	-	1	-	-	-	1	-	-	-	-									
	27%	27%	63%	-%	27%	-%	-%	46%	-%	31%	32%	13%	23%	-%	-%	-%	63%	-%	-%	-%	63%	-%	-%	-%	-%									

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 275

QB35A. How did this offer compare to the package or plan you already had with them and the price you paid?

Base : Those who listened to an offer from their previous package of services supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p
Unweighted total	20	10	2	7	7	6	1	10	7	13	7	1	-	15	18	20	19
Effective Weighted Sample	15	9	1	6	6	5	1	7	6	10	6	1	-	12	14	15	14
Total	16	11	1	5	6	8	*	6	8	8	7	1	-	14	13	16	15
The same package or plan at a lower price	6 37%	4 33%	- -%	2 35%	1 22%	3 45%	* 100%	1 21%	3 45%	3 38%	3 35%	- -%	- -%	5 37%	3 25%	6 37%	5 32%
A more basic package or plan at a lower price	1 4%	- -%	- -%	1 12%	- -%	- -%	- -%	1 10%	- -%	1 7%	- -%	- -%	- -%	1 4%	1 5%	1 4%	1 4%
An improved package or plan at the same price	5 29%	4 36%	- -%	1 29%	2 39%	3 41%	- -%	3 44%	2 25%	1 17%	3 43%	1 100%	- -%	4 28%	5 34%	5 29%	5 31%
An improved package or plan at a higher price	1 4%	- -%	- -%	- -%	1 11%	- -%	- -%	- -%	1 8%	1 7%	- -%	- -%	- -%	1 4%	1 5%	1 4%	1 4%
Can't remember the details	4 27%	3 31%	1 100%	1 25%	2 28%	1 14%	- -%	1 25%	2 22%	3 30%	2 23%	- -%	- -%	4 26%	4 32%	4 27%	4 28%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 276

QB36A. What was covered in the improved package or plan your previous supplier offered?

Base : Those offered an improved package or plan from their previous package of services supplier

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND							
																~a		~b	~c	~d		~e
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	7	7	1	-	7	-	-	1	-	4	7	3	7	-	-	-	1	-	-	-	1	-
Effective Weighted Sample	6	6	1	-	6	-	-	1	-	4	6	3	6	-	-	-	1	-	-	-	1	-
Total	5	5	1	-	5	-	-	1	-	4	5	3	5	-	-	-	1	-	-	-	1	-
Free additional channels	3	3	1	-	3	-	-	1	-	3	3	2	3	-	-	-	1	-	-	-	1	-
	52%	52%	100%	-%	52%	-%	-%	100%	-%	70%	52%	62%	52%	-%	-%	-%	100%	-%	-%	-%	100%	-%
Higher/ faster broadband speed	2	2	-	-	2	-	-	-	-	1	2	1	2	-	-	-	-	-	-	-	-	-
	40%	40%	-%	-%	40%	-%	-%	-%	-%	30%	40%	38%	40%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Free broadband	1	1	1	-	1	-	-	-	-	1	1	-	1	-	-	-	1	-	-	-	1	-
	15%	15%	100%	-%	15%	-%	-%	-%	-%	20%	15%	-%	15%	-%	-%	-%	100%	-%	-%	-%	100%	-%
More texts	1	1	-	-	1	-	-	-	-	1	1	1	1	-	-	-	-	-	-	-	-	-
	14%	14%	-%	-%	14%	-%	-%	-%	-%	19%	14%	24%	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Something else	1	1	-	-	1	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-
	12%	12%	-%	-%	12%	-%	-%	-%	-%	-%	12%	-%	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Can't remember	*	*	-	-	*	-	-	-	-	-	*	-	*	-	-	-	-	-	-	-	-	-
	7%	7%	-%	-%	7%	-%	-%	-%	-%	-%	7%	-%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 276

QB36A. What was covered in the improved package or plan your previous supplier offered?

Base : Those offered an improved package or plan from their previous package of services supplier

	TV PROCESSES	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p
Unweighted total	7	4	-	2	4	3	-	4	3	4	3	1	-	5	7	7	7
Effective Weighted Sample	6	4	-	1	3	3	-	3	3	4	3	1	-	5	6	6	6
Total	5	4	-	1	3	3	-	3	3	2	3	1	-	4	5	5	5
Free additional channels	3	3	-	1	1	2	-	2	1	1	2	1	-	3	3	3	3
	52%	70%	-%	80%	26%	62%	-%	75%	30%	37%	62%	100%	-%	60%	52%	52%	52%
Higher/ faster broadband speed	2	1	-	*	2	1	-	*	2	1	1	-	-	2	2	2	2
	40%	30%	-%	20%	62%	38%	-%	11%	70%	45%	38%	-%	-%	40%	40%	40%	40%
Free broadband	1	1	-	-	-	-	-	-	1	1	-	-	-	1	1	1	1
	15%	20%	-%	-%	-%	-%	-%	-%	30%	37%	-%	-%	-%	17%	15%	15%	15%
More texts	1	1	-	-	1	1	-	1	-	-	1	-	-	1	1	1	1
	14%	19%	-%	-%	26%	24%	-%	29%	-%	-%	24%	-%	-%	17%	14%	14%	14%
Something else	1	-	-	-	1	-	-	-	1	1	-	-	-	1	1	1	1
	12%	-%	-%	-%	21%	-%	-%	-%	24%	30%	-%	-%	-%	14%	12%	12%	12%
Can't remember	*	-	-	-	*	-	-	*	-	*	-	-	-	-	*	*	*
	7%	-%	-%	-%	13%	-%	-%	14%	-%	18%	-%	-%	-%	-%	7%	7%	7%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 277

QB37A. Did you talk to your previous supplier about the best offer you had found from another supplier?

Base : Those who listened to an offer from their previous package of services supplier

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV	BAND	TV	BAND	TV	BAND	TV	BAND	TV	BAND	TV	BAND	TV	BAND	
~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u		
Significance Level: 95%																						
Unweighted total	20	20	2	-	20	-	-	2	-	10	18	7	18	-	-	-	2	-	-	-	2	-
Effective Weighted Sample	15	15	2	-	15	-	-	2	-	9	14	6	13	-	-	-	2	-	-	-	2	-
Total	16	16	2	-	16	-	-	2	-	11	13	8	14	-	-	-	2	-	-	-	2	-
No, I did not	8	8	-	-	8	-	-	1	-	6	6	5	7	-	-	-	-	-	-	-	-	-
	51%	51%	-%	-%	51%	-%	-%	54%	-%	55%	42%	62%	51%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Their offer was better than the best offer I had found	1	1	-	-	1	-	-	-	-	1	1	1	1	-	-	-	-	-	-	-	-	-
	6%	6%	-%	-%	6%	-%	-%	-%	-%	7%	7%	9%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Their offer was worse than the best offer I had found	4	4	2	-	4	-	-	-	-	2	4	1	4	-	-	-	2	-	-	-	2	-
	27%	27%	100%	-%	27%	-%	-%	-%	-%	19%	32%	16%	31%	-%	-%	-%	100%	-%	-%	-%	100%	-%
Can't remember	3	3	-	-	3	-	-	1	-	2	3	1	2	-	-	-	-	-	-	-	-	-
	16%	16%	-%	-%	16%	-%	-%	46%	-%	19%	19%	13%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 277

QB37A. Did you talk to your previous supplier about the best offer you had found from another supplier?

Base : Those who listened to an offer from their previous package of services supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p
Significance Level: 95%																	
Unweighted total	20	10	2	7	7	6	1	10	7	13	7	1	-	15	18	20	19
Effective Weighted Sample	15	9	1	6	6	5	1	7	6	10	6	1	-	12	14	15	14
Total	16	11	1	5	6	8	*	6	8	8	7	1	-	14	13	16	15
No, I did not	8	6	1	2	2	4	*	3	4	1	7	1	-	7	6	8	8
	51%	55%	83%	45%	37%	59%	100%	52%	51%	18%	90%	100%	-%	48%	42%	51%	55%
Their offer was better than the best offer I had found	1	1	-	-	1	1	-	1	-	*	1	-	-	1	1	1	1
	6%	7%	-%	-%	13%	10%	-%	12%	-%	2%	10%	-%	-%	5%	7%	6%	6%
Their offer was worse than the best offer I had found	4	2	-	2	2	1	-	2	3	4	-	-	-	4	4	4	4
	27%	19%	-%	30%	33%	17%	-%	26%	35%	51%	-%	-%	-%	29%	32%	27%	29%
Can't remember	3	2	*	1	1	1	-	1	1	3	-	-	-	3	3	3	2
	16%	19%	17%	25%	17%	14%	-%	9%	13%	30%	-%	-%	-%	18%	19%	16%	10%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 278

QB38A. How happy or unhappy were you with how this offer was made to you?

Base : Those who listened to an offer from their previous package of services supplier

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED									
	Total	CONSI			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED								
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		MOB.	LINE	CALLS		TV	BAND	PHONE		MOB.	LINE	CALLS	TV	BAND	PHONE	MOB.	LINE	CALLS
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u					
Unweighted total	20	20	2	-	20	-	-	2	-	10	18	7	18	-	-	-	2	-	-	-	2	-				
Effective Weighted Sample	15	15	2	-	15	-	-	2	-	9	14	6	13	-	-	-	2	-	-	-	2	-				
Total	16	16	2	-	16	-	-	2	-	11	13	8	14	-	-	-	2	-	-	-	2	-				
1 - Very unhappy	1	1	-	-	1	-	-	1	-	1	1	1	1	-	-	-	-	-	-	-	-	-				
	8%	8%	-%	-%	8%	-%	-%	54%	-%	11%	9%	15%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%				
2	3	3	1	-	3	-	-	-	-	2	3	-	2	-	-	-	1	-	-	-	1	-				
	18%	18%	37%	-%	18%	-%	-%	-%	-%	16%	22%	-%	14%	-%	-%	-%	37%	-%	-%	-%	37%	-%				
TOTAL UNHAPPY	4	4	1	-	4	-	-	1	-	3	4	1	3	-	-	-	1	-	-	-	1	-				
	26%	26%	37%	-%	26%	-%	-%	54%	-%	28%	31%	15%	22%	-%	-%	-%	37%	-%	-%	-%	37%	-%				
3 - Neither	10	10	1	-	10	-	-	1	-	8	8	5	9	-	-	-	1	-	-	-	1	-				
	64%	64%	63%	-%	64%	-%	-%	46%	-%	72%	57%	69%	66%	-%	-%	-%	63%	-%	-%	-%	63%	-%				
4	*	*	-	-	*	-	-	-	-	-	*	-	*	-	-	-	-	-	-	-	-	-				
	2%	2%	-%	-%	2%	-%	-%	-%	-%	-%	2%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%				
5 - Very happy	1	1	-	-	1	-	-	-	-	-	1	1	1	-	-	-	-	-	-	-	-	-				
	8%	8%	-%	-%	8%	-%	-%	-%	-%	-%	10%	16%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%				
TOTAL HAPPY	2	2	-	-	2	-	-	-	-	-	2	1	2	-	-	-	-	-	-	-	-	-				
	10%	10%	-%	-%	10%	-%	-%	-%	-%	-%	12%	16%	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%				

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 278

QB38A. How happy or unhappy were you with how this offer was made to you?

Base : Those who listened to an offer from their previous package of services supplier

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE	
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	
Unweighted total	20	10	2	7	7	6	1	10	7	13	7	1	-	15	18	20	19	
Effective Weighted Sample	15	9	1	6	6	5	1	7	6	10	6	1	-	12	14	15	14	
Total	16	11	1	5	6	8	*	6	8	8	7	1	-	14	13	16	15	
1 - Very unhappy	1	1	-	1	-	1	-	1	-	-	1	1	-	1	1	1	1	
	8%	11%	-%	23%	-%	16%	-%	20%	-%	-%	16%	100%	-%	9%	9%	8%	8%	
2	3	2	-	1	1	-	-	*	1	3	-	-	-	2	3	3	2	
	18%	16%	-%	19%	17%	-%	-%	6%	18%	34%	-%	-%	-%	17%	22%	18%	13%	
TOTAL UNHAPPY	4	3	-	2	1	1	-	2	1	3	1	1	-	4	4	4	3	
	26%	28%	-%	43%	17%	16%	-%	26%	18%	34%	16%	100%	-%	26%	31%	26%	21%	
3 - Neither	10	8	1	3	4	5	*	4	5	4	6	-	-	9	8	10	10	
	64%	72%	100%	52%	61%	67%	100%	69%	65%	47%	84%	-%	-%	65%	57%	64%	68%	
4	*	-	-	*	-	-	-	*	-	*	-	-	-	-	*	*	*	
	2%	-%	-%	6%	-%	-%	-%	5%	-%	3%	-%	-%	-%	-%	2%	2%	2%	
5 - Very happy	1	-	-	-	1	1	-	-	1	1	-	-	-	1	1	1	1	
	8%	-%	-%	-%	22%	17%	-%	-%	17%	16%	-%	-%	-%	9%	10%	8%	9%	
TOTAL HAPPY	2	-	-	*	1	1	-	*	1	2	-	-	-	1	2	2	2	
	10%	-%	-%	6%	22%	17%	-%	5%	17%	19%	-%	-%	-%	9%	12%	10%	11%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 279

QB39A. Which one of these statements best describes how you felt about the contact you had with your previous supplier?

Base : Those who had contact with their previous supplier once they decided to switch their package of services

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS					BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS				
	SWIT- CHED	DERED	NEIT- HER	TV		BAND		TV	BAND	PHONE	CALLS	TV	BAND		PHONE	CALLS	TV	BAND	PHONE	CALLS		
	Total	*a	~b	~c	*d	~e	~f	~g	~h	*i	*j	~k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Significance Level: 95%																						
Unweighted total	80	80	4	-	80	1	-	8	-	46	72	15	76	-	-	-	5	-	-	-	4	-
Effective Weighted Sample	55	55	4	-	55	1	-	6	-	34	56	10	52	-	-	-	5	-	-	-	4	-
Total	68	68	4	-	68	1	-	4	-	49	54	13	65	-	-	-	6	-	-	-	4	-
They did not try to persuade me to stay with them	22	22	-	-	22	-	-	3	-	14	19	8	21	-	-	-	2	-	-	-	-	-
	32%	32%	-%	-%	32%	-%	-%	72%	-%	28%	35%	62%	32%	-%	-%	-%	28%	-%	-%	-%	-%	-%
They talked about me staying, but did not put me under any pressure to stay	37	37	4	-	37	1	-	1	-	29	28	5	35	-	-	-	4	-	-	-	4	-
	55%	55%	100%	-%	55%	100%	-%	28%	-%	58%	52%	38%	54%	-%	-%	-%	72%	-%	-%	-%	100%	-%
They put me under pressure to stay with them	6	6	-	-	6	-	-	-	-	4	5	-	6	-	-	-	-	-	-	-	-	-
	9%	9%	-%	-%	9%	-%	-%	-%	-%	9%	9%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Can't remember	3	3	-	-	3	-	-	-	-	3	3	-	3	-	-	-	-	-	-	-	-	-
	4%	4%	-%	-%	4%	-%	-%	-%	-%	5%	5%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 279

QB39A. Which one of these statements best describes how you felt about the contact you had with your previous supplier?

Base : Those who had contact with their previous supplier once they decided to switch their package of services

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC ~b	C&R *c	NoT ~d	PAC ~e	C&R ~f	C&R *g	NoT *h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	80	46	8	33	26	10	3	38	33	41	35	4	1	60	72	76	79
Effective Weighted Sample	55	34	7	23	23	8	2	25	25	30	27	3	1	44	56	57	54
Total	68	49	6	22	23	9	3	25	36	33	27	2	*	58	54	61	67
They did not try to persuade me to stay with them	22 32%	14 28%	1 11%	10 45%	7 32%	5 52%	3 86%	13 50% h	7 18%	13 39%	7 25%	1 49%	* 100%	19 32%	19 35%	20 33%	22 33%
They talked about me staying, but did not put me under any pressure to stay	37 55%	29 58%	5 86%	8 37%	13 57%	5 48%	* 14%	8 33%	26 71% g	15 45%	17 62%	1 51%	- -%	31 52%	28 52%	32 52%	36 54%
They put me under pressure to stay with them	6 9%	4 9%	* 4%	2 9%	2 10%	- -%	- -%	2 9%	4 11%	5 16%	1 4%	- -%	- -%	6 11%	5 9%	6 10%	6 9%
Can't remember	3 4%	3 5%	- -%	2 9%	- -%	- -%	- -%	2 8%	- -%	- -%	3 9%	- -%	- -%	3 4%	3 5%	3 4%	3 4%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 280

QB40A. Can you tell me how you felt put under pressure to stay?

Base : Those who felt under pressure to stay with their previous package of services supplier

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	8	8	-	-	8	-	-	-	-	4	7	-	8	-	-	-	-	-	-	-	-	-
Effective Weighted Sample	6	6	-	-	6	-	-	-	-	4	6	-	6	-	-	-	-	-	-	-	-	-
Total	6	6	-	-	6	-	-	-	-	4	5	-	6	-	-	-	-	-	-	-	-	-
I was told that their service was better than other suppliers/ I wouldn't do better anywhere else	4 65%	4 65%	- -%	- -%	4 65%	- -%	- -%	- -%	- -%	4 83%	3 53%	- -%	4 65%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I had to push them to give me the information/ code I need to make the switch	2 25%	2 25%	- -%	- -%	2 25%	- -%	- -%	- -%	- -%	2 36%	- -%	- -%	2 25%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I waited in a queue on the telephone for a long time to tell them I wanted to cancel	1 23%	1 23%	- -%	- -%	1 23%	- -%	- -%	- -%	- -%	1 23%	1 31%	- -%	1 23%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I was told I would have to pay a cancellation/ early termination charge to leave the contract with them	1 20%	1 20%	- -%	- -%	1 20%	- -%	- -%	- -%	- -%	- -%	1 26%	- -%	1 20%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Something else	2 37%	2 37%	- -%	- -%	2 37%	- -%	- -%	- -%	- -%	2 40%	2 50%	- -%	2 37%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 280

QB40A. Can you tell me how you felt put under pressure to stay?

Base : Those who felt under pressure to stay with their previous package of services supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	8	4	1	3	3	-	-	4	4	7	1	-	-	8	7	8	8
Effective Weighted Sample	6	4	1	3	3	-	-	3	4	5	1	-	-	6	6	6	6
Total	6	4	*	2	2	-	-	2	4	5	1	-	-	6	5	6	6
I was told that their service was better than other suppliers/ I wouldn't do better anywhere else	4 65%	4 83%	- -%	1 71%	1 44%	- -%	- -%	1 64%	3 66%	3 58%	1 100%	- -%	- -%	4 65%	3 53%	4 65%	4 65%
I had to push them to give me the information/ code I need to make the switch	2 25%	2 36%	- -%	- -%	- -%	- -%	- -%	- -%	2 39%	2 29%	- -%	- -%	- -%	2 25%	- -%	2 25%	2 25%
I waited in a queue on the telephone for a long time to tell them I wanted to cancel	1 23%	1 23%	- -%	1 71%	- -%	- -%	- -%	1 64%	- -%	* 9%	1 100%	- -%	- -%	1 23%	1 31%	1 23%	1 23%
I was told I would have to pay a cancellation/ early termination charge to leave the contract with them	1 20%	- -%	- -%	1 29%	1 26%	- -%	- -%	1 27%	1 16%	1 23%	- -%	- -%	- -%	1 20%	1 26%	1 20%	1 20%
Something else	2 37%	2 40%	- -%	1 48%	1 56%	- -%	- -%	1 43%	1 34%	1 26%	1 100%	- -%	- -%	2 37%	2 50%	2 37%	2 37%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 281

QB41A. Having switched to a new supplier for your package of services, do you think you are now paying less than before?

Base : Those switched their package of services in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI			BUN- DLE	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS		
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		BAND	PHONE	BAND		PHONE	BAND	PHONE		BAND	PHONE	BAND		PHONE	
Significance Level: 95%	Total	a	~b	~c	d	~e	~f	~g	~h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	125	125	8	-	125	1	-	11	1	69	116	21	120	-	1	-	8	-	1	-	7	-
Effective Weighted Sample	88	88	8	-	88	1	-	9	1	53	88	15	85	-	1	-	8	-	1	-	7	-
Total	101	101	9	-	101	1	-	7	*	71	86	18	98	-	1	-	9	-	1	-	7	-
Yes	82	82	9	-	82	1	-	5	*	56	69	13	80	-	1	-	9	-	1	-	7	-
	81%	81%	100%	-%	81%	100%	-%	61%	100%	80%	80%	73%	81%	-%	100%	-%	100%	-%	100%	-%	100%	-%
No	13	13	-	-	13	-	-	3	-	8	11	3	12	-	-	-	-	-	-	-	-	-
	12%	12%	-%	-%	12%	-%	-%	34%	-%	12%	13%	18%	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	7	7	-	-	7	-	-	*	-	6	6	2	7	-	-	-	-	-	-	-	-	-
	7%	7%	-%	-%	7%	-%	-%	5%	-%	9%	7%	9%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 281

QB41A. Having switched to a new supplier for your package of services, do you think you are now paying less than before?

Base : Those switched their package of services in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE
	Total	C&R *a	MAC ~b	C&R *c	NoT *d	PAC ~e	C&R ~f	C&R *g	NoT *h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	
Significance Level: 95%																	
Unweighted total	125	46	8	33	54	11	3	38	62	61	59	5	1	97	116	120	124
Effective Weighted Sample	88	34	7	23	49	9	2	25	51	46	44	4	1	73	88	89	87
Total	101	49	6	22	51	10	3	25	65	49	44	3	*	89	86	93	100
Yes	82	42	4	18	41	7	3	21	54	42	35	2	*	71	69	76	81
	81%	85%	66%	83%	80%	70%	100%	84%	83%	85%	78%	57%	100%	80%	80%	82%	81%
No	13	6	2	3	6	3	-	3	6	3	8	1	-	12	11	11	13
	12%	12%	34%	14%	11%	30%	-%	13%	9%	6%	17%	43%	-%	13%	13%	12%	13%
Don't know	7	1	-	1	4	-	-	1	5	4	2	-	-	6	6	6	7
	7%	3%	-%	3%	9%	-%	-%	3%	8%	8%	4%	-%	-%	7%	7%	6%	7%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 282

QB42A. How much less do you think you are paying each month?

Base : Those who think they are now paying less for their package of services

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN-DLE	FIXED			PHONE	FIXED			BUN-DLE	FIXED			PHONE	FIXED				
		SWIT-CHER	DERED	NEIT-HER		TV	BAND	MOB.		LINE	TV	BAND		MOB.	LINE	TV		BAND	MOB.	LINE		
Significance Level: 95%		a	~b	~c	d	~e	~f	~g	~h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	96	96	8	-	96	1	-	7	1	54	89	14	93	-	1	-	8	-	1	-	7	-
Effective Weighted Sample	68	68	8	-	68	1	-	5	1	41	70	10	66	-	1	-	8	-	1	-	7	-
Total	82	82	9	-	82	1	-	5	*	56	69	13	80	-	1	-	9	-	1	-	7	-
Under £5	2	2	-	-	2	-	-	-	-	1	2	-	1	-	-	-	-	-	-	-	-	-
	2%	2%	-%	-%	2%	-%	-%	-%	-%	2%	3%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£5.00-£9.99	27	27	4	-	27	-	-	1	*	13	24	5	27	-	1	-	3	-	1	-	3	-
	33%	33%	51%	-%	33%	-%	-%	12%	100%	23%	34%	41%	34%	-%	100%	-%	33%	-%	100%	-%	41%	-%
£10.00-£14.99	27	27	3	-	27	-	-	-	-	26	20	1	26	-	-	-	5	-	-	-	3	-
	33%	33%	40%	-%	33%	-%	-%	-%	-%	46%	29%	6%	33%	-%	-%	-%	58%	-%	-%	-%	48%	-%
£15.00-£19.99	10	10	1	-	10	-	-	1	-	6	7	2	10	-	-	-	1	-	-	-	1	-
	12%	12%	9%	-%	12%	-%	-%	31%	-%	11%	11%	14%	12%	-%	-%	-%	9%	-%	-%	-%	11%	-%
£20 or more	7	7	-	-	7	-	-	3	-	4	7	3	7	-	-	-	-	-	-	-	-	-
	8%	8%	-%	-%	8%	-%	-%	57%	-%	7%	10%	20%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	9	9	-	-	9	1	-	-	-	6	9	2	9	-	-	-	-	-	-	-	-	-
	11%	11%	-%	-%	11%	100%	-%	-%	-%	11%	13%	19%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 282

QB42A. How much less do you think you are paying each month?

Base : Those who think they are now paying less for their package of services

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		*a	~b	~c	*d	~e	~f	~g	*h	*i	*j	~k	~l	*m	n	o	p
Unweighted total	96	37	5	25	45	7	3	29	52	51	43	3	1	74	89	94	95
Effective Weighted Sample	68	28	5	17	40	5	2	19	42	38	34	2	1	56	70	72	68
Total	82	42	4	18	41	7	3	21	54	42	35	2	*	71	69	76	81
Under £5	2 2%	1 2%	1 25%	- ~c	1 2%	- ~e	- ~f	- ~g	1 1%	* ~i	2 5%	- ~k	- ~l	1 1%	2 3%	2 2%	2 2%
£5.00-£9.99	27 33%	9 21%	1 36%	4 24%	17 42%	3 36%	2 73%	5 24%	21 40%	12 30%	15 43%	1 27%	- ~l	21 30%	24 34%	27 36%	27 34%
£10.00-£14.99	27 33%	20 47%	- ~b	8 42%	11 26%	1 10%	- ~f	7 35%	17 32%	13 30%	9 26%	- ~k	- ~l	27 37%	20 29%	22 28%	26 33%
£15.00-£19.99	10 12%	4 10%	2 39%	1 7%	3 8%	* 3%	* 14%	4 17%	6 11%	8 19%	2 5%	* 12%	- ~l	8 12%	7 11%	10 13%	10 12%
£20 or more	7 8%	3 7%	- ~b	3 17%	3 6%	1 17%	* 13%	3 14%	3 5%	3 6%	4 12%	1 61%	* 100%	6 9%	7 10%	7 9%	7 8%
Don't know	9 11%	5 12%	- ~b	2 10%	6 15%	2 34%	- ~f	2 9%	6 12%	6 14%	3 9%	- ~k	- ~l	8 11%	9 13%	9 12%	9 11%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 283

QB43A. If you were thinking about changing supplier for your package of services in the future, has your overall experience of the process made you more likely or less likely to make this change, or has it made no difference?

Base : Those switched their package of services in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE		
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Total	a	~b	~c	d	~e	~f	~g	~h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	125	125	8	-	125	1	-	11	1	69	116	21	120	-	1	-	8	-	1	-	7	-
Effective Weighted Sample	88	88	8	-	88	1	-	9	1	53	88	15	85	-	1	-	8	-	1	-	7	-
Total	101	101	9	-	101	1	-	7	*	71	86	18	98	-	1	-	9	-	1	-	7	-
More likely	27	27	3	-	27	1	-	3	*	20	23	8	26	-	1	-	2	-	1	-	2	-
	27%	27%	38%	-%	27%	100%	-%	39%	100%	28%	27%	48%	27%	-%	100%	-%	21%	-%	100%	-%	26%	-%
Made no difference	62	62	5	-	62	-	-	3	-	43	52	6	60	-	-	-	7	-	-	-	5	-
	62%	62%	62%	-%	62%	-%	-%	39%	-%	60%	60%	36%	62%	-%	-%	-%	79%	-%	-%	-%	74%	-%
Less likely	8	8	-	-	8	-	-	2	-	5	8	2	8	-	-	-	-	-	-	-	-	-
	7%	7%	-%	-%	7%	-%	-%	21%	-%	7%	9%	9%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	4	4	-	-	4	-	-	-	-	3	3	1	4	-	-	-	-	-	-	-	-	-
	4%	4%	-%	-%	4%	-%	-%	-%	-%	5%	4%	7%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 283

QB43A. If you were thinking about changing supplier for your package of services in the future, has your overall experience of the process made you more likely or less likely to make this change, or has it made no difference?

Base : Those switched their package of services in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE
	Total	C&R *a	MAC ~b	C&R *c	NoT *d	PAC ~e	C&R ~f	C&R *g	NoT *h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	
Significance Level: 95%																	
Unweighted total	125	46	8	33	54	11	3	38	62	61	59	5	1	97	116	120	124
Effective Weighted Sample	88	34	7	23	49	9	2	25	51	46	44	4	1	73	88	89	87
Total	101	49	6	22	51	10	3	25	65	49	44	3	*	89	86	93	100
More likely	27	12	2	3	17	7	*	4	21	11	16	2	-	24	23	27	27
	27%	25%	28%	14%	33%	63%	14%	17%	32%	22%	37%	56%	-%	27%	27%	29%	27%
Made no difference	62	33	4	18	27	3	3	19	36	31	24	2	*	53	52	55	61
	62%	67%	65%	79%	53%	27%	86%	76%	55%	63%	55%	44%	100%	60%	60%	59%	61%
Less likely	8	4	*	1	5	1	-	2	5	5	3	-	-	7	8	8	8
	7%	7%	6%	7%	10%	10%	-%	7%	8%	10%	6%	-%	-%	8%	9%	8%	7%
Don't know	4	*	-	-	2	-	-	-	3	2	1	-	-	4	3	3	4
	4%	1%	-%	-%	4%	-%	-%	-%	4%	4%	3%	-%	-%	5%	4%	4%	4%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 284

QB26B. Once you had decided to switch, did you contact...

Base : Those switched their TV service provider in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED				
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		LINE CALLS	TV	BAND		PHONE	LINE CALLS	TV		BAND	PHONE	LINE CALLS		
Significance Level: 95%	a	~b	~c	~d	e	*f	~g	~h	i	*j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	87	87	4	-	1	87	33	5	6	87	34	5	7	1	-	1	3	-	-	2	2	1
Effective Weighted Sample	45	45	4	-	1	45	25	4	4	45	26	4	5	1	-	1	3	-	-	2	2	1
Total	37	37	1	-	1	37	19	2	5	37	20	2	6	*	-	*	1	-	-	1	1	*
Both your previous supplier and your new supplier	23	23	1	-	1	23	11	1	2	23	12	1	3	*	-	*	1	-	-	1	1	*
	62%	62%	100%	-%	100%	62%	58%	59%	40%	62%	61%	59%	52%	100%	-%	100%	100%	-%	-%	100%	100%	100%
Only your previous supplier	2	2	-	-	-	2	1	*	1	2	1	*	1	-	-	-	-	-	-	-	-	-
	6%	6%	-%	-%	-%	6%	4%	17%	17%	6%	4%	17%	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Only your new supplier	11	11	-	-	-	11	6	*	2	11	6	*	2	-	-	-	-	-	-	-	-	-
	30%	30%	-%	-%	-%	30%	34%	17%	43%	30%	32%	17%	35%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Can't remember	1	1	-	-	-	1	1	*	-	1	1	*	-	-	-	-	-	-	-	-	-	-
	3%	3%	-%	-%	-%	3%	3%	7%	-%	3%	3%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 284

QB26B. Once you had decided to switch, did you contact...

Base : Those switched their TV service provider in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	*a	~b	~c	~d	~e	~f	~g	~h	*i	*j	~k	~l	m	*n	*o	*p
Unweighted total	87	63	3	7	19	-	3	2	4	31	46	-	1	87	69	77	66
Effective Weighted Sample	45	34	2	6	14	-	3	2	3	18	24	-	1	45	41	42	39
Total	37	25	1	4	11	-	1	1	5	14	22	-	*	37	30	36	31
Both your previous supplier and your new supplier	23 62%	23 92%	1 100%	3 90%	6 57%	- -%	1 77%	* 40%	2 50%	9 67%	13 57%	- -%	* 100%	23 62%	19 61%	22 61%	19 62%
Only your previous supplier	2 6%	2 8%	- -%	- -%	1 6%	- -%	* 23%	1 60%	* 5%	2 13%	- -%	- -%	- -%	2 6%	2 6%	2 5%	2 6%
Only your new supplier	11 30%	- -%	- -%	- -%	4 35%	- -%	- -%	- -%	2 45%	2 18%	9 39%	- -%	- -%	11 30%	9 29%	11 31%	9 29%
Can't remember	1 3%	- -%	- -%	* 10%	* 2%	- -%	- -%	- -%	- -%	* 2%	1 4%	- -%	- -%	1 3%	1 3%	1 3%	1 3%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 285

QB27B. Did you contact your previous supplier or your new supplier first?

Base : Those who contacted both their previous and new TV service supplier

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN- DLE	FIXED			TV	FIXED			BUN- DLE	FIXED			TV	FIXED				
		SWIT- CHED	DERED	NEIT- HER		MOB. PHONE	LINE CALLS	MOB. PHONE		LINE CALLS	MOB. PHONE	LINE CALLS		MOB. PHONE	LINE CALLS							
*a	~b	~c	~d	*e	~f	~g	~h	*i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u		
Significance Level: 95%																						
Unweighted total	56	56	4	-	1	56	21	2	3	56	22	2	4	1	-	1	3	-	-	2	2	1
Effective Weighted Sample	30	30	4	-	1	30	16	2	2	30	16	2	3	1	-	1	3	-	-	2	2	1
Total	23	23	1	-	1	23	11	1	2	23	12	1	3	*	-	*	1	-	-	1	1	*
Previous supplier	6	6	*	-	-	6	3	*	2	6	3	*	2	-	-	-	*	-	-	-	*	-
	27%	27%	21%	-%	-%	27%	26%	41%	100%	27%	24%	41%	63%	-%	-%	-%	40%	-%	-%	-%	46%	-%
New supplier	15	15	1	-	1	15	6	1	-	15	8	1	1	*	-	*	*	-	-	1	*	*
	65%	65%	79%	-%	100%	65%	60%	59%	-%	65%	64%	59%	37%	100%	-%	100%	60%	-%	-%	100%	54%	100%
Can't remember	2	2	-	-	-	2	2	-	-	2	2	-	-	-	-	-	-	-	-	-	-	-
	7%	7%	-%	-%	-%	7%	14%	-%	-%	7%	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 285

QB27B. Did you contact your previous supplier or your new supplier first?

Base : Those who contacted both their previous and new TV service supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		*a	~b	~c	~d	~e	~f	~g	~h	~i	*j	~k	~l	*m	*n	*o	*p
Unweighted total	56	56	3	6	11	-	2	1	2	18	31	-	1	56	46	49	43
Effective Weighted Sample	30	30	2	5	8	-	2	1	2	11	17	-	1	30	29	28	26
Total	23	23	1	3	6	-	1	*	2	9	13	-	*	23	19	22	19
Previous supplier	6	6	*	1	1	-	*	*	1	3	3	-	*	6	6	6	6
	27%	27%	22%	35%	16%	-%	41%	100%	52%	34%	23%	-%	100%	27%	34%	28%	31%
New supplier	15	15	1	1	5	-	1	-	1	5	9	-	-	15	11	14	12
	65%	65%	63%	37%	84%	-%	59%	-%	48%	55%	71%	-%	-%	65%	58%	65%	61%
Can't remember	2	2	*	1	-	-	-	-	-	1	1	-	-	2	2	2	2
	7%	7%	15%	29%	-%	-%	-%	-%	-%	10%	5%	-%	-%	7%	9%	7%	8%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 286

QB28B. Why did you contact this supplier first?

Base : Those aware who they contacted first once they decided to switch their TV service

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED							
	Total	CONSI			BUN-DLE	FIXED			LINE	FIXED			LINE	FIXED			LINE	FIXED			LINE				
		SWIT-CHED	DERED	NEIT-HER		BROAD	MOB.	PHONE		CALLS	BROAD	MOB.		PHONE	CALLS	BROAD		MOB.	PHONE	CALLS		BROAD	MOB.	PHONE	CALLS
		*a	~b	~c	~d	*e	~f	~g	~h	*i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u			
Significance Level: 95%																									
Unweighted total	52	52	4	-	1	52	18	2	3	52	19	2	4	1	-	1	3	-	-	2	2	1			
Effective Weighted Sample	28	28	4	-	1	28	13	2	2	28	14	2	3	1	-	1	3	-	-	2	2	1			
Total	21	21	1	-	1	21	9	1	2	21	10	1	3	*	-	*	1	-	-	1	1	*			
Base for %	21	21	1	-	1	21	9	1	2	21	10	1	3	*	-	*	1	-	-	1	1	*			
To see what they could offer me	11	11	1	-	-	11	5	*	2	11	5	*	2	*	-	*	1	-	-	1	1	*			
	51%	51%	100%	-%	-%	51%	57%	41%	83%	51%	51%	41%	52%	100%	-%	100%	100%	-%	-%	100%	100%	100%			
To find out what I needed to do to make the switch	9	9	*	-	1	9	3	-	*	9	4	-	1	*	-	-	-	-	-	*	-	*			
	42%	42%	32%	-%	100%	42%	32%	-%	17%	42%	39%	-%	48%	100%	-%	-%	-%	-%	-%	58%	-%	100%			
To get the code I needed to make the switch	2	2	*	-	-	2	1	-	-	2	1	-	-	-	-	-	*	-	-	-	*	-			
	10%	10%	21%	-%	-%	10%	14%	-%	-%	10%	13%	-%	-%	-%	-%	-%	40%	-%	-%	-%	46%	-%			
To cancel	1	1	-	-	-	1	-	1	-	1	-	1	-	-	-	-	-	-	-	-	-	-			
	3%	3%	-%	-%	-%	3%	-%	59%	-%	3%	-%	59%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%			
Something else	1	1	-	-	-	1	-	*	-	1	-	*	-	-	-	-	-	-	-	-	-	-			
	3%	3%	-%	-%	-%	3%	-%	41%	-%	3%	-%	41%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%			
Don't know	1	1	-	-	-	1	1	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-			
	4%	4%	-%	-%	-%	4%	8%	-%	-%	4%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%			
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																									

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 286

QB28B. Why did you contact this supplier first?

Base : Those aware who they contacted first once they decided to switch their TV service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		*a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	*m	*n	*o	*p
Unweighted total	52	52	2	5	11	-	2	1	2	17	28	-	1	52	42	45	39
Effective Weighted Sample	28	28	2	4	8	-	2	1	2	10	16	-	1	28	26	25	24
Total	21	21	1	2	6	-	1	*	2	8	12	-	*	21	17	20	18
Base for %	21	21	1	2	6	-	1	*	2	8	12	-	*	21	17	20	18
To see what they could offer me	11	11	-	1	4	-	*	*	1	2	8	-	*	11	10	10	10
	51%	51%	-%	54%	62%	-%	41%	100%	52%	27%	65%	-%	100%	51%	60%	50%	53%
To find out what I needed to do to make the switch	9	9	1	1	2	-	-	-	1	4	4	-	-	9	5	9	7
	42%	42%	74%	31%	37%	-%	-%	-%	48%	51%	37%	-%	-%	42%	31%	43%	38%
To get the code I needed to make the switch	2	2	*	-	1	-	-	-	-	1	1	-	-	2	2	2	2
	10%	10%	26%	-%	10%	-%	-%	-%	-%	11%	10%	-%	-%	10%	12%	10%	11%
To cancel	1	1	-	-	-	-	1	-	-	1	-	-	-	1	1	1	1
	3%	3%	-%	-%	-%	-%	59%	-%	-%	7%	-%	-%	-%	3%	3%	3%	3%
Something else	1	1	-	-	-	-	*	-	-	-	1	-	*	1	1	1	1
	3%	3%	-%	-%	-%	-%	41%	-%	-%	-%	6%	-%	100%	3%	4%	3%	4%
Don't know	1	1	-	1	-	-	-	-	-	1	-	-	-	1	1	1	1
	4%	4%	-%	32%	-%	-%	-%	-%	-%	9%	-%	-%	-%	4%	4%	4%	4%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 287

QB29B. How easy or difficult did you find the process of making contact with suppliers in order to make the switch?

Base : Those switched their TV service provider in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		TV	BAND	PHONE			TV	BAND	PHONE		TV	BAND	PHONE	
	a	~b	~c	~d	e	*f	~g	~h	i	*j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	87	87	4	-	1	87	33	5	6	87	34	5	7	1	-	1	3	-	-	2	2	1
Effective Weighted Sample	45	45	4	-	1	45	25	4	4	45	26	4	5	1	-	1	3	-	-	2	2	1
Total	37	37	1	-	1	37	19	2	5	37	20	2	6	*	-	*	1	-	-	1	1	*
1 - Very difficult	1	1	*	-	-	1	*	-	*	1	*	-	*	-	-	-	*	-	-	-	*	-
	3%	3%	21%	-%	-%	3%	2%	-%	7%	3%	2%	-%	6%	-%	-%	-%	40%	-%	-%	-%	46%	-%
2	3	3	-	-	-	3	3	-	-	3	3	-	-	-	-	-	-	-	-	-	-	-
	9%	9%	-%	-%	-%	9%	16%	-%	-%	9%	15%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TOTAL DIFFICULT	4	4	*	-	-	4	3	-	*	4	3	-	*	-	-	-	*	-	-	-	*	-
	12%	12%	21%	-%	-%	12%	17%	-%	7%	12%	16%	-%	6%	-%	-%	-%	40%	-%	-%	-%	46%	-%
3 - Neither	5	5	1	-	-	5	2	1	*	5	2	1	*	*	-	-	*	-	-	*	*	*
	13%	13%	56%	-%	-%	13%	9%	35%	5%	13%	8%	35%	4%	100%	-%	-%	60%	-%	-%	58%	54%	100%
4	13	13	*	-	-	13	5	1	4	13	5	1	4	-	-	*	-	-	-	*	-	-
	36%	36%	24%	-%	-%	36%	29%	35%	88%	36%	28%	35%	71%	-%	-%	100%	-%	-%	-%	42%	-%	-%
5 - Very easy	13	13	-	-	1	13	7	*	-	13	8	*	1	-	-	-	-	-	-	-	-	-
	36%	36%	-%	-%	100%	36%	39%	24%	-%	36%	43%	24%	19%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TOTAL EASY	27	27	*	-	1	27	13	1	4	27	14	1	5	-	-	*	-	-	-	*	-	-
	72%	72%	24%	-%	100%	72%	69%	59%	88%	72%	70%	59%	90%	-%	-%	100%	-%	-%	-%	42%	-%	-%
Don't know	1	1	-	-	-	1	1	*	-	1	1	*	-	-	-	-	-	-	-	-	-	-
	3%	3%	-%	-%	-%	3%	5%	7%	-%	3%	5%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 287

QB29B. How easy or difficult did you find the process of making contact with suppliers in order to make the switch?

Base : Those switched their TV service provider in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		*a	~b	~c	~d	~e	~f	~g	~h	*i	*j	~k	~l	m	*n	*o	*p
Unweighted total	87	63	3	7	19	-	3	2	4	31	46	-	1	87	69	77	66
Effective Weighted Sample	45	34	2	6	14	-	3	2	3	18	24	-	1	45	41	42	39
Total	37	25	1	4	11	-	1	1	5	14	22	-	*	37	30	36	31
1 - Very difficult	1 3%	1 4%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	1 5%	* 1%	- -%	- -%	1 3%	1 4%	1 3%	1 3%
2	3 9%	1 6%	- -%	* 11%	1 6%	- -%	- -%	- -%	- -%	* 1%	3 13%	- -%	- -%	3 9%	3 10%	3 8%	3 9%
TOTAL DIFFICULT	4 12%	3 10%	- -%	* 11%	1 9%	- -%	- -%	- -%	- -%	1 5%	3 14%	- -%	- -%	4 12%	4 13%	4 11%	4 13%
3 - Neither	5 13%	4 17%	- -%	* 9%	1 12%	- -%	* 23%	- -%	* 5%	1 9%	3 14%	- -%	- -%	5 13%	4 13%	4 12%	3 10%
4	13 36%	11 45%	1 100%	2 50%	2 16%	- -%	1 46%	1 100%	3 71%	7 53%	6 26%	- -%	- -%	13 36%	12 38%	13 36%	13 42%
5 - Very easy	13 36%	7 28%	- -%	1 20%	7 64%	- -%	* 32%	- -%	1 24%	4 26%	10 44%	- -%	* 100%	13 36%	10 32%	13 37%	10 32%
TOTAL EASY	27 72%	18 73%	1 100%	3 70%	9 79%	- -%	1 77%	1 100%	4 95%	11 79%	15 70%	- -%	* 100%	27 72%	21 70%	26 74%	23 73%
Don't know	1 3%	- -%	- -%	* 10%	- -%	- -%	- -%	- -%	- -%	1 7%	* 2%	- -%	- -%	1 3%	1 4%	1 4%	1 4%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 288

QB30B. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those switched their TV service provider in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				CONSIDERED & COVERED					COVERED			
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	TV	BROAD MOB. PHONE		FIXED LINE CALLS	BUN-DLE	TV	BROAD MOB. PHONE		FIXED LINE CALLS	TV	BROAD MOB. PHONE		FIXED LINE CALLS
						e	f	g	h		i	j	k			l	m	n		o	p	q
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u	
Significance Level: 95%																						
Unweighted total	87	87	4	-	1	87	33	5	6	87	34	5	7	1	-	1	3	-	-	2	2	1
Effective Weighted Sample	45	45	4	-	1	45	25	4	4	45	26	4	5	1	-	1	3	-	-	2	2	1
Total	37	37	1	-	1	37	19	2	5	37	20	2	6	*	-	*	1	-	-	1	1	*
Yes	3	3	-	-	-	3	1	-	1	3	1	-	1	-	-	-	-	-	-	-	-	-
	9%	9%	-%	-%	-%	9%	8%	-%	30%	9%	7%	-%	24%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No	33	33	1	-	1	33	17	2	3	33	18	2	4	*	-	*	1	-	-	1	1	*
	89%	89%	100%	-%	100%	89%	90%	93%	70%	89%	91%	93%	76%	100%	-%	100%	100%	-%	-%	100%	100%	100%
Don't know	1	1	-	-	-	1	*	*	-	1	*	*	-	-	-	-	-	-	-	-	-	-
	2%	2%	-%	-%	-%	2%	2%	7%	-%	2%	2%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 288

QB30B. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those switched their TV service provider in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	87	63	3	7	19	-	3	2	4	31	46	-	1	87	69	77	66
Effective Weighted Sample	45	34	2	6	14	-	3	2	3	18	24	-	1	45	41	42	39
Total	37	25	1	4	11	-	1	1	5	14	22	-	*	37	30	36	31
Yes	3 9%	3 13%	- -%	1 15%	1 8%	- -%	- -%	- -%	1 31%	2 11%	2 8%	- -%	- -%	3 9%	3 11%	3 9%	3 10%
No	33 89%	21 86%	1 100%	3 85%	10 92%	- -%	1 100%	1 100%	3 69%	12 85%	20 92%	- -%	* 100%	33 89%	26 87%	32 89%	27 88%
Don't know	1 2%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	- -%	- -%	1 2%	* 2%	1 2%	* 2%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 289

QB30B. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their TV service supplier in last 12 months (including those with TV in a bundle of services)

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	FIXED			LINE CALLS	FIXED			LINE CALLS	FIXED			LINE CALLS	FIXED			LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		BROAD	MOB.	PHONE		BROAD	MOB.	PHONE		BROAD	MOB.	PHONE		BROAD	MOB.	PHONE		
Significance Level: 95%		a	~b	~c	*d	e	*f	~g	~h	i	j	~k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	155	155	10	-	69	87	33	12	7	155	93	19	72	1	-	1	10	-	-	2	8	1
Effective Weighted Sample	92	92	8	-	53	45	25	9	4	92	73	13	55	1	-	1	8	-	-	2	7	1
Total	107	107	7	-	71	37	19	7	5	107	74	16	73	*	-	*	8	-	-	1	7	*
Yes	9	9	-	-	5	3	1	-	1	9	7	1	6	-	-	-	-	-	-	-	-	-
	8%	8%	-%	-%	7%	9%	8%	-%	27%	8%	9%	5%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No	96	96	7	-	64	33	17	7	4	96	65	15	66	*	-	*	8	-	-	1	7	*
	90%	90%	100%	-%	90%	89%	90%	98%	73%	90%	88%	94%	90%	100%	-%	100%	100%	-%	-%	100%	100%	100%
Don't know	2	2	-	-	2	1	*	*	-	2	2	*	2	-	-	-	-	-	-	-	-	-
	2%	2%	-%	-%	2%	2%	2%	2%	-%	2%	3%	1%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 289

QB30B. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their TV service supplier in last 12 months (including those with TV in a bundle of services)

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
											CON- TRACT				BROAD BAND	MOB. PHONE	FIXED LINE VOICE	
Significance Level: 95%	Total	C&R a	MAC ~b	C&R ~c	NoT *d	PAC ~e	C&R ~f	C&R ~g	NoT *h	PAYG *i			C&R ~l		TV m			
Unweighted total	155	108	7	26	47	7	6	23	40	62	78	3	2		155	128	140	
Effective Weighted Sample	92	61	6	19	39	6	3	17	33	42	49	3	2		92	87	91	
Total	107	73	6	20	41	8	4	19	48	47	50	3	1		107	84	100	
Yes	9	8	1	2	3	1	-	2	3	3	5	-	-		9	9	8	
	8%	11%	18%	10%	7%	10%	-%	12%	5%	7%	10%	-%	-%		8%	10%	9%	
No	96	64	5	18	38	7	4	17	45	42	45	3	1		96	74	86	
	90%	88%	82%	90%	93%	90%	100%	88%	95%	89%	89%	100%	100%		90%	87%	89%	
Don't know	2	1	-	-	-	-	-	-	-	2	1	-	-		2	2	2	
	2%	1%	-%	-%	-%	-%	-%	-%	-%	3%	2%	-%	-%		2%	3%	2%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 290

QB30C. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their fixed line broadband supplier in last 12 months (including those with broadband in a bundle of services)

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI			BUN- DLE	FIXED LINE			PHONE CALLS	FIXED LINE			PHONE CALLS	FIXED LINE			PHONE CALLS	FIXED LINE			PHONE CALLS		
	SWIT- CHED	DERED	NEIT- HER		BROAD	MOB.	BROAD		MOB.	BROAD	MOB.		BROAD	MOB.								
Total	a	~b	~c	d	*e	f	*g	h	i	j	*k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	489	489	29	-	116	34	373	34	118	93	489	42	228	-	8	-	19	13	7	-	14	8
Effective Weighted Sample	300	300	22	-	88	26	222	25	86	73	300	28	167	-	5	-	16	11	5	-	12	7
Total	235	235	18	-	86	20	149	17	66	74	235	25	148	-	4	-	16	5	4	-	11	3
Yes	25	25	1	-	11	1	15	3	6	6	25	4	16	-	*	-	-	2	*	-	-	1
	11%	11%	5%	-%	12%	3%	10%	20%	9%	8%	11%	16%	11%	-%	8%	-%	-%	35%	9%	-%	-%	16%
No	198	198	16	-	74	18	125	14	55	66	198	21	126	-	3	-	15	3	3	-	10	3
	84%	84%	89%	-%	85%	94%	84%	80%	83%	89%	84%	83%	85%	-%	83%	-%	95%	65%	83%	-%	93%	84%
Don't know	11	11	1	-	2	1	9	-	5	2	11	*	7	-	*	-	1	-	*	-	1	-
	5%	5%	6%	-%	2%	3%	6%	-%	7%	3%	5%	*%	4%	-%	9%	-%	5%	-%	9%	-%	7%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 290

QB30C. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their fixed line broadband supplier in last 12 months (including those with broadband in a bundle of services)

		TV PROCES S		BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC b	C&R c	NoT d	PAC ~e	C&R ~f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	489	61	125	109	161	16	5	57	135	199	264	10	4	323	489	463	462
Effective Weighted Sample	300	46	53	79	130	13	3	40	109	123	164	8	3	206	300	287	287
Total	235	46	31	58	118	11	4	34	101	97	130	6	2	173	235	227	228
Yes	25 11%	5 11%	3 9%	9 15%	11 9%	3 24%	- -%	6 17%	7 7%	8 9%	16 13%	2 33%	- -%	20 12%	25 11%	25 11%	25 11%
No	198 84%	40 87%	28 90%	48 82%	103 87%	9 76%	4 100%	27 80%	91 90%	85 87%	106 82%	4 67%	2 100%	144 84%	198 84%	191 84%	193 85%
Don't know	11 5%	1 2%	* 1%	2 3%	4 3%	- -%	- -%	1 3%	3 3%	4 4%	7 6%	- -%	- -%	8 5%	11 5%	11 5%	10 5%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 291

QB30D. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their mobile phone network supplier in last 12 months (including those with mobile in a bundle of services)

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE		
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		
	Total																					
Significance Level: 95%		a	~b	~c	~d	~e	~f	g	~h	~i	*j	k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	351	351	23	-	21	5	23	341	21	19	42	351	39	13	7	7	-	4	11	12	-	11
Effective Weighted Sample	125	125	12	-	15	4	17	119	14	13	28	125	25	6	4	6	-	2	6	10	-	6
Total	163	163	18	-	18	2	10	152	11	16	25	163	27	8	3	4	-	5	9	8	-	11
Yes	11	11	1	-	2	1	2	11	1	1	4	11	3	*	-	1	-	-	*	1	-	*
	7%	7%	5%	-%	10%	41%	25%	7%	10%	9%	16%	7%	10%	6%	-%	12%	-%	-%	5%	7%	-%	4%
No	149	149	16	-	16	1	7	140	10	14	21	149	25	7	2	4	-	5	8	7	-	11
	92%	92%	91%	-%	90%	52%	75%	92%	89%	90%	83%	92%	90%	94%	88%	80%	-%	100%	91%	89%	-%	96%
Don't know	2	2	1	-	*	*	-	2	*	*	*	2	*	-	*	*	-	-	*	*	-	-
	1%	1%	4%	-%	1%	7%	-%	1%	1%	1%	1%	1%	1%	-%	12%	8%	-%	-%	4%	5%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 291

QB30D. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their mobile phone network supplier in last 12 months (including those with mobile in a bundle of services)

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC e	C&R f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	351	13	11	12	14	106	93	14	22	132	219	70	73	231	273	351	304
Effective Weighted Sample	125	9	7	7	13	39	27	9	15	48	77	26	21	79	114	125	99
Total	163	12	3	8	12	48	40	10	16	63	100	34	29	94	72	163	119
Yes	11 7%	1 13%	- -%	1 10%	2 20%	4 8%	4 9%	1 7%	1 6%	3 4%	9 9%	3 9%	2 7%	8 9%	7 9%	11 7%	7 6%
No	149 92%	10 87%	3 100%	7 90%	10 80%	44 92%	36 91%	9 93%	15 94%	59 94%	90 90%	31 91%	27 93%	84 89%	63 88%	149 92%	110 92%
Don't know	2 1%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	1 2%	1 1%	- -%	* *%	2 2%	2 3%	2 1%	2 1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 292

QB30E. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their fixed line phone supplier in last 12 months (including those with fixed line phone in a bundle of services)

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI			BUN- DLE	FIXED			FIXED			FIXED			FIXED			FIXED					
	SWIT- CHED	DERED	NEIT- HER		MOB.	PHONE	LINE	MOB.	PHONE	LINE	MOB.	PHONE	LINE	MOB.	PHONE	LINE	MOB.	PHONE	LINE			
																				TV	BAND	CALLS
Significance Level: 95%	Total	a	~b	~c	d	~e	f	*g	h	*i	j	*k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	335	335	17	-	120	7	117	31	216	72	228	39	335	1	2	4	15	-	2	3	12	-
Effective Weighted Sample	225	225	14	-	85	5	85	22	142	55	167	25	225	1	1	4	13	-	1	3	11	-
Total	243	243	13	-	98	6	66	18	145	73	148	27	243	1	2	1	14	-	2	1	10	-
Yes	21	21	-	-	10	1	5	3	12	5	14	3	21	-	-	-	1	-	-	-	-	-
	9%	9%	-%	-%	10%	20%	7%	15%	8%	7%	10%	12%	9%	-%	-%	-%	5%	-%	-%	-%	-%	-%
No	209	209	13	-	87	5	54	15	122	66	126	24	209	1	2	1	13	-	2	1	10	-
	86%	86%	97%	-%	88%	80%	83%	84%	84%	90%	85%	87%	86%	100%	100%	100%	92%	-%	100%	100%	96%	-%
Don't know	13	13	*	-	2	-	7	*	11	2	8	*	13	-	-	-	*	-	-	-	*	-
	5%	5%	3%	-%	2%	-%	10%	1%	8%	2%	6%	1%	5%	-%	-%	-%	3%	-%	-%	-%	4%	-%
							d															

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 292

QB30E. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their fixed line phone supplier in last 12 months (including those with fixed line phone in a bundle of services)

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	*a	*b	*c	d	~e	~f	*g	h	i	j	~k	~l	m	n	o	p
Unweighted total	335	48	31	59	102	14	10	75	206	161	161	8	7	230	298	322	335
Effective Weighted Sample	225	35	23	41	85	10	5	52	150	113	109	6	4	157	211	221	225
Total	243	50	16	34	83	12	7	49	173	118	109	5	4	172	193	227	243
Yes	21 9%	5 9%	- -%	5 15%	7 9%	1 6%	2 24%	9 19%	10 6%	9 8%	11 10%	- -%	2 45%	14 8%	17 9%	20 9%	21 9%
No	209 86%	44 89%	16 100%	28 80%	72 87%	11 94%	5 76%	38 77%	155 90%	106 90%	88 81%	5 100%	2 55%	147 85%	165 86%	194 85%	209 86%
Don't know	13 5%	1 1%	- -%	2 5%	4 5%	- -%	- -%	2 4%	8 4%	3 3%	10 9%	- -%	- -%	11 7%	11 6%	13 6%	13 5%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 293

QB31B. How much did you have to pay to leave your contract?

Base : Those who had to pay a charge to leave the contract for their TV service

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN-DLE	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	
		SWIT-CH	DERED	NEIT-HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND	TV		BAND				
		~a	~b	~c		~d	~e	~f		~g	~h	~i		~j	~k	~l		~m	~n	~o		~p
Significance Level: 95%																						
Unweighted total	28	28	-	-	16	12	4	1	2	19	20	2	17	-	-	-	-	-	-	-	-	-
Effective Weighted Sample	19	19	-	-	13	6	4	1	1	11	16	2	14	-	-	-	-	-	-	-	-	-
Total	14	14	-	-	11	3	1	1	1	9	12	2	11	-	-	-	-	-	-	-	-	-
Up to £19.99	*	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	-%	-%	-%	6%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£20.00-£29.99	1	1	-	-	-	1	*	-	*	1	*	-	*	-	-	-	-	-	-	-	-	-
	6%	6%	-%	-%	-%	25%	25%	-%	16%	10%	3%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£30.00-£39.99	1	1	-	-	-	1	1	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-
	4%	4%	-%	-%	-%	18%	38%	-%	-%	7%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	2	2	-	-	-	2	1	-	1	2	1	-	1	-	-	-	-	-	-	-	-	-
	13%	13%	-%	-%	-%	52%	37%	-%	84%	21%	5%	-%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 293

QB31B. How much did you have to pay to leave your contract?

Base : Those who had to pay a charge to leave the contract for their TV service

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE	
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	
Unweighted total	28	16	1	7	9	1	-	7	7	13	13	-	-	26	27	26	26	
Effective Weighted Sample	19	10	1	6	7	1	-	6	6	10	9	-	-	17	19	18	18	
Total	14	8	1	3	6	1	-	4	5	7	7	-	-	13	14	14	14	
Up to £19.99	*	*	-	-	-	-	-	-	-	*	*	-	-	*	*	*	*	
	1%	3%	-%	-%	-%	-%	-%	-%	-%	1%	2%	-%	-%	1%	1%	1%	1%	
£20.00-£29.99	1	1	-	-	*	-	-	-	*	*	*	-	-	1	1	1	1	
	6%	11%	-%	-%	6%	-%	-%	-%	4%	3%	5%	-%	-%	6%	5%	4%	4%	
£30.00-£39.99	1	*	-	-	1	-	-	-	-	-	1	-	-	1	1	1	1	
	4%	5%	-%	-%	10%	-%	-%	-%	-%	-%	9%	-%	-%	5%	5%	5%	5%	
Don't know	2	2	-	1	-	-	-	-	1	1	1	-	-	2	2	2	2	
	13%	22%	-%	16%	-%	-%	-%	-%	21%	18%	8%	-%	-%	14%	13%	13%	13%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 294

QB32B. Which of these best describes when you were told about the cancellation charge?

Base : Those who had to pay a charge to leave the contract for their TV service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																					
					SWITCHED & COVERED					COVERED				COVERED				COVERED																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																					
	CONSI				BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	TV	BAND	PHONE	TV	BAND	PHONE	TV		BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 294

QB32B. Which of these best describes when you were told about the cancellation charge?

Base : Those who had to pay a charge to leave the contract for their TV service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	28	16	1	7	9	1	-	7	7	13	13	-	-	26	27	26	26
Effective Weighted Sample	19	10	1	6	7	1	-	6	6	10	9	-	-	17	19	18	18
Total	14	8	1	3	6	1	-	4	5	7	7	-	-	13	14	14	14
When I first contacted my previous supplier about cancelling their service	3 24%	1 13%	- -%	1 25%	1 23%	- -%	- -%	1 24%	1 20%	3 44%	* 4%	- -%	- -%	3 21%	3 24%	3 24%	3 24%
I already knew from the information I was given when I first took the service	3 23%	3 33%	1 100%	- -%	1 21%	- -%	- -%	- -%	1 22%	1 10%	2 35%	- -%	- -%	3 24%	3 22%	3 22%	3 22%
Only after I had agreed to switch the service over	2 13%	- -%	- -%	1 32%	1 14%	- -%	- -%	1 30%	1 15%	1 16%	1 12%	- -%	- -%	2 14%	2 14%	2 14%	2 14%
When I first contacted the new supplier about using the service	2 12%	1 9%	- -%	- -%	1 22%	- -%	- -%	- -%	1 21%	* 3%	1 19%	- -%	- -%	2 12%	2 12%	2 11%	2 11%
At a later point, but before I agreed to switch over	* 3%	* 5%	- -%	- -%	* 6%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	* 3%	* 3%	* 3%	* 3%
Can't remember	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 1%	* 1%	* 1%	* 1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 295

QB33B. Would you have still decided to switch if you had known that you would have to pay a cancellation charge to your previous supplier?

Base : Those who were told about the cancellation charge at a later point or after they agreed to switch their TV service

	ACTIONS TAKEN								SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED			
	CONSI																							
Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	TV	BAND	MOB. PHONE	FIXED LINE CALLS	TV	BAND	MOB. PHONE	FIXED LINE CALLS	BUN- DLE	TV	BAND	MOB. PHONE	FIXED LINE CALLS	TV	BAND	MOB. PHONE	FIXED LINE CALLS			
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u			
Unweighted total	4	4	-	-	3	1	1	-	-	1	4	-	3	-	-	-	-	-	-	-	-			
Effective Weighted Sample	4	4	-	-	3	1	1	-	-	1	4	-	3	-	-	-	-	-	-	-	-			
Total	2	2	-	-	2	*	*	-	-	*	2	-	2	-	-	-	-	-	-	-	-			
Yes	*	*	-	-	-	*	*	-	-	*	*	-	-	-	-	-	-	-	-	-	-			
	16%	16%	-%	-%	-%	100%	100%	-%	-%	100%	16%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%			

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 295

QB33B. Would you have still decided to switch if you had known that you would have to pay a cancellation charge to your previous supplier?

Base : Those who were told about the cancellation charge at a later point or after they agreed to switch their TV service

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE	
		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	
Significance Level: 95%																		
Unweighted total	4	1	-	2	2	-	-	2	1	2	2	-	-	4	4	4	4	
Effective Weighted Sample	4	1	-	2	2	-	-	2	1	2	2	-	-	4	4	4	4	
Total	2	*	-	1	1	-	-	1	1	1	1	-	-	2	2	2	2	
Yes	*	*	-	-	*	-	-	-	-	-	*	-	-	*	*	*	*	
	16%	100%	-%	-%	31%	-%	-%	-%	-%	-%	31%	-%	-%	16%	16%	16%	16%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 296

QB34B. When you were in contact with your previous supplier, did they make you any kind of offer to stay with them?

Base : Those who had contact with their previous supplier once they decided to switch their TV service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED								
	CONSI				SWITCHED & COVERED					COVERED				CONSIDERED & COVERED					COVERED			
	Total	SWIT-CH	DERED	NEIT-HER	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
						TV	BAND		TV	BAND		TV	BAND			TV	BAND		TV	BAND		TV
*a	~b	~c	~d	*e	~f	~g	~h	*i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u		
Significance Level: 95%																						
Unweighted total	63	63	4	-	1	63	23	3	5	63	24	3	6	1	-	1	3	-	-	2	2	1
Effective Weighted Sample	34	34	4	-	1	34	17	3	4	34	18	3	4	1	-	1	3	-	-	2	2	1
Total	25	25	1	-	1	25	12	1	3	25	13	1	4	*	-	*	1	-	-	1	1	*
Yes they made me an offer which I listened to	12	12	1	-	1	12	4	1	2	12	6	1	4	*	-	*	1	-	-	1	1	*
	47%	47%	100%	-%	100%	47%	38%	77%	91%	47%	43%	77%	94%	100%	-%	100%	100%	-%	-%	100%	100%	100%
They wanted to make me an offer, but I wasn't interested in listening to it	6	6	-	-	-	6	2	-	*	6	2	-	*	-	-	-	-	-	-	-	-	-
	25%	25%	-%	-%	-%	25%	19%	-%	9%	25%	17%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No, they didn't make me an offer	5	5	-	-	-	5	3	*	-	5	3	*	-	-	-	-	-	-	-	-	-	-
	20%	20%	-%	-%	-%	20%	27%	23%	-%	20%	25%	23%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Can't remember	2	2	-	-	-	2	2	-	-	2	2	-	-	-	-	-	-	-	-	-	-	-
	8%	8%	-%	-%	-%	8%	16%	-%	-%	8%	15%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 296

QB34B. When you were in contact with your previous supplier, did they make you any kind of offer to stay with them?

Base : Those who had contact with their previous supplier once they decided to switch their TV service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		*a	~b	~c	~d	~e	~f	~g	~h	~i	*j	~k	~l	*m	*n	*o	*p
Unweighted total	63	63	3	6	13	-	3	2	3	23	31	-	1	63	52	54	48
Effective Weighted Sample	34	34	2	5	9	-	3	2	2	14	17	-	1	34	33	31	30
Total	25	25	1	3	7	-	1	1	2	11	13	-	*	25	21	24	21
Yes they made me an offer which I listened to	12 47%	12 47%	1 37%	1 35%	3 48%	- -%	1 77%	1 100%	2 91%	6 55%	5 42%	- -%	* 100%	12 47%	11 55%	11 48%	11 52%
They wanted to make me an offer, but I wasn't interested in listening to it	6 25%	6 25%	1 63%	* 10%	1 13%	- -%	- -%	- -%	* 9%	3 23%	3 27%	- -%	- -%	6 25%	3 14%	6 25%	4 18%
No, they didn't make me an offer	5 20%	5 20%	- -%	- -%	3 39%	- -%	* 23%	- -%	- -%	1 10%	3 27%	- -%	- -%	5 20%	5 23%	4 19%	4 21%
Can't remember	2 8%	2 8%	- -%	2 55%	- -%	- -%	- -%	- -%	- -%	1 12%	1 4%	- -%	- -%	2 8%	2 9%	2 8%	2 9%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 297

QB35B. How did this offer compare to the package or plan you already had with them and the price you paid?

Base : Those who listened to an offer from their previous TV service supplier

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN- DLE	FIXED			TV	FIXED			BUN- DLE	FIXED			TV	FIXED			TV	FIXED		
		SWIT- CHED	DERED	NEIT- HER		BAND	MOB. PHONE	LINE CALLS		BAND	MOB. PHONE	LINE CALLS		BAND	MOB. PHONE	LINE CALLS		BAND	MOB. PHONE	LINE CALLS		BAND	MOB. PHONE	LINE CALLS
Significance Level: 95%	*a	~b	~c	~d	*e	~f	~g	~h	*i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u			
Unweighted total	32	32	4	-	1	32	9	2	4	32	10	2	5	1	-	1	3	-	-	2	2	1		
Effective Weighted Sample	18	18	4	-	1	18	6	2	3	18	7	2	4	1	-	1	3	-	-	2	2	1		
Total	12	12	1	-	1	12	4	1	2	12	6	1	4	*	-	*	1	-	-	1	1	*		
The same package or plan at a lower price	3	3	*	-	-	3	1	1	1	3	1	1	1	*	-	-	*	-	-	*	-	*		
	27%	27%	32%	-%	-%	27%	13%	100%	23%	27%	10%	100%	16%	100%	-%	-%	14%	-%	-%	58%	-%	100%		
A more basic package or plan at a lower price	5	5	*	-	-	5	2	-	2	5	2	-	2	-	-	-	*	-	-	*	-	-		
	39%	39%	21%	-%	-%	39%	54%	-%	64%	39%	43%	-%	44%	-%	-%	-%	40%	-%	-%	-%	46%	-%		
An improved package or plan at the same price	2	2	1	-	-	2	1	-	-	2	1	-	-	-	-	*	*	-	-	*	*	-		
	18%	18%	47%	-%	-%	18%	24%	-%	-%	18%	19%	-%	-%	-%	-%	100%	46%	-%	-%	42%	54%	-%		
An improved package or plan at a higher price	1	1	-	-	1	1	*	-	-	1	1	-	1	-	-	-	-	-	-	-	-	-		
	13%	13%	-%	-%	100%	13%	9%	-%	-%	13%	27%	-%	31%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Can't remember the details	*	*	-	-	-	*	-	-	*	*	-	-	*	-	-	-	-	-	-	-	-	-		
	3%	3%	-%	-%	-%	3%	-%	-%	13%	3%	-%	-%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Columns Tested:	a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																							

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 297

QB35B. How did this offer compare to the package or plan you already had with them and the price you paid?

Base : Those who listened to an offer from their previous TV service supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		*a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	*m	~n	~o	~p
Unweighted total	32	32	2	2	5	-	2	2	2	13	16	-	1	32	28	29	27
Effective Weighted Sample	18	18	2	2	3	-	2	2	2	8	9	-	1	18	17	17	16
Total	12	12	1	1	3	-	1	1	2	6	5	-	*	12	11	11	11
The same package or plan at a lower price	3	3	*	-	*	-	1	1	-	2	1	-	*	3	3	3	3
	27%	27%	41%	-%	10%	-%	100%	60%	-%	30%	22%	-%	100%	27%	26%	26%	26%
A more basic package or plan at a lower price	5	5	-	-	2	-	-	*	1	2	3	-	-	5	4	5	4
	39%	39%	-%	-%	59%	-%	-%	40%	52%	27%	55%	-%	-%	39%	40%	40%	40%
An improved package or plan at the same price	2	2	*	1	-	-	-	-	-	1	1	-	-	2	2	2	2
	18%	18%	59%	65%	-%	-%	-%	-%	-%	18%	15%	-%	-%	18%	18%	16%	17%
An improved package or plan at a higher price	1	1	-	*	1	-	-	-	1	1	*	-	-	1	1	1	1
	13%	13%	-%	35%	32%	-%	-%	-%	48%	18%	8%	-%	-%	13%	13%	13%	13%
Can't remember the details	*	*	-	-	-	-	-	-	-	*	-	-	-	*	*	*	*
	3%	3%	-%	-%	-%	-%	-%	-%	-%	7%	-%	-%	-%	3%	4%	4%	4%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 298

QB36B. What was covered in the improved package or plan your previous supplier offered?

Base : Those offered an improved package or plan from their previous TV service supplier

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				COVERED					COVERED			
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
						TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	9	9	2	-	1	9	3	-	-	9	4	-	1	-	-	1	1	-	-	1	1	-
Effective Weighted Sample	6	6	2	-	1	6	3	-	-	6	3	-	1	-	-	1	1	-	-	1	1	-
Total	4	4	1	-	1	4	1	-	-	4	3	-	1	-	-	*	*	-	-	*	*	-
Higher/ faster broadband speed	1	1	-	-	-	1	1	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-
	24%	24%	-%	-%	-%	24%	51%	-%	-%	24%	29%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Free additional channels	1	1	*	-	-	1	-	-	-	1	-	-	-	-	-	*	-	-	-	*	-	-
	16%	16%	50%	-%	-%	16%	-%	-%	-%	16%	-%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%
Discounted movie package	*	*	-	-	-	*	*	-	-	*	*	-	-	-	-	-	-	-	-	-	-	-
	12%	12%	-%	-%	-%	12%	22%	-%	-%	12%	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More minutes for calls	*	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	3%	3%	-%	-%	-%	3%	-%	-%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More texts	*	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	3%	3%	-%	-%	-%	3%	-%	-%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Free broadband	*	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	3%	3%	-%	-%	-%	3%	-%	-%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Discounted sports package	*	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	3%	3%	-%	-%	-%	3%	-%	-%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Something else	*	*	-	-	-	*	*	-	-	*	*	-	-	-	-	-	-	-	-	-	-	-
	11%	11%	-%	-%	-%	11%	27%	-%	-%	11%	16%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Can't remember	2	2	*	-	1	2	-	-	-	2	1	-	1	-	-	-	*	-	-	-	*	-
	44%	44%	50%	-%	100%	44%	-%	-%	-%	44%	43%	-%	100%	-%	-%	-%	100%	-%	-%	-%	100%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 298

QB36B. What was covered in the improved package or plan your previous supplier offered?

Base : Those offered an improved package or plan from their previous TV service supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	9	9	1	2	1	-	-	-	1	3	4	-	-	9	8	7	7
Effective Weighted Sample	6	6	1	2	1	-	-	-	1	3	4	-	-	6	5	5	5
Total	4	4	*	1	1	-	-	-	1	2	1	-	-	4	3	3	3
Higher/ faster broadband speed	1 24%	1 24%	- -%	1 65%	- -%	- -%	- -%	- -%	- -%	1 34%	- -%	- -%	- -%	1 24%	1 21%	1 22%	1 22%
Free additional channels	1 16%	1 16%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 38%	- -%	- -%	1 16%	* 13%	* 13%	* 13%
Discounted movie package	* 12%	* 12%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	* 15%	* 10%	- -%	- -%	* 12%	* 13%	* 13%	* 13%
More minutes for calls	* 3%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%
More texts	* 3%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%
Free broadband	* 3%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%
Discounted sports package	* 3%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 10%	- -%	- -%	* 3%	* 3%	* 3%	* 3%
Something else	* 11%	* 11%	- -%	* 35%	- -%	- -%	- -%	- -%	- -%	- -%	* 34%	- -%	- -%	* 11%	* 11%	* 12%	* 12%
Can't remember	2 44%	2 44%	- -%	- -%	1 100%	- -%	- -%	- -%	1 100%	1 51%	* 29%	- -%	- -%	2 44%	2 45%	1 43%	1 43%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 299

QB37B. Did you talk to your previous supplier about the best offer you had found from another supplier?

Base : Those who listened to an offer from their previous TV service supplier

	Total	ACTIONS TAKEN			SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED				
		SWIT- CHED *a	DERED ~b	NEIT- HER ~c	BUN- DLE ~d	FIXED LINE			PHONE CALLS ~g	TV	FIXED LINE			BUN- DLE ~m	TV	FIXED LINE			TV	FIXED LINE			
						BROAD	MOB.	PHONE			BROAD	MOB.	PHONE			BROAD	MOB.	PHONE		BROAD	MOB.	PHONE	
																							BAND ~f
Significance Level: 95%																							
Unweighted total	32	32	4	-	1	32	9	2	4	32	10	2	5	1	-	1	3	-	-	2	2	1	
Effective Weighted Sample	18	18	4	-	1	18	6	2	3	18	7	2	4	1	-	1	3	-	-	2	2	1	
Total	12	12	1	-	1	12	4	1	2	12	6	1	4	*	-	*	1	-	-	1	1	*	
No, I did not	4	4	-	-	1	4	1	1	1	4	2	1	2	-	-	-	*	-	-	-	-	-	
	32%	32%	-%	-%	100%	32%	16%	59%	29%	32%	32%	59%	51%	-%	-%	-%	14%	-%	-%	-%	-%	-%	
Their offer matched the best offer I had found	1	1	-	-	-	1	1	-	1	1	1	-	1	-	-	-	-	-	-	-	-	-	
	10%	10%	-%	-%	-%	10%	15%	-%	23%	10%	12%	-%	16%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Their offer was better than the best offer I had found	*	*	-	-	-	*	*	-	-	*	*	-	-	-	-	-	-	-	-	-	-	-	
	2%	2%	-%	-%	-%	2%	5%	-%	-%	2%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Their offer was worse than the best offer I had found	6	6	1	-	-	6	2	*	1	6	2	*	1	*	-	*	1	-	-	1	1	*	
	49%	49%	100%	-%	-%	49%	48%	41%	49%	49%	38%	41%	33%	100%	-%	100%	86%	-%	-%	100%	100%	100%	
Can't remember	1	1	-	-	-	1	1	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	
	8%	8%	-%	-%	-%	8%	17%	-%	-%	8%	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 299

QB37B. Did you talk to your previous supplier about the best offer you had found from another supplier?

Base : Those who listened to an offer from their previous TV service supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		*a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	*m	~n	~o	~p
Unweighted total	32	32	2	2	5	-	2	2	2	13	16	-	1	32	28	29	27
Effective Weighted Sample	18	18	2	2	3	-	2	2	2	8	9	-	1	18	17	17	16
Total	12	12	1	1	3	-	1	1	2	6	5	-	*	12	11	11	11
No, I did not	4	4	*	-	1	-	1	*	1	3	*	-	-	4	3	3	3
	32%	32%	59%	~%	32%	~%	59%	40%	48%	50%	9%	~%	~%	32%	30%	31%	30%
Their offer matched the best offer I had found	1	1	-	-	1	-	-	1	-	1	1	-	-	1	1	1	1
	10%	10%	~%	~%	19%	~%	~%	60%	~%	9%	12%	~%	~%	10%	11%	11%	11%
Their offer was better than the best offer I had found	*	*	*	-	-	-	-	-	-	-	*	-	-	*	*	*	*
	2%	2%	41%	~%	~%	~%	~%	~%	~%	~%	4%	~%	~%	2%	2%	2%	2%
Their offer was worse than the best offer I had found	6	6	-	*	2	-	*	-	1	2	4	-	*	6	6	6	6
	49%	49%	~%	35%	49%	~%	41%	~%	52%	29%	74%	~%	100%	49%	49%	50%	50%
Can't remember	1	1	-	1	-	-	-	-	-	1	-	-	-	1	1	1	1
	8%	8%	~%	65%	~%	~%	~%	~%	~%	12%	~%	~%	~%	8%	8%	7%	7%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 300

QB38B. How happy or unhappy were you with how this offer was made to you?

Base : Those who listened to an offer from their previous TV service supplier

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE		CALLS	TV	BAND		PHONE
Total	*a	~b	~c	~d	*e	~f	~g	~h	*i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	32	32	4	-	1	32	9	2	4	32	10	2	5	1	-	1	3	-	-	2	2	1
Effective Weighted Sample	18	18	4	-	1	18	6	2	3	18	7	2	4	1	-	1	3	-	-	2	2	1
Total	12	12	1	-	1	12	4	1	2	12	6	1	4	*	-	*	1	-	-	1	1	*
1 - Very unhappy	2	2	*	-	-	2	1	-	*	2	1	-	*	-	-	-	*	-	-	-	*	-
	18%	18%	21%	-%	-%	18%	31%	-%	13%	18%	25%	-%	9%	-%	-%	-%	40%	-%	-%	-%	46%	-%
2	1	1	-	-	-	1	*	-	-	1	*	-	-	-	-	-	-	-	-	-	-	
	5%	5%	-%	-%	-%	5%	9%	-%	-%	5%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
TOTAL UNHAPPY	3	3	*	-	-	3	2	-	*	3	2	-	*	-	-	-	*	-	-	-	*	-
	23%	23%	21%	-%	-%	23%	40%	-%	13%	23%	32%	-%	9%	-%	-%	-%	40%	-%	-%	-%	46%	-%
3 - Neither	7	7	1	-	-	7	2	1	2	7	2	1	2	*	-	*	*	-	-	1	*	*
	62%	62%	79%	-%	-%	62%	55%	100%	87%	62%	44%	100%	60%	100%	-%	100%	46%	-%	-%	100%	54%	100%
4	2	2	-	-	1	2	*	-	-	2	1	-	1	-	-	-	-	-	-	-	-	
	13%	13%	-%	-%	100%	13%	5%	-%	-%	13%	24%	-%	31%	-%	-%	-%	-%	-%	-%	-%	-%	
TOTAL HAPPY	2	2	-	-	1	2	*	-	-	2	1	-	1	-	-	-	-	-	-	-	-	
	13%	13%	-%	-%	100%	13%	5%	-%	-%	13%	24%	-%	31%	-%	-%	-%	-%	-%	-%	-%	-%	
Don't know	*	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	*	-	-	-	-	
	2%	2%	-%	-%	-%	2%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	14%	-%	-%	-%	-%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 300

QB38B. How happy or unhappy were you with how this offer was made to you?

Base : Those who listened to an offer from their previous TV service supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		*a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	*m	~n	~o	~p
Unweighted total	32	32	2	2	5	-	2	2	2	13	16	-	1	32	28	29	27
Effective Weighted Sample	18	18	2	2	3	-	2	2	2	8	9	-	1	18	17	17	16
Total	12	12	1	1	3	-	1	1	2	6	5	-	*	12	11	11	11
1 - Very unhappy	2	2	-	-	1	-	-	-	-	*	2	-	-	2	2	2	2
	18%	18%	-%	-%	40%	-%	-%	-%	-%	5%	34%	-%	-%	18%	19%	19%	19%
2	1	1	-	*	-	-	-	-	-	-	1	-	-	1	1	1	1
	5%	5%	-%	35%	-%	-%	-%	-%	-%	-%	10%	-%	-%	5%	5%	5%	5%
TOTAL UNHAPPY	3	3	-	*	1	-	-	-	-	*	2	-	-	3	3	3	3
	23%	23%	-%	35%	40%	-%	-%	-%	-%	5%	44%	-%	-%	23%	23%	23%	24%
3 - Neither	7	7	*	1	1	-	1	1	1	4	3	-	*	7	7	7	7
	62%	62%	59%	65%	28%	-%	100%	100%	52%	73%	51%	-%	100%	62%	62%	63%	63%
4	2	2	*	-	1	-	-	-	1	1	*	-	-	2	2	2	2
	13%	13%	41%	-%	32%	-%	-%	-%	48%	20%	6%	-%	-%	13%	13%	13%	14%
TOTAL HAPPY	2	2	*	-	1	-	-	-	1	1	*	-	-	2	2	2	2
	13%	13%	41%	-%	32%	-%	-%	-%	48%	20%	6%	-%	-%	13%	13%	13%	14%
Don't know	*	*	-	-	-	-	-	-	-	*	-	-	-	*	*	*	-
	2%	2%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	2%	1%	1%	-%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 301

QB39B. Which one of these statements best describes how you felt about the contact you had with your previous supplier?

Base : Those who had contact with their previous supplier once they decided to switch their TV service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE					BUN- DLE	BROAD MOB.			FIXED LINE				
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
	Total	*a	~b	~c	~d	*e	~f	~g	~h	*i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Significance Level: 95%																						
Unweighted total	63	63	4	-	1	63	23	3	5	63	24	3	6	1	-	1	3	-	-	2	2	1
Effective Weighted Sample	34	34	4	-	1	34	17	3	4	34	18	3	4	1	-	1	3	-	-	2	2	1
Total	25	25	1	-	1	25	12	1	3	25	13	1	4	*	-	*	1	-	-	1	1	*
They did not try to persuade me to stay with them	6	6	*	-	-	6	3	-	-	6	3	-	-	-	-	*	*	-	-	*	-	-
	26%	26%	24%	-%	-%	26%	27%	-%	-%	26%	25%	-%	-%	-%	-%	100%	14%	-%	-%	42%	-%	-%
They talked about me staying, but did not put me under any pressure to stay	11	11	*	-	1	11	5	1	1	11	6	1	2	-	-	-	*	-	-	-	*	-
	44%	44%	24%	-%	100%	44%	44%	46%	43%	44%	48%	46%	60%	-%	-%	-%	46%	-%	-%	-%	54%	-%
They put me under pressure to stay with them	4	4	1	-	-	4	1	1	1	4	1	1	1	*	-	-	*	-	-	*	*	*
	17%	17%	53%	-%	-%	17%	9%	54%	57%	17%	8%	54%	40%	100%	-%	-%	40%	-%	-%	58%	46%	100%
Can't remember	3	3	-	-	-	3	2	-	-	3	2	-	-	-	-	-	-	-	-	-	-	-
	13%	13%	-%	-%	-%	13%	21%	-%	-%	13%	19%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 301

QB39B. Which one of these statements best describes how you felt about the contact you had with your previous supplier?

Base : Those who had contact with their previous supplier once they decided to switch their TV service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		*a	~b	~c	~d	~e	~f	~g	~h	~i	*j	~k	~l	*m	*n	*o	*p
Unweighted total	63	63	3	6	13	-	3	2	3	23	31	-	1	63	52	54	48
Effective Weighted Sample	34	34	2	5	9	-	3	2	2	14	17	-	1	34	33	31	30
Total	25	25	1	3	7	-	1	1	2	11	13	-	*	25	21	24	21
They did not try to persuade me to stay with them	6 26%	6 26%	- -%	* 12%	2 33%	- -%	- -%	- -%	- -%	3 23%	3 27%	- -%	- -%	6 26%	5 23%	6 25%	6 28%
They talked about me staying, but did not put me under any pressure to stay	11 44%	11 44%	1 100%	1 16%	4 57%	- -%	1 46%	1 100%	1 53%	4 35%	7 53%	- -%	- -%	11 44%	9 43%	11 45%	9 41%
They put me under pressure to stay with them	4 17%	4 17%	- -%	* 10%	1 9%	- -%	1 54%	- -%	1 47%	2 20%	2 16%	- -%	* 100%	4 17%	4 20%	4 18%	4 18%
Can't remember	3 13%	3 13%	- -%	2 61%	- -%	- -%	- -%	- -%	- -%	2 22%	* 4%	- -%	- -%	3 13%	3 14%	3 12%	3 13%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 302

QB40B. Can you tell me how you felt put under pressure to stay?

Base : Those who felt under pressure to stay with their previous TV service supplier

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	TV	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	TV	BROAD MOB. PHONE			FIXED LINE CALLS
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	LINE		CALLS	TV	BAND	PHONE		LINE	CALLS	TV	BAND		PHONE	LINE	CALLS	
																								~a
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u		
Unweighted total	12	12	2	-	-	12	3	2	2	12	3	2	2	1	-	-	1	-	-	1	1	1		
Effective Weighted Sample	8	8	2	-	-	8	3	2	2	8	3	2	2	1	-	-	1	-	-	1	1	1		
Total	4	4	1	-	-	4	1	1	1	4	1	1	1	*	-	-	*	-	-	*	*	*		
I waited in a queue on the telephone for a long time to tell them I wanted to cancel	1	1	-	-	-	1	-	-	1	1	-	-	1	-	-	-	-	-	-	-	-	-		
	27%	27%	-%	-%	-%	27%	-%	-%	78%	27%	-%	-%	78%	-%	-%	-%	-%	-%	-%	-%	-%	-%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 302

QB40B. Can you tell me how you felt put under pressure to stay?

Base : Those who felt under pressure to stay with their previous TV service supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE
Significance Level: 95%	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	
Unweighted total	12	12	-	1	2	-	2	-	1	4	8	-	1	12	11	12	10
Effective Weighted Sample	8	8	-	1	2	-	2	-	1	3	7	-	1	8	7	8	6
Total	4	4	-	*	1	-	1	-	1	2	2	-	*	4	4	4	4
I waited in a queue on the telephone for a long time to tell them I wanted to cancel	1	1	-	-	-	-	-	-	1	1	-	-	-	1	1	1	1
	27%	27%	-%	-%	-%	-%	-%	-%	100%	52%	-%	-%	-%	27%	28%	27%	31%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 303

QB41B. Having switched to a new supplier for your TV service with monthly subscription, do you think you are now paying less than before?

Base : Those switched their TV service provider in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	FIXED			TV	FIXED			BUN- DLE	FIXED			TV	FIXED				
		SWIT- CHED	DERED	NEIT- HER		BROAD	MOB.	LINE PHONE		BROAD	MOB.	LINE PHONE		BROAD	MOB.	LINE PHONE		BROAD	MOB.	LINE PHONE		
																					CALLS	CALLS
Significance Level: 95%		a	~b	~c	~d	e	*f	~g	~h	i	*j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	87	87	4	-	1	87	33	5	6	87	34	5	7	1	-	1	3	-	-	2	2	1
Effective Weighted Sample	45	45	4	-	1	45	25	4	4	45	26	4	5	1	-	1	3	-	-	2	2	1
Total	37	37	1	-	1	37	19	2	5	37	20	2	6	*	-	*	1	-	-	1	1	*
Yes	27	27	1	-	1	27	13	1	5	27	14	1	6	*	-	*	1	-	-	1	1	*
	73%	73%	100%	-%	100%	73%	69%	41%	100%	73%	71%	41%	100%	100%	-%	100%	100%	-%	-%	100%	100%	100%
No	7	7	-	-	-	7	4	1	-	7	4	1	-	-	-	-	-	-	-	-	-	-
	20%	20%	-%	-%	-%	20%	19%	52%	-%	20%	18%	52%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	3	3	-	-	-	3	2	*	-	3	2	*	-	-	-	-	-	-	-	-	-	-
	7%	7%	-%	-%	-%	7%	11%	7%	-%	7%	11%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 303

QB41B. Having switched to a new supplier for your TV service with monthly subscription, do you think you are now paying less than before?

Base : Those switched their TV service provider in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE
	Total	C&R *a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND *n	MOB. PHONE *o	
Significance Level: 95%																	
Unweighted total	87	63	3	7	19	-	3	2	4	31	46	-	1	87	69	77	66
Effective Weighted Sample	45	34	2	6	14	-	3	2	3	18	24	-	1	45	41	42	39
Total	37	25	1	4	11	-	1	1	5	14	22	-	*	37	30	36	31
Yes	27	17	1	1	10	-	1	1	5	9	17	-	*	27	23	26	24
	73%	68%	78%	36%	85%	-%	54%	100%	100%	63%	79%	-%	100%	73%	75%	73%	77%
No	7	5	*	1	2	-	1	-	-	2	5	-	-	7	5	7	4
	20%	21%	22%	18%	15%	-%	46%	-%	-%	17%	20%	-%	-%	20%	16%	19%	14%
Don't know	3	3	-	2	-	-	-	-	-	3	*	-	-	3	3	3	3
	7%	10%	-%	46%	-%	-%	-%	-%	-%	20%	*%	-%	-%	7%	9%	8%	9%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 304

QB42B. How much less do you think you are paying each month?

Base : Those who think they are now paying less for their TV service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED																	
	CONSI				BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS					BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS				
	SWIT-CHED	DERED	NEIT-HER	TV		BAND		TV	BAND	PHONE	CALLS	TV	BAND		PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND
	Total	*a	~b	~c	~d	*e	~f	~g	~h	*i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Significance Level: 95%																						
Unweighted total	56	56	4	-	1	56	20	2	6	56	21	2	7	1	-	1	3	-	-	2	2	1
Effective Weighted Sample	30	30	4	-	1	30	16	2	4	30	17	2	5	1	-	1	3	-	-	2	2	1
Total	27	27	1	-	1	27	13	1	5	27	14	1	6	*	-	*	1	-	-	1	1	*
Under £5	4	4	-	-	-	4	3	-	*	4	3	-	*	-	-	-	-	-	-	-	-	-
	15%	15%	-%	-%	-%	15%	26%	-%	5%	15%	24%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£5.00-£9.99	7	7	-	-	-	7	4	*	1	7	4	*	1	-	-	-	-	-	-	-	-	-
	27%	27%	-%	-%	-%	27%	31%	42%	12%	27%	28%	42%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£10.00-£14.99	4	4	1	-	-	4	2	-	*	4	2	-	*	*	-	-	1	-	-	*	1	*
	16%	16%	76%	-%	-%	16%	15%	-%	8%	16%	14%	-%	6%	100%	-%	-%	100%	-%	-%	58%	100%	100%
£15.00-£19.99	6	6	*	-	-	6	3	*	-	6	3	*	-	-	-	*	-	-	-	*	-	-
	23%	23%	24%	-%	-%	23%	24%	58%	-%	23%	22%	58%	-%	-%	-%	100%	-%	-%	-%	42%	-%	-%
£20 or more	*	*	-	-	-	*	-	-	*	*	-	-	*	-	-	-	-	-	-	-	-	-
	2%	2%	-%	-%	-%	2%	-%	-%	7%	2%	-%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	5	5	-	-	1	5	1	-	3	5	2	-	4	-	-	-	-	-	-	-	-	-
	18%	18%	-%	-%	100%	18%	4%	-%	69%	18%	12%	-%	75%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 304

QB42B. How much less do you think you are paying each month?

Base : Those who think they are now paying less for their TV service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		*a	~b	~c	~d	~e	~f	~g	~h	~i	*j	~k	~l	*m	*n	*o	*p
Unweighted total	56	43	2	3	14	-	2	2	4	18	32	-	1	56	47	50	45
Effective Weighted Sample	30	23	1	3	11	-	2	2	3	10	18	-	1	30	28	28	27
Total	27	17	1	1	10	-	1	1	5	9	17	-	*	27	23	26	24
Under £5	4	2	1	*	1	-	-	-	*	*	4	-	-	4	4	4	4
	15%	10%	80%	28%	13%	-%	-%	-%	5%	4%	21%	-%	-%	15%	17%	15%	16%
£5.00-£9.99	7	5	*	-	3	-	*	1	-	3	4	-	-	7	5	7	7
	27%	29%	20%	-%	28%	-%	42%	60%	-%	33%	23%	-%	-%	27%	23%	27%	28%
£10.00-£14.99	4	3	-	-	2	-	-	*	-	2	2	-	-	4	4	4	4
	16%	15%	-%	-%	20%	-%	-%	40%	-%	27%	9%	-%	-%	16%	17%	15%	16%
£15.00-£19.99	6	4	-	*	3	-	*	-	-	*	6	-	*	6	5	6	4
	23%	26%	-%	30%	28%	-%	58%	-%	-%	6%	32%	-%	100%	23%	20%	23%	18%
£20 or more	*	*	-	-	-	-	-	-	-	*	-	-	-	*	*	*	*
	2%	3%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	2%	2%	1%	1%
Don't know	5	3	-	1	1	-	-	-	4	2	3	-	-	5	5	5	5
	18%	17%	-%	42%	11%	-%	-%	-%	95%	26%	15%	-%	-%	18%	21%	18%	20%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 305

QB43B. If you were thinking about changing supplier for your TV service with monthly subscription in the future, has your overall experience of the process made you more likely or less likely to make this change, or has it made no difference?

Base : Those switched their TV service provider in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED					COVERED				COVERED				COVERED				
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	a	~b	~c	~d	e	*f	~g	~h	i	*j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	87	87	4	-	1	87	33	5	6	87	34	5	7	1	-	1	3	-	-	2	2	1
Effective Weighted Sample	45	45	4	-	1	45	25	4	4	45	26	4	5	1	-	1	3	-	-	2	2	1
Total	37	37	1	-	1	37	19	2	5	37	20	2	6	*	-	*	1	-	-	1	1	*
More likely	8	8	*	-	1	8	1	-	1	8	3	-	2	-	-	*	*	-	-	*	-	-
	23%	23%	24%	-%	100%	23%	8%	-%	12%	23%	13%	-%	29%	-%	-%	100%	14%	-%	-%	42%	-%	-%
Made no difference	22	22	1	-	-	22	13	1	3	22	13	1	3	*	-	-	*	-	-	*	*	*
	60%	60%	56%	-%	-%	60%	69%	76%	63%	60%	65%	76%	51%	100%	-%	-%	46%	-%	-%	58%	54%	100%
Less likely	3	3	*	-	-	3	3	*	-	3	3	*	-	-	-	-	*	-	-	-	*	-
	9%	9%	21%	-%	-%	9%	14%	17%	-%	9%	13%	17%	-%	-%	-%	-%	40%	-%	-%	46%	-%	
Don't know	3	3	-	-	-	3	2	*	1	3	2	*	1	-	-	-	-	-	-	-	-	-
	9%	9%	-%	-%	-%	9%	9%	7%	25%	9%	9%	7%	20%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 305

QB43B. If you were thinking about changing supplier for your TV service with monthly subscription in the future, has your overall experience of the process made you more likely or less likely to make this change, or has it made no difference?

Base : Those switched their TV service provider in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE
	Total	C&R *a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND *n	MOB. PHONE *o	
Significance Level: 95%																	
Unweighted total	87	63	3	7	19	-	3	2	4	31	46	-	1	87	69	77	66
Effective Weighted Sample	45	34	2	6	14	-	3	2	3	18	24	-	1	45	41	42	39
Total	37	25	1	4	11	-	1	1	5	14	22	-	*	37	30	36	31
More likely	8 23%	8 32%	1 63%	- ~%	2 14%	- ~%	- ~%	- ~%	1 29%	4 33%	4 17%	- ~%	- ~%	8 23%	5 16%	8 23%	6 21%
Made no difference	22 60%	13 52%	1 37%	2 43%	9 83%	- ~%	1 100%	1 100%	2 45%	6 44%	15 68%	- ~%	* 100%	22 60%	19 64%	21 59%	19 60%
Less likely	3 9%	1 4%	- ~%	* 11%	* 3%	- ~%	- ~%	- ~%	- ~%	* 1%	3 14%	- ~%	- ~%	3 9%	3 10%	3 9%	3 9%
Don't know	3 9%	3 12%	- ~%	2 46%	- ~%	- ~%	- ~%	- ~%	1 26%	3 22%	* 1%	- ~%	- ~%	3 9%	3 11%	3 9%	3 10%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 306

QB26C. Once you had decided to switch, did you contact...

Base : Those switched their fixed line broadband provider in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED								
	Total	CONSI			BUN-DLE	FIXED			BUN-DLE	FIXED			BUN-DLE	FIXED			TV	FIXED								
		SWIT-CHED	DERED	NEIT-HER		TV	BAND	PHONE		MOB.	LINE	CALLS		TV	BAND	PHONE		MOB.	LINE	CALLS	TV	BAND	PHONE	MOB.	LINE	CALLS
Significance Level: 95%		a	~b	~c	~d	*e	f	~g	h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u				
Unweighted total	373	373	21	-	-	33	373	23	117	33	373	23	117	-	7	-	11	13	6	-	7	8				
Effective Weighted Sample	222	222	17	-	-	25	222	17	85	25	222	17	85	-	6	-	9	11	6	-	5	7				
Total	149	149	10	-	-	19	149	10	66	19	149	10	66	-	2	-	7	5	2	-	4	3				
Both your previous supplier and your new supplier	89	89	7	-	-	11	89	7	35	11	89	7	35	-	2	-	5	4	2	-	2	3				
	60%	60%	70%	-%	-%	60%	60%	71%	53%	60%	60%	71%	53%	-%	72%	-%	79%	80%	71%	-%	61%	79%				
Only your previous supplier	7	7	1	-	-	*	7	*	2	*	7	*	2	-	*	-	-	1	*	-	-	*				
	4%	4%	8%	-%	-%	2%	4%	4%	4%	2%	4%	4%	4%	-%	14%	-%	-%	15%	14%	-%	-%	12%				
Only your new supplier	43	43	1	-	-	7	43	2	23	7	43	2	23	-	-	-	1	*	-	-	1	*				
	29%	29%	11%	-%	-%	36%	29%	19%	36%	36%	29%	19%	36%	-%	-%	-%	11%	6%	-%	-%	19%	9%				
Can't remember	10	10	1	-	-	*	10	1	5	*	10	1	5	-	*	-	1	-	*	-	1	-				
	7%	7%	11%	-%	-%	2%	7%	7%	7%	2%	7%	7%	7%	-%	14%	-%	11%	-%	14%	-%	20%	-%				
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																										

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 306

QB26C. Once you had decided to switch, did you contact...

Base : Those switched their fixed line broadband provider in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE
	Total	C&R ~a	MAC b	C&R *c	NoT d	PAC ~e	C&R ~f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	
Significance Level: 95%																	
Unweighted total	373	23	117	76	107	6	3	21	79	141	207	5	3	235	373	348	347
Effective Weighted Sample	222	17	49	61	83	5	2	17	60	86	124	4	2	143	222	209	209
Total	149	12	24	36	67	3	2	11	48	54	88	3	2	99	149	142	142
Both your previous supplier and your new supplier	89 60%	11 91%	22 90%	34 94%	29 43%	2 78%	2 100%	11 100%	18 39%	31 57%	56 63%	2 75%	2 100%	59 60%	89 60%	86 61%	87 61%
Only your previous supplier	7 4%	- -%	2 10%	2 6%	2 3%	* 12%	- -%	- -%	2 5%	* 1%	5 6%	* 13%	- -%	6 6%	7 4%	6 4%	6 4%
Only your new supplier	43 29%	1 6%	- -%	- -%	30 45%	- -%	- -%	- -%	22 46%	21 38%	20 22%	- -%	- -%	27 27%	43 29%	40 28%	41 29%
Can't remember	10 7%	* 3%	- -%	- -%	6 9%	* 11%	- -%	- -%	5 10%	2 4%	8 9%	* 12%	- -%	7 7%	10 7%	10 7%	9 6%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 307

QB27C. Did you contact your previous supplier or your new supplier first?

Base : Those who contacted both their previous and new fixed line broadband supplier

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED					COVERED				COVERED				COVERED				
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		
Significance Level: 95%	Total	a	~b	~c	~d	~e	f	~g	*h	~i	j	~k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	246	246	13	-	-	22	246	17	71	22	246	17	71	-	5	-	7	10	4	-	3	6
Effective Weighted Sample	141	141	11	-	-	16	141	12	50	16	141	12	50	-	4	-	6	9	4	-	3	6
Total	89	89	7	-	-	11	89	7	35	11	89	7	35	-	2	-	5	4	2	-	2	3
Previous supplier	35	35	2	-	-	2	35	2	15	2	35	2	15	-	1	-	4	1	1	-	1	1
	39%	39%	35%	-%	-%	21%	39%	32%	42%	21%	39%	32%	42%	-%	36%	-%	73%	31%	37%	-%	37%	32%
New supplier	44	44	4	-	-	6	44	4	18	6	44	4	18	-	1	-	1	3	1	-	1	2
	50%	50%	65%	-%	-%	58%	50%	54%	52%	58%	50%	54%	52%	-%	64%	-%	27%	69%	63%	-%	63%	68%
Can't remember	10	10	-	-	-	2	10	1	2	2	10	1	2	-	-	-	-	-	-	-	-	-
	11%	11%	-%	-%	-%	21%	11%	14%	7%	21%	11%	14%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 307

QB27C. Did you contact your previous supplier or your new supplier first?

Base : Those who contacted both their previous and new fixed line broadband supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC b	C&R *c	NoT *d	PAC ~e	C&R ~f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	246	20	111	71	48	4	3	21	37	94	139	3	3	155	246	233	235
Effective Weighted Sample	141	15	46	57	38	3	2	17	28	51	84	3	2	92	141	135	136
Total	89	11	22	34	29	2	2	11	18	31	56	2	2	59	89	86	87
Previous supplier	35	2	9	15	9	1	-	6	6	13	20	1	-	19	35	33	33
	39%	18%	40%	44%	30%	39%	-%	57%	34%	41%	37%	45%	-%	33%	39%	38%	38%
New supplier	44	6	11	16	16	1	2	5	11	13	30	1	2	33	44	43	44
	50%	59%	52%	48%	54%	33%	100%	43%	57%	43%	54%	38%	100%	55%	50%	50%	51%
Can't remember	10	2	2	3	4	1	-	-	2	5	5	*	-	7	10	10	10
	11%	22%	8%	9%	15%	28%	-%	-%	8%	16%	9%	17%	-%	12%	11%	11%	11%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 308

QB28C. Why did you contact this supplier first?

Base : Those aware who they contacted first once they decided to switch their fixed line broadband service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED																		
	CONSI				BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
	Total	SWIT-CHED	DERED	NEIT-HER		TV	BAND				TV	BAND					TV	BAND				TV	BAND
Significance Level: 95%		a	~b	~c	~d	~e	f	~g	*h	~i	j	~k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	215	215	13	-	-	17	215	14	64	17	215	14	64	-	5	-	7	10	4	-	3	6	
Effective Weighted Sample	122	122	11	-	-	12	122	9	46	12	122	9	46	-	4	-	6	9	4	-	3	6	
Total	79	79	7	-	-	9	79	6	33	9	79	6	33	-	2	-	5	4	2	-	2	3	
Base for %	79	79	7	-	-	9	79	6	33	9	79	6	33	-	2	-	5	4	2	-	2	3	
To find out what I needed to do to make the switch	37	37	4	-	-	3	37	3	17	3	37	3	17	-	*	-	5	1	*	-	2	1	
	47%	47%	55%	-%	-%	37%	47%	52%	53%	37%	47%	52%	53%	-%	22%	-%	94%	34%	19%	-%	86%	50%	
To see what they could offer me	33	33	3	-	-	4	33	2	14	4	33	2	14	-	1	-	1	2	1	-	*	2	
	41%	41%	45%	-%	-%	51%	41%	34%	43%	51%	41%	34%	43%	-%	64%	-%	12%	55%	63%	-%	14%	62%	
To get the code I needed to make the switch	10	10	1	-	-	1	10	1	4	1	10	1	4	-	1	-	-	1	1	-	-	-	
	13%	13%	9%	-%	-%	13%	13%	11%	12%	13%	13%	11%	12%	-%	36%	-%	-%	34%	37%	-%	-%	-%	
Query/ for information	2	2	-	-	-	-	2	1	-	-	2	1	-	-	-	-	-	-	-	-	-	-	
	3%	3%	-%	-%	-%	-%	3%	10%	-%	-%	3%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
To cancel	2	2	-	-	-	-	2	-	1	-	2	-	1	-	-	-	-	-	-	-	-	-	
	2%	2%	-%	-%	-%	-%	2%	-%	3%	-%	2%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Having problems	1	1	-	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	
	1%	1%	-%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Something else	3	3	-	-	-	-	3	-	1	-	3	-	1	-	-	-	-	-	-	-	-	-	
	3%	3%	-%	-%	-%	-%	3%	-%	2%	-%	3%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Don't know	6	6	-	-	-	1	6	-	5	1	6	-	5	-	-	-	-	-	-	-	-	-	
	7%	7%	-%	-%	-%	8%	7%	-%	15%	8%	7%	-%	15%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 308

QB28C. Why did you contact this supplier first?

Base : Those aware who they contacted first once they decided to switch their fixed line broadband service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	b	*c	*d	~e	~f	~g	*h	*i	j	~k	~l	m	n	o	p
Unweighted total	215	15	101	64	40	2	3	21	33	77	126	2	3	137	215	203	206
Effective Weighted Sample	122	11	41	52	31	2	2	17	25	42	75	2	2	80	122	116	118
Total	79	8	20	31	25	2	2	11	17	26	51	2	2	52	79	76	77
Base for %	79	8	20	31	25	2	2	11	17	26	51	2	2	52	79	76	77
To find out what I needed to do to make the switch	37 47%	3 35%	10 48%	18 60% d	9 36%	2 100%	* 21%	7 59%	10 56%	11 44%	25 50%	2 100%	* 21%	24 46%	37 47%	36 48%	37 48%
To see what they could offer me	33 41%	4 55%	8 37%	12 40%	11 46%	- -%	2 100%	6 52%	6 33%	12 48%	19 38%	- -%	2 100%	26 49%	33 41%	31 41%	31 41%
To get the code I needed to make the switch	10 13%	1 11%	7 36% cd	1 4%	2 8%	- -%	- -%	2 14%	2 13%	7 26% j	3 7%	- -%	- -%	7 14%	10 13%	10 13%	10 14%
Query/ for information	2 3%	- -%	1 4%	1 2%	1 4%	- -%	- -%	- -%	- -%	* 1%	2 5%	- -%	- -%	1 1%	2 3%	2 3%	2 3%
To cancel	2 2%	- -%	- -%	1 2%	1 4%	- -%	- -%	- -%	1 6%	- -%	2 3%	- -%	- -%	1 1%	2 2%	2 2%	2 2%
Having problems	1 1%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	1 1%	1 1%	1 1%	1 1%
Something else	3 3%	- -%	- -%	1 3%	2 6% b	- -%	- -%	* 3%	* 2%	- -%	3 5%	- -%	- -%	1 1%	3 3%	3 3%	3 3%
Don't know	6 7%	1 9%	* 2%	2 7%	2 7%	- -%	- -%	1 9%	2 12%	3 11%	3 6%	- -%	- -%	5 9%	6 7%	6 8%	6 7%
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Table 309

QB29C. How easy or difficult did you find the process of making contact with suppliers in order to make the switch?

Base : Those switched their fixed line broadband provider in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE					BUN- DLE	BROAD MOB.			FIXED LINE				
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%		a	~b	~c	~d	*e	f	~g	h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	373	373	21	-	-	33	373	23	117	33	373	23	117	-	7	-	11	13	6	-	7	8
Effective Weighted Sample	222	222	17	-	-	25	222	17	85	25	222	17	85	-	6	-	9	11	6	-	5	7
Total	149	149	10	-	-	19	149	10	66	19	149	10	66	-	2	-	7	5	2	-	4	3
1 - Very difficult	7	7	-	-	-	-	7	1	2	-	7	1	2	-	-	-	1	*	-	-	-	-
	5%	5%	-%	-%	-%	-%	5%	10%	3%	-%	5%	10%	3%	-%	-%	-%	13%	8%	-%	-%	-%	-%
2	8	8	1	-	-	2	8	1	3	2	8	1	3	-	-	-	*	*	-	-	*	*
	5%	5%	7%	-%	-%	13%	5%	14%	4%	13%	5%	14%	4%	-%	-%	-%	5%	6%	-%	-%	9%	10%
TOTAL DIFFICULT	15	15	1	-	-	2	15	2	5	2	15	2	5	-	-	-	1	1	-	-	*	*
	10%	10%	7%	-%	-%	13%	10%	24%	7%	13%	10%	24%	7%	-%	-%	-%	18%	15%	-%	-%	9%	10%
3 - Neither	38	38	3	-	-	2	38	1	20	2	38	1	20	-	1	-	3	1	1	-	1	1
	25%	25%	28%	-%	-%	12%	25%	7%	31%	12%	25%	7%	31%	-%	46%	-%	44%	15%	45%	-%	23%	22%
4	35	35	4	-	-	5	35	1	13	5	35	1	13	-	*	-	2	3	*	-	2	2
	24%	24%	44%	-%	-%	28%	24%	9%	21%	28%	24%	9%	21%	-%	14%	-%	22%	63%	14%	-%	40%	69%
5 - Very easy	58	58	1	-	-	8	58	5	27	8	58	5	27	-	1	-	*	*	1	-	*	-
	39%	39%	10%	-%	-%	43%	39%	56%	41%	43%	39%	56%	41%	-%	26%	-%	5%	7%	27%	-%	9%	-%
TOTAL EASY	93	93	5	-	-	13	93	6	40	13	93	6	40	-	1	-	2	4	1	-	2	2
	63%	63%	54%	-%	-%	71%	63%	65%	62%	71%	63%	65%	62%	-%	40%	-%	27%	70%	41%	-%	49%	69%
Don't know	3	3	1	-	-	1	3	*	*	1	3	*	*	-	*	-	1	-	*	-	1	-
	2%	2%	11%	-%	-%	3%	2%	3%	*%	3%	2%	3%	*%	-%	14%	-%	11%	-%	14%	-%	20%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 309

QB29C. How easy or difficult did you find the process of making contact with suppliers in order to make the switch?

Base : Those switched their fixed line broadband provider in last 12 months

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE	CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC b	C&R *c	NoT d	PAC ~e	C&R ~f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	373	23	117	76	107	6	3	21	79	141	207	5	3	235	373	348	347
Effective Weighted Sample	222	17	49	61	83	5	2	17	60	86	124	4	2	143	222	209	209
Total	149	12	24	36	67	3	2	11	48	54	88	3	2	99	149	142	142
1 - Very difficult	7 5%	- -%	* 2%	4 12% bd	1 2%	1 30%	- -%	1 8%	1 2%	3 6%	4 4%	1 34%	- -%	3 3%	7 5%	7 5%	7 5%
2	8 5%	1 6%	2 8%	2 6%	1 2%	- -%	- -%	1 9%	1 2%	3 5%	5 5%	- -%	- -%	4 4%	8 5%	7 5%	8 5%
TOTAL DIFFICULT	15 10%	1 6%	2 10%	6 18% d	2 4%	1 30%	- -%	2 17%	2 4%	6 11%	9 10%	1 34%	- -%	7 7%	15 10%	14 10%	15 10%
3 - Neither	38 25%	2 15%	6 26%	14 39% d	12 18%	* 12%	* 21%	5 45%	12 24%	12 23%	23 26%	* 13%	* 21%	27 28%	38 25%	36 25%	36 25%
4	35 24%	5 44%	7 29%	8 23%	15 22%	* 11%	- -%	2 19%	11 24%	11 21%	22 25%	* 12%	- -%	24 25%	35 24%	33 23%	33 23%
5 - Very easy	58 39%	4 35%	8 35%	8 21%	37 56% bc	1 48%	1 79%	2 19%	23 47%	23 43%	33 37%	1 41%	1 79%	37 38%	58 39%	56 39%	57 40%
TOTAL EASY	93 63%	9 80%	16 64%	16 44%	52 77% c	2 58%	1 79%	4 37%	34 71%	34 64%	55 62%	1 53%	1 79%	62 63%	93 63%	89 63%	90 63%
Don't know	3 2%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	1 3%	2 2%	- -%	- -%	3 3%	3 2%	3 2%	2 1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 310

QB30C. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those switched their fixed line broadband provider in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI			BUN- DLE	FIXED			FIXED			FIXED			FIXED			FIXED					
	SWIT- CHED	DERED	NEIT- HER		BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE						
																	PHONE	CALLS	PHONE	CALLS	PHONE	CALLS
Total	a	~b	~c	~d	*e	f	~g	h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	373	373	21	-	-	33	373	23	117	33	373	23	117	-	7	-	11	13	6	-	7	8
Effective Weighted Sample	222	222	17	-	-	25	222	17	85	25	222	17	85	-	6	-	9	11	6	-	5	7
Total	149	149	10	-	-	19	149	10	66	19	149	10	66	-	2	-	7	5	2	-	4	3
Yes	15	15	1	-	-	1	15	2	6	1	15	2	6	-	*	-	-	2	*	-	-	1
	10%	10%	9%	-%	-%	3%	10%	25%	9%	3%	10%	25%	9%	-%	14%	-%	-%	35%	14%	-%	-%	16%
No	125	125	8	-	-	17	125	7	55	17	125	7	55	-	2	-	6	3	2	-	3	3
	84%	84%	80%	-%	-%	94%	84%	75%	83%	94%	84%	75%	83%	-%	72%	-%	89%	65%	72%	-%	80%	84%
Don't know	9	9	1	-	-	1	9	-	5	1	9	-	5	-	*	-	1	-	*	-	1	-
	6%	6%	11%	-%	-%	3%	6%	-%	7%	3%	6%	-%	7%	-%	14%	-%	11%	-%	14%	-%	20%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 310

QB30C. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those switched their fixed line broadband provider in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC b	C&R *c	NoT d	PAC ~e	C&R ~f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	373	23	117	76	107	6	3	21	79	141	207	5	3	235	373	348	347
Effective Weighted Sample	222	17	49	61	83	5	2	17	60	86	124	4	2	143	222	209	209
Total	149	12	24	36	67	3	2	11	48	54	88	3	2	99	149	142	142
Yes	15 10%	1 5%	2 6%	6 16%	6 9%	2 66%	- -%	2 20%	3 6%	3 6%	11 13%	2 74%	- -%	10 10%	15 10%	14 10%	14 10%
No	125 84%	11 92%	22 92%	28 79%	57 85%	1 34%	2 100%	8 72%	42 88%	48 89%	71 80%	1 26%	2 100%	82 83%	125 84%	119 83%	120 84%
Don't know	9 6%	* 3%	* 2%	2 4%	4 6%	- -%	- -%	1 8%	3 6%	3 5%	6 7%	- -%	- -%	7 7%	9 6%	9 7%	8 6%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 311

QB30B. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their TV service supplier in last 12 months (including those with TV in a bundle of services)

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED				
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	MOB. PHONE		LINE CALLS	TV	BAND		MOB. PHONE	LINE CALLS	TV		BAND	MOB. PHONE	LINE CALLS		
Significance Level: 95%	a	~b	~c	*d	e	*f	~g	~h	i	j	~k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	155	155	10	-	69	87	33	12	7	155	93	19	72	1	-	1	10	-	-	2	8	1
Effective Weighted Sample	92	92	8	-	53	45	25	9	4	92	73	13	55	1	-	1	8	-	-	2	7	1
Total	107	107	7	-	71	37	19	7	5	107	74	16	73	*	-	*	8	-	-	1	7	*
Yes	9	9	-	-	5	3	1	-	1	9	7	1	6	-	-	-	-	-	-	-	-	-
	8%	8%	-%	-%	7%	9%	8%	-%	27%	8%	9%	5%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No	96	96	7	-	64	33	17	7	4	96	65	15	66	*	-	*	8	-	-	1	7	*
	90%	90%	100%	-%	90%	89%	90%	98%	73%	90%	88%	94%	90%	100%	-%	100%	100%	-%	-%	100%	100%	100%
Don't know	2	2	-	-	2	1	*	*	-	2	2	*	2	-	-	-	-	-	-	-	-	-
	2%	2%	-%	-%	2%	2%	2%	2%	-%	2%	3%	1%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 311

QB30B. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their TV service supplier in last 12 months (including those with TV in a bundle of services)

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC ~b	C&R ~c	NoT *d	PAC ~e	C&R ~f	C&R ~g	NoT *h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	155	108	7	26	47	7	6	23	40	62	78	3	2	155	128	140	133
Effective Weighted Sample	92	61	6	19	39	6	3	17	33	42	49	3	2	92	87	91	85
Total	107	73	6	20	41	8	4	19	48	47	50	3	1	107	84	97	100
Yes	9 8%	8 11%	1 18%	2 10%	3 7%	1 10%	- -%	2 12%	3 5%	3 7%	5 10%	- -%	- -%	9 8%	9 10%	8 9%	8 8%
No	96 90%	64 88%	5 82%	18 90%	38 93%	7 90%	4 100%	17 88%	45 95%	42 89%	45 89%	3 100%	1 100%	96 90%	74 87%	86 89%	89 89%
Don't know	2 2%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 3%	1 2%	- -%	- -%	2 2%	2 3%	2 2%	2 2%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 312

QB30C. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their fixed line broadband supplier in last 12 months (including those with broadband in a bundle of services)

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI			BUN- DLE	FIXED LINE			FIXED LINE			FIXED LINE			FIXED LINE			FIXED LINE					
	SWIT- CHED	DERED	NEIT- HER		BROAD	MOB. PHONE	LINE CALLS	BROAD	MOB. PHONE	LINE CALLS	BROAD	MOB. PHONE	LINE CALLS	BROAD	MOB. PHONE	LINE CALLS	BROAD	MOB. PHONE	LINE CALLS			
																				Total	a	~b
Significance Level: 95%		a	~b	~c	d	*e	f	*g	h	i	j	*k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	489	489	29	-	116	34	373	34	118	93	489	42	228	-	8	-	19	13	7	-	14	8
Effective Weighted Sample	300	300	22	-	88	26	222	25	86	73	300	28	167	-	5	-	16	11	5	-	12	7
Total	235	235	18	-	86	20	149	17	66	74	235	25	148	-	4	-	16	5	4	-	11	3
Yes	25	25	1	-	11	1	15	3	6	6	25	4	16	-	*	-	-	2	*	-	-	1
	11%	11%	5%	-%	12%	3%	10%	20%	9%	8%	11%	16%	11%	-%	8%	-%	-%	35%	9%	-%	-%	16%
No	198	198	16	-	74	18	125	14	55	66	198	21	126	-	3	-	15	3	3	-	10	3
	84%	84%	89%	-%	85%	94%	84%	80%	83%	89%	84%	83%	85%	-%	83%	-%	95%	65%	83%	-%	93%	84%
Don't know	11	11	1	-	2	1	9	-	5	2	11	*	7	-	*	-	1	-	*	-	1	-
	5%	5%	6%	-%	2%	3%	6%	-%	7%	3%	5%	*%	4%	-%	9%	-%	5%	-%	9%	-%	7%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 312

QB30C. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their fixed line broadband supplier in last 12 months (including those with broadband in a bundle of services)

		TV PROCES S		BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC b	C&R c	NoT d	PAC ~e	C&R ~f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	489	61	125	109	161	16	5	57	135	199	264	10	4	323	489	463	462
Effective Weighted Sample	300	46	53	79	130	13	3	40	109	123	164	8	3	206	300	287	287
Total	235	46	31	58	118	11	4	34	101	97	130	6	2	173	235	227	228
Yes	25 11%	5 11%	3 9%	9 15%	11 9%	3 24%	- -%	6 17%	7 7%	8 9%	16 13%	2 33%	- -%	20 12%	25 11%	25 11%	25 11%
No	198 84%	40 87%	28 90%	48 82%	103 87%	9 76%	4 100%	27 80%	91 90%	85 87%	106 82%	4 67%	2 100%	144 84%	198 84%	191 84%	193 85%
Don't know	11 5%	1 2%	* 1%	2 3%	4 3%	- -%	- -%	1 3%	3 3%	4 4%	7 6%	- -%	- -%	8 5%	11 5%	11 5%	10 5%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 313

QB30D. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their mobile phone network supplier in last 12 months (including those with mobile in a bundle of services)

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	FIXED			PHONE CALLS	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED				
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	MOB. PHONE		TV	BAND	MOB. PHONE		TV	BAND	MOB. PHONE		TV	BAND	MOB. PHONE		
																					LINE CALLS	LINE CALLS
	a	~b	~c	~d	~e	~f	g	~h	~i	*j	k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	351	351	23	-	21	5	23	341	21	19	42	351	39	13	7	7	-	4	11	12	-	11
Effective Weighted Sample	125	125	12	-	15	4	17	119	14	13	28	125	25	6	4	6	-	2	6	10	-	6
Total	163	163	18	-	18	2	10	152	11	16	25	163	27	8	3	4	-	5	9	8	-	11
Yes	11	11	1	-	2	1	2	11	1	1	4	11	3	*	-	1	-	-	*	1	-	*
	7%	7%	5%	-%	10%	41%	25%	7%	10%	9%	16%	7%	10%	6%	-%	12%	-%	-%	5%	7%	-%	4%
No	149	149	16	-	16	1	7	140	10	14	21	149	25	7	2	4	-	5	8	7	-	11
	92%	92%	91%	-%	90%	52%	75%	92%	89%	90%	83%	92%	90%	94%	88%	80%	-%	100%	91%	89%	-%	96%
Don't know	2	2	1	-	*	*	-	2	*	*	*	2	*	-	*	*	-	-	*	*	-	-
	1%	1%	4%	-%	1%	7%	-%	1%	1%	1%	1%	1%	1%	-%	12%	8%	-%	-%	4%	5%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 313

QB30D. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their mobile phone network supplier in last 12 months (including those with mobile in a bundle of services)

		TV PROCES S		BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC e	C&R f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	351	13	11	12	14	106	93	14	22	132	219	70	73	231	273	351	304
Effective Weighted Sample	125	9	7	7	13	39	27	9	15	48	77	26	21	79	114	125	99
Total	163	12	3	8	12	48	40	10	16	63	100	34	29	94	72	163	119
Yes	11 7%	1 13%	- -%	1 10%	2 20%	4 8%	4 9%	1 7%	1 6%	3 4%	9 9%	3 9%	2 7%	8 9%	7 9%	11 7%	7 6%
No	149 92%	10 87%	3 100%	7 90%	10 80%	44 92%	36 91%	9 93%	15 94%	59 94%	90 90%	31 91%	27 93%	84 89%	63 88%	149 92%	110 92%
Don't know	2 1%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	1 2%	1 1%	- -%	* *%	2 2%	2 3%	2 1%	2 1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 314

QB30E. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their fixed line phone supplier in last 12 months (including those with fixed line phone in a bundle of services)

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI			BUN- DLE	FIXED			FIXED			FIXED			FIXED			FIXED					
	SWIT- CHED	DERED	NEIT- HER		MOB.	PHONE	LINE	MOB.	PHONE	LINE	MOB.	PHONE	LINE	MOB.	PHONE	LINE	MOB.	PHONE	LINE			
																				TV	BAND	CALLS
Significance Level: 95%	Total	a	~b	~c	d	~e	f	*g	h	*i	j	*k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	335	335	17	-	120	7	117	31	216	72	228	39	335	1	2	4	15	-	2	3	12	-
Effective Weighted Sample	225	225	14	-	85	5	85	22	142	55	167	25	225	1	1	4	13	-	1	3	11	-
Total	243	243	13	-	98	6	66	18	145	73	148	27	243	1	2	1	14	-	2	1	10	-
Yes	21	21	-	-	10	1	5	3	12	5	14	3	21	-	-	-	1	-	-	-	-	-
	9%	9%	-%	-%	10%	20%	7%	15%	8%	7%	10%	12%	9%	-%	-%	-%	5%	-%	-%	-%	-%	-%
No	209	209	13	-	87	5	54	15	122	66	126	24	209	1	2	1	13	-	2	1	10	-
	86%	86%	97%	-%	88%	80%	83%	84%	84%	90%	85%	87%	86%	100%	100%	100%	92%	-%	100%	100%	96%	-%
Don't know	13	13	*	-	2	-	7	*	11	2	8	*	13	-	-	-	*	-	-	-	*	-
	5%	5%	3%	-%	2%	-%	10%	1%	8%	2%	6%	1%	5%	-%	-%	-%	3%	-%	-%	-%	4%	-%
							d															

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 314

QB30E. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their fixed line phone supplier in last 12 months (including those with fixed line phone in a bundle of services)

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	*a	*b	*c	d	~e	~f	*g	h	i	j	~k	~l	m	n	o	p
Unweighted total	335	48	31	59	102	14	10	75	206	161	161	8	7	230	298	322	335
Effective Weighted Sample	225	35	23	41	85	10	5	52	150	113	109	6	4	157	211	221	225
Total	243	50	16	34	83	12	7	49	173	118	109	5	4	172	193	227	243
Yes	21 9%	5 9%	- -%	5 15%	7 9%	1 6%	2 24%	9 19% h	10 6%	9 8%	11 10%	- -%	2 45%	14 8%	17 9%	20 9%	21 9%
No	209 86%	44 89%	16 100% c	28 80%	72 87%	11 94%	5 76%	38 77%	155 90% g	106 90%	88 81%	5 100%	2 55%	147 85%	165 86%	194 85%	209 86%
Don't know	13 5%	1 1%	- -%	2 5%	4 5%	- -%	- -%	2 4%	8 4%	3 3%	10 9%	- -%	- -%	11 7%	11 6%	13 6%	13 5%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 315

QB31C. How much did you have to pay to leave your contract?

Base : Those who had to pay a charge to leave the contract for their fixed line broadband service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS	TV	BAND	PHONE		CALLS
Total	*a	~b	~c	~d	~e	*f	~g	~h	~i	*j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	49	49	2	-	16	1	33	5	11	8	49	6	26	-	1	-	-	4	1	-	-	1
Effective Weighted Sample	36	36	2	-	13	1	23	4	9	7	36	5	22	-	1	-	-	4	1	-	-	1
Total	25	25	1	-	11	1	15	3	6	6	25	4	16	-	*	-	-	2	*	-	-	1
Up to £19.99	2	2	-	-	-	-	2	2	-	-	2	2	-	-	-	-	-	*	-	-	-	-
	9%	9%	-%	-%	-%	-%	16%	52%	-%	-%	9%	42%	-%	-%	-%	-%	-%	21%	-%	-%	-%	-%
£20.00-£29.99	4	4	-	-	-	-	4	*	2	-	4	*	2	-	-	-	-	*	-	-	-	-
	15%	15%	-%	-%	-%	-%	26%	10%	32%	-%	15%	8%	12%	-%	-%	-%	-%	18%	-%	-%	-%	-%
£30.00-£39.99	2	2	-	-	-	-	2	-	1	-	2	-	1	-	-	-	-	-	-	-	-	-
	9%	9%	-%	-%	-%	-%	16%	-%	21%	-%	9%	-%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£40.00-£49.99	1	1	1	-	-	-	1	*	-	-	1	*	-	-	*	-	-	1	*	-	-	1
	6%	6%	100%	-%	-%	-%	10%	10%	-%	-%	6%	8%	-%	-%	100%	-%	-%	29%	100%	-%	-%	100%
£50.00-£59.99	1	1	-	-	-	-	1	-	*	-	1	-	*	-	-	-	-	1	-	-	-	-
	4%	4%	-%	-%	-%	-%	6%	-%	5%	-%	4%	-%	2%	-%	-%	-%	-%	31%	-%	-%	-%	-%
£60 or more	2	2	-	-	-	-	2	-	2	-	2	-	2	-	-	-	-	-	-	-	-	-
	7%	7%	-%	-%	-%	-%	13%	-%	30%	-%	7%	-%	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	2	2	-	-	-	1	2	-	1	1	2	-	1	-	-	-	-	-	-	-	-	-
	8%	8%	-%	-%	-%	100%	13%	-%	12%	9%	8%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 315

QB31C. How much did you have to pay to leave your contract?

Base : Those who had to pay a charge to leave the contract for their fixed line broadband service

	TV PROCESSES	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	*m	*n	*o	*p
Unweighted total	49	7	9	17	16	4	-	11	10	16	29	3	-	39	49	45	45
Effective Weighted Sample	36	6	4	14	14	4	-	9	9	13	22	3	-	29	36	35	35
Total	25	5	3	9	11	3	-	6	7	8	16	2	-	20	25	25	25
Up to £19.99	2 9%	- -%	* 8%	1 9%	1 12%	2 62%	- -%	- -%	- -%	* 5%	2 11%	2 84%	- -%	1 7%	2 9%	2 9%	2 9%
£20.00-£29.99	4 15%	- -%	* 5%	2 19%	1 10%	* 12%	- -%	* 6%	1 19%	* 4%	3 21%	* 16%	- -%	4 19%	4 15%	4 15%	4 15%
£30.00-£39.99	2 9%	- -%	- -%	1 11%	1 12%	- -%	- -%	* 5%	* 5%	1 11%	1 8%	- -%	- -%	1 5%	2 9%	2 9%	2 9%
£40.00-£49.99	1 6%	- -%	* 12%	* 4%	1 8%	- -%	- -%	- -%	- -%	* 4%	1 5%	- -%	- -%	1 6%	1 6%	1 5%	1 5%
£50.00-£59.99	1 4%	- -%	* 13%	- -%	1 5%	- -%	- -%	- -%	* 5%	1 11%	- -%	- -%	- -%	1 5%	1 4%	1 4%	1 4%
£60 or more	2 7%	- -%	- -%	1 9%	1 9%	- -%	- -%	1 14%	1 15%	- -%	2 11%	- -%	- -%	1 4%	2 7%	2 7%	2 7%
Don't know	2 8%	1 11%	1 23%	1 15%	- -%	- -%	- -%	1 13%	- -%	- -%	2 12%	- -%	- -%	1 6%	2 8%	2 8%	2 8%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 316

QB32C. Which of these best describes when you were told about the cancellation charge?

Base : Those who had to pay a charge to leave the contract for their fixed line broadband service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	*a	~b	~c	~d	~e	*f	~g	~h	~i	*j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	49	49	2	-	16	1	33	5	11	8	49	6	26	-	1	-	-	4	1	-	-	1
Effective Weighted Sample	36	36	2	-	13	1	23	4	9	7	36	5	22	-	1	-	-	4	1	-	-	1
Total	25	25	1	-	11	1	15	3	6	6	25	4	16	-	*	-	-	2	*	-	-	1
Only after I had agreed to switch the service over	5	5	-	-	-	1	5	-	3	1	5	-	3	-	-	-	-	-	-	-	-	-
	19%	19%	-%	-%	-%	100%	33%	-%	47%	9%	19%	-%	18%	-%	-%	-%	-%	-%	-%	-%	-%	-%
When I first contacted my previous supplier about cancelling their service	4	4	1	-	-	-	4	1	1	-	4	1	1	-	*	-	-	1	*	-	-	1
	16%	16%	100%	-%	-%	-%	28%	28%	24%	-%	16%	23%	9%	-%	100%	-%	-%	29%	100%	-%	-%	100%
When I first contacted the new supplier about using the service	3	3	-	-	-	-	3	-	2	-	3	-	2	-	-	-	-	*	-	-	-	-
	12%	12%	-%	-%	-%	-%	21%	-%	29%	-%	12%	-%	12%	-%	-%	-%	-%	18%	-%	-%	-%	-%
I already knew from the information I was given when I first took the service	2	2	-	-	-	-	2	1	-	-	2	1	-	-	-	-	-	1	-	-	-	-
	7%	7%	-%	-%	-%	-%	13%	24%	-%	-%	7%	19%	-%	-%	-%	-%	-%	52%	-%	-%	-%	-%
At a later point, but before I agreed to switch over	*	*	-	-	-	-	*	*	-	-	*	*	-	-	-	-	-	-	-	-	-	-
	1%	1%	-%	-%	-%	-%	2%	10%	-%	-%	1%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Can't remember	*	*	-	-	-	-	*	*	-	-	*	*	-	-	-	-	-	-	-	-	-	-
	2%	2%	-%	-%	-%	-%	3%	10%	-%	-%	2%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 316

QB32C. Which of these best describes when you were told about the cancellation charge?

Base : Those who had to pay a charge to leave the contract for their fixed line broadband service

	TV PROCESSES	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	*m	*n	*o	*p
Unweighted total	49	7	9	17	16	4	-	11	10	16	29	3	-	39	49	45	45
Effective Weighted Sample	36	6	4	14	14	4	-	9	9	13	22	3	-	29	36	35	35
Total	25	5	3	9	11	3	-	6	7	8	16	2	-	20	25	25	25
Only after I had agreed to switch the service over	5 19%	1 11%	* 16%	3 33%	1 9%	- -%	- -%	1 18%	1 12%	1 15%	3 21%	- -%	- -%	3 14%	5 19%	5 19%	5 19%
When I first contacted my previous supplier about cancelling their service	4 16%	- -%	* 15%	2 22%	2 16%	1 34%	- -%	1 20%	* 5%	1 8%	3 21%	1 46%	- -%	3 16%	4 16%	4 17%	4 17%
When I first contacted the new supplier about using the service	3 12%	- -%	1 25%	* 4%	2 20%	- -%	- -%	- -%	2 26%	- -%	3 17%	- -%	- -%	2 9%	3 12%	3 11%	3 11%
I already knew from the information I was given when I first took the service	2 7%	- -%	* 2%	1 9%	1 9%	1 28%	- -%	- -%	- -%	1 11%	1 5%	1 38%	- -%	2 9%	2 7%	2 7%	2 7%
At a later point, but before I agreed to switch over	* 1%	- -%	- -%	- -%	- -%	* 12%	- -%	- -%	- -%	- -%	* 2%	* 16%	- -%	* 2%	* 1%	* 1%	* 1%
Can't remember	* 2%	- -%	* 2%	- -%	* 3%	- -%	- -%	- -%	- -%	* 1%	* 2%	- -%	- -%	* 2%	* 2%	* 2%	* 2%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 317

QB33C. Would you have still decided to switch if you had known that you would have to pay a cancellation charge to your previous supplier?

Base : Those who were told about the cancellation charge at a later point or after they agreed to switch their fixed line broadband service

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN-DLE	BROAD MOB.			FIXED LINE PHONE CALLS	BROAD MOB.			FIXED LINE PHONE CALLS	BROAD MOB.			FIXED LINE PHONE CALLS	BROAD MOB.			FIXED LINE PHONE CALLS	
		SWIT-CHED	DERED	NEIT-HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND							
																~a		~b	~c	~d		~e
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	11	11	-	-	-	1	11	1	6	1	11	1	6	-	-	-	-	-	-	-	-	-
Effective Weighted Sample	9	9	-	-	-	1	9	1	5	1	9	1	5	-	-	-	-	-	-	-	-	-
Total	5	5	-	-	-	1	5	*	3	1	5	*	3	-	-	-	-	-	-	-	-	-
Yes	5	5	-	-	-	-	5	*	3	-	5	*	3	-	-	-	-	-	-	-	-	-
	89%	89%	-%	-%	-%	-%	89%	100%	100%	-%	89%	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	1	-	-	-	1	1	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-
	11%	11%	-%	-%	-%	100%	11%	-%	-%	100%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 317

QB33C. Would you have still decided to switch if you had known that you would have to pay a cancellation charge to your previous supplier?

Base : Those who were told about the cancellation charge at a later point or after they agreed to switch their fixed line broadband service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	11	1	2	6	1	1	-	2	2	2	9	1	-	8	11	11	11
Effective Weighted Sample	9	1	1	5	1	1	-	2	2	2	7	1	-	7	9	9	9
Total	5	1	*	3	1	*	-	1	1	1	4	*	-	3	5	5	5
Yes	5	-	*	2	1	*	-	1	1	1	3	*	-	3	5	5	5
	89%	-%	100%	81%	100%	100%	-%	100%	100%	100%	86%	100%	-%	82%	89%	89%	89%
Don't know	1	1	-	1	-	-	-	-	-	-	1	-	-	1	1	1	1
	11%	100%	-%	19%	-%	-%	-%	-%	-%	-%	14%	-%	-%	18%	11%	11%	11%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 318

QB34C. When you were in contact with your previous supplier, did they make you any kind of offer to stay with them?

Base : Those who had contact with their previous supplier once they decided to switch their fixed line broadband service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE					BUN- DLE	BROAD MOB.			FIXED LINE				
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	a	~b	~c	~d	~e	f	~g	*h	~i	j	~k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	262	262	15	-	-	23	262	18	75	23	262	18	75	-	6	-	7	12	5	-	3	7
Effective Weighted Sample	153	153	12	-	-	17	153	12	54	17	153	12	54	-	5	-	6	11	5	-	3	6
Total	96	96	7	-	-	12	96	7	37	12	96	7	37	-	2	-	5	5	2	-	2	3
Yes they made me an offer which I listened to	19	19	2	-	-	2	19	2	8	2	19	2	8	-	1	-	*	2	1	-	-	1
	20%	20%	23%	-%	-%	17%	20%	26%	22%	17%	20%	26%	22%	-%	33%	-%	6%	50%	31%	-%	-%	34%
They wanted to make me an offer, but I wasn't interested in listening to it	24	24	1	-	-	3	24	2	8	3	24	2	8	-	*	-	3	*	*	-	1	-
	25%	25%	17%	-%	-%	29%	25%	25%	22%	29%	25%	25%	22%	-%	18%	-%	50%	8%	18%	-%	37%	-%
No, they didn't make me an offer	47	47	5	-	-	5	47	3	19	5	47	3	19	-	1	-	2	2	1	-	1	2
	49%	49%	61%	-%	-%	41%	49%	48%	52%	41%	49%	48%	52%	-%	49%	-%	44%	42%	51%	-%	63%	66%
Can't remember	5	5	-	-	-	2	5	*	1	2	5	*	1	-	-	-	-	-	-	-	-	-
	5%	5%	-%	-%	-%	13%	5%	1%	4%	13%	5%	1%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 318

QB34C. When you were in contact with your previous supplier, did they make you any kind of offer to stay with them?

Base : Those who had contact with their previous supplier once they decided to switch their fixed line broadband service

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE	CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC b	C&R *c	NoT *d	PAC ~e	C&R ~f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	262	20	117	76	53	5	3	21	41	96	150	4	3	168	262	246	248
Effective Weighted Sample	153	15	49	61	41	4	2	17	31	52	93	3	2	102	153	145	146
Total	96	11	24	36	31	3	2	11	21	31	61	2	2	65	96	92	93
Yes they made me an offer which I listened to	19 20%	2 16%	8 31%	5 15%	6 18%	* 13%	* 21%	2 14%	6 29%	6 20%	13 21%	* 15%	* 21%	16 25%	19 20%	19 20%	19 20%
They wanted to make me an offer, but I wasn't interested in listening to it	24 25%	3 24%	5 21%	11 31%	7 23%	1 34%	- -%	2 21%	5 24%	7 21%	16 26%	1 38%	- -%	12 19%	24 25%	22 24%	23 25%
No, they didn't make me an offer	47 49%	5 45%	11 44%	17 47%	17 55%	1 53%	1 79%	7 65%	9 41%	15 48%	31 51%	1 47%	1 79%	33 51%	47 49%	46 50%	46 50%
Can't remember	5 5%	2 14%	1 4%	2 7%	1 3%	- -%	- -%	- -%	1 6%	3 11%	2 3%	- -%	- -%	3 5%	5 5%	5 6%	5 5%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 319

QB35C. How did this offer compare to the package or plan you already had with them and the price you paid?

Base : Those who listened to an offer from their previous fixed line broadband supplier

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED																	
	CONSI				BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS					BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS				
	Total	SWIT-CHED	DERED	NEIT-HER		TV	BAND		TV	BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%		*a	~b	~c	~d	~e	*f	~g	~h	~i	*j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	61	61	4	-	-	5	61	5	17	5	61	5	17	-	2	-	1	6	1	-	-	3
Effective Weighted Sample	38	38	4	-	-	4	38	4	14	4	38	4	14	-	1	-	1	6	1	-	-	3
Total	19	19	2	-	-	2	19	2	8	2	19	2	8	-	1	-	*	2	1	-	-	1
The same package or plan at a lower price	8	8	1	-	-	-	8	1	3	-	8	1	3	-	-	-	*	2	-	-	-	1
	40%	40%	44%	-%	-%	-%	40%	47%	31%	-%	40%	47%	31%	-%	-%	-%	100%	63%	-%	-%	-%	70%
A more basic package or plan at a lower price	3	3	-	-	-	1	3	*	2	1	3	*	2	-	-	-	-	1	-	-	-	-
	17%	17%	-%	-%	-%	33%	17%	3%	22%	33%	17%	3%	22%	-%	-%	-%	-%	23%	-%	-%	-%	-%
An improved package or plan at the same price	3	3	*	-	-	1	3	-	1	1	3	-	1	-	*	-	-	*	-	-	-	*
	16%	16%	19%	-%	-%	50%	16%	-%	14%	50%	16%	-%	14%	-%	9%	-%	-%	13%	-%	-%	-%	30%
An improved package or plan at a higher price	2	2	-	-	-	-	2	1	1	-	2	1	1	-	-	-	-	-	-	-	-	-
	9%	9%	-%	-%	-%	-%	9%	31%	7%	-%	9%	31%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Can't remember the details	4	4	1	-	-	*	4	*	2	*	4	*	2	-	1	-	-	-	1	-	-	-
	19%	19%	37%	-%	-%	17%	19%	19%	26%	17%	19%	19%	26%	-%	91%	-%	-%	-%	100%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 319

QB35C. How did this offer compare to the package or plan you already had with them and the price you paid?

Base : Those who listened to an offer from their previous fixed line broadband supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	*b	~c	~d	~e	~f	~g	~h	~i	*j	~k	~l	*m	*n	*o	*p
Unweighted total	61	4	34	12	13	1	1	3	12	21	37	1	1	49	61	58	59
Effective Weighted Sample	38	3	17	10	11	1	1	2	10	12	25	1	1	32	38	38	38
Total	19	2	8	5	6	*	*	2	6	6	13	*	*	16	19	19	19
The same package or plan at a lower price	8 40%	- -%	3 36%	2 38%	3 48%	- -%	* 100%	- -%	3 42%	2 33%	5 43%	- -%	* 100%	6 39%	8 40%	8 40%	8 40%
A more basic package or plan at a lower price	3 17%	1 37%	1 8%	* 5%	2 42%	- -%	- -%	* 19%	1 19%	1 16%	2 18%	- -%	- -%	3 20%	3 17%	3 17%	3 17%
An improved package or plan at the same price	3 16%	1 43%	2 20%	1 20%	* 4%	- -%	- -%	- -%	1 18%	1 16%	2 15%	- -%	- -%	3 18%	3 16%	3 15%	3 15%
An improved package or plan at a higher price	2 9%	- -%	1 10%	1 13%	- -%	- -%	- -%	- -%	* 7%	1 18%	* 4%	- -%	- -%	1 3%	2 9%	2 9%	2 9%
Can't remember the details	4 19%	* 20%	2 25%	1 23%	* 6%	* 100%	- -%	1 81%	1 15%	1 16%	3 20%	* 100%	- -%	3 20%	4 19%	4 19%	4 19%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 320

QB36C. What was covered in the improved package or plan your previous supplier offered?

Base : Those offered an improved package or plan from their previous fixed line broadband supplier

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	19	19	1	-	-	2	19	1	4	2	19	1	4	-	1	-	-	1	-	-	-	1
Effective Weighted Sample	10	10	1	-	-	2	10	1	3	2	10	1	3	-	1	-	-	1	-	-	-	1
Total	5	5	*	-	-	1	5	1	2	1	5	1	2	-	*	-	-	*	-	-	-	*
Higher/ faster broadband speed	3	3	*	-	-	1	3	1	1	1	3	1	1	-	*	-	-	*	-	-	-	*
	73%	73%	100%	-%	-%	77%	73%	100%	51%	77%	73%	100%	51%	-%	100%	-%	-%	100%	-%	-%	-%	100%
Free broadband	*	*	-	-	-	-	*	-	*	-	*	-	*	-	-	-	-	-	-	-	-	-
	9%	9%	-%	-%	-%	-%	9%	-%	25%	-%	9%	-%	25%	-%	-%	-%	-%	-%	-%	-%	-%	
More minutes for calls	*	*	-	-	-	*	*	-	-	*	*	-	-	-	-	-	-	-	-	-	-	-
	5%	5%	-%	-%	-%	23%	5%	-%	-%	23%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
More texts	*	*	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	-%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Something else	*	*	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	-%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Can't remember	1	1	-	-	-	-	1	-	*	-	1	-	*	-	-	-	-	-	-	-	-	-
	11%	11%	-%	-%	-%	-%	11%	-%	24%	-%	11%	-%	24%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 320

QB36C. What was covered in the improved package or plan your previous supplier offered?

Base : Those offered an improved package or plan from their previous fixed line broadband supplier

	TV PROCESSES	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	19	1	12	4	1	-	-	-	3	8	9	-	-	14	19	17	17
Effective Weighted Sample	10	1	5	3	1	-	-	-	3	4	5	-	-	7	10	10	10
Total	5	1	2	2	*	-	-	-	2	2	2	-	-	3	5	4	4
Higher/ faster broadband speed	3	1	2	1	-	-	-	-	1	2	1	-	-	3	3	3	3
	73%	100%	73%	78%	-%	-%	-%	-%	47%	92%	55%	-%	-%	80%	73%	73%	73%
Free broadband	*	-	*	-	-	-	-	-	*	-	*	-	-	*	*	*	*
	9%	-%	18%	-%	-%	-%	-%	-%	27%	-%	17%	-%	-%	12%	9%	9%	9%
More minutes for calls	*	-	-	-	*	-	-	-	-	-	*	-	-	*	*	*	*
	5%	-%	-%	-%	100%	-%	-%	-%	-%	-%	10%	-%	-%	7%	5%	5%	5%
More texts	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-
	1%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Something else	*	-	*	-	-	-	-	-	-	*	-	-	-	*	*	*	*
	1%	-%	2%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	2%	1%	1%	1%
Can't remember	1	-	*	*	-	-	-	-	*	*	*	-	-	-	1	1	1
	11%	-%	5%	22%	-%	-%	-%	-%	27%	5%	17%	-%	-%	-%	11%	11%	11%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 321

QB37C. Did you talk to your previous supplier about the best offer you had found from another supplier?

Base : Those who listened to an offer from their previous fixed line broadband supplier

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED				SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				CONSIDERED & COVERED				COVERED							
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE				
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS				
	Total	*a	~b	~c	~d	~e	*f	~g	~h	~i	*j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u			
Significance Level: 95%																									
Unweighted total	61	61	4	-	-	5	61	5	17	5	61	5	17	-	2	-	1	6	1	-	-	3			
Effective Weighted Sample	38	38	4	-	-	4	38	4	14	4	38	4	14	-	1	-	1	6	1	-	-	3			
Total	19	19	2	-	-	2	19	2	8	2	19	2	8	-	1	-	*	2	1	-	-	1			
No, I did not	6	6	*	-	-	1	6	*	2	1	6	*	2	-	*	-	-	1	-	-	-	*			
	29%	29%	25%	-%	-%	62%	29%	3%	28%	62%	29%	3%	28%	-%	9%	-%	-%	35%	-%	-%	-%	39%			
Their offer matched the best offer I had found	1	1	-	-	-	-	1	-	1	-	1	-	1	-	-	-	-	*	-	-	-	-			
	8%	8%	-%	-%	-%	-%	8%	-%	8%	-%	8%	-%	8%	-%	-%	-%	-%	16%	-%	-%	-%	-%			
Their offer was better than the best offer I had found	1	1	-	-	-	-	1	-	*	-	1	-	*	-	-	-	-	1	-	-	-	-			
	7%	7%	-%	-%	-%	-%	7%	-%	4%	-%	7%	-%	4%	-%	-%	-%	-%	23%	-%	-%	-%	-%			
Their offer was worse than the best offer I had found	9	9	1	-	-	-	9	1	5	-	9	1	5	-	1	-	*	1	1	-	-	1			
	48%	48%	75%	-%	-%	-%	48%	78%	55%	-%	48%	78%	55%	-%	91%	-%	100%	26%	100%	-%	-%	61%			
Can't remember	1	1	-	-	-	1	1	*	*	1	1	*	*	-	-	-	-	-	-	-	-	-			
	8%	8%	-%	-%	-%	38%	8%	19%	4%	38%	8%	19%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%			

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 321

QB37C. Did you talk to your previous supplier about the best offer you had found from another supplier?

Base : Those who listened to an offer from their previous fixed line broadband supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	*b	~c	~d	~e	~f	~g	~h	~i	*j	~k	~l	*m	*n	*o	*p
Unweighted total	61	4	34	12	13	1	1	3	12	21	37	1	1	49	61	58	59
Effective Weighted Sample	38	3	17	10	11	1	1	2	10	12	25	1	1	32	38	38	38
Total	19	2	8	5	6	*	*	2	6	6	13	*	*	16	19	19	19
No, I did not	6	1	2	1	3	-	-	-	2	2	4	-	-	4	6	5	5
	29%	57%	26%	14%	50%	-%	-%	-%	32%	30%	28%	-%	-%	27%	29%	29%	29%
Their offer matched the best offer I had found	1	-	1	1	*	-	-	*	*	1	1	-	-	1	1	1	1
	8%	-%	7%	11%	7%	-%	-%	19%	7%	13%	5%	-%	-%	9%	8%	8%	8%
Their offer was better than the best offer I had found	1	-	*	-	1	-	-	-	*	1	*	-	-	1	1	1	1
	7%	-%	1%	-%	22%	-%	-%	-%	5%	15%	3%	-%	-%	8%	7%	7%	7%
Their offer was worse than the best offer I had found	9	-	5	3	1	-	*	1	3	2	7	-	*	8	9	9	9
	48%	-%	61%	55%	22%	-%	100%	61%	57%	30%	58%	-%	100%	49%	48%	49%	49%
Can't remember	1	1	*	1	-	*	-	*	-	1	1	*	-	1	1	1	1
	8%	43%	5%	20%	-%	100%	-%	21%	-%	12%	5%	100%	-%	7%	8%	8%	8%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 322

QB38C. How happy or unhappy were you with how this offer was made to you?

Base : Those who listened to an offer from their previous fixed line broadband supplier

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
					SWITCHED & COVERED																			
	CONSI				BUN- DLE	BROAD			MOB.	FIXED LINE	PHONE	CALLS	BUN- DLE	BROAD			MOB.	FIXED LINE	PHONE	CALLS	TV	BAND	PHONE	CALLS
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND		TV	BAND					TV	BAND		TV						
Significance Level: 95%	*a	~b	~c	~d	~e	*f	~g	~h	~i	*j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u			
Unweighted total	61	61	4	-	-	5	61	5	17	5	61	5	17	-	2	-	1	6	1	-	-	3		
Effective Weighted Sample	38	38	4	-	-	4	38	4	14	4	38	4	14	-	1	-	1	6	1	-	-	3		
Total	19	19	2	-	-	2	19	2	8	2	19	2	8	-	1	-	*	2	1	-	-	1		
1 - Very unhappy	2	2	*	-	-	-	2	-	1	-	2	-	1	-	-	-	-	*	-	-	-	*		
	8%	8%	25%	-%	-%	-%	8%	-%	12%	-%	8%	-%	12%	-%	-%	-%	-%	17%	-%	-%	-%	39%		
2	3	3	1	-	-	-	3	1	2	-	3	1	2	-	1	-	-	-	1	-	-	-		
	15%	15%	37%	-%	-%	-%	15%	31%	20%	-%	15%	31%	20%	-%	91%	-%	-%	-%	100%	-%	-%	-%		
TOTAL UNHAPPY	4	4	1	-	-	-	4	1	3	-	4	1	3	-	1	-	-	*	1	-	-	*		
	24%	24%	62%	-%	-%	-%	24%	31%	31%	-%	24%	31%	31%	-%	91%	-%	-%	17%	100%	-%	-%	39%		
3 - Neither	9	9	*	-	-	1	9	1	3	1	9	1	3	-	*	-	*	1	-	-	-	*		
	48%	48%	19%	-%	-%	71%	48%	39%	41%	71%	48%	39%	41%	-%	9%	-%	100%	31%	-%	-%	-%	30%		
4	3	3	*	-	-	-	3	-	1	-	3	-	1	-	-	-	-	1	-	-	-	*		
	14%	14%	19%	-%	-%	-%	14%	-%	14%	-%	14%	-%	14%	-%	-%	-%	-%	37%	-%	-%	-%	30%		
5 - Very happy	2	2	-	-	-	*	2	1	*	*	2	1	*	-	-	-	-	*	-	-	-	-		
	9%	9%	-%	-%	-%	12%	9%	30%	5%	12%	9%	30%	5%	-%	-%	-%	-%	16%	-%	-%	-%	-%		
TOTAL HAPPY	4	4	*	-	-	*	4	1	2	*	4	1	2	-	-	-	-	1	-	-	-	*		
	22%	22%	19%	-%	-%	12%	22%	30%	19%	12%	22%	30%	19%	-%	-%	-%	-%	52%	-%	-%	-%	30%		
Don't know	1	1	-	-	-	*	1	-	1	*	1	-	1	-	-	-	-	-	-	-	-	-		
	6%	6%	-%	-%	-%	17%	6%	-%	9%	17%	6%	-%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 322

QB38C. How happy or unhappy were you with how this offer was made to you?

Base : Those who listened to an offer from their previous fixed line broadband supplier

	TV PROCESSES	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	*b	~c	~d	~e	~f	~g	~h	~i	*j	~k	~l	*m	*n	*o	*p
Unweighted total	61	4	34	12	13	1	1	3	12	21	37	1	1	49	61	58	59
Effective Weighted Sample	38	3	17	10	11	1	1	2	10	12	25	1	1	32	38	38	38
Total	19	2	8	5	6	*	*	2	6	6	13	*	*	16	19	19	19
1 - Very unhappy	2 8%	- -%	* 1%	- -%	1 22%	- -%	- -%	- -%	1 14%	* 4%	1 10%	- -%	- -%	2 10%	2 8%	2 8%	2 8%
2	3 15%	- -%	3 34%	* 6%	- -%	- -%	- -%	* 21%	1 21%	1 11%	2 18%	- -%	- -%	2 12%	3 15%	3 16%	3 15%
TOTAL UNHAPPY	4 24%	- -%	3 35%	* 6%	1 22%	- -%	- -%	* 21%	2 35%	1 15%	4 28%	- -%	- -%	3 22%	4 24%	4 24%	4 24%
3 - Neither	9 48%	1 80%	3 43%	4 75%	2 32%	* 100%	* 100%	1 79%	2 34%	4 63%	5 41%	* 100%	* 100%	9 53%	9 48%	9 48%	9 48%
4	3 14%	- -%	1 8%	1 19%	1 16%	- -%	- -%	- -%	1 18%	1 9%	2 16%	- -%	- -%	2 12%	3 14%	3 13%	3 13%
5 - Very happy	2 9%	- -%	1 13%	- -%	1 11%	- -%	- -%	- -%	- -%	1 12%	1 7%	- -%	- -%	1 6%	2 9%	2 9%	2 9%
TOTAL HAPPY	4 22%	- -%	2 22%	1 19%	1 26%	- -%	- -%	- -%	1 18%	1 22%	3 22%	- -%	- -%	3 19%	4 22%	4 22%	4 22%
Don't know	1 6%	* 20%	- -%	- -%	1 19%	- -%	- -%	- -%	1 12%	- -%	1 9%	- -%	- -%	1 7%	1 6%	1 6%	1 6%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 323

QB39C. Which one of these statements best describes how you felt about the contact you had with your previous supplier?

Base : Those who had contact with their previous supplier once they decided to switch their fixed line broadband service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED				SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				CONSIDERED & COVERED				COVERED							
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			BUN- DLE	BROAD MOB.			FIXED LINE
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS	TV	BAND	PHONE		CALLS	TV	BAND	PHONE
Total	a	~b	~c	~d	~e	f	~g	*h	~i	j	~k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u				
Significance Level: 95%																									
Unweighted total	262	262	15	-	-	23	262	18	75	23	262	18	75	-	6	-	7	12	5	-	3	7			
Effective Weighted Sample	153	153	12	-	-	17	153	12	54	17	153	12	54	-	5	-	6	11	5	-	3	6			
Total	96	96	7	-	-	12	96	7	37	12	96	7	37	-	2	-	5	5	2	-	2	3			
They did not try to persuade me to stay with them	40	40	2	-	-	5	40	5	15	5	40	5	15	-	1	-	3	2	1	-	-	2			
	42%	42%	31%	-%	-%	39%	42%	66%	40%	39%	42%	66%	40%	-%	33%	-%	51%	34%	34%	-%	-%	53%			
They talked about me staying, but did not put me under any pressure to stay	38	38	4	-	-	5	38	1	14	5	38	1	14	-	1	-	2	2	1	-	2	1			
	40%	40%	60%	-%	-%	41%	40%	14%	37%	41%	40%	14%	37%	-%	51%	-%	43%	49%	49%	-%	86%	47%			
They put me under pressure to stay with them	10	10	1	-	-	*	10	1	5	*	10	1	5	-	*	-	*	1	*	-	*	-			
	10%	10%	9%	-%	-%	3%	10%	20%	15%	3%	10%	20%	15%	-%	16%	-%	6%	17%	16%	-%	14%	-%			
Can't remember	8	8	-	-	-	2	8	-	3	2	8	-	3	-	-	-	-	-	-	-	-	-			
	8%	8%	-%	-%	-%	18%	8%	-%	8%	18%	8%	-%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%			

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 323

QB39C. Which one of these statements best describes how you felt about the contact you had with your previous supplier?

Base : Those who had contact with their previous supplier once they decided to switch their fixed line broadband service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC b	C&R *c	NoT *d	PAC ~e	C&R ~f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	262	20	117	76	53	5	3	21	41	96	150	4	3	168	262	246	248
Effective Weighted Sample	153	15	49	61	41	4	2	17	31	52	93	3	2	102	153	145	146
Total	96	11	24	36	31	3	2	11	21	31	61	2	2	65	96	92	93
They did not try to persuade me to stay with them	40 42%	5 43%	9 39%	14 40%	14 47%	2 87%	2 100%	4 37%	9 41%	12 39%	27 45%	2 85%	2 100%	28 44%	40 42%	39 43%	39 43%
They talked about me staying, but did not put me under any pressure to stay	38 40%	4 35%	11 47%	13 37%	12 39%	* 13%	- -%	4 34%	8 40%	9 29%	27 44%	* 15%	- -%	27 42%	38 40%	36 39%	36 39%
They put me under pressure to stay with them	10 10%	* 3%	3 13%	3 9%	3 9%	- -%	- -%	2 18%	3 12%	4 14%	5 8%	- -%	- -%	5 8%	10 10%	9 10%	10 11%
Can't remember	8 8%	2 19%	* 2%	5 14%	1 4%	- -%	- -%	1 11%	1 7%	6 18%	2 3%	- -%	- -%	4 6%	8 8%	8 8%	7 8%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 324

QB40C. Can you tell me how you felt put under pressure to stay?

Base : Those who felt under pressure to stay with their previous fixed line broadband supplier

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN-DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	Total	SWIT-CHED	DERED	NEIT-HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN-DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
		*a	~b	~c	~d	~e	*f	~g	~h	~i	*j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Significance Level: 95%																						
Unweighted total	32	32	2	-	-	1	32	3	11	1	32	3	11	-	1	-	1	2	1	-	1	-
Effective Weighted Sample	20	20	2	-	-	1	20	3	9	1	20	3	9	-	1	-	1	2	1	-	1	-
Total	10	10	1	-	-	*	10	1	5	*	10	1	5	-	*	-	*	1	*	-	*	-
I waited in a queue on the telephone for a long time to tell them I wanted to cancel	3	3	-	-	-	-	3	*	3	-	3	*	3	-	-	-	-	-	-	-	-	-
	35%	35%	-%	-%	-%	-%	35%	22%	56%	-%	35%	22%	56%	-%	-%	-%	-%	-%	-%	-%	-%	-%
I had to push them to give me the information/ code I need to make the switch	2	2	-	-	-	-	2	1	1	-	2	1	1	-	-	-	-	-	-	-	-	-
	19%	19%	-%	-%	-%	-%	19%	40%	24%	-%	19%	40%	24%	-%	-%	-%	-%	-%	-%	-%	-%	-%
I was told I would have to pay a cancellation/ early termination charge to leave the contract with them	2	2	-	-	-	-	2	-	1	-	2	-	1	-	-	-	-	-	-	-	-	-
	16%	16%	-%	-%	-%	-%	16%	-%	26%	-%	16%	-%	26%	-%	-%	-%	-%	-%	-%	-%	-%	-%
I was told it would take a long time to make a switch to a new supplier	1	1	-	-	-	-	1	-	1	-	1	-	1	-	-	-	-	-	-	-	-	-
	15%	15%	-%	-%	-%	-%	15%	-%	26%	-%	15%	-%	26%	-%	-%	-%	-%	-%	-%	-%	-%	-%
I was told it wasn't possible to leave my contract with them	1	1	-	-	-	-	1	-	1	-	1	-	1	-	-	-	-	-	-	-	-	-
	15%	15%	-%	-%	-%	-%	15%	-%	26%	-%	15%	-%	26%	-%	-%	-%	-%	-%	-%	-%	-%	-%
They told me the amount I would have to pay as a cancellation/ early termination charge to leave the contract with them	1	1	-	-	-	-	1	-	1	-	1	-	1	-	-	-	-	-	-	-	-	-
	7%	7%	-%	-%	-%	-%	7%	-%	13%	-%	7%	-%	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%
I was told that their service was better than other suppliers/ I wouldn't do better anywhere else	1	1	-	-	-	-	1	-	1	-	1	-	1	-	-	-	-	-	-	-	-	-
	6%	6%	-%	-%	-%	-%	6%	-%	10%	-%	6%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Something else	1	1	-	-	-	-	1	*	1	-	1	*	1	-	-	-	-	-	-	-	-	-
	10%	10%	-%	-%	-%	-%	10%	22%	13%	-%	10%	22%	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 324

QB40C. Can you tell me how you felt put under pressure to stay?

Base : Those who felt under pressure to stay with their previous fixed line broadband supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND *n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	32	1	17	6	6	-	-	4	5	15	13	-	-	18	32	28	30
Effective Weighted Sample	20	1	9	5	5	-	-	4	4	11	8	-	-	14	20	18	20
Total	10	*	3	3	3	-	-	2	3	4	5	-	-	5	10	9	10
I waited in a queue on the telephone for a long time to tell them I wanted to cancel	3 35%	- -%	* 3%	2 63%	1 36%	- -%	- -%	1 66%	1 40%	1 16%	3 55%	- -%	- -%	1 20%	3 35%	3 37%	3 36%
I had to push them to give me the information/ code I need to make the switch	2 19%	- -%	1 18%	1 42%	- -%	- -%	- -%	1 66%	- -%	1 27%	1 15%	- -%	- -%	- -%	2 19%	2 20%	2 20%
I was told I would have to pay a cancellation/ early termination charge to leave the contract with them	2 16%	- -%	* 3%	1 46%	- -%	- -%	- -%	1 38%	- -%	* 2%	1 29%	- -%	- -%	1 14%	2 16%	2 17%	2 16%
I was told it would take a long time to make a switch to a new supplier	1 15%	- -%	- -%	1 46%	- -%	- -%	- -%	1 38%	- -%	- -%	1 29%	- -%	- -%	1 14%	1 15%	1 16%	1 15%
I was told it wasn't possible to leave my contract with them	1 15%	- -%	- -%	1 46%	- -%	- -%	- -%	1 38%	- -%	- -%	1 29%	- -%	- -%	1 14%	1 15%	1 16%	1 15%
They told me the amount I would have to pay as a cancellation/ early termination charge to leave the contract with them	1 7%	- -%	- -%	1 22%	- -%	- -%	- -%	- -%	- -%	- -%	1 14%	- -%	- -%	1 14%	1 7%	1 7%	1 7%
I was told that their service was better than other suppliers/ I wouldn't do better anywhere else	1 6%	- -%	- -%	1 18%	- -%	- -%	- -%	1 28%	- -%	1 13%	- -%	- -%	- -%	- -%	1 6%	1 6%	1 6%
Something else	1 10%	- -%	- -%	1 22%	- -%	- -%	- -%	- -%	- -%	- -%	1 20%	- -%	- -%	1 20%	1 10%	1 11%	1 10%
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Table 325

QB41C. Having switched to a new supplier for your fixed line broadband, do you think you are now paying less than before?

Base : Those switched their fixed line broadband provider in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED								
	CONSI				SWITCHED & COVERED					COVERED				CONSIDERED & COVERED					COVERED			
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	
						TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		
	a	~b	~c	~d	*e	f	~g	h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	373	373	21	-	-	33	373	23	117	33	373	23	117	-	7	-	11	13	6	-	7	8
Effective Weighted Sample	222	222	17	-	-	25	222	17	85	25	222	17	85	-	6	-	9	11	6	-	5	7
Total	149	149	10	-	-	19	149	10	66	19	149	10	66	-	2	-	7	5	2	-	4	3
Yes	113	113	6	-	-	12	113	8	51	12	113	8	51	-	1	-	4	5	1	-	2	3
	76%	76%	67%	-%	-%	65%	76%	78%	78%	65%	76%	78%	78%	-%	42%	-%	61%	100%	41%	-%	53%	100%
No	22	22	2	-	-	3	22	2	10	3	22	2	10	-	1	-	1	-	1	-	1	-
	15%	15%	22%	-%	-%	14%	15%	22%	16%	14%	15%	22%	16%	-%	44%	-%	15%	-%	45%	-%	28%	-%
Don't know	13	13	1	-	-	4	13	-	4	4	13	-	4	-	*	-	2	-	*	-	1	-
	8%	8%	11%	-%	-%	21% fh	8%	-%	7%	21% jl	8%	-%	7%	-%	14%	-%	24%	-%	14%	-%	20%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 325

QB41C. Having switched to a new supplier for your fixed line broadband, do you think you are now paying less than before?

Base : Those switched their fixed line broadband provider in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	~a	b	*c	d	~e	~f	~g	*h	i	j	~k	~l	m	n	o	p
Unweighted total	373	23	117	76	107	6	3	21	79	141	207	5	3	235	373	348	347
Effective Weighted Sample	222	17	49	61	83	5	2	17	60	86	124	4	2	143	222	209	209
Total	149	12	24	36	67	3	2	11	48	54	88	3	2	99	149	142	142
Yes	113	6	19	24	56	2	1	8	39	37	72	2	1	76	113	109	110
	76%	55%	80%	68%	84%	75%	42%	69%	82%	68%	81%	72%	42%	77%	76%	77%	77%
No	22	1	4	7	5	1	1	2	5	11	11	1	1	14	22	22	22
	15%	12%	17%	20%	8%	25%	58%	22%	11%	20%	12%	28%	58%	14%	15%	15%	15%
Don't know	13	4	1	4	6	-	-	1	3	6	5	-	-	9	13	12	11
	8%	33%	3%	12%	9%	-%	-%	9%	7%	12%	6%	-%	-%	9%	8%	8%	8%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 326

QB42C. How much less do you think you are paying each month?

Base : Those who think they are now paying less for their fixed line broadband

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN-DLE	FIXED			FIXED			FIXED			FIXED			FIXED				
		SWIT-CHED	DERED	NEIT-HER		TV	BAND	MOB. PHONE	LINE CALLS	TV	BAND	MOB. PHONE	LINE CALLS	BUN-DLE	TV	BAND	MOB. PHONE	LINE CALLS	TV	BAND	MOB. PHONE	LINE CALLS
Significance Level: 95%	a	~b	~c	~d	~e	f	~g	h	~i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	282	282	12	-	-	21	282	19	89	21	282	19	89	-	3	-	5	13	2	-	2	8
Effective Weighted Sample	168	168	10	-	-	17	168	14	66	17	168	14	66	-	2	-	5	11	2	-	2	7
Total	113	113	6	-	-	12	113	8	51	12	113	8	51	-	1	-	4	5	1	-	2	3
Under £5	19	19	-	-	-	4	19	3	7	4	19	3	7	-	-	-	-	-	-	-	-	-
	16%	16%	-%	-%	-%	30%	16%	36%	14%	30%	16%	36%	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£5.00-£9.99	43	43	2	-	-	6	43	2	20	6	43	2	20	-	*	-	2	*	-	-	2	
	38%	38%	32%	-%	-%	46%	38%	30%	39%	46%	38%	30%	39%	-%	39%	-%	49%	35%	-%	-%	51%	
£10.00-£14.99	29	29	4	-	-	2	29	1	10	2	29	1	10	-	-	-	2	-	-	2	2	
	26%	26%	58%	-%	-%	19%	26%	13%	20%	19%	26%	13%	20%	-%	-%	-%	100%	32%	-%	-%	49%	
£15.00-£19.99	10	10	1	-	-	-	10	1	4	-	10	1	4	-	1	-	1	1	-	-	-	
	9%	9%	10%	-%	-%	-%	9%	17%	8%	-%	9%	17%	8%	-%	61%	-%	19%	65%	-%	-%	-%	
£20 or more	3	3	-	-	-	3	*	3	-	3	*	3	-	-	-	-	-	-	-	-	-	
	3%	3%	-%	-%	-%	3%	4%	5%	-%	3%	4%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Don't know	9	9	-	-	-	1	9	-	7	1	9	-	7	-	-	-	-	-	-	-	-	
	8%	8%	-%	-%	-%	5%	8%	-%	14%	5%	8%	-%	14%	-%	-%	-%	-%	-%	-%	-%	-%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 326

QB42C. How much less do you think you are paying each month?

Base : Those who think they are now paying less for their fixed line broadband

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	b	*c	d	~e	~f	~g	*h	i	j	~k	~l	m	n	o	p
Unweighted total	282	14	96	51	87	5	2	14	63	100	164	4	2	177	282	264	265
Effective Weighted Sample	168	11	37	42	70	4	2	11	48	61	98	3	2	110	168	158	159
Total	113	6	19	24	56	2	1	8	39	37	72	2	1	76	113	109	110
Under £5	19	2	3	4	8	2	-	-	7	7	12	2	-	10	19	19	19
	16%	30%	17%	16%	14%	72%	-%	-%	17%	18%	17%	84%	-%	14%	16%	17%	17%
£5.00-£9.99	43	4	8	8	22	1	*	3	14	16	25	*	*	31	43	41	40
	38%	56%	39%	31%	38%	28%	50%	43%	37%	44%	35%	16%	50%	41%	38%	38%	37%
£10.00-£14.99	29	*	3	8	16	-	-	1	8	7	20	-	-	20	29	27	29
	26%	5%	17%	33%	28%	-%	-%	10%	21%	20%	27%	-%	-%	27%	26%	25%	26%
£15.00-£19.99	10	-	3	2	5	-	-	2	2	3	7	-	-	4	10	9	10
	9%	-%	14%	10%	8%	-%	-%	22%	5%	7%	9%	-%	-%	6%	9%	9%	9%
£20 or more	3	-	*	-	2	-	*	-	2	*	3	-	*	3	3	3	3
	3%	-%	2%	-%	4%	-%	50%	-%	6%	1%	4%	-%	50%	4%	3%	3%	3%
Don't know	9	1	2	2	4	-	-	2	5	3	6	-	-	7	9	9	9
	8%	9%	12%	10%	6%	-%	-%	26%	13%	10%	8%	-%	-%	9%	8%	9%	8%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 327

QB43C. If you were thinking about changing supplier for your fixed line broadband in the future, has your overall experience of the process made you more likely or less likely to make this change, or has it made no difference?

Base : Those switched their fixed line broadband provider in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				COVERED					COVERED			
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	
						TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		
		a	~b	~c	~d	*e	f	~g	h	*i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Significance Level: 95%																						
Unweighted total	373	373	21	-	-	33	373	23	117	33	373	23	117	-	7	-	11	13	6	-	7	8
Effective Weighted Sample	222	222	17	-	-	25	222	17	85	25	222	17	85	-	6	-	9	11	6	-	5	7
Total	149	149	10	-	-	19	149	10	66	19	149	10	66	-	2	-	7	5	2	-	4	3
More likely	32	32	2	-	-	1	32	3	16	1	32	3	16	-	1	-	1	2	1	-	1	*
	21%	21%	18%	-%	-%	6%	21%	27%	25% e	6%	21%	27%	25% i	-%	26%	-%	10%	42%	27%	-%	17%	12%
Made no difference	97	97	6	-	-	13	97	5	41	13	97	5	41	-	1	-	6	3	1	-	2	3
	65%	65%	67%	-%	-%	72%	65%	50%	62%	72%	65%	50%	62%	-%	45%	-%	79%	58%	44%	-%	63%	88%
Less likely	14	14	1	-	-	2	14	2	8	2	14	2	8	-	*	-	*	-	*	-	*	-
	9%	9%	7%	-%	-%	13%	9%	23%	12%	13%	9%	23%	12%	-%	15%	-%	5%	-%	15%	-%	8%	-%
Don't know	6	6	1	-	-	2	6	-	1	2	6	-	1	-	*	-	*	-	*	-	*	-
	4%	4%	8%	-%	-%	9%	4%	-%	2%	9%	4%	-%	2%	-%	14%	-%	6%	-%	14%	-%	11%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 327

QB43C. If you were thinking about changing supplier for your fixed line broadband in the future, has your overall experience of the process made you more likely or less likely to make this change, or has it made no difference?

Base : Those switched their fixed line broadband provider in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE
	Total	C&R ~a	MAC b	C&R *c	NoT d	PAC ~e	C&R ~f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	
Significance Level: 95%																	
Unweighted total	373	23	117	76	107	6	3	21	79	141	207	5	3	235	373	348	347
Effective Weighted Sample	222	17	49	61	83	5	2	17	60	86	124	4	2	143	222	209	209
Total	149	12	24	36	67	3	2	11	48	54	88	3	2	99	149	142	142
More likely	32	1	6	5	18	1	*	2	13	12	19	1	*	20	32	30	32
	21%	10%	25%	13%	26%	36%	21%	16%	28%	22%	21%	28%	21%	20%	21%	21%	22%
Made no difference	97	8	15	25	45	1	1	5	31	31	61	1	1	68	97	93	92
	65%	73%	62%	69%	67%	34%	79%	45%	64%	59%	69%	38%	79%	69%	65%	65%	65%
Less likely	14	*	3	3	4	1	-	3	4	7	7	1	-	8	14	14	14
	9%	3%	12%	9%	6%	30%	-%	29%	8%	13%	7%	34%	-%	8%	9%	10%	10%
Don't know	6	2	*	3	1	-	-	1	-	4	2	-	-	3	6	5	5
	4%	15%	1%	9%	1%	-%	-%	10%	-%	7%	2%	-%	-%	3%	4%	4%	3%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 328

QB26D. Once you had decided to switch, did you contact...

Base : Those switched their mobile phone network in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				BUN- DLE	BROAD MOB.		FIXED LINE PHONE CALLS	BROAD MOB.		FIXED LINE PHONE CALLS	BUN- DLE	BROAD MOB.		FIXED LINE PHONE CALLS	BROAD MOB.		FIXED LINE PHONE CALLS				
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	TV		BAND	TV			BAND									
														Total		a	~b		~c	~d	~e	~f
Significance Level: 95%		a	~b	~c	~d	~e	~f	g	~h	~i	*j	k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	341	341	23	-	11	5	23	341	20	12	34	341	31	13	7	7	-	4	11	12	-	11
Effective Weighted Sample	119	119	12	-	9	4	17	119	13	9	25	119	22	6	4	6	-	2	6	10	-	6
Total	152	152	18	-	7	2	10	152	10	7	17	152	18	8	3	4	-	5	9	8	-	11
Both your previous supplier and your new supplier	75 49%	75 49%	13 74%	- -%	3 39%	1 59%	5 52%	75 49%	5 53%	3 43%	8 46%	75 49%	8 47%	6 78%	* 19%	3 60%	- -%	5 100%	6 66%	5 68%	- -%	10 93%
Only your previous supplier	8 5%	8 5%	2 10%	- -%	1 14%	* 17%	1 7%	8 5%	1 12%	1 18%	2 10%	8 5%	2 13%	* 2%	1 54%	* 9%	- -%	- -%	1 17%	* 5%	- -%	- -%
Only your new supplier	61 40%	61 40%	3 14%	- -%	3 45%	* 17%	4 37%	61 40%	3 32%	3 37%	7 40%	61 40%	7 38%	1 9%	1 28%	1 23%	- -%	- -%	1 17%	2 22%	- -%	1 7%
Can't remember	9 6%	9 6%	* 2%	- -%	* 3%	* 7%	* 4%	9 6%	* 3%	* 2%	1 3%	9 6%	* 3%	1 11%	- -%	* 8%	- -%	- -%	- -%	* 5%	- -%	- -%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 328

QB26D. Once you had decided to switch, did you contact...

Base : Those switched their mobile phone network in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC e	C&R f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	
Significance Level: 95%																	
Unweighted total	341	8	10	11	9	101	91	11	17	129	212	70	73	221	265	341	294
Effective Weighted Sample	119	6	7	9	8	35	26	8	12	46	73	26	21	72	119	119	93
Total	152	5	3	6	7	42	38	7	10	58	94	34	29	84	64	152	108
Both your previous supplier and your new supplier	75 49%	3 65%	1 27%	4 72%	3 36%	37 87%	35 93%	6 83%	3 28%	15 26%	60 63%	30 89%	28 96%	45 54%	32 50%	75 49%	60 55%
Only your previous supplier	8 5%	* 6%	1 25%	- -%	1 14%	4 10%	3 7%	- -%	2 22%	3 6%	5 5%	4 11%	1 4%	6 7%	7 10%	8 5%	8 7%
Only your new supplier	61 40%	1 29%	1 46%	2 28%	3 45%	1 2%	- -%	1 17%	5 47%	37 63%	24 25%	- -%	- -%	29 34%	21 33%	61 40%	36 33%
Can't remember	9 6%	- -%	* 2%	- -%	* 5%	- -%	- -%	- -%	* 3%	3 6%	6 6%	- -%	- -%	4 5%	5 7%	9 6%	5 5%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 329

QB27D. Did you contact your previous supplier or your new supplier first?

Base : Those who contacted both their previous and new mobile phone network supplier

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED					COVERED								COVERED				
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	a	~b	~c	~d	~e	~f	g	~h	~i	~j	k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	171	171	14	-	5	2	10	171	10	5	15	171	15	9	3	3	-	4	6	7	-	10
Effective Weighted Sample	55	55	8	-	4	2	8	55	6	4	11	55	10	4	2	3	-	2	3	6	-	5
Total	75	75	13	-	3	1	5	75	5	3	8	75	8	6	*	3	-	5	6	5	-	10
Previous supplier	31	31	10	-	2	*	1	31	2	2	3	31	4	4	*	1	-	4	4	2	-	8
	41%	41%	71%	-%	78%	41%	25%	41%	31%	68%	44%	41%	47%	70%	20%	46%	-%	92%	63%	42%	-%	80%
New supplier	36	36	4	-	1	1	3	36	4	1	3	36	4	2	*	1	-	*	2	3	-	2
	48%	48%	29%	-%	22%	59%	54%	48%	69%	32%	42%	48%	53%	30%	80%	54%	-%	8%	37%	58%	-%	20%
Can't remember	8	8	-	-	-	-	1	8	-	-	1	8	-	-	-	-	-	-	-	-	-	-
	11%	11%	-%	-%	-%	-%	21%	11%	-%	-%	14%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 329

QB27D. Did you contact your previous supplier or your new supplier first?

Base : Those who contacted both their previous and new mobile phone network supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC e	C&R *f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	171	5	3	7	3	86	75	9	6	44	127	60	62	114	134	171	150
Effective Weighted Sample	55	4	2	5	3	29	23	6	4	12	43	22	19	35	55	55	44
Total	75	3	1	4	3	37	35	6	3	15	60	30	28	45	32	75	60
Previous supplier	31	2	-	3	1	19	11	3	1	7	24	16	7	20	14	31	25
	41%	68%	-%	64%	37%	51%	32%	51%	39%	46%	40%	54%	26%	44%	45%	41%	41%
New supplier	36	1	*	1	1	17	18	3	2	6	30	13	16	22	16	36	32
	48%	32%	51%	36%	35%	46%	50%	49%	61%	43%	49%	44%	57%	48%	49%	48%	53%
Can't remember	8	-	*	-	1	1	6	-	-	2	6	1	5	4	2	8	4
	11%	-%	49%	-%	28%	3%	17%	-%	-%	12%	10%	2%	17%	8%	6%	11%	6%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 330

QB28D. Why did you contact this supplier first?

Base : Those aware who they contacted first once they decided to switch their mobile phone network

	ACTIONS TAKEN								SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS			
		SWIT-CHED	DERED	NEIT-HER		TV	BAND	PHONE		CALLS	TV	BAND		PHONE	CALLS	TV		BAND	PHONE	CALLS				
																						a	~b	~c
Significance Level: 95%		a	~b	~c	~d	~e	~f	g	~h	~i	~j	k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u		
Unweighted total	157	157	14	-	5	2	8	157	10	5	13	157	15	9	3	3	-	4	6	7	-	10		
Effective Weighted Sample	49	49	8	-	4	2	6	49	6	4	9	49	10	4	2	3	-	2	3	6	-	5		
Total	67	67	13	-	3	1	4	67	5	3	7	67	8	6	*	3	-	5	6	5	-	10		
Base for %	67	67	13	-	3	1	4	67	5	3	7	67	8	6	*	3	-	5	6	5	-	10		
To see what they could offer me	28	28	8	-	*	*	2	28	3	1	2	28	3	3	*	1	-	4	3	3	-	6		
	41%	41%	57%	-%	14%	41%	47%	41%	53%	26%	33%	41%	40%	46%	73%	34%	-%	80%	45%	60%	-%	62%		
To find out what I needed to do to make the switch	24	24	5	-	*	-	1	24	3	-	1	24	3	4	*	1	-	1	4	1	-	4		
	36%	36%	37%	-%	8%	-%	21%	36%	47%	-%	16%	36%	33%	61%	80%	21%	-%	11%	69%	17%	-%	39%		
To get the code I needed to make the switch	13	13	1	-	2	*	1	13	1	2	3	13	3	1	*	-	-	*	1	*	-	1		
	19%	19%	9%	-%	59%	41%	32%	19%	19%	68%	43%	19%	33%	14%	20%	-%	-%	8%	15%	7%	-%	12%		
Query/ for information	3	3	-	-	-	-	-	3	-	-	-	3	-	-	-	-	-	-	-	-	-	-		
	5%	5%	-%	-%	-%	-%	-%	5%	-%	-%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
To cancel	2	2	1	-	-	1	-	2	-	1	-	2	-	-	-	1	-	-	-	1	-	-		
	3%	3%	9%	-%	-%	59%	-%	3%	-%	19%	-%	3%	-%	-%	-%	46%	-%	-%	-%	22%	-%	-%		
Something else	2	2	*	-	1	-	-	2	*	-	1	2	1	*	-	-	-	-	*	*	-	*		
	2%	2%	3%	-%	19%	-%	-%	2%	5%	-%	8%	2%	10%	7%	-%	-%	-%	-%	7%	7%	-%	4%		
Don't know	3	3	-	-	-	-	-	3	-	-	-	3	-	-	-	-	-	-	-	-	-	-		
	4%	4%	-%	-%	-%	-%	-%	4%	-%	-%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 330

QB28D. Why did you contact this supplier first?

Base : Those aware who they contacted first once they decided to switch their mobile phone network

	TV PROCESSES	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC *e	C&R *f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	157	5	2	7	2	79	69	9	6	39	118	57	57	109	124	157	140
Effective Weighted Sample	49	4	1	5	2	28	19	6	4	10	39	21	16	32	51	49	41
Total	67	3	*	4	2	36	29	6	3	13	54	30	23	42	30	67	56
Base for %	67	3	*	4	2	36	29	6	3	13	54	30	23	42	30	67	56
To see what they could offer me	28 41%	1 26%	* 85%	* 10%	1 49%	15 42%	12 40%	1 16%	2 88%	6 49%	21 39%	13 45%	7 33%	17 42%	14 46%	28 41%	26 46%
To find out what I needed to do to make the switch	24 36%	- -%	* 15%	1 26%	- -%	8 21%	16 54% e	2 38%	1 24%	1 7%	23 43% i	7 24%	16 68% k	16 38%	8 26%	24 36%	20 36%
To get the code I needed to make the switch	13 19%	2 68%	- -%	2 51%	1 51%	11 32% f	1 5%	2 36%	1 27%	3 25%	9 18%	8 28%	1 6%	8 19%	9 32%	13 19%	10 18%
Query/ for information	3 5%	- -%	- -%	- -%	- -%	2 7%	1 4%	- -%	- -%	1 8%	2 5%	2 8%	- -%	2 6%	- -%	3 5%	2 4%
To cancel	2 3%	1 19%	- -%	- -%	- -%	- -%	2 7%	- -%	- -%	1 5%	1 3%	- -%	1 5%	2 5%	2 7%	2 3%	2 4%
Something else	2 2%	- -%	- -%	1 13%	- -%	1 3%	* 1%	1 15%	- -%	* 3%	1 2%	1 3%	* 1%	1 3%	1 4%	2 2%	1 2%
Don't know	3 4%	- -%	- -%	- -%	- -%	3 7%	- -%	- -%	- -%	1 8%	2 3%	2 6%	- -%	* *%	1 2%	3 4%	* *%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 331

QB29D. How easy or difficult did you find the process of making contact with suppliers in order to make the switch?

Base : Those switched their mobile phone network in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
	Total	a	~b	~c	~d	~e	~f	g	~h	~i	*j	k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Significance Level: 95%		a	~b	~c	~d	~e	~f	g	~h	~i	*j	k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	341	341	23	-	11	5	23	341	20	12	34	341	31	13	7	7	-	4	11	12	-	11
Effective Weighted Sample	119	119	12	-	9	4	17	119	13	9	25	119	22	6	4	6	-	2	6	10	-	6
Total	152	152	18	-	7	2	10	152	10	7	17	152	18	8	3	4	-	5	9	8	-	11
1 - Very difficult	4	4	-	-	-	-	-	4	*	-	-	4	*	-	-	-	-	-	-	-	-	-
	2%	2%	-	-	-	-	-	2%	3%	-	-	2%	2%	-	-	-	-	-	-	-	-	-
2	2	2	*	-	-	-	-	2	1	-	-	2	1	-	-	-	-	*	-	-	-	*
	1%	1%	2%	-	-	-	-	1%	5%	-	-	1%	3%	-	-	-	-	9%	-	-	-	4%
TOTAL DIFFICULT	6	6	*	-	-	-	-	6	1	-	-	6	1	-	-	-	-	*	-	-	-	*
	4%	4%	2%	-	-	-	-	4%	8%	-	-	4%	5%	-	-	-	-	9%	-	-	-	4%
3 - Neither	20	20	1	-	2	*	1	20	5	1	3	20	7	*	*	-	-	-	1	*	-	*
	13%	13%	4%	-	29%	17%	10%	13%	51%	18%	19%	13%	42% k	5%	17%	-	-	-	9%	5%	-	4%
4	44	44	4	-	3	1	2	44	1	3	4	44	3	1	1	1	-	1	2	2	-	2
	29%	29%	20%	-	37%	52%	17%	29%	6%	47%	26%	29%	19%	18%	29%	27%	-	20%	19%	20%	-	15%
5 - Very easy	81	81	13	-	3	*	7	81	3	2	9	81	5	6	1	3	-	3	6	6	-	9
	53%	53%	71%	-	34%	24%	69%	53%	27%	33%	54%	53% l	30%	77%	54%	65%	-	71%	72%	70%	-	77%
TOTAL EASY	124	124	17	-	5	1	8	124	3	6	14	124	9	7	2	4	-	4	8	7	-	10
	82%	82%	92%	-	71%	76%	86%	82%	33%	81%	80% l	82% l	49%	95%	83%	92%	-	91%	91%	90%	-	93%
Don't know	3	3	*	-	-	*	*	3	1	*	*	3	1	-	-	*	-	-	-	*	-	-
	2%	2%	2%	-	-	7%	3%	2%	8%	2%	2%	2%	4%	-	-	8%	-	-	-	5%	-	-

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 331

QB29D. How easy or difficult did you find the process of making contact with suppliers in order to make the switch?

Base : Those switched their mobile phone network in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC e	C&R f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	341	8	10	11	9	101	91	11	17	129	212	70	73	221	265	341	294
Effective Weighted Sample	119	6	7	9	8	35	26	8	12	46	73	26	21	72	119	119	93
Total	152	5	3	6	7	42	38	7	10	58	94	34	29	84	64	152	108
1 - Very difficult	4 2%	- -%	- -%	- -%	- -%	2 4%	* *%	* 4%	- -%	* *%	3 3%	1 4%	* *%	2 3%	1 1%	4 2%	1 1%
2	2 1%	- -%	- -%	- -%	- -%	1 1%	1 3%	- -%	1 6%	* 1%	1 2%	1 2%	* 2%	1 1%	2 3%	2 1%	2 2%
TOTAL DIFFICULT	6 4%	- -%	- -%	- -%	- -%	2 5%	1 3%	* 4%	1 6%	1 1%	5 5%	2 6%	1 2%	3 4%	2 4%	6 4%	2 2%
3 - Neither	20 13%	* 6%	1 25%	* 6%	1 14%	7 17%	7 18%	2 36%	4 38%	12 21%	8 8%	3 10%	4 13%	12 15%	12 18%	20 13%	14 13%
4	44 29%	2 44%	* 12%	1 23%	2 36%	15 36%	15 41%	1 11%	3 27%	11 18%	33 35%	13 39%	15 51%	25 30%	14 22%	44 29%	36 34%
5 - Very easy	81 53%	2 50%	2 64%	4 71%	3 46%	18 42%	14 38%	3 49%	2 21%	33 56%	48 51%	16 46%	10 34%	41 49%	33 52%	81 53%	53 49%
TOTAL EASY	124 82%	4 94%	2 75%	5 94%	6 81%	33 78%	30 79%	4 60%	5 48%	43 74%	81 86%	29 85%	25 85%	65 78%	48 74%	124 82%	89 82%
Don't know	3 2%	- -%	- -%	- -%	* 5%	- -%	- -%	- -%	1 8%	2 4%	1 1%	- -%	- -%	2 3%	2 4%	3 2%	3 2%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 332

QB30D. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those switched their mobile phone network in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	TV		BAND	PHONE	TV		BAND	PHONE	TV		BAND	PHONE	TV		BAND
Total	a	~b	~c	~d	~e	~f	g	~h	~i	*j	k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	341	341	23	-	11	5	23	341	20	12	34	341	31	13	7	7	-	4	11	12	-	11
Effective Weighted Sample	119	119	12	-	9	4	17	119	13	9	25	119	22	6	4	6	-	2	6	10	-	6
Total	152	152	18	-	7	2	10	152	10	7	17	152	18	8	3	4	-	5	9	8	-	11
Yes	11	11	1	-	1	1	2	11	1	1	3	11	2	*	-	1	-	-	*	1	-	*
	7%	7%	5%	-%	13%	41%	25%	7%	10%	10%	20% k	7%	11%	6%	-%	12%	-%	-%	5%	7%	-%	4%
No	140	140	16	-	6	1	7	140	9	6	14	140	16	7	2	4	-	5	8	7	-	11
	92%	92%	91%	-%	87%	52%	75%	92%	89%	88%	80%	92%	88%	94%	88%	80%	-%	100%	91%	89%	-%	96%
Don't know	2	2	1	-	-	*	-	2	*	*	-	2	*	-	*	*	-	-	*	*	-	-
	1%	1%	4%	-%	-%	7%	-%	1%	1%	2%	-%	1%	1%	-%	12%	8%	-%	-%	4%	5%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 332

QB30D. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those switched their mobile phone network in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC e	C&R f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	341	8	10	11	9	101	91	11	17	129	212	70	73	221	265	341	294
Effective Weighted Sample	119	6	7	9	8	35	26	8	12	46	73	26	21	72	119	119	93
Total	152	5	3	6	7	42	38	7	10	58	94	34	29	84	64	152	108
Yes	11 7%	1 15%	- -	1 14%	2 23%	3 7%	4 10%	- -	1 11%	3 5%	8 9%	3 9%	2 7%	7 9%	6 10%	11 7%	7 6%
No	140 92%	4 85%	3 100%	5 86%	5 77%	39 92%	34 90%	7 100%	9 89%	55 94%	85 91%	31 91%	27 93%	74 89%	56 88%	140 92%	100 92%
Don't know	2 1%	- -	- -	- -	- -	* *%	* *%	- -	- -	1 2%	1 1%	- -	* *%	2 2%	2 3%	2 1%	2 1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 333

QB30B. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their TV service supplier in last 12 months (including those with TV in a bundle of services)

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED				
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS		
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE
Significance Level: 95%		a	~b	~c	*d	e	*f	~g	~h	i	j	~k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	155	155	10	-	69	87	33	12	7	155	93	19	72	1	-	1	10	-	-	2	8	1	
Effective Weighted Sample	92	92	8	-	53	45	25	9	4	92	73	13	55	1	-	1	8	-	-	2	7	1	
Total	107	107	7	-	71	37	19	7	5	107	74	16	73	*	-	*	8	-	-	1	7	*	
Yes	9	9	-	-	5	3	1	-	1	9	7	1	6	-	-	-	-	-	-	-	-	-	
	8%	8%	-%	-%	7%	9%	8%	-%	27%	8%	9%	5%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
No	96	96	7	-	64	33	17	7	4	96	65	15	66	*	-	*	8	-	-	1	7	*	
	90%	90%	100%	-%	90%	89%	90%	98%	73%	90%	88%	94%	90%	100%	-%	100%	100%	-%	-%	100%	100%	100%	
Don't know	2	2	-	-	2	1	*	*	-	2	2	*	2	-	-	-	-	-	-	-	-	-	
	2%	2%	-%	-%	2%	2%	2%	2%	-%	2%	3%	1%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 333

QB30B. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their TV service supplier in last 12 months (including those with TV in a bundle of services)

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC ~b	C&R ~c	NoT *d	PAC ~e	C&R ~f	C&R ~g	NoT *h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	155	108	7	26	47	7	6	23	40	62	78	3	2	155	128	140	133
Effective Weighted Sample	92	61	6	19	39	6	3	17	33	42	49	3	2	92	87	91	85
Total	107	73	6	20	41	8	4	19	48	47	50	3	1	107	84	97	100
Yes	9 8%	8 11%	1 18%	2 10%	3 7%	1 10%	- -%	2 12%	3 5%	3 7%	5 10%	- -%	- -%	9 8%	9 10%	8 9%	8 8%
No	96 90%	64 88%	5 82%	18 90%	38 93%	7 90%	4 100%	17 88%	45 95%	42 89%	45 89%	3 100%	1 100%	96 90%	74 87%	86 89%	89 89%
Don't know	2 2%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 3%	1 2%	- -%	- -%	2 2%	2 3%	2 2%	2 2%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 334

QB30C. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their fixed line broadband supplier in last 12 months (including those with broadband in a bundle of services)

	ACTIONS TAKEN								SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
					SWITCHED & COVERED																	
	CONSI				FIXED				FIXED				FIXED				FIXED					
					BROAD MOB. LINE				BROAD MOB. LINE				BROAD MOB. LINE				BROAD MOB. LINE					
	SWIT-CH	DERED	NEIT-HER	BUN-DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN-DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	a	~b	~c	d	*e	f	*g	h	i	j	*k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	489	489	29	-	116	34	373	34	118	93	489	42	228	-	8	-	19	13	7	-	14	8
Effective Weighted Sample	300	300	22	-	88	26	222	25	86	73	300	28	167	-	5	-	16	11	5	-	12	7
Total	235	235	18	-	86	20	149	17	66	74	235	25	148	-	4	-	16	5	4	-	11	3
Yes	25	25	1	-	11	1	15	3	6	6	25	4	16	-	*	-	-	2	*	-	-	1
	11%	11%	5%	-%	12%	3%	10%	20%	9%	8%	11%	16%	11%	-%	8%	-%	-%	35%	9%	-%	-%	16%
No	198	198	16	-	74	18	125	14	55	66	198	21	126	-	3	-	15	3	3	-	10	3
	84%	84%	89%	-%	85%	94%	84%	80%	83%	89%	84%	83%	85%	-%	83%	-%	95%	65%	83%	-%	93%	84%
Don't know	11	11	1	-	2	1	9	-	5	2	11	*	7	-	*	-	1	-	*	-	1	-
	5%	5%	6%	-%	2%	3%	6%	-%	7%	3%	5%	*%	4%	-%	9%	-%	5%	-%	9%	-%	7%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 334

QB30C. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their fixed line broadband supplier in last 12 months (including those with broadband in a bundle of services)

		TV PROCES S		BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC b	C&R c	NoT d	PAC ~e	C&R ~f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	489	61	125	109	161	16	5	57	135	199	264	10	4	323	489	463	462
Effective Weighted Sample	300	46	53	79	130	13	3	40	109	123	164	8	3	206	300	287	287
Total	235	46	31	58	118	11	4	34	101	97	130	6	2	173	235	227	228
Yes	25 11%	5 11%	3 9%	9 15%	11 9%	3 24%	- -%	6 17%	7 7%	8 9%	16 13%	2 33%	- -%	20 12%	25 11%	25 11%	25 11%
No	198 84%	40 87%	28 90%	48 82%	103 87%	9 76%	4 100%	27 80%	91 90%	85 87%	106 82%	4 67%	2 100%	144 84%	198 84%	191 84%	193 85%
Don't know	11 5%	1 2%	* 1%	2 3%	4 3%	- -%	- -%	1 3%	3 3%	4 4%	7 6%	- -%	- -%	8 5%	11 5%	11 5%	10 5%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 335

QB30D. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their mobile phone network supplier in last 12 months (including those with mobile in a bundle of services)

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	a	~b	~c	~d	~e	~f	g	~h	~i	*j	k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	351	351	23	-	21	5	23	341	21	19	42	351	39	13	7	7	-	4	11	12	-	11
Effective Weighted Sample	125	125	12	-	15	4	17	119	14	13	28	125	25	6	4	6	-	2	6	10	-	6
Total	163	163	18	-	18	2	10	152	11	16	25	163	27	8	3	4	-	5	9	8	-	11
Yes	11	11	1	-	2	1	2	11	1	1	4	11	3	*	-	1	-	-	*	1	-	*
	7%	7%	5%	-%	10%	41%	25%	7%	10%	9%	16%	7%	10%	6%	-%	12%	-%	-%	5%	7%	-%	4%
No	149	149	16	-	16	1	7	140	10	14	21	149	25	7	2	4	-	5	8	7	-	11
	92%	92%	91%	-%	90%	52%	75%	92%	89%	90%	83%	92%	90%	94%	88%	80%	-%	100%	91%	89%	-%	96%
Don't know	2	2	1	-	*	*	-	2	*	*	*	2	*	-	*	*	-	-	*	*	-	-
	1%	1%	4%	-%	1%	7%	-%	1%	1%	1%	1%	1%	1%	-%	12%	8%	-%	-%	4%	5%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 335

QB30D. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their mobile phone network supplier in last 12 months (including those with mobile in a bundle of services)

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	~a	~b	~c	~d	e	f	~g	~h	i	j	*k	*l	m	n	o	p
Unweighted total	351	13	11	12	14	106	93	14	22	132	219	70	73	231	273	351	304
Effective Weighted Sample	125	9	7	7	13	39	27	9	15	48	77	26	21	79	114	125	99
Total	163	12	3	8	12	48	40	10	16	63	100	34	29	94	72	163	119
Yes	11 7%	1 13%	- -	1 10%	2 20%	4 8%	4 9%	1 7%	1 6%	3 4%	9 9%	3 9%	2 7%	8 9%	7 9%	11 7%	7 6%
No	149 92%	10 87%	3 100%	7 90%	10 80%	44 92%	36 91%	9 93%	15 94%	59 94%	90 90%	31 91%	27 93%	84 89%	63 88%	149 92%	110 92%
Don't know	2 1%	- -	- -	- -	- -	* *%	* *%	- -	- -	1 2%	1 1%	- -	* *%	2 2%	2 3%	2 1%	2 1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 336

QB30E. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their fixed line phone supplier in last 12 months (including those with fixed line phone in a bundle of services)

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI			BUN- DLE	FIXED			FIXED			FIXED			FIXED			FIXED					
	SWIT- CHED	DERED	NEIT- HER		MOB.	PHONE	LINE	MOB.	PHONE	LINE	MOB.	PHONE	LINE	MOB.	PHONE	LINE	MOB.	PHONE	LINE			
																				TV	BAND	CALLS
Significance Level: 95%	Total	a	~b	~c	d	~e	f	*g	h	*i	j	*k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	335	335	17	-	120	7	117	31	216	72	228	39	335	1	2	4	15	-	2	3	12	-
Effective Weighted Sample	225	225	14	-	85	5	85	22	142	55	167	25	225	1	1	4	13	-	1	3	11	-
Total	243	243	13	-	98	6	66	18	145	73	148	27	243	1	2	1	14	-	2	1	10	-
Yes	21	21	-	-	10	1	5	3	12	5	14	3	21	-	-	-	1	-	-	-	-	-
	9%	9%	-%	-%	10%	20%	7%	15%	8%	7%	10%	12%	9%	-%	-%	-%	5%	-%	-%	-%	-%	-%
No	209	209	13	-	87	5	54	15	122	66	126	24	209	1	2	1	13	-	2	1	10	-
	86%	86%	97%	-%	88%	80%	83%	84%	84%	90%	85%	87%	86%	100%	100%	100%	92%	-%	100%	100%	96%	-%
Don't know	13	13	*	-	2	-	7	*	11	2	8	*	13	-	-	-	*	-	-	-	*	-
	5%	5%	3%	-%	2%	-%	10%	1%	8%	2%	6%	1%	5%	-%	-%	-%	3%	-%	-%	-%	4%	-%
							d															

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 336

QB30E. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their fixed line phone supplier in last 12 months (including those with fixed line phone in a bundle of services)

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	*a	*b	*c	d	~e	~f	*g	h	i	j	~k	~l	m	n	o	p
Unweighted total	335	48	31	59	102	14	10	75	206	161	161	8	7	230	298	322	335
Effective Weighted Sample	225	35	23	41	85	10	5	52	150	113	109	6	4	157	211	221	225
Total	243	50	16	34	83	12	7	49	173	118	109	5	4	172	193	227	243
Yes	21 9%	5 9%	- -%	5 15%	7 9%	1 6%	2 24%	9 19%	10 6%	9 8%	11 10%	- -%	2 45%	14 8%	17 9%	20 9%	21 9%
No	209 86%	44 89%	16 100%	28 80%	72 87%	11 94%	5 76%	38 77%	155 90%	106 90%	88 81%	5 100%	2 55%	147 85%	165 86%	194 85%	209 86%
Don't know	13 5%	1 1%	- -%	2 5%	4 5%	- -%	- -%	2 4%	8 4%	3 3%	10 9%	- -%	- -%	11 7%	11 6%	13 6%	13 5%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 337

QB31D. How much did you have to pay to leave your contract?

Base : Those who had to pay a charge to leave the contract for their mobile phone service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
	Total	*a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Significance Level: 95%																						
Unweighted total	38	38	2	-	16	2	3	23	3	9	19	24	18	1	-	1	-	-	1	1	-	1
Effective Weighted Sample	24	24	2	-	13	2	3	12	3	7	16	13	15	1	-	1	-	-	1	1	-	1
Total	20	20	1	-	11	1	2	11	1	6	13	11	11	*	-	1	-	-	*	1	-	*
Up to £19.99	3	3	-	-	-	1	1	3	1	1	1	3	1	-	-	-	-	-	-	-	-	-
	13%	13%	-%	-%	-%	100%	33%	25%	100%	12%	6%	23%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£20.00-£29.99	2	2	-	-	-	-	-	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-
	9%	9%	-%	-%	-%	-%	-%	17%	-%	-%	-%	16%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£30.00-£39.99	*	*	-	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-
	1%	1%	-%	-%	-%	-%	-%	2%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£40.00-£49.99	*	*	-	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£50.00-£59.99	*	*	-	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£60 or more	5	5	1	-	-	-	2	5	-	-	2	5	-	*	-	1	-	-	*	1	-	*
	24%	24%	100%	-%	-%	-%	67%	46%	-%	-%	12%	43%	-%	100%	-%	100%	-%	-%	100%	100%	-%	100%
Don't know	*	*	-	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 337

QB31D. How much did you have to pay to leave your contract?

Base : Those who had to pay a charge to leave the contract for their mobile phone service

		TV PROCES S		BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	38	8	1	7	8	7	12	7	8	12	26	6	9	29	32	38	34
Effective Weighted Sample	24	6	1	6	8	5	5	6	7	10	14	4	3	19	22	24	23
Total	20	5	1	4	6	4	4	4	5	7	13	3	2	16	16	20	16
Up to £19.99	3	1	-	1	-	1	1	-	1	1	2	1	*	2	3	3	3
	13%	14%	-%	21%	-%	35%	28%	-%	20%	9%	15%	43%	20%	14%	17%	13%	16%
£20.00-£29.99	2	-	-	-	-	-	*	-	-	-	2	-	*	2	*	2	*
	9%	-%	-%	-%	-%	-%	1%	-%	-%	-%	14%	-%	2%	11%	*%	9%	*%
£30.00-£39.99	*	-	-	-	-	*	*	-	-	-	*	*	*	*	*	*	*
	1%	-%	-%	-%	-%	4%	1%	-%	-%	-%	1%	5%	2%	1%	1%	1%	1%
£40.00-£49.99	*	-	-	-	-	-	*	-	-	-	*	-	*	*	*	*	*
	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%	*%	-%	2%	*%	*%	*%	*%
£50.00-£59.99	*	-	-	-	-	-	*	-	-	-	*	-	*	*	*	*	*
	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%	*%	-%	1%	*%	*%	*%	*%
£60 or more	5	-	-	-	2	2	3	-	-	1	4	2	2	2	2	5	3
	24%	-%	-%	-%	25%	42%	69%	-%	-%	15%	29%	52%	73%	12%	14%	24%	16%
Don't know	*	-	-	-	-	-	-	-	-	-	*	-	-	*	-	*	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	1%	-%	*%	1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 338

QB32D. Which of these best describes when you were told about the cancellation charge?

Base : Those who had to pay a charge to leave the contract for their mobile phone service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				CONSIDERED & COVERED					COVERED			
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
						TV	BAND			TV	BAND			TV	BAND			TV	BAND			
Significance Level: 95%		*a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	38	38	2	-	16	2	3	23	3	9	19	24	18	1	-	1	-	-	1	1	-	1
Effective Weighted Sample	24	24	2	-	13	2	3	12	3	7	16	13	15	1	-	1	-	-	1	1	-	1
Total	20	20	1	-	11	1	2	11	1	6	13	11	11	*	-	1	-	-	*	1	-	*
I already knew from the information I was given when I first took the service	4 21%	4 21%	- -%	- -%	- -%	* 42%	2 70%	4 40%	* 33%	* 5%	2 13%	4 37%	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
When I first contacted my previous supplier about cancelling their service	4 18%	4 18%	- -%	- -%	- -%	- -%	1 30%	4 35%	1 67%	- -%	1 5%	4 33%	1 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
At a later point, but before I agreed to switch over	1 5%	1 5%	* 45%	- -%	- -%	* 58%	- -%	1 9%	- -%	* 7%	- -%	1 9%	- -%	* 100%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	* 100%
Only after I had agreed to switch the service over	1 3%	1 3%	1 55%	- -%	- -%	- -%	- -%	1 7%	- -%	- -%	- -%	1 6%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	1 100%	- -%	- -%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Table 338

QB32D. Which of these best describes when you were told about the cancellation charge?

Base : Those who had to pay a charge to leave the contract for their mobile phone service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	38	8	1	7	8	7	12	7	8	12	26	6	9	29	32	38	34
Effective Weighted Sample	24	6	1	6	8	5	5	6	7	10	14	4	3	19	22	24	23
Total	20	5	1	4	6	4	4	4	5	7	13	3	2	16	16	20	16
I already knew from the information I was given when I first took the service	4 21%	* 6%	- -%	1 21%	1 14%	1 21%	2 42%	- -%	* 7%	1 9%	4 27%	1 26%	1 45%	4 26%	2 15%	4 21%	2 15%
When I first contacted my previous supplier about cancelling their service	4 18%	- -%	- -%	- -%	1 11%	2 41%	1 31%	- -%	1 14%	1 15%	3 20%	2 51%	* 5%	* 3%	1 9%	4 18%	1 9%
At a later point, but before I agreed to switch over	1 5%	* 8%	- -%	- -%	- -%	1 15%	* 12%	- -%	- -%	- -%	1 8%	1 19%	* 21%	1 6%	1 4%	1 5%	1 6%
Only after I had agreed to switch the service over	1 3%	- -%	- -%	- -%	- -%	* 3%	1 16%	- -%	- -%	- -%	1 5%	* 4%	1 28%	1 4%	1 5%	1 3%	1 4%
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Table 339

QB33D. Would you have still decided to switch if you had known that you would have to pay a cancellation charge to your previous supplier?

Base : Those who were told about the cancellation charge at a later point or after they agreed to switch their mobile phone service

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND	TV		BAND				
		~a	~b	~c		~d	~e	~f		~g	~h	~i		~j	~k	~l		~m	~n	~o		~p
Significance Level: 95%																						
Unweighted total	7	7	2	-	-	1	-	7	-	1	-	7	-	1	-	1	-	-	1	1	-	1
Effective Weighted Sample	4	4	2	-	-	1	-	4	-	1	-	4	-	1	-	1	-	-	1	1	-	1
Total	2	2	1	-	-	*	-	2	-	*	-	2	-	*	-	1	-	-	*	1	-	*
Yes	1	1	1	-	-	*	-	1	-	*	-	1	-	-	-	1	-	-	-	1	-	-
	66%	66%	55%	-%	-%	100%	-%	66%	-%	100%	-%	66%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%
No	*	*	*	-	-	-	-	*	-	-	-	*	-	*	-	-	-	-	*	-	-	*
	25%	25%	45%	-%	-%	-%	-%	25%	-%	-%	-%	25%	-%	100%	-%	-%	-%	-%	100%	-%	-%	100%
Don't know	*	*	-	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-
	8%	8%	-%	-%	-%	-%	-%	8%	-%	-%	-%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 339

QB33D. Would you have still decided to switch if you had known that you would have to pay a cancellation charge to your previous supplier?

Base : Those who were told about the cancellation charge at a later point or after they agreed to switch their mobile phone service

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p	
Significance Level: 95%																		
Unweighted total	7	1	-	-	-	3	4	-	-	-	7	3	4	6	6	7	7	
Effective Weighted Sample	4	1	-	-	-	2	2	-	-	-	4	2	2	4	3	4	4	
Total	2	*	-	-	-	1	1	-	-	-	2	1	1	2	1	2	2	
Yes	1	*	-	-	-	*	1	-	-	-	1	*	1	1	1	1	1	
	66%	100%	-%	-%	-%	18%	100%	-%	-%	-%	66%	18%	100%	64%	89%	66%	66%	
No	*	-	-	-	-	*	-	-	-	-	*	*	-	*	-	*	*	
	25%	-%	-%	-%	-%	62%	-%	-%	-%	-%	25%	62%	-%	27%	-%	25%	25%	
Don't know	*	-	-	-	-	*	-	-	-	-	*	*	-	*	*	*	*	
	8%	-%	-%	-%	-%	20%	-%	-%	-%	-%	8%	20%	-%	9%	11%	8%	8%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 340

QB34D. When you were in contact with your previous supplier, did they make you any kind of offer to stay with them?

Base : Those who had contact with their previous supplier once they decided to switch their mobile phone service

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
	CONSI																							
	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD			MOB. PHONE	FIXED LINE CALLS	BROAD			MOB. PHONE	FIXED LINE CALLS	BROAD			MOB. PHONE	FIXED LINE CALLS	BROAD			MOB. PHONE	FIXED LINE CALLS
					TV	BAND				TV	BAND				TV	BAND				TV	BAND			
Total	a	~b	~c	~d	~e	~f	g	~h	~i	~j	k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u			
Significance Level: 95%																								
Unweighted total	204	204	17	-	6	3	12	204	13	7	18	204	19	10	5	4	-	4	8	8	-	10		
Effective Weighted Sample	64	64	9	-	5	3	9	64	8	6	14	64	13	4	3	3	-	2	5	7	-	5		
Total	83	83	15	-	4	1	6	83	7	4	10	83	11	6	2	3	-	5	7	6	-	10		
Yes they made me an offer which I listened to	23	23	10	-	1	1	1	23	2	1	2	23	3	4	*	2	-	4	3	3	-	7		
	28%	28%	63%	-%	19%	54%	21%	28%	27%	27%	20%	28%	24%	65%	5%	69%	-%	83%	44%	54%	-%	72%		
They wanted to make me an offer, but I wasn't interested in listening to it	31	31	2	-	2	-	2	31	3	1	3	31	5	*	1	*	-	*	1	1	-	1		
	37%	37%	15%	-%	40%	-%	30%	37%	47%	23%	34%	37%	45%	6%	55%	14%	-%	9%	21%	14%	-%	8%		
No, they didn't make me an offer	25	25	3	-	2	1	3	25	1	2	4	25	3	2	1	1	-	-	2	2	-	2		
	30%	30%	20%	-%	42%	46%	49%	30%	14%	50%	46%	30%	24%	28%	39%	18%	-%	-%	35%	32%	-%	17%		
Can't remember	4	4	*	-	-	-	-	4	1	-	-	4	1	-	-	-	-	*	-	-	-	*		
	5%	5%	2%	-%	-%	-%	-%	5%	12%	-%	-%	5%	7%	-%	-%	-%	-%	8%	-%	-%	-%	4%		
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																								

Table 340

QB34D. When you were in contact with your previous supplier, did they make you any kind of offer to stay with them?

Base : Those who had contact with their previous supplier once they decided to switch their mobile phone service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC e	C&R f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	
Significance Level: 95%																	
Unweighted total	204	6	5	7	4	100	91	9	9	55	149	70	73	135	162	204	179
Effective Weighted Sample	64	5	4	5	4	34	26	6	7	16	49	26	21	41	67	64	53
Total	83	3	1	4	4	41	38	6	5	18	65	34	29	51	38	83	68
Yes they made me an offer which I listened to	23	1	*	1	1	10	13	1	2	5	18	9	9	17	12	23	18
	28%	35%	22%	18%	25%	23%	35%	13%	37%	25%	28%	27%	32%	34%	32%	28%	27%
They wanted to make me an offer, but I wasn't interested in listening to it	31	-	-	1	2	16	15	3	2	7	24	11	13	16	10	31	27
	37%	-%	-%	33%	55%	38%	39%	52%	34%	36%	37%	33%	45%	32%	25%	37%	39%
No, they didn't make me an offer	25	2	1	2	1	14	8	2	1	4	21	12	7	15	15	25	20
	30%	65%	78%	49%	20%	35%	22%	34%	13%	23%	32%	37%	23%	30%	39%	30%	29%
Can't remember	4	-	-	-	-	2	1	-	1	3	1	1	*	2	2	4	3
	5%	-%	-%	-%	-%	5%	4%	-%	16%	16%	2%	4%	*%	5%	4%	5%	4%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 341

QB35D. How did this offer compare to the package or plan you already had with them and the price you paid?

Base : Those who listened to an offer from their previous mobile phone supplier

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%		*a	~b	~c	~d	~e	~f	*g	~h	~i	~j	*k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	68	68	7	-	2	2	2	68	3	3	4	68	5	7	1	2	-	2	2	4	-	5
Effective Weighted Sample	17	17	4	-	2	2	2	17	2	3	3	17	4	2	1	2	-	1	1	4	-	3
Total	23	23	10	-	1	1	1	23	2	1	2	23	3	4	*	2	-	4	3	3	-	7
The same package or plan at a lower price	3	3	*	-	-	*	1	3	*	*	1	3	*	*	-	-	-	-	*	*	-	*
	15%	15%	4%	-%	-%	42%	74%	15%	19%	25%	46%	15%	13%	10%	-%	-%	-%	-%	13%	13%	-%	5%
A more basic package or plan at a lower price	5	5	4	-	*	*	-	5	-	*	*	5	*	*	*	-	-	4	-	-	-	4
	23%	23%	39%	-%	31%	58%	-%	23%	-%	34%	12%	23%	9%	3%	100%	-%	-%	100%	-%	-%	-%	50%
An improved package or plan at the same price	9	9	3	-	-	-	*	9	-	-	*	9	-	1	-	2	-	-	-	3	-	1
	39%	39%	29%	-%	-%	-%	26%	39%	-%	-%	17%	39%	-%	19%	-%	100%	-%	-%	-%	87%	-%	9%
An improved package or plan at a higher price	4	4	3	-	-	-	-	4	*	-	-	4	*	3	-	-	-	-	3	-	-	3
	16%	16%	28%	-%	-%	-%	-%	16%	22%	-%	-%	16%	16%	66%	-%	-%	-%	-%	87%	-%	-%	36%
Can't remember the details	2	2	-	-	*	-	-	2	1	*	*	2	2	*	-	-	-	-	-	-	-	-
	7%	7%	-%	-%	69%	-%	-%	7%	59%	41%	26%	7%	62%	2%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 341

QB35D. How did this offer compare to the package or plan you already had with them and the price you paid?

Base : Those who listened to an offer from their previous mobile phone supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	~b	~c	~d	~e	*f	~g	~h	~i	*j	~k	*l	*m	*n	*o	*p
Unweighted total	68	3	1	2	1	30	38	2	3	11	57	25	32	51	59	68	60
Effective Weighted Sample	17	3	1	2	1	9	8	2	2	2	16	8	8	12	23	17	13
Total	23	1	*	1	1	10	13	1	2	5	18	9	9	17	12	23	18
The same package or plan at a lower price	3	*	-	-	1	1	2	-	*	1	3	1	2	3	3	3	3
	15%	25%	-%	-%	100%	12%	17%	-%	19%	17%	14%	12%	16%	19%	27%	15%	18%
A more basic package or plan at a lower price	5	*	-	*	-	1	4	*	-	4	2	1	1	5	2	5	5
	23%	34%	-%	31%	-%	15%	29%	31%	-%	79%	10%	13%	7%	27%	17%	23%	29%
An improved package or plan at the same price	9	-	*	-	-	2	7	-	-	*	9	2	7	4	4	9	4
	39%	-%	100%	-%	-%	20%	53%	-%	-%	1%	49%	21%	76%	25%	36%	39%	24%
An improved package or plan at a higher price	4	-	-	-	-	4	*	-	*	*	3	3	*	3	1	4	3
	16%	-%	-%	-%	-%	37%	*%	-%	22%	3%	19%	38%	*%	19%	7%	16%	19%
Can't remember the details	2	*	-	*	-	2	*	*	1	-	2	2	*	2	2	2	2
	7%	41%	-%	69%	-%	16%	1%	69%	59%	-%	9%	17%	1%	10%	13%	7%	9%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 342

QB36D. What was covered in the improved package or plan your previous supplier offered?

Base : Those offered an improved package or plan from their previous mobile phone supplier

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED								
	Total	CONSI			BUN-DLE	FIXED			BUN-DLE	FIXED			BUN-DLE	FIXED			BUN-DLE	FIXED								
		SWIT-CHED	DERED	NEIT-HER		TV	BAND	PHONE		MOB.	LINE	CALLS		TV	BAND	PHONE		MOB.	LINE	CALLS	TV	BAND	PHONE	MOB.	LINE	CALLS
Significance Level: 95%		*a	~b	~c	~d	~e	~f	*g	~h	~i	~j	*k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u				
Unweighted total	31	31	4	-	-	-	1	31	1	-	1	31	1	4	-	2	-	-	1	3	-	2				
Effective Weighted Sample	9	9	3	-	-	-	1	9	1	-	1	9	1	2	-	2	-	-	1	3	-	1				
Total	13	13	5	-	-	-	*	13	*	-	*	13	*	3	-	2	-	-	3	3	-	3				
More texts	10	10	3	-	-	-	-	10	*	-	-	10	*	3	-	-	-	-	3	1	-	3				
	76%	76%	61%	-%	-%	-%	-%	76%	100%	-%	-%	76%	100%	100%	-%	-%	-%	-%	100%	24%	-%	100%				
More minutes for calls	7	7	-	-	-	-	*	7	*	-	*	7	*	*	-	-	-	-	-	-	-	-				
	54%	54%	-%	-%	-%	-%	100%	54%	100%	-%	100%	54%	100%	4%	-%	-%	-%	-%	-%	-%	-%	-%				
New handset	4	4	3	-	-	-	*	4	-	-	*	4	-	1	-	2	-	-	-	3	-	1				
	32%	32%	51%	-%	-%	-%	100%	32%	-%	-%	100%	32%	-%	19%	-%	100%	-%	-%	-%	100%	-%	20%				
Free broadband	1	1	-	-	-	-	-	1	*	-	-	1	*	-	-	-	-	-	-	-	-	-				
	6%	6%	-%	-%	-%	-%	-%	6%	100%	-%	-%	6%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%				
Something else	*	*	-	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-				
	1%	1%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%				

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 342

QB36D. What was covered in the improved package or plan your previous supplier offered?

Base : Those offered an improved package or plan from their previous mobile phone supplier

	TV PROCESSES	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	31	-	1	-	-	13	18	-	1	3	28	12	16	22	25	31	26
Effective Weighted Sample	9	-	1	-	-	4	6	-	1	2	9	3	6	6	8	9	6
Total	13	-	*	-	-	5	7	-	*	*	12	5	7	8	5	13	8
More texts	10	-	-	-	-	4	5	-	*	*	10	4	5	5	2	10	5
	76%	-%	-%	-%	-%	77%	76%	-%	100%	17%	77%	79%	76%	63%	45%	76%	64%
More minutes for calls	7	-	*	-	-	2	5	-	*	*	7	2	5	2	2	7	2
	54%	-%	100%	-%	-%	30%	73%	-%	100%	36%	55%	31%	73%	26%	44%	54%	29%
New handset	4	-	*	-	-	2	2	-	-	-	4	2	2	4	4	4	4
	32%	-%	100%	-%	-%	31%	33%	-%	-%	-%	33%	31%	33%	50%	75%	32%	51%
Free broadband	1	-	-	-	-	1	-	-	*	-	1	1	-	1	1	1	1
	6%	-%	-%	-%	-%	13%	-%	-%	100%	-%	6%	14%	-%	10%	14%	6%	9%
Something else	*	-	-	-	-	*	-	-	-	*	-	-	-	-	*	*	-
	1%	-%	-%	-%	-%	2%	-%	-%	-%	64%	-%	-%	-%	-%	2%	1%	-%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 343

QB37D. Did you talk to your previous supplier about the best offer you had found from another supplier?

Base : Those who listened to an offer from their previous mobile phone supplier

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																					
	Total	CONSI			BUN- DLE	FIXED			PHONE	CALLS	FIXED			BUN- DLE	FIXED			PHONE	CALLS	FIXED																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																			
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	MOB.			LINE	TV	BAND		MOB.	LINE	TV			BAND	MOB.	LINE																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																	
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Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 343

QB37D. Did you talk to your previous supplier about the best offer you had found from another supplier?

Base : Those who listened to an offer from their previous mobile phone supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	~b	~c	~d	~e	*f	~g	~h	~i	*j	~k	*l	*m	*n	*o	*p
Unweighted total	68	3	1	2	1	30	38	2	3	11	57	25	32	51	59	68	60
Effective Weighted Sample	17	3	1	2	1	9	8	2	2	2	16	8	8	12	23	17	13
Total	23	1	*	1	1	10	13	1	2	5	18	9	9	17	12	23	18
No, I did not	14	1	-	*	-	7	7	*	1	4	11	7	3	11	5	14	11
	62%	66%	-%	69%	-%	77%	52%	69%	59%	82%	57%	80%	35%	64%	44%	62%	62%
Their offer matched the best offer I had found	1	-	-	-	-	*	*	-	*	*	*	*	*	1	1	1	1
	3%	-%	-%	-%	-%	2%	3%	-%	19%	10%	1%	1%	1%	3%	5%	3%	3%
Their offer was better than the best offer I had found	*	-	-	-	-	-	*	-	-	-	*	-	*	*	*	*	*
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	*%	*%	*%	*%	*%
Their offer was worse than the best offer I had found	7	*	*	*	1	2	5	*	*	*	6	2	5	4	5	7	5
	29%	34%	100%	31%	100%	20%	35%	31%	22%	8%	34%	17%	50%	25%	40%	29%	27%
Can't remember	1	-	-	-	-	*	1	-	-	-	1	*	1	1	1	1	1
	6%	-%	-%	-%	-%	1%	9%	-%	-%	-%	7%	1%	13%	8%	11%	6%	7%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 344

QB38D. How happy or unhappy were you with how this offer was made to you?

Base : Those who listened to an offer from their previous mobile phone supplier

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED					COVERED				COVERED				COVERED				
	CONSI				BUN-DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	Total	SWIT-CHED	DERED	NEIT-HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN-DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%		*a	~b	~c	~d	~e	~f	*g	~h	~i	~j	*k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	68	68	7	-	2	2	2	68	3	3	4	68	5	7	1	2	-	2	2	4	-	5
Effective Weighted Sample	17	17	4	-	2	2	2	17	2	3	3	17	4	2	1	2	-	1	1	4	-	3
Total	23	23	10	-	1	1	1	23	2	1	2	23	3	4	*	2	-	4	3	3	-	7
1 - Very unhappy	1	1	*	-	-	-	-	1	*	-	-	1	*	*	-	-	-	-	*	*	-	*
	4%	4%	4%	-%	-%	-%	-%	4%	22%	-%	-%	4%	16%	10%	-%	-%	-%	-%	13%	13%	-%	5%
2	3	3	2	-	*	-	-	3	-	-	*	3	*	-	-	2	-	-	-	2	-	-
	12%	12%	22%	-%	31%	-%	-%	12%	-%	-%	12%	12%	9%	-%	-%	100%	-%	-%	-%	67%	-%	-%
TOTAL UNHAPPY	4	4	3	-	*	-	-	4	*	-	*	4	1	*	-	2	-	-	*	3	-	*
	16%	16%	26%	-%	31%	-%	-%	16%	22%	-%	12%	16%	25%	10%	-%	100%	-%	-%	13%	79%	-%	5%
3 - Neither	10	10	1	-	*	1	1	10	-	1	2	10	*	*	*	-	-	1	-	-	-	1
	44%	44%	5%	-%	69%	100%	100%	44%	-%	100%	88%	44%	20%	9%	100%	-%	-%	14%	-%	-%	-%	7%
4	3	3	3	-	-	-	-	3	*	-	-	3	*	3	-	-	-	-	3	-	-	3
	14%	14%	28%	-%	-%	-%	-%	14%	19%	-%	-%	14%	13%	65%	-%	-%	-%	-%	87%	-%	-%	36%
5 - Very happy	5	5	4	-	-	-	-	5	1	-	-	5	1	1	-	-	-	3	-	1	-	4
	23%	23%	40%	-%	-%	-%	-%	23%	59%	-%	-%	23%	42%	16%	-%	-%	-%	86%	-%	21%	-%	52%
TOTAL HAPPY	9	9	7	-	-	-	-	9	1	-	-	9	1	3	-	-	-	3	3	1	-	7
	37%	37%	68%	-%	-%	-%	-%	37%	78%	-%	-%	37%	56%	81%	-%	-%	-%	86%	87%	21%	-%	88%
Don't know	*	*	-	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-
	2%	2%	-%	-%	-%	-%	-%	2%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 344

QB38D. How happy or unhappy were you with how this offer was made to you?

Base : Those who listened to an offer from their previous mobile phone supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R *f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT *j	PAC ~k	C&R *l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	68	3	1	2	1	30	38	2	3	11	57	25	32	51	59	68	60
Effective Weighted Sample	17	3	1	2	1	9	8	2	2	2	16	8	8	12	23	17	13
Total	23	1	*	1	1	10	13	1	2	5	18	9	9	17	12	23	18
1 - Very unhappy	1 4%	- -%	- -%	- -%	- -%	1 5%	* 3%	- -%	* 22%	- -%	1 5%	1 6%	* 5%	1 6%	1 8%	1 4%	1 5%
2	3 12%	- -%	- -%	* 31%	- -%	1 14%	1 10%	* 31%	- -%	* 3%	3 14%	1 13%	1 15%	2 13%	3 21%	3 12%	3 15%
TOTAL UNHAPPY	4 16%	- -%	- -%	* 31%	- -%	2 19%	2 14%	* 31%	* 22%	* 3%	4 19%	2 19%	2 20%	3 19%	4 30%	4 16%	4 20%
3 - Neither	10 44%	1 100%	* 100%	* 69%	1 100%	3 33%	7 53%	* 69%	- -%	1 16%	9 51%	3 31%	7 71%	5 29%	5 45%	10 44%	5 30%
4	3 14%	- -%	- -%	- -%	- -%	3 29%	* 4%	- -%	* 19%	* 10%	3 15%	3 29%	* 1%	3 19%	1 5%	3 14%	3 18%
5 - Very happy	5 23%	- -%	- -%	- -%	- -%	1 14%	4 30%	- -%	1 59%	3 72%	2 11%	1 15%	1 7%	5 31%	2 17%	5 23%	5 29%
TOTAL HAPPY	9 37%	- -%	- -%	- -%	- -%	4 43%	4 33%	- -%	1 78%	4 81%	5 27%	4 45%	1 9%	8 49%	3 22%	9 37%	9 47%
Don't know	* 2%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	- -%	- -%	* 3%	* 5%	- -%	* 3%	* 4%	* 2%	* 3%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 345

QB39D. Which one of these statements best describes how you felt about the contact you had with your previous supplier?

Base : Those who had contact with their previous supplier once they decided to switch their mobile phone service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																	
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	CONSI				BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE			BUN- DLE	BROAD MOB. PHONE		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 345

QB39D. Which one of these statements best describes how you felt about the contact you had with your previous supplier?

Base : Those who had contact with their previous supplier once they decided to switch their mobile phone service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC e	C&R f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	204	6	5	7	4	100	91	9	9	55	149	70	73	135	162	204	179
Effective Weighted Sample	64	5	4	5	4	34	26	6	7	16	49	26	21	41	67	64	53
Total	83	3	1	4	4	41	38	6	5	18	65	34	29	51	38	83	68
They did not try to persuade me to stay with them	34 41%	2 65%	1 78%	2 49%	1 26%	19 46%	13 34%	2 34%	3 59%	4 23%	30 46%	17 51%	12 42%	24 47%	15 39%	34 41%	29 42%
They talked about me staying, but did not put me under any pressure to stay	31 37%	1 21%	* 22%	1 33%	1 25%	17 40%	13 35%	3 52%	1 20%	7 38%	24 37%	11 34%	12 42%	14 27%	16 41%	31 37%	24 36%
They put me under pressure to stay with them	8 9%	* 15%	- -%	1 18%	1 28%	4 9%	4 10%	1 13%	1 21%	1 7%	6 10%	4 11%	2 9%	6 11%	6 16%	8 9%	6 9%
Can't remember	11 13%	- -%	- -%	- -%	1 20%	2 5%	8 21%	- -%	- -%	6 33%	5 8%	2 4%	2 8%	7 14%	2 4%	11 13%	9 13%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 346

QB40D. Can you tell me how you felt put under pressure to stay?

Base : Those who felt under pressure to stay with their previous mobile phone supplier

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	PHONE	TV		BAND	PHONE	TV		BAND	PHONE			
																				~a		~b
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	28	28	4	-	3	-	-	28	-	2	3	28	3	1	1	2	-	-	2	3	-	1
Effective Weighted Sample	10	10	3	-	2	-	-	10	-	2	2	10	2	1	1	2	-	-	2	2	-	1
Total	8	8	3	-	2	-	-	8	-	1	2	8	2	*	1	2	-	-	1	2	-	*
I was told that their service was better than other suppliers/ I wouldn't do better anywhere else	2 28%	2 28%	- -%	- -%	1 58%	- -%	- -%	2 28%	- -%	1 67%	1 58%	2 28%	1 58%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I waited in a queue on the telephone for a long time to tell them I wanted to cancel	1 16%	1 16%	1 37%	- -%	- -%	- -%	- -%	1 16%	- -%	- -%	- -%	1 16%	- -%	- -%	- -%	1 69%	- -%	- -%	- -%	1 56%	- -%	- -%
I had to push them to give me the information/ code I need to make the switch	1 16%	1 16%	1 37%	- -%	- -%	- -%	- -%	1 16%	- -%	- -%	- -%	1 16%	- -%	- -%	- -%	1 69%	- -%	- -%	- -%	1 56%	- -%	- -%
I was told it wasn't possible to leave my contract with them	1 15%	1 15%	- -%	- -%	- -%	- -%	- -%	1 15%	- -%	- -%	- -%	1 15%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I was told I would have to pay a cancellation/ early termination charge to leave the contract with them	1 15%	1 15%	- -%	- -%	- -%	- -%	- -%	1 15%	- -%	- -%	- -%	1 15%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
They told me the amount I would have to pay as a cancellation/ early termination charge to leave the contract with them	1 15%	1 15%	- -%	- -%	- -%	- -%	- -%	1 15%	- -%	- -%	- -%	1 15%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Something else	1 14%	1 14%	1 33%	- -%	- -%	- -%	- -%	1 14%	- -%	- -%	- -%	1 14%	- -%	- -%	1 100%	- -%	- -%	- -%	1 73%	- -%	- -%	- -%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 346

QB40D. Can you tell me how you felt put under pressure to stay?

Base : Those who felt under pressure to stay with their previous mobile phone supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	28	1	-	2	1	12	15	2	1	3	25	11	13	20	23	28	24
Effective Weighted Sample	10	1	-	2	1	6	4	2	1	1	9	5	3	7	9	10	9
Total	8	*	-	1	1	4	4	1	1	1	6	4	2	6	6	8	6
I was told that their service was better than other suppliers/ I wouldn't do better anywhere else	2 28%	- -%	- -%	- -%	1 100%	2 55%	- -%	- -%	1 100%	- -%	2 33%	2 57%	- -%	1 18%	1 16%	2 28%	1 16%
I waited in a queue on the telephone for a long time to tell them I wanted to cancel	1 16%	- -%	- -%	- -%	- -%	- -%	1 33%	- -%	- -%	- -%	1 19%	- -%	1 49%	1 21%	1 19%	1 16%	1 19%
I had to push them to give me the information/ code I need to make the switch	1 16%	- -%	- -%	- -%	- -%	- -%	1 33%	- -%	- -%	- -%	1 19%	- -%	1 49%	1 21%	1 19%	1 16%	1 19%
I was told it wasn't possible to leave my contract with them	1 15%	- -%	- -%	- -%	- -%	1 29%	- -%	- -%	- -%	- -%	1 17%	1 30%	- -%	- -%	- -%	1 15%	- -%
I was told I would have to pay a cancellation/ early termination charge to leave the contract with them	1 15%	- -%	- -%	- -%	- -%	1 29%	- -%	- -%	- -%	- -%	1 17%	1 30%	- -%	- -%	- -%	1 15%	- -%
They told me the amount I would have to pay as a cancellation/ early termination charge to leave the contract with them	1 15%	- -%	- -%	- -%	- -%	1 29%	- -%	- -%	- -%	- -%	1 17%	1 30%	- -%	- -%	- -%	1 15%	- -%
Something else	1 14%	- -%	- -%	- -%	- -%	- -%	1 30%	- -%	- -%	1 86%	- -%	- -%	- -%	1 19%	1 17%	1 14%	1 17%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 347

QB41D. Having switched to a new supplier for your mobile phone network, do you think you are now paying less than before?

Base : Those switched their mobile phone network in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.		FIXED LINE PHONE CALLS	BROAD MOB.		FIXED LINE PHONE CALLS	BROAD MOB.		FIXED LINE PHONE CALLS	BROAD MOB.		FIXED LINE PHONE CALLS	BROAD MOB.		FIXED LINE PHONE CALLS		
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	TV		BAND	TV		BAND	TV		BAND	TV		BAND	TV		BAND	
Significance Level: 95%	Total	a	~b	~c	~d	~e	~f	g	~h	~i	*j	k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	341	341	23	-	11	5	23	341	20	12	34	341	31	13	7	7	-	4	11	12	-	11
Effective Weighted Sample	119	119	12	-	9	4	17	119	13	9	25	119	22	6	4	6	-	2	6	10	-	6
Total	152	152	18	-	7	2	10	152	10	7	17	152	18	8	3	4	-	5	9	8	-	11
Yes	101	101	16	-	7	1	7	101	6	6	13	101	12	6	3	3	-	5	8	6	-	10
	66%	66%	86%	-%	88%	35%	70%	66%	54%	79%	78%	66%	68%	71%	100%	77%	-%	100%	90%	74%	-%	87%
No	33	33	2	-	1	1	3	33	4	1	4	33	5	2	-	1	-	-	1	2	-	1
	22%	22%	12%	-%	12%	59%	30%	22%	38%	19%	22%	22%	27%	28%	-%	15%	-%	-%	10%	22%	-%	13%
Don't know	18	18	*	-	-	*	-	18	1	*	-	18	1	*	-	*	-	-	-	*	-	-
	12%	12%	2%	-%	-%	7%	-%	12%	8%	2%	-%	12%	4%	1%	-%	8%	-%	-%	-%	5%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 347

QB41D. Having switched to a new supplier for your mobile phone network, do you think you are now paying less than before?

Base : Those switched their mobile phone network in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC e	C&R f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	341	8	10	11	9	101	91	11	17	129	212	70	73	221	265	341	294
Effective Weighted Sample	119	6	7	9	8	35	26	8	12	46	73	26	21	72	119	119	93
Total	152	5	3	6	7	42	38	7	10	58	94	34	29	84	64	152	108
Yes	101	3	2	3	6	26	22	4	7	43	58	20	14	55	46	101	68
	66%	71%	84%	62%	83%	61%	58%	58%	71%	73%	62%	60%	49%	65%	71%	66%	63%
No	33	1	*	2	1	10	10	3	2	8	25	9	9	18	15	33	27
	22%	29%	16%	38%	17%	23%	27%	42%	21%	14%	27%	27%	32%	22%	24%	22%	25%
Don't know	18	-	-	-	-	7	5	-	1	7	11	5	5	11	3	18	14
	12%	-%	-%	-%	-%	16%	15%	-%	8%	13%	12%	14%	19%	13%	5%	12%	13%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 348

QB42D. How much less do you think you are paying each month?

Base : Those who think they are now paying less for their mobile phone

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED					COVERED				COVERED				COVERED				
	CONSI				BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
	Total	SWIT-CHED	DERED	NEIT-HER		TV	BAND		TV	BAND		TV	BAND		BUN-DLE	TV	BAND		TV	BAND		
Significance Level: 95%		a	~b	~c	~d	~e	~f	g	~h	~i	~j	k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	226	226	18	-	9	2	15	226	13	8	24	226	22	7	7	5	-	4	9	8	-	8
Effective Weighted Sample	82	82	10	-	7	2	12	82	9	6	18	82	16	3	4	4	-	2	5	7	-	5
Total	101	101	16	-	7	1	7	101	6	6	13	101	12	6	3	3	-	5	8	6	-	10
Under £5	20	20	3	-	2	*	1	20	2	2	2	20	4	3	*	-	-	*	3	-	-	3
	20%	20%	22%	-%	23%	50%	13%	20%	41%	32%	18%	20%	32%	53%	17%	-%	-%	9%	40%	-%	-%	32%
£5.00-£9.99	34	34	6	-	2	*	3	34	2	2	6	34	4	2	*	3	-	1	2	5	-	3
	33%	33%	37%	-%	37%	50%	46%	33%	30%	40%	41%	33%	34%	37%	12%	74%	-%	20%	31%	78%	-%	30%
£10.00-£14.99	18	18	2	-	1	-	1	18	1	-	2	18	2	-	1	1	-	-	1	1	-	-
	18%	18%	10%	-%	15%	-%	10%	18%	11%	-%	12%	18%	13%	-%	41%	16%	-%	-%	14%	9%	-%	-%
£15.00-£19.99	23	23	5	-	1	-	1	23	1	1	2	23	2	1	1	*	-	3	1	1	-	4
	23%	23%	30%	-%	18%	-%	18%	23%	18%	21%	18%	23%	18%	9%	29%	10%	-%	71%	15%	13%	-%	38%
£20 or more	3	3	-	-	*	-	*	3	-	*	1	3	*	-	-	-	-	-	-	-	-	-
	3%	3%	-%	-%	6%	-%	5%	3%	-%	7%	5%	3%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	2	2	-	-	-	-	1	2	-	-	1	2	-	-	-	-	-	-	-	-	-	-
	2%	2%	-%	-%	-%	-%	8%	2%	-%	-%	4%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 348

QB42D. How much less do you think you are paying each month?

Base : Those who think they are now paying less for their mobile phone

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
	Total	~a	~b	~c	~d	*e	*f	~g	~h	i	j	*k	*l	m	n	o	p
Significance Level: 95%																	
Unweighted total	226	5	7	6	7	74	55	7	12	87	139	51	43	151	178	226	191
Effective Weighted Sample	82	4	5	4	7	29	15	5	9	32	51	21	12	49	78	82	63
Total	101	3	2	3	6	26	22	4	7	43	58	20	14	55	46	101	68
Under £5	20	2	*	*	1	8	3	*	3	9	11	6	2	14	11	20	16
	20%	53%	18%	15%	26%	31%	14%	13%	48%	22%	19%	31%	14%	25%	23%	20%	23%
£5.00-£9.99	34	-	1	1	3	8	8	1	3	10	24	5	8	20	20	34	27
	33%	-%	41%	30%	58%	32%	36%	14%	48%	23%	41%	24%	55%	37%	45%	33%	39%
£10.00-£14.99	18	-	*	*	-	3	2	*	-	11	8	3	1	8	6	18	10
	18%	-%	16%	9%	-%	12%	10%	13%	-%	25%	13%	14%	8%	16%	14%	18%	15%
£15.00-£19.99	23	1	-	1	1	5	8	2	*	12	10	5	3	9	6	23	13
	23%	35%	-%	35%	16%	18%	38%	50%	4%	29%	18%	23%	20%	16%	13%	23%	19%
£20 or more	3	*	-	*	-	1	*	*	-	-	3	1	*	3	1	3	1
	3%	12%	-%	12%	-%	2%	2%	11%	-%	-%	6%	3%	3%	6%	3%	3%	2%
Don't know	2	-	1	-	-	1	-	-	-	*	2	1	-	*	1	2	1
	2%	-%	25%	-%	-%	4%	-%	-%	-%	1%	3%	5%	-%	1%	2%	2%	1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 349

QB43D. If you were thinking about changing supplier for your mobile phone network in the future, has your overall experience of the process made you more likely or less likely to make this change, or has it made no difference?

Base : Those switched their mobile phone network in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED						
	Total	CONSI			BUN- DLE	FIXED			TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
		SWIT- CHED	DERED	NEIT- HER		MOB.	LINE																		
								MOB.																	
~a	~b	~c	~d	~e	~f	g	~h		~i	*j	k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u				
Significance Level: 95%		a	~b	~c	~d	~e	~f	g	~h	~i	*j	k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u			
Unweighted total	341	341	23	-	11	5	23	341	20	12	34	341	31	13	7	7	-	4	11	12	-	11			
Effective Weighted Sample	119	119	12	-	9	4	17	119	13	9	25	119	22	6	4	6	-	2	6	10	-	6			
Total	152	152	18	-	7	2	10	152	10	7	17	152	18	8	3	4	-	5	9	8	-	11			
More likely	35	35	5	-	3	*	4	35	3	1	7	35	5	1	-	1	-	3	1	2	-	5			
	23%	23%	29%	-%	35%	17%	45%	23%	26%	21%	41%	23%	30%	17%	-%	15%	-%	71%	15%	25%	-%	41%			
Made no difference	103	103	11	-	4	1	4	103	6	5	8	103	10	6	2	3	-	1	6	5	-	6			
	68%	68%	63%	-%	51%	76%	41%	68%	61%	64%	46%	68%	57%	78%	88%	77%	-%	20%	76%	65%	-%	52%			
												j													
Less likely	8	8	1	-	1	-	1	8	1	1	2	8	2	*	-	-	-	*	*	*	-	1			
	5%	5%	5%	-%	14%	-%	14%	5%	13%	14%	14%	5%	13%	5%	-%	-%	-%	9%	5%	5%	-%	7%			
Don't know	6	6	1	-	-	*	-	6	-	*	-	6	-	-	*	*	-	-	*	*	-	-			
	4%	4%	4%	-%	-%	7%	-%	4%	-%	2%	-%	4%	-%	-%	12%	8%	-%	-%	4%	5%	-%	-%			

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 349

QB43D. If you were thinking about changing supplier for your mobile phone network in the future, has your overall experience of the process made you more likely or less likely to make this change, or has it made no difference?

Base : Those switched their mobile phone network in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC e	C&R f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	
Significance Level: 95%																	
Unweighted total	341	8	10	11	9	101	91	11	17	129	212	70	73	221	265	341	294
Effective Weighted Sample	119	6	7	9	8	35	26	8	12	46	73	26	21	72	119	119	93
Total	152	5	3	6	7	42	38	7	10	58	94	34	29	84	64	152	108
More likely	35 23%	1 31%	1 25%	3 56%	2 24%	9 21%	9 25%	2 26%	2 24%	15 26%	20 21%	7 19%	6 20%	23 28%	16 25%	35 23%	28 26%
Made no difference	103 68%	3 69%	1 54%	2 44%	4 51%	32 76%	24 63%	5 74%	5 52%	37 63%	66 70%	26 77%	20 69%	51 62%	41 64%	103 68%	72 66%
Less likely	8 5%	- -%	1 21%	- -%	2 25%	1 3%	2 6%	- -%	2 24%	5 9%	3 3%	1 3%	1 3%	3 4%	5 8%	8 5%	5 5%
Don't know	6 4%	- -%	- -%	- -%	- -%	* 1%	2 6%	- -%	- -%	1 2%	5 5%	* 1%	2 8%	6 7%	2 3%	6 4%	4 4%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 350

QB26E. Once you had decided to switch, did you contact...

Base : Those switched their fixed line phone supplier in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN- DLE	BROAD MOB.		FIXED LINE PHONE CALLS	BROAD MOB.		FIXED LINE PHONE CALLS	BROAD MOB.		FIXED LINE PHONE CALLS	BROAD MOB.		FIXED LINE PHONE CALLS	BROAD MOB.		FIXED LINE PHONE CALLS		
		SWIT- CHED	DERED	NEIT- HER		TV	BAND		TV	BAND		TV	BAND		TV	BAND						
Significance Level: 95%	a	~b	~c	~d	~e	f	~g	h	~i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	216	216	9	-	1	6	117	20	216	7	118	21	216	1	1	4	7	-	1	3	5	-
Effective Weighted Sample	142	142	7	-	1	4	85	13	142	4	86	14	142	1	1	4	5	-	1	3	4	-
Total	145	145	4	-	*	5	66	10	145	5	66	11	145	1	*	1	6	-	*	1	3	-
Both your previous supplier and your new supplier	60 41%	60 41%	2 50%	- -%	- -%	4 76%	31 47%	4 37%	60 41%	4 70%	31 47%	4 35%	60 41%	- -%	- -%	* 42%	3 46%	- -%	- -%	* 35%	2 60%	- -%
Only your previous supplier	5 4%	5 4%	- -%	- -%	- -%	1 12%	3 4%	* 3%	5 4%	1 11%	3 4%	* 3%	5 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Only your new supplier	72 49%	72 49%	2 41%	- -%	* 100%	1 12%	26 40%	6 55%	72 49%	1 20%	26 40%	6 57%	72 49%	1 100%	* 100%	1 58%	3 47%	- -%	* 100%	1 65%	1 26%	- -%
Can't remember	9 6%	9 6%	* 9%	- -%	- -%	- -%	6 9%	1 5%	9 6%	- -%	6 9%	1 5%	9 6%	- -%	- -%	- -%	* 7%	- -%	- -%	- -%	* 14%	- -%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 350

QB26E. Once you had decided to switch, did you contact...

Base : Those switched their fixed line phone supplier in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT *d	PAC ~e	C&R ~f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	216	5	25	27	49	4	7	37	145	101	107	3	6	139	188	208	216
Effective Weighted Sample	142	4	19	22	37	3	4	27	100	68	68	2	3	91	128	136	142
Total	145	3	11	13	33	2	4	24	109	70	67	2	3	87	111	138	145
Both your previous supplier and your new supplier	60 41%	2 58%	6 52%	12 89%	10 30%	1 37%	2 54%	23 98%	32 29%	23 33%	33 49%	1 39%	2 59%	38 44%	50 45%	56 41%	60 41%
Only your previous supplier	5 4%	1 21%	2 14%	1 5%	* 1%	- -%	* 10%	1 2%	4 4%	2 3%	3 5%	- -%	* 11%	5 6%	5 5%	5 4%	5 4%
Only your new supplier	72 49%	1 21%	3 25%	1 5%	18 55%	1 63%	1 37%	- -%	64 59%	43 61%	25 37%	1 61%	1 30%	37 43%	48 43%	68 49%	72 49%
Can't remember	9 6%	- -%	1 9%	- -%	5 15%	- -%	- -%	- -%	8 7%	3 4%	6 9%	- -%	- -%	6 7%	7 7%	9 6%	9 6%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 351

QB27E. Did you contact your previous supplier or your new supplier first?

Base : Those who contacted both their previous and new fixed line phone supplier

	ACTIONS TAKEN			SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI			BUN- DLE	BROAD MOB.		FIXED LINE PHONE CALLS		BROAD MOB.		FIXED LINE PHONE CALLS		BROAD MOB.		FIXED LINE PHONE CALLS			BROAD MOB.		FIXED LINE PHONE CALLS	
	SWIT- CHED	DERED	NEIT- HER		TV	BAND			TV	BAND			TV	BAND				TV	BAND		
Significance Level: 95%	a	~b	~c	~d	~e	*f	~g	h	~i	*j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	91	91	3	-	3	57	6	91	3	57	6	91	-	-	2	3	-	-	1	2	-
Effective Weighted Sample	60	60	3	-	2	42	4	60	2	42	4	60	-	-	2	3	-	-	1	2	-
Total	60	60	2	-	4	31	4	60	4	31	4	60	-	-	*	3	-	-	*	2	-
Previous supplier	21	21	-	-	2	13	*	21	2	13	*	21	-	-	*	-	-	-	-	-	-
	35%	35%	-%	-%	-%	43%	41%	10%	35%	43%	41%	10%	35%	-%	-%	25%	-%	-%	-%	-%	-%
New supplier	34	34	2	-	2	16	3	34	2	16	3	34	-	-	*	3	-	-	*	2	-
	57%	57%	100%	-%	-%	57%	51%	90%	57%	57%	51%	90%	57%	-%	-%	75%	100%	-%	-%	100%	100%
Can't remember	5	5	-	-	-	2	-	5	-	2	-	5	-	-	-	-	-	-	-	-	-
	9%	9%	-%	-%	-%	7%	-%	9%	-%	7%	-%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 351

QB27E. Did you contact your previous supplier or your new supplier first?

Base : Those who contacted both their previous and new fixed line phone supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R *g	NoT *h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	91	2	12	24	15	2	2	36	43	39	49	2	2	60	82	88	91
Effective Weighted Sample	60	2	9	19	12	2	1	26	30	27	32	2	1	38	55	58	60
Total	60	2	6	12	10	1	2	23	32	23	33	1	2	38	50	56	60
Previous supplier	21 35%	2 100%	3 55%	6 47%	2 23%	* 57%	- -%	10 43%	9 27%	9 39%	10 31%	* 57%	- -%	14 37%	19 39%	19 34%	21 35%
New supplier	34 57%	- -%	3 45%	6 51%	7 67%	* 43%	2 100%	13 56%	20 61%	13 57%	19 57%	* 43%	2 100%	21 55%	26 51%	32 57%	34 57%
Can't remember	5 9%	- -%	- -%	* 2%	1 9%	- -%	- -%	* 1%	4 12%	1 4%	4 12%	- -%	- -%	3 8%	5 10%	5 9%	5 9%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 352

QB28E. Why did you contact this supplier first?

Base : Those aware who they contacted first once they decided to switch their fixed line phone service

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN-DLE	FIXED			TV	FIXED			BUN-DLE	FIXED			TV	FIXED				
		SWIT-CHED	DERED	NEIT-HER		MOB.	LINE	MOB.		LINE	MOB.	LINE		MOB.	LINE							
																BROAD		PHONE	CALLS	BROAD	PHONE	CALLS
	a	~b	~c	~d	~e	*f	~g	h	~i	*j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	81	81	3	-	-	3	51	6	81	3	51	6	81	-	-	2	3	-	-	1	2	-
Effective Weighted Sample	54	54	3	-	-	2	37	4	54	2	37	4	54	-	-	2	3	-	-	1	2	-
Total	55	55	2	-	-	4	29	4	55	4	29	4	55	-	-	*	3	-	-	*	2	-
Base for %	53	53	2	-	-	4	28	4	53	4	28	4	53	-	-	*	3	-	-	*	2	-
To find out what I needed to do to make the switch	26	26	2	-	-	-	15	2	26	-	15	2	26	-	-	*	2	-	-	*	2	-
	49%	49%	100%	-%	-%	-%	53%	50%	49%	-%	53%	50%	49%	-%	-%	75%	71%	-%	-%	100%	100%	-%
To see what they could offer me	20	20	*	-	-	2	11	2	20	2	11	2	20	-	-	*	1	-	-	*	-	-
	37%	37%	17%	-%	-%	43%	40%	50%	37%	43%	40%	50%	37%	-%	-%	75%	29%	-%	-%	100%	-%	-%
To get the code I needed to make the switch	1	1	-	-	-	-	1	-	1	-	1	-	1	-	-	*	-	-	-	-	-	-
	3%	3%	-%	-%	-%	-%	4%	-%	3%	-%	4%	-%	3%	-%	-%	25%	-%	-%	-%	-%	-%	-%
To cancel	3	3	-	-	-	-	-	-	3	-	-	-	3	-	-	-	-	-	-	-	-	-
	6%	6%	-%	-%	-%	-%	-%	-%	6%	-%	-%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Something else	*	*	-	-	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	7	7	-	-	-	2	5	-	7	2	5	-	7	-	-	-	-	-	-	-	-	-
	14%	14%	-%	-%	-%	57%	19%	-%	14%	57%	19%	-%	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No answer	1	1	-	-	-	-	1	-	1	-	1	-	1	-	-	-	-	-	-	-	-	-

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 352

QB28E. Why did you contact this supplier first?

Base : Those aware who they contacted first once they decided to switch their fixed line phone service

	TV PROCESSES	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	~b	~c	~d	~e	~f	*g	*h	*i	*j	~k	~l	*m	*n	*o	p
Unweighted total	81	2	12	23	13	2	2	35	38	37	42	2	2	55	72	79	81
Effective Weighted Sample	54	2	9	19	10	2	1	26	26	26	27	2	1	35	48	53	54
Total	55	2	6	12	9	1	2	23	28	22	29	1	2	35	45	51	55
Base for %	53	2	6	12	8	1	2	23	27	22	28	1	2	35	44	50	53
To find out what I needed to do to make the switch	26 49%	- -%	3 55%	7 59%	4 55%	- -%	2 100%	15 63%	11 41%	8 37%	15 52%	- -%	2 100%	14 41%	20 46%	23 46%	26 49%
To see what they could offer me	20 37%	2 100%	2 29%	6 52%	3 32%	1 100%	- -%	9 38%	10 38%	12 52%	8 30%	1 100%	- -%	13 38%	17 38%	20 40%	20 37%
To get the code I needed to make the switch	1 3%	- -%	1 21%	- -%	- -%	- -%	- -%	* 2%	1 3%	1 6%	- -%	- -%	- -%	1 3%	1 3%	1 3%	1 3%
To cancel	3 6%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	2 9%	1 3%	2 9%	- -%	- -%	3 9%	3 7%	3 6%	3 6%
Something else	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* *%	* *%	* *%
Don't know	7 14%	- -%	* 5%	1 9%	2 27%	- -%	- -%	1 5%	4 16%	3 13%	4 16%	- -%	- -%	6 18%	7 16%	7 14%	7 14%
No answer	1	-	-	-	1	-	-	-	1	-	1	-	-	-	1	1	1

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 353

QB29E. How easy or difficult did you find the process of making contact with suppliers in order to make the switch?

Base : Those switched their fixed line phone supplier in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				CONSIDERED & COVERED					COVERED			
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
						TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%	a	~b	~c	~d	~e	f	~g	h	~i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	216	216	9	-	1	6	117	20	216	7	118	21	216	1	1	4	7	-	1	3	5	-
Effective Weighted Sample	142	142	7	-	1	4	85	13	142	4	86	14	142	1	1	4	5	-	1	3	4	-
Total	145	145	4	-	*	5	66	10	145	5	66	11	145	1	*	1	6	-	*	1	3	-
1 - Very difficult	6	6	-	-	-	*	2	-	6	*	2	-	6	-	-	-	1	-	-	-	-	-
	4%	4%	-%	-%	-%	8%	4%	-%	4%	7%	4%	-%	4%	-%	-%	-%	13%	-%	-%	-%	-%	-%
2	5	5	*	-	-	1	1	*	5	1	1	*	5	-	-	*	-	-	-	*	-	-
	4%	4%	8%	-%	-%	17%	2%	3%	4%	15%	2%	3%	4%	-%	-%	30%	-%	-%	-%	33%	-%	-%
TOTAL DIFFICULT	11	11	*	-	-	1	4	*	11	1	4	*	11	-	-	*	1	-	-	*	-	-
	8%	8%	8%	-%	-%	25%	6%	3%	8%	22%	6%	3%	8%	-%	-%	30%	13%	-%	-%	33%	-%	-%
3 - Neither	29	29	*	-	-	-	21	4	29	-	21	4	29	1	-	*	*	-	-	-	*	-
	20%	20%	9%	-%	-%	-%	32% h	35%	20%	-%	32% l	34%	20%	100%	-%	11%	7%	-%	-%	-%	14%	-%
4	29	29	2	-	-	3	11	2	29	3	11	2	29	-	-	*	2	-	-	*	2	-
	20%	20%	50%	-%	-%	69%	16%	16%	20%	62%	16%	15%	20%	-%	-%	32%	32%	-%	-%	35%	60%	-%
5 - Very easy	72	72	1	-	*	*	30	4	72	1	30	5	72	-	*	*	3	-	*	*	1	-
	50%	50%	33%	-%	100%	7%	45%	43%	50%	15%	46%	46%	50%	-%	100%	28%	47%	-%	100%	31%	26%	-%
TOTAL EASY	102	102	4	-	*	4	40	6	102	4	41	7	102	-	*	1	4	-	*	1	3	-
	70%	70%	83%	-%	100%	75%	62%	59%	70%	78%	62%	61%	70%	-%	100%	60%	79%	-%	100%	67%	86%	-%
Don't know	3	3	-	-	-	-	*	*	3	-	*	*	3	-	-	-	-	-	-	-	-	-
	2%	2%	-%	-%	-%	-%	7%	2%	2%	-%	7%	2%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 353

QB29E. How easy or difficult did you find the process of making contact with suppliers in order to make the switch?

Base : Those switched their fixed line phone supplier in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT *d	PAC ~e	C&R ~f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	216	5	25	27	49	4	7	37	145	101	107	3	6	139	188	208	216
Effective Weighted Sample	142	4	19	22	37	3	4	27	100	68	68	2	3	91	128	136	142
Total	145	3	11	13	33	2	4	24	109	70	67	2	3	87	111	138	145
1 - Very difficult	6 4%	* 14%	* 3%	1 9%	- -%	- -%	- -%	5 19% h	1 1%	3 4%	2 3%	- -%	- -%	3 3%	5 4%	5 3%	6 4%
2	5 4%	1 29%	- -%	* 2%	* 1%	- -%	* 10%	1 4%	4 3%	1 2%	4 5%	- -%	* 11%	4 5%	5 5%	5 4%	5 4%
TOTAL DIFFICULT	11 8%	1 43%	* 3%	2 12%	* 1%	- -%	* 10%	5 23% h	5 4%	4 6%	5 8%	- -%	* 11%	7 8%	10 9%	10 7%	11 8%
3 - Neither	29 20%	- -%	3 28%	6 46%	9 27%	1 78%	2 54%	9 38% h	15 14%	9 13%	17 26%	1 83%	2 59%	19 22%	25 23%	27 19%	29 20%
4	29 20%	1 45%	2 14%	2 18%	6 19%	* 16%	* 8%	5 19%	25 23%	12 16%	18 27%	* 17%	* 9%	17 20%	25 22%	29 21%	29 20%
5 - Very easy	72 50%	* 12%	6 54%	3 25%	17 53%	* 7%	1 28%	5 19%	62 58% g	44 63% j	25 37%	- -%	1 21%	40 46%	50 46%	69 50%	72 50%
TOTAL EASY	102 70%	1 57%	8 68%	6 42%	24 72%	* 22%	1 37%	9 39%	87 80% g	55 79% j	43 63%	* 17%	1 30%	58 67%	75 68%	98 71%	102 70%
Don't know	3 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	1 2%	2 3%	- -%	- -%	3 3%	1 1%	3 2%	3 2%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 354

QB30E. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those switched their fixed line phone supplier in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED									CONSIDERED & COVERED								
	CONSI				BUN- DLE	BROAD		MOB. PHONE	FIXED LINE CALLS	BROAD		MOB. PHONE	FIXED LINE CALLS	BROAD		MOB. PHONE	FIXED LINE CALLS	BROAD		MOB. PHONE	FIXED LINE CALLS	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	TV			BAND	TV			BAND	TV			BAND				
Significance Level: 95%	Total	a	~b	~c	~d	~e	f	~g	h	~i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	216	216	9	-	1	6	117	20	216	7	118	21	216	1	1	4	7	-	1	3	5	-
Effective Weighted Sample	142	142	7	-	1	4	85	13	142	4	86	14	142	1	1	4	5	-	1	3	4	-
Total	145	145	4	-	*	5	66	10	145	5	66	11	145	1	*	1	6	-	*	1	3	-
Yes	12	12	-	-	-	1	5	2	12	1	5	2	12	-	-	-	1	-	-	-	-	-
	8%	8%	-%	-%	-%	25%	7%	15%	8%	23%	7%	15%	8%	-%	-%	-%	13%	-%	-%	-%	-%	-%
No	122	122	4	-	*	3	54	8	122	4	55	9	122	1	*	1	4	-	*	1	3	-
	84%	84%	91%	-%	100%	75%	83%	82%	84%	77%	83%	83%	84%	100%	100%	100%	79%	-%	100%	100%	86%	-%
Don't know	11	11	*	-	-	-	7	*	11	-	7	*	11	-	-	-	*	-	-	-	*	-
	8%	8%	9%	-%	-%	-%	10%	2%	8%	-%	10%	2%	8%	-%	-%	-%	7%	-%	-%	-%	14%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 354

QB30E. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those switched their fixed line phone supplier in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	~a	~b	~c	*d	~e	~f	*g	h	i	j	~k	~l	m	n	o	p
Unweighted total	216	5	25	27	49	4	7	37	145	101	107	3	6	139	188	208	216
Effective Weighted Sample	142	4	19	22	37	3	4	27	100	68	68	2	3	91	128	136	142
Total	145	3	11	13	33	2	4	24	109	70	67	2	3	87	111	138	145
Yes	12	1	-	2	3	-	2	6	6	4	7	-	2	5	8	10	12
	8%	45%	-%	17%	8%	-%	45%	24%	5%	5%	10%	-%	50%	6%	7%	8%	8%
No	122	1	11	9	27	2	2	16	95	64	52	2	2	72	94	116	122
	84%	55%	100%	70%	81%	100%	55%	69%	88%	92%	77%	100%	50%	83%	85%	84%	84%
Don't know	11	-	-	2	4	-	-	2	8	2	9	-	-	10	9	11	11
	8%	-%	-%	12%	11%	-%	-%	8%	7%	3%	13%	-%	-%	11%	8%	8%	8%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 355

QB30B. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their TV service supplier in last 12 months (including those with TV in a bundle of services)

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	FIXED			LINE CALLS	FIXED			LINE CALLS	FIXED			LINE CALLS	FIXED			LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		BROAD	MOB.	PHONE		BROAD	MOB.	PHONE		BROAD	MOB.	PHONE		BROAD	MOB.	PHONE		
Significance Level: 95%		a	~b	~c	*d	e	*f	~g	~h	i	j	~k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	155	155	10	-	69	87	33	12	7	155	93	19	72	1	-	1	10	-	-	2	8	1
Effective Weighted Sample	92	92	8	-	53	45	25	9	4	92	73	13	55	1	-	1	8	-	-	2	7	1
Total	107	107	7	-	71	37	19	7	5	107	74	16	73	*	-	*	8	-	-	1	7	*
Yes	9	9	-	-	5	3	1	-	1	9	7	1	6	-	-	-	-	-	-	-	-	-
	8%	8%	-%	-%	7%	9%	8%	-%	27%	8%	9%	5%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No	96	96	7	-	64	33	17	7	4	96	65	15	66	*	-	*	8	-	-	1	7	*
	90%	90%	100%	-%	90%	89%	90%	98%	73%	90%	88%	94%	90%	100%	-%	100%	100%	-%	-%	100%	100%	100%
Don't know	2	2	-	-	2	1	*	*	-	2	2	*	2	-	-	-	-	-	-	-	-	-
	2%	2%	-%	-%	2%	2%	2%	2%	-%	2%	3%	1%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 355

QB30B. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their TV service supplier in last 12 months (including those with TV in a bundle of services)

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC ~b	C&R ~c	NoT *d	PAC ~e	C&R ~f	C&R ~g	NoT *h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	155	108	7	26	47	7	6	23	40	62	78	3	2	155	128	140	133
Effective Weighted Sample	92	61	6	19	39	6	3	17	33	42	49	3	2	92	87	91	85
Total	107	73	6	20	41	8	4	19	48	47	50	3	1	107	84	97	100
Yes	9 8%	8 11%	1 18%	2 10%	3 7%	1 10%	- -%	2 12%	3 5%	3 7%	5 10%	- -%	- -%	9 8%	9 10%	8 9%	8 8%
No	96 90%	64 88%	5 82%	18 90%	38 93%	7 90%	4 100%	17 88%	45 95%	42 89%	45 89%	3 100%	1 100%	96 90%	74 87%	86 89%	89 89%
Don't know	2 2%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 3%	1 2%	- -%	- -%	2 2%	2 3%	2 2%	2 2%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 356

QB30C. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their fixed line broadband supplier in last 12 months (including those with broadband in a bundle of services)

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI			BUN- DLE	FIXED LINE			FIXED LINE			FIXED LINE			FIXED LINE			FIXED LINE					
	SWIT- CHED	DERED	NEIT- HER		BROAD	MOB. PHONE	LINE CALLS	BROAD	MOB. PHONE	LINE CALLS	BROAD	MOB. PHONE	LINE CALLS	BROAD	MOB. PHONE	LINE CALLS	BROAD	MOB. PHONE	LINE CALLS			
																				Total	a	~b
Significance Level: 95%		a	~b	~c	d	*e	f	*g	h	i	j	*k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	489	489	29	-	116	34	373	34	118	93	489	42	228	-	8	-	19	13	7	-	14	8
Effective Weighted Sample	300	300	22	-	88	26	222	25	86	73	300	28	167	-	5	-	16	11	5	-	12	7
Total	235	235	18	-	86	20	149	17	66	74	235	25	148	-	4	-	16	5	4	-	11	3
Yes	25	25	1	-	11	1	15	3	6	6	25	4	16	-	*	-	-	2	*	-	-	1
	11%	11%	5%	-%	12%	3%	10%	20%	9%	8%	11%	16%	11%	-%	8%	-%	-%	35%	9%	-%	-%	16%
No	198	198	16	-	74	18	125	14	55	66	198	21	126	-	3	-	15	3	3	-	10	3
	84%	84%	89%	-%	85%	94%	84%	80%	83%	89%	84%	83%	85%	-%	83%	-%	95%	65%	83%	-%	93%	84%
Don't know	11	11	1	-	2	1	9	-	5	2	11	*	7	-	*	-	1	-	*	-	1	-
	5%	5%	6%	-%	2%	3%	6%	-%	7%	3%	5%	*%	4%	-%	9%	-%	5%	-%	9%	-%	7%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 356

QB30C. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their fixed line broadband supplier in last 12 months (including those with broadband in a bundle of services)

		TV PROCES S		BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC b	C&R c	NoT d	PAC ~e	C&R ~f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	489	61	125	109	161	16	5	57	135	199	264	10	4	323	489	463	462
Effective Weighted Sample	300	46	53	79	130	13	3	40	109	123	164	8	3	206	300	287	287
Total	235	46	31	58	118	11	4	34	101	97	130	6	2	173	235	227	228
Yes	25 11%	5 11%	3 9%	9 15%	11 9%	3 24%	- -%	6 17%	7 7%	8 9%	16 13%	2 33%	- -%	20 12%	25 11%	25 11%	25 11%
No	198 84%	40 87%	28 90%	48 82%	103 87%	9 76%	4 100%	27 80%	91 90%	85 87%	106 82%	4 67%	2 100%	144 84%	198 84%	191 84%	193 85%
Don't know	11 5%	1 2%	* 1%	2 3%	4 3%	- -%	- -%	1 3%	3 3%	4 4%	7 6%	- -%	- -%	8 5%	11 5%	11 5%	10 5%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 357

QB30D. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their mobile phone network supplier in last 12 months (including those with mobile in a bundle of services)

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED										
	CONSI				SWITCHED & COVERED					COVERED				CONSIDERED & COVERED										
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	TV	BROAD MOB. PHONE			FIXED LINE CALLS	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	TV	BROAD MOB. PHONE			FIXED LINE CALLS
						TV	BAND		TV		BAND		TV	BAND			TV	BAND			TV	BAND		
Significance Level: 95%	a	~b	~c	~d	~e	~f	g	~h	~i	*j	k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u			
Unweighted total	351	351	23	-	21	5	23	341	21	19	42	351	39	13	7	7	-	4	11	12	-	11		
Effective Weighted Sample	125	125	12	-	15	4	17	119	14	13	28	125	25	6	4	6	-	2	6	10	-	6		
Total	163	163	18	-	18	2	10	152	11	16	25	163	27	8	3	4	-	5	9	8	-	11		
Yes	11	11	1	-	2	1	2	11	1	1	4	11	3	*	-	1	-	-	*	1	-	*		
	7%	7%	5%	-%	10%	41%	25%	7%	10%	9%	16%	7%	10%	6%	-%	12%	-%	-%	5%	7%	-%	4%		
No	149	149	16	-	16	1	7	140	10	14	21	149	25	7	2	4	-	5	8	7	-	11		
	92%	92%	91%	-%	90%	52%	75%	92%	89%	90%	83%	92%	90%	94%	88%	80%	-%	100%	91%	89%	-%	96%		
Don't know	2	2	1	-	*	*	-	2	*	*	*	2	*	-	*	*	-	-	*	*	-	-		
	1%	1%	4%	-%	1%	7%	-%	1%	1%	1%	1%	1%	1%	-%	12%	8%	-%	-%	4%	5%	-%	-%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 357

QB30D. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their mobile phone network supplier in last 12 months (including those with mobile in a bundle of services)

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
	Total	~a	~b	~c	~d	e	f	~g	~h	i	j	*k	*l	m	n	o	p
Significance Level: 95%																	
Unweighted total	351	13	11	12	14	106	93	14	22	132	219	70	73	231	273	351	304
Effective Weighted Sample	125	9	7	7	13	39	27	9	15	48	77	26	21	79	114	125	99
Total	163	12	3	8	12	48	40	10	16	63	100	34	29	94	72	163	119
Yes	11 7%	1 13%	- -	1 10%	2 20%	4 8%	4 9%	1 7%	1 6%	3 4%	9 9%	3 9%	2 7%	8 9%	7 9%	11 7%	7 6%
No	149 92%	10 87%	3 100%	7 90%	10 80%	44 92%	36 91%	9 93%	15 94%	59 94%	90 90%	31 91%	27 93%	84 89%	63 88%	149 92%	110 92%
Don't know	2 1%	- -	- -	- -	- -	* *%	* *%	- -	- -	1 2%	1 1%	- -	* *%	2 2%	2 3%	2 1%	2 1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 358

QB30E. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their fixed line phone supplier in last 12 months (including those with fixed line phone in a bundle of services)

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED									CONSIDERED & COVERED								
	CONSI				BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS					BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS				
	SWIT- CHED	DERED	NEIT- HER	TV		BAND		TV	BAND	PHONE	CALLS	TV	BAND			TV	BAND	PHONE	CALLS	TV	BAND	PHONE
Significance Level: 95%	Total	a	~b	~c	d	~e	f	*g	h	*i	j	*k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	335	335	17	-	120	7	117	31	216	72	228	39	335	1	2	4	15	-	2	3	12	-
Effective Weighted Sample	225	225	14	-	85	5	85	22	142	55	167	25	225	1	1	4	13	-	1	3	11	-
Total	243	243	13	-	98	6	66	18	145	73	148	27	243	1	2	1	14	-	2	1	10	-
Yes	21	21	-	-	10	1	5	3	12	5	14	3	21	-	-	-	1	-	-	-	-	-
	9%	9%	-%	-%	10%	20%	7%	15%	8%	7%	10%	12%	9%	-%	-%	-%	5%	-%	-%	-%	-%	-%
No	209	209	13	-	87	5	54	15	122	66	126	24	209	1	2	1	13	-	2	1	10	-
	86%	86%	97%	-%	88%	80%	83%	84%	84%	90%	85%	87%	86%	100%	100%	100%	92%	-%	100%	100%	96%	-%
Don't know	13	13	*	-	2	-	7	*	11	2	8	*	13	-	-	-	*	-	-	-	*	-
	5%	5%	3%	-%	2%	-%	10%	1%	8%	2%	6%	1%	5%	-%	-%	-%	3%	-%	-%	-%	4%	-%
							d															

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 358

QB30E. When you decided to switch to your new supplier, did you need to pay your previous supplier an early termination charge or cancellation charge in order to leave your contract with them?

Base : Those who have switched their fixed line phone supplier in last 12 months (including those with fixed line phone in a bundle of services)

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	*a	*b	*c	d	~e	~f	*g	h	i	j	~k	~l	m	n	o	p
Unweighted total	335	48	31	59	102	14	10	75	206	161	161	8	7	230	298	322	335
Effective Weighted Sample	225	35	23	41	85	10	5	52	150	113	109	6	4	157	211	221	225
Total	243	50	16	34	83	12	7	49	173	118	109	5	4	172	193	227	243
Yes	21 9%	5 9%	- -%	5 15%	7 9%	1 6%	2 24%	9 19%	10 6%	9 8%	11 10%	- -%	2 45%	14 8%	17 9%	20 9%	21 9%
No	209 86%	44 89%	16 100%	28 80%	72 87%	11 94%	5 76%	38 77%	155 90%	106 90%	88 81%	5 100%	2 55%	147 85%	165 86%	194 85%	209 86%
Don't know	13 5%	1 1%	- -%	2 5%	4 5%	- -%	- -%	2 4%	8 4%	3 3%	10 9%	- -%	- -%	11 7%	11 6%	13 6%	13 5%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 359

QB31E. How much did you have to pay to leave your contract?

Base : Those who had to pay a charge to leave the contract for their fixed line phone service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				COVERED					COVERED			
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
						TV	BAND		TV	BAND		TV	BAND			TV	BAND		TV	BAND		
Significance Level: 95%	*a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	32	32	-	-	16	1	8	2	16	8	24	3	31	-	-	-	1	-	-	-	-	
Effective Weighted Sample	25	25	-	-	13	1	7	2	12	7	20	3	24	-	-	-	1	-	-	-	-	
Total	22	22	-	-	11	1	5	3	12	6	15	3	21	-	-	-	1	-	-	-	-	
Up to £19.99	*	*	-	-	-	-	*	-	*	-	*	-	*	-	-	-	-	-	-	-	-	
	2%	2%	-%	-%	-%	-%	8%	-%	3%	-%	3%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	
£20.00-£29.99	3	3	-	-	-	-	1	2	3	-	1	2	3	-	-	-	-	-	-	-	-	
	12%	12%	-%	-%	-%	-%	22%	62%	22%	-%	7%	48%	12%	-%	-%	-%	-%	-%	-%	-%	-%	
£60 or more	5	5	-	-	-	-	1	-	5	-	1	-	5	-	-	-	1	-	-	-	-	
	22%	22%	-%	-%	-%	-%	21%	-%	41%	-%	7%	-%	23%	-%	-%	-%	100%	-%	-%	-%	-%	
Don't know	4	4	-	-	-	1	2	-	4	1	2	-	4	-	-	-	-	-	-	-	-	
	17%	17%	-%	-%	-%	100%	49%	-%	33%	18%	15%	-%	18%	-%	-%	-%	-%	-%	-%	-%	-%	
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 359

QB31E. How much did you have to pay to leave your contract?

Base : Those who had to pay a charge to leave the contract for their fixed line phone service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	32	7	1	10	10	1	1	13	13	15	16	-	1	23	29	31	32
Effective Weighted Sample	25	6	1	9	9	1	1	10	11	12	13	-	1	19	23	24	25
Total	22	6	1	5	7	1	2	9	10	9	12	-	2	15	18	21	22
Up to £19.99	*	-	-	-	*	-	-	-	*	-	*	-	-	*	*	*	*
	2%	-%	-%	-%	5%	-%	-%	-%	4%	-%	3%	-%	-%	3%	2%	2%	2%
£20.00-£29.99	3	-	-	1	*	-	2	2	1	*	2	-	2	1	1	3	3
	12%	-%	-%	14%	5%	-%	100%	20%	8%	5%	19%	-%	100%	7%	6%	13%	12%
£60 or more	5	-	-	-	1	-	-	2	3	2	2	-	-	1	2	3	5
	22%	-%	-%	-%	14%	-%	-%	24%	27%	19%	15%	-%	-%	8%	12%	17%	22%
Don't know	4	1	-	2	1	-	-	2	2	2	2	-	-	3	4	4	4
	17%	21%	-%	30%	11%	-%	-%	17%	20%	17%	20%	-%	-%	18%	21%	19%	17%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 360

QB32E. Which of these best describes when you were told about the cancellation charge?

Base : Those who had to pay a charge to leave the contract for their fixed line phone service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				COVERED					COVERED			
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
						TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%	*a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	*l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	32	32	-	-	16	1	8	2	16	8	24	3	31	-	-	-	1	-	-	-	-	
Effective Weighted Sample	25	25	-	-	13	1	7	2	12	7	20	3	24	-	-	-	1	-	-	-	-	
Total	22	22	-	-	11	1	5	3	12	6	15	3	21	-	-	-	1	-	-	-	-	
When I first contacted the new supplier about using the service	4	4	-	-	-	1	2	-	4	1	2	-	4	-	-	-	-	-	-	-	-	
	17%	17%	-%	-%	-%	100%	44%	-%	32%	18%	14%	-%	17%	-%	-%	-%	-%	-%	-%	-%	-%	
I already knew from the information I was given when I first took the service	3	3	-	-	-	-	*	2	3	-	*	2	3	-	-	-	-	-	-	-	-	
	16%	16%	-%	-%	-%	-%	9%	62%	29%	-%	3%	48%	16%	-%	-%	-%	-%	-%	-%	-%	-%	
Only after I had agreed to switch the service over	2	2	-	-	-	-	1	-	2	-	1	-	2	-	-	-	1	-	-	-	-	
	9%	9%	-%	-%	-%	-%	24%	-%	16%	-%	8%	-%	9%	-%	-%	-%	100%	-%	-%	-%	-%	
When I first contacted my previous supplier about cancelling their service	2	2	-	-	-	-	*	-	2	-	*	-	2	-	-	-	-	-	-	-	-	
	9%	9%	-%	-%	-%	-%	7%	-%	16%	-%	2%	-%	9%	-%	-%	-%	-%	-%	-%	-%	-%	
Can't remember	1	1	-	-	-	-	1	-	1	-	1	-	1	-	-	-	-	-	-	-	-	
	4%	4%	-%	-%	-%	-%	17%	-%	7%	-%	5%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 360

QB32E. Which of these best describes when you were told about the cancellation charge?

Base : Those who had to pay a charge to leave the contract for their fixed line phone service

	TV PROCESSES	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	32	7	1	10	10	1	1	13	13	15	16	-	1	23	29	31	32
Effective Weighted Sample	25	6	1	9	9	1	1	10	11	12	13	-	1	19	23	24	25
Total	22	6	1	5	7	1	2	9	10	9	12	-	2	15	18	21	22
When I first contacted the new supplier about using the service	4 17%	1 21%	- -%	* 6%	2 25%	- -%	- -%	* 3%	3 35%	2 18%	2 18%	- -%	- -%	3 18%	4 21%	4 18%	4 17%
I already knew from the information I was given when I first took the service	3 16%	- -%	- -%	* 8%	- -%	- -%	2 100%	2 17%	2 17%	2 21%	2 13%	- -%	2 100%	* 3%	1 4%	3 17%	3 16%
Only after I had agreed to switch the service over	2 9%	- -%	- -%	1 15%	* 5%	- -%	- -%	2 16%	* 4%	- -%	2 16%	- -%	- -%	1 8%	2 11%	2 9%	2 9%
When I first contacted my previous supplier about cancelling their service	2 9%	- -%	- -%	- -%	* 5%	- -%	- -%	1 16%	* 3%	* 1%	* 3%	- -%	- -%	* 2%	* 3%	* 2%	2 9%
Can't remember	1 4%	- -%	- -%	1 16%	- -%	- -%	- -%	1 9%	- -%	- -%	1 7%	- -%	- -%	1 5%	1 4%	1 4%	1 4%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 361

QB33E. Would you have still decided to switch if you had known that you would have to pay a cancellation charge to your previous supplier?

Base : Those who were told about the cancellation charge at a later point or after they agreed to switch their fixed line phone service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED							
	CONSI				SWITCHED & COVERED					COVERED				COVERED					COVERED							
	Total	SWIT-CH	DERED	NEIT-HER	BUN-DLE	BROAD MOB.			FIXED LINE	TV	BAND	PHONE	FIXED LINE	BUN-DLE	BROAD MOB.			FIXED LINE	TV	BAND	PHONE	FIXED LINE	TV	BAND	PHONE	FIXED LINE
						CALLS	CALLS	CALLS	CALLS				CALLS		CALLS	CALLS	CALLS									
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u				
Unweighted total	3	3	-	-	-	-	2	-	3	-	2	-	3	-	-	-	1	-	-	-	-	-	-	-	-	-
Effective Weighted Sample	3	3	-	-	-	-	2	-	3	-	2	-	3	-	-	-	1	-	-	-	-	-	-	-	-	-
Total	2	2	-	-	-	-	1	-	2	-	1	-	2	-	-	-	1	-	-	-	-	-	-	-	-	-
Yes	2	2	-	-	-	-	1	-	2	-	1	-	2	-	-	-	1	-	-	-	-	-	-	-	-	-
	100%	100%	-%	-%	-%	-%	100%	-%	100%	-%	100%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 361

QB33E. Would you have still decided to switch if you had known that you would have to pay a cancellation charge to your previous supplier?

Base : Those who were told about the cancellation charge at a later point or after they agreed to switch their fixed line phone service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p
Unweighted total	3	-	-	1	1	-	-	2	1	-	3	-	-	2	3	3	3
Effective Weighted Sample	3	-	-	1	1	-	-	2	1	-	3	-	-	2	3	3	3
Total	2	-	-	1	*	-	-	2	*	-	2	-	-	1	2	2	2
Yes	2	-	-	1	*	-	-	2	*	-	2	-	-	1	2	2	2
	100%	-%	-%	100%	100%	-%	-%	100%	100%	-%	100%	-%	-%	100%	100%	100%	100%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 362

QB34E. When you were in contact with your previous supplier, did they make you any kind of offer to stay with them?

Base : Those who had contact with their previous supplier once they decided to switch their fixed line phone service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				CONSIDERED & COVERED					COVERED			
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	
						TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND
Significance Level: 95%	a	~b	~c	~d	~e	*f	~g	h	~i	*j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	100	100	3	-	-	4	62	7	100	4	62	7	100	-	-	2	3	-	-	1	2	-
Effective Weighted Sample	67	67	3	-	-	3	46	5	67	3	46	5	67	-	-	2	3	-	-	1	2	-
Total	65	65	2	-	-	4	34	4	65	4	34	4	65	-	-	*	3	-	-	*	2	-
Yes they made me an offer which I listened to	8	8	-	-	-	1	5	1	8	1	5	1	8	-	-	-	-	-	-	-	-	-
	12%	12%	-%	-%	-%	29%	15%	17%	12%	29%	15%	17%	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%
They wanted to make me an offer, but I wasn't interested in listening to it	14	14	-	-	-	1	7	2	14	1	7	2	14	-	-	*	-	-	-	-	-	-
	21%	21%	-%	-%	-%	13%	22%	57%	21%	13%	22%	57%	21%	-%	-%	25%	-%	-%	-%	-%	-%	-%
No, they didn't make me an offer	39	39	2	-	-	2	18	1	39	2	18	1	39	-	-	*	3	-	-	*	2	-
	60%	60%	100%	-%	-%	58%	54%	26%	60%	58%	54%	26%	60%	-%	-%	75%	100%	-%	-%	100%	100%	-%
Can't remember	4	4	-	-	-	-	3	-	4	-	3	-	4	-	-	-	-	-	-	-	-	-
	7%	7%	-%	-%	-%	-%	9%	-%	7%	-%	9%	-%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 362

QB34E. When you were in contact with your previous supplier, did they make you any kind of offer to stay with them?

Base : Those who had contact with their previous supplier once they decided to switch their fixed line phone service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	~b	~c	~d	~e	~f	*g	*h	*i	*j	~k	~l	*m	n	o	p
Unweighted total	100	3	14	26	16	2	3	37	50	41	56	2	3	69	91	97	100
Effective Weighted Sample	67	2	11	21	12	2	2	27	35	29	36	2	2	45	61	65	67
Total	65	2	8	13	10	1	2	24	36	25	36	1	2	43	55	61	65
Yes they made me an offer which I listened to	8 12%	1 56%	2 29%	1 7%	2 20%	1 100%	- -%	1 5%	6 17%	3 13%	4 12%	1 100%	- -%	8 18%	8 14%	8 13%	8 12%
They wanted to make me an offer, but I wasn't interested in listening to it	14 21%	1 26%	2 21%	3 28%	2 19%	- -%	2 85%	8 34%	5 14%	5 18%	7 19%	- -%	2 85%	5 11%	9 17%	11 19%	14 21%
No, they didn't make me an offer	39 60%	* 18%	3 39%	7 56%	5 54%	- -%	* 15%	13 56%	23 62%	15 60%	23 63%	- -%	* 15%	27 62%	34 61%	38 62%	39 60%
Can't remember	4 7%	- -%	1 11%	1 9%	1 7%	- -%	- -%	1 5%	3 7%	2 9%	2 6%	- -%	- -%	4 9%	4 8%	4 7%	4 7%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 363

QB35E. How did this offer compare to the package or plan you already had with them and the price you paid?

Base : Those who listened to an offer from their previous fixed line phone supplier

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE					BUN- DLE	BROAD MOB.			FIXED LINE				
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Significance Level: 95%																						
Unweighted total	14	14	-	-	-	1	8	2	14	1	8	2	14	-	-	-	-	-	-	-	-	-
Effective Weighted Sample	11	11	-	-	-	1	7	2	11	1	7	2	11	-	-	-	-	-	-	-	-	-
Total	8	8	-	-	-	1	5	1	8	1	5	1	8	-	-	-	-	-	-	-	-	-
The same package or plan at a lower price	1 19%	1 19%	- -%	- -%	- -%	- -%	1 26%	- -%	1 19%	- -%	1 26%	- -%	1 19%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
A more basic package or plan at a lower price	2 28%	2 28%	- -%	- -%	- -%	1 100%	1 16%	- -%	2 28%	1 100%	1 16%	- -%	2 28%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
An improved package or plan at the same price	1 13%	1 13%	- -%	- -%	- -%	- -%	1 14%	* 43%	1 13%	- -%	1 14%	* 43%	1 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
An improved package or plan at a higher price	1 16%	1 16%	- -%	- -%	- -%	- -%	* 8%	* 57%	1 16%	- -%	* 8%	* 57%	1 16%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Can't remember the details	2 24%	2 24%	- -%	- -%	- -%	- -%	2 36%	- -%	2 24%	- -%	2 36%	- -%	2 24%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 363

QB35E. How did this offer compare to the package or plan you already had with them and the price you paid?

Base : Those who listened to an offer from their previous fixed line phone supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	14	1	4	1	3	2	-	2	10	6	8	2	-	13	13	14	14
Effective Weighted Sample	11	1	3	1	3	2	-	2	8	4	7	2	-	10	10	11	11
Total	8	1	2	1	2	1	-	1	6	3	4	1	-	8	8	8	8
The same package or plan at a lower price	1 19%	- -%	1 27%	- -%	1 38%	- -%	- -%	- -%	1 22%	* 16%	1 22%	- -%	- -%	1 20%	1 18%	1 19%	1 19%
A more basic package or plan at a lower price	2 28%	1 100%	- -%	- -%	1 41%	- -%	- -%	- -%	2 32%	1 41%	1 18%	- -%	- -%	2 26%	2 28%	2 28%	2 28%
An improved package or plan at the same price	1 13%	- -%	1 32%	- -%	- -%	* 43%	- -%	* 24%	1 11%	- -%	1 22%	* 43%	- -%	1 13%	1 13%	1 13%	1 13%
An improved package or plan at a higher price	1 16%	- -%	- -%	- -%	* 21%	* 57%	- -%	- -%	1 20%	* 14%	1 18%	* 57%	- -%	1 17%	1 17%	1 16%	1 16%
Can't remember the details	2 24%	- -%	1 41%	1 100%	- -%	- -%	- -%	1 76%	1 14%	1 29%	1 20%	- -%	- -%	2 24%	2 24%	2 24%	2 24%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 364

QB36E. What was covered in the improved package or plan your previous supplier offered?

Base : Those offered an improved package or plan from their previous fixed line phone supplier

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN- DLE	FIXED			TV	FIXED			BUN- DLE	FIXED			TV	FIXED				
		SWIT- CHED	DERED	NEIT- HER		MOB.	BAND	PHONE		LINE	MOB.	BAND		PHONE	LINE	MOB.		BAND	PHONE	LINE		
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	5	5	-	-	-	-	2	2	5	-	2	2	5	-	-	-	-	-	-	-	-	-
Effective Weighted Sample	5	5	-	-	-	-	2	2	5	-	2	2	5	-	-	-	-	-	-	-	-	-
Total	2	2	-	-	-	-	1	1	2	-	1	1	2	-	-	-	-	-	-	-	-	-
More minutes for calls	1	1	-	-	-	-	*	1	1	-	*	1	1	-	-	-	-	-	-	-	-	-
	49%	49%	-%	-%	-%	-%	37%	100%	49%	-%	37%	100%	49%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Free broadband	*	*	-	-	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-
	20%	20%	-%	-%	-%	-%	-%	-%	20%	-%	-%	-%	20%	-%	-%	-%	-%	-%	-%	-%	-%	-%
New handset	*	*	-	-	-	-	*	-	*	-	*	-	*	-	-	-	-	-	-	-	-	-
	18%	18%	-%	-%	-%	-%	37%	-%	18%	-%	37%	-%	18%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Higher/ faster broadband speed	*	*	-	-	-	-	*	-	*	-	*	-	*	-	-	-	-	-	-	-	-	-
	18%	18%	-%	-%	-%	-%	37%	-%	18%	-%	37%	-%	18%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Something else	*	*	-	-	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-
	20%	20%	-%	-%	-%	-%	-%	-%	20%	-%	-%	-%	20%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Can't remember	1	1	-	-	-	-	1	-	1	-	1	-	1	-	-	-	-	-	-	-	-	-
	31%	31%	-%	-%	-%	-%	63%	-%	31%	-%	63%	-%	31%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 364

QB36E. What was covered in the improved package or plan your previous supplier offered?

Base : Those offered an improved package or plan from their previous fixed line phone supplier

	TV PROCESSES	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	5	-	1	-	1	2	-	1	4	1	4	2	-	5	5	5	5
Effective Weighted Sample	5	-	1	-	1	2	-	1	4	1	4	2	-	5	5	5	5
Total	2	-	1	-	*	1	-	*	2	*	2	1	-	2	2	2	2
More minutes for calls	1 49%	- -%	- -%	- -%	* 100%	1 100%	- -%	* 100%	1 42%	- -%	1 61%	1 100%	- -%	1 49%	1 49%	1 49%	1 49%
Free broadband	* 20%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 23%	* 100%	- -%	- -%	- -%	* 20%	* 20%	* 20%	* 20%
New handset	* 18%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	* 21%	- -%	* 23%	- -%	- -%	* 18%	* 18%	* 18%	* 18%
Higher/ faster broadband speed	* 18%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	* 21%	- -%	* 23%	- -%	- -%	* 18%	* 18%	* 18%	* 18%
Something else	* 20%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 23%	* 100%	- -%	- -%	- -%	* 20%	* 20%	* 20%	* 20%
Can't remember	1 31%	- -%	1 100%	- -%	- -%	- -%	- -%	- -%	1 36%	- -%	1 39%	- -%	- -%	1 31%	1 31%	1 31%	1 31%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 365

QB37E. Did you talk to your previous supplier about the best offer you had found from another supplier?

Base : Those who listened to an offer from their previous fixed line phone supplier

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		
Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	14	14	-	-	-	1	8	2	14	1	8	2	14	-	-	-	-	-	-	-	-	
Effective Weighted Sample	11	11	-	-	-	1	7	2	11	1	7	2	11	-	-	-	-	-	-	-	-	
Total	8	8	-	-	-	1	5	1	8	1	5	1	8	-	-	-	-	-	-	-	-	
No, I did not	1	1	-	-	-	-	1	-	1	-	1	-	1	-	-	-	-	-	-	-	-	
	16%	16%	-%	-%	-%	-%	22%	-%	16%	-%	22%	-%	16%	-%	-%	-%	-%	-%	-%	-%	-%	
Their offer matched the best offer I had found	*	*	-	-	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	
	2%	2%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	
Their offer was worse than the best offer I had found	6	6	-	-	-	1	4	1	6	1	4	1	6	-	-	-	-	-	-	-	-	
	82%	82%	-%	-%	-%	100%	78%	100%	82%	100%	78%	100%	82%	-%	-%	-%	-%	-%	-%	-%	-%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 365

QB37E. Did you talk to your previous supplier about the best offer you had found from another supplier?

Base : Those who listened to an offer from their previous fixed line phone supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	14	1	4	1	3	2	-	2	10	6	8	2	-	13	13	14	14
Effective Weighted Sample	11	1	3	1	3	2	-	2	8	4	7	2	-	10	10	11	11
Total	8	1	2	1	2	1	-	1	6	3	4	1	-	8	8	8	8
No, I did not	1	-	*	-	1	-	-	-	1	*	1	-	-	1	1	1	1
	16%	-%	17%	-%	38%	-%	-%	-%	18%	16%	17%	-%	-%	17%	15%	16%	16%
Their offer matched the best offer I had found	*	-	-	-	-	-	-	-	-	*	-	-	-	-	*	*	*
	2%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%	2%	2%	2%
Their offer was worse than the best offer I had found	6	1	2	1	1	1	-	1	5	3	4	1	-	6	6	6	6
	82%	100%	83%	100%	62%	100%	-%	100%	82%	80%	83%	100%	-%	83%	83%	82%	82%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 366

QB38E. How happy or unhappy were you with how this offer was made to you?

Base : Those who listened to an offer from their previous fixed line phone supplier

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED								
	CONSI				SWITCHED & COVERED					CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED								
	Total	SWIT-CHED	DERED	NEI-HER	BUN-DLE	TV	BAND	MOB. PHONE	FIXED LINE CALLS	TV	BAND	MOB. PHONE	FIXED LINE CALLS	BUN-DLE	TV	BAND	MOB. PHONE	FIXED LINE CALLS	TV	BAND	MOB. PHONE	FIXED LINE CALLS
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	14	14	-	-	-	1	8	2	14	1	8	2	14	-	-	-	-	-	-	-	-	-
Effective Weighted Sample	11	11	-	-	-	1	7	2	11	1	7	2	11	-	-	-	-	-	-	-	-	-
Total	8	8	-	-	-	1	5	1	8	1	5	1	8	-	-	-	-	-	-	-	-	-
1 - Very unhappy	1	1	-	-	-	-	1	*	1	-	1	*	1	-	-	-	-	-	-	-	-	-
	16%	16%	-%	-%	-%	-%	16%	57%	16%	-%	16%	57%	16%	-%	-%	-%	-%	-%	-%	-%	-%	-%
2	1	1	-	-	-	-	1	-	1	-	1	-	1	-	-	-	-	-	-	-	-	-
	12%	12%	-%	-%	-%	-%	17%	-%	12%	-%	17%	-%	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TOTAL UNHAPPY	2	2	-	-	-	-	2	*	2	-	2	*	2	-	-	-	-	-	-	-	-	-
	28%	28%	-%	-%	-%	-%	34%	57%	28%	-%	34%	57%	28%	-%	-%	-%	-%	-%	-%	-%	-%	-%
3 - Neither	5	5	-	-	-	1	3	*	5	1	3	*	5	-	-	-	-	-	-	-	-	-
	63%	63%	-%	-%	-%	100%	52%	43%	63%	100%	52%	43%	63%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	1	-	-	-	-	1	-	1	-	1	-	1	-	-	-	-	-	-	-	-	-
	10%	10%	-%	-%	-%	-%	15%	-%	10%	-%	15%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Table 366

QB38E. How happy or unhappy were you with how this offer was made to you?

Base : Those who listened to an offer from their previous fixed line phone supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	14	1	4	1	3	2	-	2	10	6	8	2	-	13	13	14	14
Effective Weighted Sample	11	1	3	1	3	2	-	2	8	4	7	2	-	10	10	11	11
Total	8	1	2	1	2	1	-	1	6	3	4	1	-	8	8	8	8
1 - Very unhappy	1 16%	- -%	- -%	- -%	1 41%	* 57%	- -%	- -%	1 20%	- -%	1 27%	* 57%	- -%	1 16%	1 16%	1 16%	1 16%
2	1 12%	- -%	1 41%	- -%	- -%	- -%	- -%	- -%	1 14%	- -%	1 20%	- -%	- -%	1 12%	1 12%	1 12%	1 12%
TOTAL UNHAPPY	2 28%	- -%	1 41%	- -%	1 41%	* 57%	- -%	- -%	2 34%	- -%	2 47%	* 57%	- -%	2 28%	2 28%	2 28%	2 28%
3 - Neither	5 63%	1 100%	1 59%	1 100%	* 21%	* 43%	- -%	1 100%	3 54%	3 100%	2 36%	* 43%	- -%	5 62%	5 62%	5 63%	5 63%
Don't know	1 10%	- -%	- -%	- -%	1 38%	- -%	- -%	- -%	1 12%	- -%	1 17%	- -%	- -%	1 10%	1 10%	1 10%	1 10%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 367

QB39E. Which one of these statements best describes how you felt about the contact you had with your previous supplier?

Base : Those who had contact with their previous supplier once they decided to switch their fixed line phone service

	ACTIONS TAKEN								SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED			
	CONSI				BROAD MOB. PHONE				FIXED LINE CALLS				BROAD MOB. PHONE				FIXED LINE CALLS				BROAD MOB. PHONE			
	DERED NEIT-HER				BUN-DLE				TV BAND				TV BAND				TV BAND				TV BAND			
	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%	a	~b	~c	~d	~e	*f	~g	h	~i	*j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u			
Unweighted total	100	100	3	-	-	4	62	7	100	4	62	7	100	-	-	2	3	-	-	1	2	-		
Effective Weighted Sample	67	67	3	-	-	3	46	5	67	3	46	5	67	-	-	2	3	-	-	1	2	-		
Total	65	65	2	-	-	4	34	4	65	4	34	4	65	-	-	*	3	-	-	*	2	-		
They did not try to persuade me to stay with them	28	28	2	-	-	*	14	1	28	*	14	1	28	-	-	-	2	-	-	-	2	-		
	43%	43%	83%	-%	-%	9%	40%	18%	43%	9%	40%	18%	43%	-%	-%	-%	71%	-%	-%	-%	100%	-%		
They talked about me staying, but did not put me under any pressure to stay	18	18	*	-	-	1	12	3	18	1	12	3	18	-	-	*	-	-	-	*	-	-		
	28%	28%	17%	-%	-%	13%	37%	65%	28%	13%	37%	65%	28%	-%	-%	100%	-%	-%	-%	100%	-%	-%		
They put me under pressure to stay with them	8	8	-	-	-	1	4	1	8	1	4	1	8	-	-	-	1	-	-	-	-	-		
	12%	12%	-%	-%	-%	29%	11%	18%	12%	29%	11%	18%	12%	-%	-%	-%	29%	-%	-%	-%	-%	-%		
Can't remember	10	10	-	-	-	2	4	-	10	2	4	-	10	-	-	-	-	-	-	-	-	-		
	16%	16%	-%	-%	-%	49%	12%	-%	16%	49%	12%	-%	16%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																								

Table 367

QB39E. Which one of these statements best describes how you felt about the contact you had with your previous supplier?

Base : Those who had contact with their previous supplier once they decided to switch their fixed line phone service

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE	CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R *g	NoT *h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	100	3	14	26	16	2	3	37	50	41	56	2	3	69	91	97	100
Effective Weighted Sample	67	2	11	21	12	2	2	27	35	29	36	2	2	45	61	65	67
Total	65	2	8	13	10	1	2	24	36	25	36	1	2	43	55	61	65
They did not try to persuade me to stay with them	28 43%	* 18%	5 65%	3 27%	4 36%	* 57%	* 15%	7 28%	19 52%	13 51%	15 43%	* 57%	* 15%	19 45%	25 46%	28 46%	28 43%
They talked about me staying, but did not put me under any pressure to stay	18 28%	1 26%	2 29%	5 38%	4 39%	* 43%	2 85%	8 32%	10 26%	6 22%	13 35%	* 43%	2 85%	14 31%	15 27%	18 30%	18 28%
They put me under pressure to stay with them	8 12%	1 56%	* 5%	1 11%	2 18%	- -%	- -%	5 21%	3 8%	3 12%	4 10%	- -%	- -%	3 6%	7 12%	7 11%	8 12%
Can't remember	10 16%	- -%	* 1%	3 25%	1 7%	- -%	- -%	5 19%	5 13%	4 15%	5 13%	- -%	- -%	8 17%	8 15%	8 14%	10 16%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 368

QB40E. Can you tell me how you felt put under pressure to stay?

Base : Those who felt under pressure to stay with their previous fixed line phone supplier

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
	SWIT-CHED	DERED	NEIT-HER			TV	BAND			TV	BAND					TV	BAND				TV	BAND
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	11	11	-	-	-	1	6	1	11	1	6	1	11	-	-	-	1	-	-	-	-	-
Effective Weighted Sample	9	9	-	-	-	1	5	1	9	1	5	1	9	-	-	-	1	-	-	-	-	-
Total	8	8	-	-	-	1	4	1	8	1	4	1	8	-	-	-	1	-	-	-	-	-
I waited in a queue on the telephone for a long time to tell them I wanted to cancel	4	4	-	-	-	1	2	-	4	1	2	-	4	-	-	-	-	-	-	-	-	-
	44%	44%	-%	-%	-%	100%	66%	-%	44%	100%	66%	-%	44%	-%	-%	-%	-%	-%	-%	-%	-%	-%
I was told I would have to pay a cancellation/ early termination charge to leave the contract with them	3	3	-	-	-	-	1	-	3	-	1	-	3	-	-	-	1	-	-	-	-	-
	37%	37%	-%	-%	-%	-%	21%	-%	37%	-%	21%	-%	37%	-%	-%	-%	100%	-%	-%	-%	-%	-%
I was told it would take a long time to make a switch to a new supplier	1	1	-	-	-	-	1	1	1	-	1	1	1	-	-	-	-	-	-	-	-	-
	19%	19%	-%	-%	-%	-%	21%	100%	19%	-%	21%	100%	19%	-%	-%	-%	-%	-%	-%	-%	-%	-%
I had to push them to give me the information/ code I need to make the switch	1	1	-	-	-	-	1	-	1	-	1	-	1	-	-	-	-	-	-	-	-	-
	17%	17%	-%	-%	-%	-%	37%	-%	17%	-%	37%	-%	17%	-%	-%	-%	-%	-%	-%	-%	-%	-%
I was told that their service was better than other suppliers/ I wouldn't do better anywhere else	1	1	-	-	-	-	1	-	1	-	1	-	1	-	-	-	1	-	-	-	-	-
	17%	17%	-%	-%	-%	-%	16%	-%	17%	-%	16%	-%	17%	-%	-%	-%	100%	-%	-%	-%	-%	-%
I was told it wasn't possible to leave my contract with them	1	1	-	-	-	-	1	-	1	-	1	-	1	-	-	-	-	-	-	-	-	-
	10%	10%	-%	-%	-%	-%	21%	-%	10%	-%	21%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%
They told me the amount I would have to pay as a cancellation/ early termination charge to leave the contract with them	1	1	-	-	-	-	-	-	1	-	-	-	1	-	-	-	1	-	-	-	-	-
	10%	10%	-%	-%	-%	-%	-%	-%	10%	-%	-%	-%	10%	-%	-%	-%	100%	-%	-%	-%	-%	-%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Table 368

QB40E. Can you tell me how you felt put under pressure to stay?

Base : Those who felt under pressure to stay with their previous fixed line phone supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	11	1	1	2	3	-	-	7	4	5	5	-	-	4	10	10	11
Effective Weighted Sample	9	1	1	2	2	-	-	6	3	4	5	-	-	3	8	8	9
Total	8	1	*	1	2	-	-	5	3	3	4	-	-	3	7	7	8
I waited in a queue on the telephone for a long time to tell them I wanted to cancel	4 44%	1 100%	- -%	1 100%	1 56%	- -%	- -%	1 27%	2 73%	2 60%	2 50%	- -%	- -%	1 43%	4 54%	4 54%	4 44%
I was told I would have to pay a cancellation/ early termination charge to leave the contract with them	3 37%	- -%	- -%	1 58%	- -%	- -%	- -%	3 60%	- -%	- -%	2 42%	- -%	- -%	1 28%	2 23%	2 23%	3 37%
I was told it would take a long time to make a switch to a new supplier	1 19%	- -%	- -%	1 58%	- -%	- -%	- -%	1 30%	- -%	- -%	1 41%	- -%	- -%	- -%	1 23%	1 23%	1 19%
I had to push them to give me the information/ code I need to make the switch	1 17%	- -%	- -%	1 100%	- -%	- -%	- -%	1 27%	- -%	1 19%	1 21%	- -%	- -%	- -%	1 20%	1 20%	1 17%
I was told that their service was better than other suppliers/ I wouldn't do better anywhere else	1 17%	- -%	- -%	1 42%	- -%	- -%	- -%	1 27%	- -%	1 19%	1 21%	- -%	- -%	1 28%	1 20%	1 20%	1 17%
I was told it wasn't possible to leave my contract with them	1 10%	- -%	- -%	1 58%	- -%	- -%	- -%	1 15%	- -%	- -%	1 21%	- -%	- -%	- -%	1 12%	1 12%	1 10%
They told me the amount I would have to pay as a cancellation/ early termination charge to leave the contract with them	1 10%	- -%	- -%	- -%	- -%	- -%	- -%	1 15%	- -%	- -%	1 21%	- -%	- -%	1 28%	1 12%	1 12%	1 10%
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Table 369

QB41E. Having switched to a new supplier for your fixed line phone (calls), do you think you are now paying less than before?

Base : Those switched their fixed line phone supplier in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
	CONSI				SWITCHED & COVERED					COVERED				CONSIDERED & COVERED					COVERED					
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD		MOB. PHONE	FIXED LINE CALLS	TV	BROAD		MOB. PHONE	FIXED LINE CALLS	BUN-DLE	BROAD		MOB. PHONE	FIXED LINE CALLS	TV	BROAD		MOB. PHONE	FIXED LINE CALLS
						TV	BAND				TV	BAND				TV	BAND				TV	BAND		
Significance Level: 95%	a	~b	~c	~d	~e	f	~g	h	~i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u			
Unweighted total	216	216	9	-	1	6	117	20	216	7	118	21	216	1	1	4	7	-	1	3	5	-		
Effective Weighted Sample	142	142	7	-	1	4	85	13	142	4	86	14	142	1	1	4	5	-	1	3	4	-		
Total	145	145	4	-	*	5	66	10	145	5	66	11	145	1	*	1	6	-	*	1	3	-		
Yes	107	107	3	-	*	4	48	7	107	5	48	7	107	-	*	1	4	-	*	1	2	-		
	73%	73%	63%	-%	100%	88%	73%	66%	73%	89%	73%	67%	73%	-%	100%	61%	77%	-%	100%	69%	57%	-%		
No	26	26	1	-	-	1	12	3	26	1	12	3	26	1	-	-	1	-	-	-	1	-		
	18%	18%	20%	-%	-%	12%	18%	29%	18%	11%	18%	28%	18%	100%	-%	-%	16%	-%	-%	-%	29%	-%		
Don't know	13	13	1	-	-	-	6	1	13	-	6	1	13	-	-	*	*	-	-	*	*	-		
	9%	9%	17%	-%	-%	-%	9%	5%	9%	-%	9%	5%	9%	-%	-%	39%	7%	-%	-%	31%	14%	-%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 369

QB41E. Having switched to a new supplier for your fixed line phone (calls), do you think you are now paying less than before?

Base : Those switched their fixed line phone supplier in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE
	Total	C&R ~a	MAC ~b	C&R ~c	NoT *d	PAC ~e	C&R ~f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	
Significance Level: 95%																	
Unweighted total	216	5	25	27	49	4	7	37	145	101	107	3	6	139	188	208	216
Effective Weighted Sample	142	4	19	22	37	3	4	27	100	68	68	2	3	91	128	136	142
Total	145	3	11	13	33	2	4	24	109	70	67	2	3	87	111	138	145
Yes	107	2	8	7	28	1	1	15	84	48	54	1	1	65	81	101	107
	73%	79%	71%	55%	85%	44%	36%	62%	77%	68%	80%	39%	29%	75%	73%	74%	73%
No	26	1	3	3	2	1	2	7	15	17	8	1	2	14	19	24	26
	18%	21%	26%	23%	7%	56%	55%	30%	14%	23%	11%	61%	60%	16%	17%	18%	18%
Don't know	13	-	*	3	3	-	*	2	10	6	6	-	*	7	10	12	13
	9%	-%	3%	23%	8%	-%	10%	8%	9%	9%	9%	-%	11%	8%	9%	9%	9%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 370

QB42E. How much less do you think you are paying each month?

Base : Those who think they are now paying less for their fixed line phone

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	FIXED			PHONE	FIXED			BUN- DLE	FIXED			PHONE	FIXED			PHONE	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	MOB.		LINE	TV	BAND		MOB.	LINE	TV		BAND	MOB.	LINE		
	a	~b	~c	~d	~e	~f	~g	h	~i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	151	151	6	-	1	5	80	15	151	6	81	16	151	-	1	2	5	-	1	2	3	-
Effective Weighted Sample	101	101	5	-	1	3	60	11	101	4	61	12	101	-	1	2	4	-	1	2	2	-
Total	107	107	3	-	*	4	48	7	107	5	48	7	107	-	*	1	4	-	*	1	2	-
Under £5	12	12	1	-	-	*	7	*	12	*	7	*	12	-	-	1	-	-	-	1	-	-
	12%	12%	25%	-%	-%	6%	15%	4%	12%	5%	15%	4%	12%	-%	-%	100%	-%	-%	-%	100%	-%	-%
£5.00-£9.99	39	39	1	-	*	2	17	2	39	2	17	3	39	-	*	-	*	-	*	-	*	-
	37%	37%	29%	-%	100%	45%	35%	36%	37%	51%	36%	40%	37%	-%	100%	-%	10%	-%	100%	-%	26%	-%
£10.00-£14.99	20	20	1	-	-	-	7	1	20	-	7	1	20	-	-	-	4	-	-	-	1	-
	18%	18%	34%	-%	-%	-%	14%	21%	18%	-%	14%	19%	18%	-%	-%	-%	82%	-%	-%	-%	55%	-%
£15.00-£19.99	14	14	-	-	-	2	6	2	14	2	6	2	14	-	-	-	-	-	-	-	-	-
	13%	13%	-%	-%	-%	49%	13%	28%	13%	44%	13%	26%	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£20 or more	7	7	*	-	-	-	3	-	7	-	3	-	7	-	-	-	*	-	-	-	*	-
	6%	6%	12%	-%	-%	-%	6%	-%	6%	-%	6%	-%	6%	-%	-%	-%	8%	-%	-%	-%	19%	-%
Don't know	15	15	-	-	-	-	8	1	15	-	8	1	15	-	-	-	-	-	-	-	-	-
	14%	14%	-%	-%	-%	-%	16%	11%	14%	-%	16%	10%	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 370

QB42E. How much less do you think you are paying each month?

Base : Those who think they are now paying less for their fixed line phone

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	~b	~c	*d	~e	~f	~g	h	*i	*j	~k	~l	m	n	o	p
Unweighted total	151	4	17	13	41	3	4	23	109	68	78	2	3	100	131	146	151
Effective Weighted Sample	101	3	12	11	32	3	4	17	75	46	51	2	3	67	91	97	101
Total	107	2	8	7	28	1	1	15	84	48	54	1	1	65	81	101	107
Under £5	12	*	2	1	3	-	-	-	12	7	5	-	-	5	9	12	12
	12%	11%	30%	11%	9%	-%	-%	-%	15%	16%	9%	-%	-%	8%	12%	12%	12%
£5.00-£9.99	39	2	3	2	11	1	*	7	30	19	18	1	-	22	30	37	39
	37%	89%	32%	25%	40%	100%	27%	45%	36%	40%	33%	100%	-%	34%	37%	37%	37%
£10.00-£14.99	20	-	1	1	5	-	*	2	17	9	10	-	*	13	14	18	20
	18%	-%	10%	15%	16%	-%	23%	15%	20%	18%	18%	-%	32%	20%	17%	18%	18%
£15.00-£19.99	14	-	1	2	2	-	1	3	10	8	6	-	1	9	11	14	14
	13%	-%	18%	23%	7%	-%	50%	19%	12%	16%	11%	-%	68%	14%	14%	13%	13%
£20 or more	7	-	-	-	3	-	-	-	5	2	3	-	-	4	4	5	7
	6%	-%	-%	-%	11%	-%	-%	-%	6%	3%	6%	-%	-%	7%	5%	5%	6%
Don't know	15	-	1	2	5	-	-	3	10	3	12	-	-	11	13	15	15
	14%	-%	11%	25%	16%	-%	-%	21%	12%	7%	22%	-%	-%	17%	16%	15%	14%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 371

QB43E. If you were thinking about changing supplier for your fixed line phone (calls) in the future, has your overall experience of the process made you more likely or less likely to make this change, or has it made no difference?

Base : Those switched their fixed line phone supplier in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				CONSIDERED & COVERED					COVERED			
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD		MOB. PHONE	FIXED LINE CALLS	BROAD		MOB. PHONE	FIXED LINE CALLS	BROAD		MOB. PHONE	FIXED LINE CALLS	BROAD		MOB. PHONE	FIXED LINE CALLS	
						TV	BAND			TV	BAND			TV	BAND			TV	BAND			
		a	~b	~c	~d	~e	f	~g	h	~i	j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Significance Level: 95%																						
Unweighted total	216	216	9	-	1	6	117	20	216	7	118	21	216	1	1	4	7	-	1	3	5	-
Effective Weighted Sample	142	142	7	-	1	4	85	13	142	4	86	14	142	1	1	4	5	-	1	3	4	-
Total	145	145	4	-	*	5	66	10	145	5	66	11	145	1	*	1	6	-	*	1	3	-
More likely	37	37	2	-	*	*	15	3	37	1	16	4	37	1	-	*	3	-	-	*	1	-
	26%	26%	39%	-%	100%	5%	23%	32%	26%	13%	24%	35%	26%	100%	-%	30%	58%	-%	-%	33%	46%	-%
Made no difference	88	88	2	-	-	3	42	7	88	3	42	7	88	-	*	*	2	-	*	*	2	-
	61%	61%	52%	-%	-%	70%	64%	65%	61%	64%	63%	63%	61%	-%	100%	28%	29%	-%	100%	31%	54%	-%
Less likely	16	16	*	-	-	1	6	-	16	1	6	-	16	-	-	*	1	-	-	*	-	-
	11%	11%	8%	-%	-%	25%	10%	-%	11%	23%	10%	-%	11%	-%	-%	32%	13%	-%	-%	35%	-%	-%
Don't know	4	4	-	-	-	-	2	*	4	-	2	*	4	-	-	*	-	-	-	-	-	-
	2%	2%	-%	-%	-%	-%	3%	2%	2%	-%	3%	2%	2%	-%	-%	11%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 371

QB43E. If you were thinking about changing supplier for your fixed line phone (calls) in the future, has your overall experience of the process made you more likely or less likely to make this change, or has it made no difference?

Base : Those switched their fixed line phone supplier in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE
	Total	C&R ~a	MAC ~b	C&R ~c	NoT *d	PAC ~e	C&R ~f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	
Significance Level: 95%																	
Unweighted total	216	5	25	27	49	4	7	37	145	101	107	3	6	139	188	208	216
Effective Weighted Sample	142	4	19	22	37	3	4	27	100	68	68	2	3	91	128	136	142
Total	145	3	11	13	33	2	4	24	109	70	67	2	3	87	111	138	145
More likely	37 26%	* 9%	3 23%	2 16%	9 28%	* 16%	1 19%	2 9%	33 30%	23 32%	13 20%	* 17%	* 11%	19 21%	25 22%	36 26%	37 26%
Made no difference	88 61%	1 47%	7 64%	7 53%	22 67%	2 84%	3 81%	13 56%	65 60%	38 54%	46 69%	1 83%	3 89%	57 65%	69 63%	84 61%	88 61%
Less likely	16 11%	1 45%	2 14%	3 19%	1 2%	- -%	- -%	6 25% h	10 9%	8 12%	6 9%	- -%	- -%	9 10%	13 12%	14 10%	16 11%
Don't know	4 2%	- -%	- -%	2 12%	1 2%	- -%	- -%	2 10% h	1 1%	2 2%	2 3%	- -%	- -%	3 3%	3 3%	4 3%	4 2%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 372

SERVICES COVERED IN SECTION QC0

Base : All respondents

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		BROAD MOB. PHONE	FIXED LINE CALLS	BROAD MOB. PHONE		FIXED LINE CALLS	BUN- DLE	TV		BAND	PHONE	BROAD MOB. PHONE		FIXED LINE CALLS
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u
Significance Level: 95%																						
Unweighted total	2871	925	460	1551	125	87	373	341	216	155	489	351	335	155	88	174	194	142	124	242	149	214
Effective Weighted Sample	2005	434	302	1405	88	45	222	119	142	92	300	125	225	112	48	119	126	92	77	189	95	146
Total	3268	465	322	2523	101	37	149	152	145	107	235	163	243	119	59	122	162	110	86	156	108	156
A Whole package of services	119 4%	9 2%	83 26% ac	34 1%	- -%	* 1%	- -%	8 5% fh	1 *%	* -%	- -%	8 5% jl	1 *%	119 100% nopq	6 10% oq	* -%	20 12% oq	2 1%	50 58% t	75 48% t	17 15% t	80 51% t
B TV service	59 2%	7 1%	40 13% ac	19 1%	1 1%	- -%	2 2%	3 2%	* *%	- -%	4 2%	3 2%	2 1%	6 5% p	59 100% mopq	7 6% p	1 1%	9 8% p	39 45% stu	10 6% t	1 1%	10 6% t
C Broadband service	122 4%	6 1%	84 26% ac	38 2%	- -%	* 1%	- -%	4 3% f	1 1%	* -%	- -%	4 3% j	1 *%	* -%	7 12% m	122 100% mnpq	11 7% m	34 31% mnp	8 9%	82 52% rtu	9 9%	20 13%
D Mobile phone network	162 5%	22 5% c	105 33% ac	50 2%	9 9% g	1 2%	7 5% g	- -% g	6 4% g	8 8% k	16 7% k	- -% k	14 6% k	20 17% n	1 2%	11 9% mnoq	162 100% mnoq	9 8%	9 11%	22 14%	104 96% rsu	18 12%
E Fixed line service	110 3%	10 2%	77 24% ac	31 1%	- -%	- -%	5 3% h	5 3%	- -%	- -%	5 2% l	5 3% l	- -%	2 1%	9 14% m	34 28% mp	9 6% mnop	110 100%	7 9%	19 12% t	5 5%	77 49% rst

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 372

SERVICES COVERED IN SECTION QC0

Base : All respondents

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	2871	108	125	109	161	106	93	75	206	1342	1288	70	73	1721	2052	2630	2508
Effective Weighted Sample	2005	61	53	79	130	39	27	52	150	988	829	26	21	1151	1309	1816	1734
Total	3268	73	31	58	118	48	40	49	173	1599	1386	34	29	1853	2027	2985	2764
A Whole package of services	119 4%	* 1%	- -	- -	- -	4 8%	2 6%	- -	1 *%	54 3%	63 5%	4 11%	2 8%	95 5%	111 5%	117 4%	117 4%
B TV service	59 2%	- -	2 6%	* 1%	1 1%	1 2%	1 3%	- -	1 1%	29 2%	26 2%	1 2%	- -	59 3%	39 2%	55 2%	48 2%
C Broadband service	122 4%	* *%	- -	- -	- -	1 2%	2 5%	- -	1 1%	53 3%	64 5%	1 3%	2 7%	71 4%	122 6%	117 4%	113 4%
D Mobile phone network	162 5%	6 9%	2 7%	7 13%	4 4%	- -	- -	5 11%	8 5%	62 4%	100 7%	- -	- -	92 5%	111 5%	162 5%	123 4%
E Fixed line service	110 3%	- -	* 1%	1 2%	3 3%	1 2%	4 9%	- -	- -	59 4%	43 3%	1 2%	- -	66 4%	65 3%	101 3%	110 4%
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Table 373

CONSIDERED SWITCHING PACKAGE - BEHAVIOUR

Base : Those who have considered switching their package of services supplier in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED									
	Total	CONSI			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED								
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		MOB.	LINE	CALLS		TV	BAND	PHONE		MOB.	LINE	CALLS	TV	BAND	PHONE	MOB.	LINE	CALLS
Significance Level: 95%	~a	b	*c	~d	~e	~f	~g	~h	~i	~j	~k	~l	m	~n	~o	~p	~q	*r	s	~t	u					
Unweighted total	155	15	117	31	-	1	-	13	1	1	-	13	1	155	9	1	30	3	65	109	26	110				
Effective Weighted Sample	112	7	86	25	-	1	-	6	1	1	-	6	1	112	7	1	20	3	47	86	20	82				
Total	119	9	83	34	-	*	-	8	1	*	-	8	1	119	6	*	20	2	50	75	17	80				
ANY CONTACT	58	6	58	-	-	*	-	5	-	*	-	5	-	58	3	*	9	*	36	53	10	56				
	49%	65%	70%	-%	-%	100%	-%	68%	-%	100%	-%	68%	-%	49%	47%	100%	46%	31%	72%	71%	63%	70%				
			c																							
NO CONTACT	24	1	24	-	-	-	-	1	-	-	-	1	-	24	-	-	4	*	14	21	5	24				
	20%	15%	29%	-%	-%	-%	-%	17%	-%	-%	-%	17%	-%	20%	-%	-%	20%	27%	28%	29%	33%	30%				
			c																							
WILL SWITCH NEXT 3 MONTHS	37	2	1	34	-	-	-	1	1	-	-	1	1	37	3	-	7	1	*	-	1	-				
	31%	20%	1%	100%	-%	-%	-%	16%	100%	-%	-%	16%	100%	31%	53%	-%	34%	42%	*%	-%	4%	-%				
			b																							

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 373

CONSIDERED SWITCHING PACKAGE - BEHAVIOUR

Base : Those who have considered switching their package of services supplier in last 12 months

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	155	1	-	-	-	5	5	-	1	70	81	5	4	123	150	151	152	
Effective Weighted Sample	112	1	-	-	-	2	3	-	1	53	56	2	3	88	111	109	109	
Total	119	*	-	-	-	4	2	-	1	54	63	4	2	95	111	117	117	
ANY CONTACT	58	*	-	-	-	4	1	-	-	24	33	4	1	44	53	57	58	
	49%	100%	-%	-%	-%	93%	43%	-%	-%	44%	53%	93%	43%	46%	48%	49%	50%	
NO CONTACT	24	-	-	-	-	-	1	-	-	14	10	-	1	20	21	24	24	
	20%	-%	-%	-%	-%	-%	53%	-%	-%	26%	16%	-%	54%	21%	19%	21%	21%	
WILL SWITCH NEXT 3 MONTHS	37	-	-	-	-	*	*	-	1	17	19	*	*	31	37	36	35	
	31%	-%	-%	-%	-%	7%	4%	-%	100%	31%	31%	7%	3%	32%	33%	31%	30%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 374

CONSIDERED SWITCHING TV - BEHAVIOUR

Base : Those who have considered switching their TV service supplier in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	n	~o	~p	~q	*r	~s	~t	~u
Unweighted total	88	16	68	17	1	-	7	7	1	-	8	7	2	9	88	10	3	15	63	13	2	16
Effective Weighted Sample	48	10	35	13	1	-	6	4	1	-	5	4	1	7	48	7	3	10	32	10	2	10
Total	59	7	40	19	1	-	2	3	*	-	4	3	2	6	59	7	1	9	39	10	1	10
ANY CONTACT	28	5	28	-	1	-	2	1	*	-	3	1	2	2	28	5	1	6	28	7	1	8
	48%	77%	70%	0%	100%	0%	84%	55%	100%	0%	90%	55%	100%	40%	48%	65%	42%	68%	73%	70%	68%	78%
NO CONTACT	11	1	11	-	-	-	*	1	-	-	*	1	-	*	11	2	-	1	11	2	-	1
	18%	20%	26%	0%	0%	0%	14%	40%	0%	0%	9%	40%	0%	5%	18%	32%	0%	9%	27%	24%	0%	11%
WILL SWITCH NEXT 3 MONTHS	21	*	2	19	-	-	*	*	-	-	*	*	-	3	21	*	1	2	-	1	*	1
	35%	3%	4%	100%	0%	0%	2%	5%	0%	0%	2%	5%	0%	55%	35%	3%	58%	24%	0%	6%	32%	11%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 374

CONSIDERED SWITCHING TV - BEHAVIOUR

Base : Those who have considered switching their TV service supplier in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	*i	*j	~k	~l	m	*n	*o	*p
Unweighted total	88	-	5	1	1	3	2	-	1	32	47	2	-	88	71	79	74
Effective Weighted Sample	48	-	4	1	1	2	1	-	1	17	31	2	-	48	44	43	45
Total	59	-	2	*	1	1	1	-	1	29	26	1	-	59	39	55	48
ANY CONTACT	28	-	2	*	1	1	-	-	1	11	16	1	-	28	21	27	23
	48%	-%	97%	100%	100%	88%	-%	-%	100%	38%	60%	100%	-%	48%	52%	48%	48%
NO CONTACT	11	-	-	-	-	-	1	-	-	6	4	-	-	11	6	11	10
	18%	-%	-%	-%	-%	-%	97%	-%	-%	21%	16%	-%	-%	18%	15%	19%	21%
WILL SWITCH NEXT 3 MONTHS	21	-	*	-	-	*	*	-	-	12	6	-	-	21	13	18	14
	35%	-%	3%	-%	-%	12%	3%	-%	-%	41%	24%	-%	-%	35%	32%	32%	30%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 375

CONSIDERED SWITCHING BROADBAND - BEHAVIOUR

Base : Those who have considered switching their fixed line broadband supplier in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI			BUN- DLE	FIXED			FIXED			FIXED			FIXED			FIXED					
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		
Significance Level: 95%	Total	~a	b	*c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	*q	~r	s	~t	*u
Unweighted total	174	12	140	33	-	1	-	7	4	1	-	7	4	1	10	174	19	56	10	134	17	41
Effective Weighted Sample	119	9	109	24	-	1	-	6	4	1	-	6	4	1	7	119	15	42	8	105	13	33
Total	122	6	84	38	-	*	-	4	1	*	-	4	1	*	7	122	11	34	8	82	9	20
ANY CONTACT	54	4	54	-	-	*	-	2	1	*	-	2	1	*	5	54	7	10	5	54	7	10
	44%	60%	64%	-%	-%	100%	-%	50%	89%	100%	-%	50%	89%	100%	68%	44%	64%	30%	69%	66%	74%	51%
			c																			
NO CONTACT	28	2	28	-	-	-	-	2	-	-	-	2	-	-	2	28	2	8	2	28	2	8
	23%	38%	33%	-%	-%	-%	-%	50%	-%	-%	-%	50%	-%	-%	29%	23%	17%	24%	28%	34%	20%	42%
			c																			
WILL SWITCH NEXT 3 MONTHS	41	*	2	38	-	-	-	-	*	-	-	-	*	-	*	41	2	16	*	-	1	1
	33%	2%	3%	100%	-%	-%	-%	-%	11%	-%	-%	-%	11%	-%	3%	33%	19%	46%	3%	-%	6%	7%
			b																		s	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 375

CONSIDERED SWITCHING BROADBAND - BEHAVIOUR

Base : Those who have considered switching their fixed line broadband supplier in last 12 months

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	174	1	-	-	-	1	3	-	3	79	87	1	3	97	174	166	166	
Effective Weighted Sample	119	1	-	-	-	1	2	-	3	54	59	1	2	63	119	113	119	
Total	122	*	-	-	-	1	2	-	1	53	64	1	2	71	122	117	113	
ANY CONTACT	54	*	-	-	-	1	1	-	1	27	26	1	1	33	54	53	52	
	44%	100%	-%	-%	-%	100%	44%	-%	100%	51%	40%	100%	44%	47%	44%	45%	45%	
NO CONTACT	28	-	-	-	-	-	1	-	-	10	16	-	1	14	28	26	27	
	23%	-%	-%	-%	-%	-%	56%	-%	-%	19%	25%	-%	56%	20%	23%	22%	24%	
WILL SWITCH NEXT 3 MONTHS	41	-	-	-	-	-	-	-	-	16	22	-	-	24	41	38	35	
	33%	-%	-%	-%	-%	-%	-%	-%	-%	30%	35%	-%	-%	33%	33%	33%	31%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 376

CONSIDERED SWITCHING MOBILE - BEHAVIOUR

Base : Those who have considered switching their mobile phone network in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				COVERED					COVERED			
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD		MOB.	FIXED LINE	TV	BAND	PHONE	FIXED LINE	BUN- DLE	BROAD		MOB.	FIXED LINE	TV	BAND	PHONE	FIXED LINE
						CALLS	CALLS	CALLS	CALLS				CALLS		CALLS	CALLS	CALLS					
Significance Level: 95%		~a	b	*c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	p	~q	~r	*s	t	~u
Unweighted total	194	29	148	38	8	3	11	-	7	10	19	-	15	30	3	19	194	7	15	38	145	27
Effective Weighted Sample	126	22	94	31	8	3	9	-	5	8	16	-	13	20	3	15	126	4	12	30	92	17
Total	162	22	105	50	9	1	7	-	6	8	16	-	14	20	1	11	162	9	9	22	104	18
ANY CONTACT	76	11	76	-	5	1	3	-	2	5	8	-	7	8	1	9	76	5	5	15	76	12
	47%	50%	72%	-%	58%	86%	45%	-%	38%	55%	52%	-%	50%	39%	62%	79%	47%	55%	55%	70%	73%	66%
			c																			
NO CONTACT	28	4	28	-	2	-	1	-	1	2	3	-	3	5	-	1	28	*	3	6	28	5
	17%	17%	27%	-%	23%	-%	11%	-%	15%	24%	18%	-%	20%	25%	-%	7%	17%	2%	37%	25%	27%	28%
			c																			
WILL SWITCH NEXT 3 MONTHS	59	7	1	50	2	*	3	-	3	2	5	-	4	7	*	2	59	4	1	1	-	1
	36%	34%	1%	100%	18%	14%	44%	-%	47%	20%	30%	-%	30%	36%	38%	14%	36%	43%	8%	5%	-%	6%
				b															t			

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 376

CONSIDERED SWITCHING MOBILE - BEHAVIOUR

Base : Those who have considered switching their mobile phone network in last 12 months

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE	
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	*i	j	~k	~l	m	n	o	p	
Unweighted total	194	8	2	8	5	-	-	5	9	67	127	-	-	125	158	194	163	
Effective Weighted Sample	126	6	2	7	4	-	-	5	7	45	82	-	-	85	108	126	105	
Total	162	6	2	7	4	-	-	5	8	62	100	-	-	92	111	162	123	
ANY CONTACT	76	3	2	1	4	-	-	2	5	25	51	-	-	44	54	76	59	
	47%	42%	100%	18%	92%	-%	-%	33%	64%	40%	51%	-%	-%	47%	48%	47%	48%	
NO CONTACT	28	2	-	1	*	-	-	1	1	16	12	-	-	11	16	28	16	
	17%	32%	-%	18%	8%	-%	-%	23%	14%	26%	12%	-%	-%	12%	14%	17%	13%	
										j								
WILL SWITCH NEXT 3 MONTHS	59	2	-	5	-	-	-	2	2	21	37	-	-	37	42	59	48	
	36%	27%	-%	65%	-%	-%	-%	43%	22%	34%	37%	-%	-%	41%	38%	36%	39%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 377

CONSIDERED SWITCHING LANDLINE - BEHAVIOUR

Base : Those who have considered switching their fixed line phone supplier in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB. LINE			TV	BROAD MOB. LINE			TV	BROAD MOB. LINE			TV	BROAD MOB. LINE				
		SWIT- CHED	DERED	NEIT- HER		BAND	PHONE	CALLS		BAND	PHONE	CALLS		BAND	PHONE	CALLS		BAND	PHONE	CALLS		
																					~a	b
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	*o	~p	q	~r	*s	~t	u
Unweighted total	142	17	108	29	-	-	13	4	-	-	13	4	-	3	15	56	7	142	13	40	5	106
Effective Weighted Sample	92	7	67	23	-	-	11	2	-	-	11	2	-	3	10	42	4	92	8	32	3	66
Total	110	10	77	31	-	-	5	5	-	-	5	5	-	2	9	34	9	110	7	19	5	77
ANY CONTACT	49	4	49	-	-	-	3	1	-	-	3	1	-	1	6	10	5	49	6	10	5	49
	45%	44%	64%	-%	-%	-%	57%	29%	-%	-%	57%	29%	-%	58%	67%	30%	57%	45%	80%	51%	100%	64%
NO CONTACT	27	4	27	-	-	-	*	3	-	-	*	3	-	-	1	9	-	27	1	9	-	27
	25%	38%	35%	-%	-%	-%	8%	71%	-%	-%	8%	71%	-%	-%	13%	27%	-%	25%	15%	47%	-%	36%
WILL SWITCH NEXT 3 MONTHS	33	2	1	31	-	-	2	-	-	-	2	-	-	1	2	14	4	33	*	*	-	-
	30%	18%	1%	100%	-%	-%	34%	-%	-%	-%	34%	-%	-%	42%	20%	43%	43%	30%	5%	2%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 377

CONSIDERED SWITCHING LANDLINE - BEHAVIOUR

Base : Those who have considered switching their fixed line phone supplier in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	*i	*j	~k	~l	m	n	o	p
Unweighted total	142	-	2	3	7	2	2	-	-	71	63	1	-	91	111	134	142
Effective Weighted Sample	92	-	1	3	7	2	1	-	-	45	42	1	-	57	85	86	92
Total	110	-	*	1	3	1	4	-	-	59	43	1	-	66	65	101	110
ANY CONTACT	49	-	*	1	1	1	*	-	-	23	23	1	-	32	31	46	49
	45%	-%	88%	100%	31%	100%	11%	-%	-%	39%	55%	100%	-%	49%	48%	46%	45%
NO CONTACT	27	-	-	-	*	-	3	-	-	18	7	-	-	16	13	26	27
	25%	-%	-%	-%	13%	-%	89%	-%	-%	31%	17%	-%	-%	24%	20%	25%	25%
WILL SWITCH NEXT 3 MONTHS	33	-	*	-	2	-	-	-	-	18	12	-	-	18	21	29	33
	30%	-%	12%	-%	56%	-%	-%	-%	-%	30%	28%	-%	-%	27%	32%	29%	30%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 378

QC1A. Are you in the process of actively looking for another provider for your package of services at the moment?

Base : Those who have considered switching their package of services supplier in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS		
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND	TV		BAND	TV	BAND			
																					Total	~a
Significance Level: 95%		~a	b	*c	~d	~e	~f	~g	~h	~i	~j	~k	~l	m	~n	~o	~p	~q	*r	s	~t	u
Unweighted total	155	15	117	31	-	1	-	13	1	1	-	13	1	155	9	1	30	3	65	109	26	110
Effective Weighted Sample	112	7	86	25	-	1	-	6	1	1	-	6	1	112	7	1	20	3	47	86	20	82
Total	119	9	83	34	-	*	-	8	1	*	-	8	1	119	6	*	20	2	50	75	17	80
Yes	57	4	21	34	-	-	-	3	1	-	-	3	1	57	3	-	13	1	14	19	7	20
	47%	44%	25%	100% b	-%	-%	-%	42%	100%	-%	-%	42%	100%	47%	53%	-%	66%	73%	27%	25%	42%	24%
No	58	4	58	-	-	*	-	4	-	*	-	4	-	58	3	-	6	*	33	52	9	56
	49%	47%	70% c	-%	-%	100%	-%	47%	-%	100%	-%	47%	-%	49%	42%	-%	30%	27%	66%	69%	55%	70%
Don't know	5	1	5	-	-	-	-	1	-	-	-	1	-	5	*	*	1	-	3	4	*	4
	4%	9%	6%	-%	-%	-%	-%	11%	-%	-%	-%	11%	-%	4%	5%	100%	4%	-%	7%	6%	3%	5%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 378

QC1A. Are you in the process of actively looking for another provider for your package of services at the moment?

Base : Those who have considered switching their package of services supplier in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	155	1	-	-	-	5	5	-	1	70	81	5	4	123	150	151	152
Effective Weighted Sample	112	1	-	-	-	2	3	-	1	53	56	2	3	88	111	109	109
Total	119	*	-	-	-	4	2	-	1	54	63	4	2	95	111	117	117
Yes	57	-	-	-	-	*	1	-	1	29	26	*	1	45	55	55	54
	47%	-%	-%	-%	-%	7%	57%	-%	100%	54%	41%	7%	57%	48%	50%	47%	46%
No	58	*	-	-	-	3	1	-	-	23	34	3	1	46	52	57	58
	49%	100%	-%	-%	-%	82%	26%	-%	-%	43%	54%	82%	27%	48%	46%	49%	50%
Don't know	5	-	-	-	-	*	*	-	-	2	3	*	*	4	4	5	5
	4%	-%	-%	-%	-%	12%	16%	-%	-%	3%	5%	12%	16%	4%	4%	4%	4%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 379

QC2A. When do you expect to switch to another provider for the package of services?

Base : Those actively looking for another supplier for their package of services

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		
																						~a
Significance Level: 95%		~a	*b	*c	~d	~e	~f	~g	~h	~i	~j	~k	~l	*m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	71	9	33	31	-	-	-	8	1	-	-	8	1	71	5	-	17	2	19	29	12	29
Effective Weighted Sample	50	5	25	25	-	-	-	4	1	-	-	4	1	50	4	-	12	2	15	23	10	23
Total	57	4	21	34	-	-	-	3	1	-	-	3	1	57	3	-	13	1	14	19	7	20
In the next month	10 18%	* 3%	- -%	10 29% b	- -%	- -%	- -%	* 4%	- -%	- -%	- -%	* 4%	- -%	10 18%	- -%	- -%	2 17%	- -%	- -%	- -%	- -%	- -%
In the next 2-3 months	27 47%	2 44%	1 4%	24 71% b	- -%	- -%	- -%	1 34%	1 100%	- -%	- -%	1 34%	1 100%	27 47%	3 100%	- -%	5 34%	1 58%	* 2%	- -%	1 9%	- -%
In the next six months	12 22%	2 53%	12 60% c	- -%	- -%	- -%	- -%	2 63%	- -%	- -%	- -%	2 63%	- -%	12 22%	- -%	- -%	4 32%	* 42%	11 79%	11 60%	4 60%	12 64%
In the next year	2 4%	- -%	2 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 4%	- -%	- -%	1 9%	- -%	1 10%	2 11%	1 17%	2 11%
Don't know	5 9%	- -%	5 26% c	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 9%	- -%	- -%	1 8%	- -%	1 10%	5 29%	1 15%	5 26%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 379

QC2A. When do you expect to switch to another provider for the package of services?

Base : Those actively looking for another supplier for their package of services

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	71	-	-	-	-	2	3	-	1	37	31	2	2	55	70	68	68
Effective Weighted Sample	50	-	-	-	-	2	1	-	1	27	21	2	1	40	49	49	48
Total	57	-	-	-	-	*	1	-	1	29	26	*	1	45	55	55	54
In the next month	10 18%	- -%	- -%	- -%	- -%	* 48%	- -%	- -%	- -%	9 29%	1 6%	* 48%	- -%	9 21%	10 18%	10 18%	9 16%
In the next 2-3 months	27 47%	- -%	- -%	- -%	- -%	* 52%	* 7%	- -%	1 100%	8 28%	18 69%	* 52%	* 5%	22 47%	27 48%	26 47%	26 48%
In the next six months	12 22%	- -%	- -%	- -%	- -%	- -%	1 93%	- -%	- -%	8 27%	5 18%	- -%	1 95%	11 24%	11 20%	12 22%	12 23%
In the next year	2 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 6%	* 2%	- -%	- -%	2 4%	2 4%	2 4%	2 4%
Don't know	5 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 11%	2 6%	- -%	- -%	2 3%	5 10%	5 9%	5 9%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 380

QC3A. Why haven't you switched to another provider yet?

Base : Those who expect to switch supplier for their package of services over 3 months from now

	ACTIONS TAKEN								SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED				SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED			
	CONSI				FIXED				FIXED				FIXED				FIXED				FIXED			
	DERED				BROAD MOB.				BROAD MOB.				BROAD MOB.				BROAD MOB.				BROAD MOB.			
	SWIT-CH	DERED	NEIT-HER	BUN-DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN-DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u		
Unweighted total	30	2	30	-	-	-	-	2	-	-	-	2	-	30	-	-	10	1	18	29	10	29		
Effective Weighted Sample	24	2	24	-	-	-	-	2	-	-	-	2	-	24	-	-	9	1	15	23	9	23		
Total	20	2	20	-	-	-	-	2	-	-	-	2	-	20	-	-	6	*	13	19	6	20		
Just haven't had time/ haven't got around to it yet	10	1	10	-	-	-	-	1	-	-	-	1	-	10	-	-	2	-	9	8	2	10		
	49%	64%	49%	-%	-%	-%	-%	64%	-%	-%	-%	64%	-%	49%	-%	-%	34%	-%	64%	46%	34%	50%		
Will see if my current provider offers me a better deal to stay with them	9	1	9	-	-	-	-	1	-	-	-	1	-	9	-	-	2	*	6	9	2	9		
	48%	64%	48%	-%	-%	-%	-%	64%	-%	-%	-%	64%	-%	48%	-%	-%	34%	100%	44%	51%	34%	47%		
Haven't found out what's available from other suppliers	7	2	7	-	-	-	-	2	-	-	-	2	-	7	-	-	2	-	7	6	2	7		
	38%	100%	38%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	38%	-%	-%	34%	-%	49%	33%	34%	38%		
Concerned about losing my email address/ having problems moving my email address	5	-	5	-	-	-	-	-	-	-	-	-	-	5	-	-	2	-	2	5	2	5		
	27%	-%	27%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	27%	-%	-%	32%	-%	15%	29%	32%	28%		
Need to wait until the end of my contract/ until I can switch without paying a penalty	5	-	5	-	-	-	-	-	-	-	-	-	-	5	-	-	3	-	3	5	3	5		
	24%	-%	24%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	24%	-%	-%	47%	-%	23%	25%	47%	24%		
Concerned about having no service while switching to another supplier	4	-	4	-	-	-	-	-	-	-	-	-	-	4	-	-	1	-	1	4	1	4		
	19%	-%	19%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	19%	-%	-%	21%	-%	10%	20%	21%	19%		
Concerned about losing my phone number	3	-	3	-	-	-	-	-	-	-	-	-	-	3	-	-	2	*	2	3	2	3		
	17%	-%	17%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	17%	-%	-%	32%	100%	15%	19%	32%	18%		
Not sure what steps I need to take to switch to another supplier	2	-	2	-	-	-	-	-	-	-	-	-	-	2	-	-	2	-	2	2	2	2		
	12%	-%	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	12%	-%	-%	26%	-%	12%	13%	26%	12%		
Don't want to have to tell my supplier I want to cancel their service	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	1	1	1	1		
	4%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	12%	-%	6%	4%	12%	4%		
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																								

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 380

QC3A. Why haven't you switched to another provider yet?

Base : Those who expect to switch supplier for their package of services over 3 months from now

	ACTIONS TAKEN			SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSIDERED			BUNDLE	BROAD MOB.		FIXED LINE PHONE CALLS		BROAD MOB.		FIXED LINE PHONE CALLS		BROAD MOB.		FIXED LINE PHONE CALLS			BROAD MOB.		FIXED LINE PHONE CALLS	
	SWITCHED	DERIVED	NEITHER		TV	BAND			TV	BAND			TV	BAND				TV	BAND		
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Total	30	2	30	-	-	-	2	-	-	-	2	-	30	-	-	10	1	18	29	10	29
Unweighted total	24	2	24	-	-	-	2	-	-	-	2	-	24	-	-	9	1	15	23	9	23
Effective Weighted Sample	20	2	20	-	-	-	2	-	-	-	2	-	20	-	-	6	*	13	19	6	20
Other reasons	2	-	2	-	-	-	-	-	-	-	-	-	2	-	-	1	-	1	2	1	2
8%	-%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	8%	-%	-%	16%	-%	4%	8%	16%	8%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 380

QC3A. Why haven't you switched to another provider yet?

Base : Those who expect to switch supplier for their package of services over 3 months from now

		TV PROCES S		BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	30	-	-	-	-	-	1	-	-	19	9	-	1	21	29	28	29
Effective Weighted Sample	24	-	-	-	-	-	1	-	-	16	7	-	1	17	23	23	23
Total	20	-	-	-	-	-	1	-	-	13	7	-	1	14	19	19	20
Just haven't had time/ haven't got around to it yet	10 49%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	5 41%	4 66%	- -%	1 100%	9 59%	8 46%	10 49%	10 50%
Will see if my current provider offers me a better deal to stay with them	9 48%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	6 47%	3 48%	- -%	1 100%	6 43%	9 51%	9 47%	9 47%
Haven't found out what's available from other suppliers	7 38%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	5 43%	2 28%	- -%	1 100%	7 47%	6 33%	7 38%	7 38%
Concerned about losing my email address/ having problems moving my email address	5 27%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 32%	1 18%	- -%	- -%	2 17%	5 29%	5 27%	5 28%
Need to wait until the end of my contract/ until I can switch without paying a penalty	5 24%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 27%	1 19%	- -%	- -%	4 24%	5 25%	5 24%	5 24%
Concerned about having no service while switching to another supplier	4 19%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 21%	1 13%	- -%	- -%	2 11%	4 20%	4 18%	4 19%
Concerned about losing my phone number	3 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 21%	1 13%	- -%	- -%	2 14%	3 19%	3 18%	3 18%
Not sure what steps I need to take to switch to another supplier	2 12%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 15%	* 6%	- -%	- -%	2 13%	2 13%	2 12%	2 12%
Don't want to have to tell my supplier I want to cancel their service	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 6%	- -%	- -%	- -%	1 5%	1 4%	1 4%	1 4%
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Table 380

QC3A. Why haven't you switched to another provider yet?

Base : Those who expect to switch supplier for their package of services over 3 months from now

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p	
Significance Level: 95%																		
Unweighted total	30	-	-	-	-	-	1	-	-	19	9	-	1	21	29	28	29	
Effective Weighted Sample	24	-	-	-	-	-	1	-	-	16	7	-	1	17	23	23	23	
Total	20	-	-	-	-	-	1	-	-	13	7	-	1	14	19	19	20	
Other reasons	2	-	-	-	-	-	-	-	-	-	2	-	-	1	2	2	2	
	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	24%	-%	-%	4%	8%	8%	8%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 383

QC5A. Why did you decide not to switch to a different provider for your package of services

Base : Those who have considered switching their package of services supplier and will not switch soon

	ACTIONS TAKEN								SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI				SWITCHED & COVERED				FIXED				FIXED				FIXED					
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD		MOB. PHONE	FIXED LINE CALLS	BROAD		MOB. PHONE	FIXED LINE CALLS	BUN- DLE	BROAD		MOB. PHONE	FIXED LINE CALLS	BROAD		MOB. PHONE	FIXED LINE CALLS
						TV	BAND			TV	BAND				TV	BAND						
		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	m	~n	~o	~p	~q	*r	s	~t	u
Significance Level: 95%																						
Unweighted total	114	8	114	-	-	1	-	7	-	1	-	7	-	114	4	1	23	2	64	109	24	110
Effective Weighted Sample	85	5	85	-	-	1	-	4	-	1	-	4	-	85	3	1	18	2	47	86	19	82
Total	83	7	83	-	-	*	-	7	-	*	-	7	-	83	3	*	13	1	50	75	16	80
Base for %	70	5	70	-	-	-	-	5	-	-	-	5	-	70	3	*	9	1	43	62	11	67
Current supplier cheaper/ most competitive/ no better/ cheaper deals available	9 13%	- -%	9 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	9 13%	1 36%	* 100%	1 15%	- -%	6 13%	9 14%	3 24%	8 12%
Current supplier offered a better/ improved/ enhanced deal/ package	7 11%	- -%	7 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	7 11%	- -%	- -%	2 17%	- -%	6 14%	6 10%	1 12%	7 11%
Would need a BT line/ reconnect BT line/ a new phone line	6 9%	3 72%	6 9%	- -%	- -%	- -%	- -%	3 72%	- -%	- -%	- -%	3 72%	- -%	6 9%	* 11%	- -%	- -%	- -%	5 11%	3 6%	- -%	6 9%
Still making a decision/ need time to assess options available	5 7%	1 28%	5 7%	- -%	- -%	- -%	- -%	1 28%	- -%	- -%	- -%	1 28%	- -%	5 7%	- -%	- -%	* 5%	- -%	4 10%	5 8%	* 5%	5 7%
Haven't got around to it	4 6%	- -%	4 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 6%	- -%	- -%	- -%	- -%	2 4%	3 4%	- -%	4 6%
Too busy/ not had time to look/ research	4 6%	- -%	4 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 6%	- -%	- -%	- -%	- -%	2 5%	4 6%	- -%	4 6%
Hassle/ too much hassle - unspecified	4 5%	- -%	4 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 5%	- -%	- -%	* 5%	- -%	2 6%	4 6%	* 4%	2 3%
Would need to pay to leave contract	3 4%	- -%	3 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 4%	- -%	- -%	1 8%	- -%	3 6%	3 5%	* 4%	3 5%
Still within contract period/ waiting for contract to end	3 4%	- -%	3 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 4%	- -%	- -%	2 17%	- -%	1 1%	3 4%	2 15%	3 4%
Happy/ satisfied with current supplier	2 3%	- -%	2 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 3%	- -%	- -%	* 5%	- -%	2 4%	2 4%	* 4%	2 3%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 383

QC5A. Why did you decide not to switch to a different provider for your package of services

Base : Those who have considered switching their package of services supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED							
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS			
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND									
																~a		b	~c	~d		~e	~f	~g
Significance Level: 95%																								
Unweighted total	114	8	114	-	-	1	-	7	-	1	-	7	-	114	4	1	23	2	64	109	24	110		
Effective Weighted Sample	85	5	85	-	-	1	-	4	-	1	-	4	-	85	3	1	18	2	47	86	19	82		
Total	83	7	83	-	-	*	-	7	-	*	-	7	-	83	3	*	13	1	50	75	16	80		
Process seems daunting/ messy/ complicated	2 3%	- -%	2 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 3%	- -%	- -%	- -%	- -%	2 4%	2 3%	- -%	2 3%		
Current supplier offered a cheaper deal/ reduced price/ discounted price	2 3%	- -%	2 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 3%	- -%	- -%	- -%	- -%	- -%	2 3%	- -%	2 3%		
Poor customer service from new supplier (e.g. failed appointments)	2 3%	- -%	2 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 3%	1 41%	- -%	- -%	- -%	1 3%	2 3%	1 6%	2 3%		
Cost to connect/ reconnect BT line	2 3%	1 14%	2 3%	- -%	- -%	- -%	- -%	1 14%	- -%	- -%	- -%	1 14%	- -%	2 3%	- -%	- -%	- -%	- -%	1 3%	2 3%	- -%	2 3%		
Concerned about losing email address/ did not want to give up email address	2 3%	- -%	2 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 3%	- -%	- -%	* 5%	- -%	1 3%	2 3%	* 4%	2 3%		
Concerned about service disruption/ continuity of service/ problems	2 2%	- -%	2 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 2%	- -%	- -%	2 17%	- -%	2 4%	2 3%	2 15%	2 2%		
Hassle - too much trouble for the saving/ return involved	1 2%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	* 5%	- -%	- -%	1 2%	* 4%	1 2%		
Current supplier offered a new package	1 2%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	1 3%	1 2%	- -%	1 2%		
Not enough difference between suppliers/ no benefit to move supplier	1 2%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	1 1%	1 2%	- -%	1 2%		
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																								

Table 383

QC5A. Why did you decide not to switch to a different provider for your package of services

Base : Those who have considered switching their package of services supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT-CHED	DERED	NEIT-HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND							
																~a		b	~c	~d		~e
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	m	~n	~o	~p	~q	*r	s	~t	u
Unweighted total	114	8	114	-	-	1	-	7	-	1	-	7	-	114	4	1	23	2	64	109	24	110
Effective Weighted Sample	85	5	85	-	-	1	-	4	-	1	-	4	-	85	3	1	18	2	47	86	19	82
Total	83	7	83	-	-	*	-	7	-	*	-	7	-	83	3	*	13	1	50	75	16	80
New supplier can't provide what I want - faster broadband/ TV channel choice/ bundle options	1 2%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	1 2%
Want to keep my phone number/ would need to change phone number	1 2%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	* 1%	1 2%	- -%	1 2%
Cost - unspecified	1 2%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	1 3%	1 2%	- -%	- -%
Choice of new supplier - only one/ no others in our area	1 2%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	1 8%	- -%	1 2%	1 2%	1 7%	1 2%
Decided to wait until we move house	1 1%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	* 3%	- -%	1 2%	1 2%	- -%	1 1%
Current supplier is reliable/ trustworthy/ other suppliers not as reliable	1 1%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	* 53%	* 1%	1 1%	- -%	1 1%
Difficult to compare packages/ prices	1 1%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	1 8%	- -%	1 2%	1 1%	1 7%	1 1%
Still looking - haven't found a better deal yet	1 1%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	* 5%	- -%	* 1%	1 1%	* 4%	1 1%
Take too long to install/ connect a BT line/ phone line	1 1%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	1 1%
Lazy/ can't be bothered to switch	* 1%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	* 1%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 383

QC5A. Why did you decide not to switch to a different provider for your package of services

Base : Those who have considered switching their package of services supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN- DLE	FIXED			TV	FIXED			BUN- DLE	FIXED			TV	FIXED				
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		CALLS	BROAD	MOB.		LINE	BROAD	MOB.		LINE	BROAD	MOB.	LINE	
																						~a
Significance Level: 95%	114	8	114	-	-	1	-	7	-	1	-	7	-	114	4	1	23	2	64	109	24	110
Unweighted total	85	5	85	-	-	1	-	4	-	1	-	4	-	85	3	1	18	2	47	86	19	82
Effective Weighted Sample	83	7	83	-	-	*	-	7	-	*	-	7	-	83	3	*	13	1	50	75	16	80
Too much information to make a decision	*	-	*	-	-	-	-	-	-	-	-	-	-	*	-	-	*	-	-	*	*	*
	1%	~a	1%	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	1%	~n	~o	5%	~q	~r	1%	4%	1%
Hassle - finding the best deal	*	-	*	-	-	-	-	-	-	-	-	-	-	*	-	-	-	*	*	*	-	*
	1%	~a	1%	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	1%	~n	~o	~p	47%	1%	1%	~t	1%
Current supplier matched offer from other supplier	*	-	*	-	-	-	-	-	-	-	-	-	-	*	-	-	*	-	-	*	*	*
	1%	~a	1%	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	1%	~n	~o	4%	~q	~r	1%	4%	1%
Waiting to see what offers/ deals become available/ if current supplier will offer a deal	*	-	*	-	-	-	-	-	-	-	-	-	-	*	*	-	-	-	-	*	-	*
	*%	~a	*%	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	*%	12%	~o	~p	~q	~r	1%	~t	*%
Current supplier offered a good deal/ price	*	-	*	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-	*	-	*
	*%	~a	*%	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	*%	~n	~o	~p	~q	~r	1%	~t	*%
Other	4	-	4	-	-	-	-	-	-	-	-	-	-	4	-	-	-	-	3	2	-	4
	6%	~a	6%	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	6%	~n	~o	~p	~q	6%	4%	~t	7%
INFORMATION	2	-	2	-	-	-	-	-	-	-	-	-	-	2	-	-	1	*	1	2	1	2
	2%	~a	2%	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	2%	~n	~o	13%	47%	3%	3%	11%	2%
ANY PROCESS MENTIONS	10	-	10	-	-	-	-	-	-	-	-	-	-	10	-	-	2	-	7	10	2	8
	14%	~a	14%	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	14%	~n	~o	21%	~q	15%	16%	19%	13%
INERTIA	10	-	10	-	-	-	-	-	-	-	-	-	-	10	-	-	*	-	5	8	-	10
	14%	~a	14%	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	14%	~n	~o	3%	~q	12%	13%	~t	14%
STILL LOOKING	6	1	6	-	-	-	-	1	-	-	-	1	-	6	*	-	1	-	5	6	1	6
	9%	28%	9%	~c	~d	~e	~f	28%	~h	~i	~j	28%	~l	9%	12%	~o	10%	~q	11%	10%	9%	8%
CONTRACT ISSUES	12	3	12	-	-	-	-	3	-	-	-	3	-	12	*	-	2	-	8	9	2	12
	17%	72%	17%	~c	~d	~e	~f	72%	~h	~i	~j	72%	~l	17%	11%	~o	25%	~q	19%	15%	19%	18%
RETENTION OFFER	12	-	12	-	-	-	-	-	-	-	-	-	-	12	-	-	2	-	7	10	2	11
	17%	~a	17%	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	17%	~n	~o	21%	~q	17%	17%	16%	17%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 383

QC5A. Why did you decide not to switch to a different provider for your package of services

Base : Those who have considered switching their package of services supplier and will not switch soon

	ACTIONS TAKEN								SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED				SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI			SWITCHED & COVERED			FIXED LINE			CONSIDERED & COVERED			FIXED LINE			CONSIDERED & COVERED			FIXED LINE			CONSIDERED & COVERED				
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD MOB.		PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN-DLE	BROAD MOB.		PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
						TV	BAND								TV	BAND										
		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	m	~n	~o	~p	~q	*r	s	~t	u				
Significance Level: 95%																										
Unweighted total	114	8	114	-	-	1	-	7	-	1	-	7	-	114	4	1	23	2	64	109	24	110				
Effective Weighted Sample	85	5	85	-	-	1	-	4	-	1	-	4	-	85	3	1	18	2	47	86	19	82				
Total	83	7	83	-	-	*	-	7	-	*	-	7	-	83	3	*	13	1	50	75	16	80				
SATISFACTION	5	-	5	-	-	-	-	-	-	-	-	-	-	5	1	-	*	*	4	5	1	5				
	7%	-%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	7%	41%	-%	5%	53%	8%	8%	10%	7%				
AVAILABILITY	2	-	2	-	-	-	-	-	-	-	-	-	-	2	-	-	1	-	1	2	1	2				
	3%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	8%	-%	2%	4%	7%	4%				
NO BENEFIT	15	1	15	-	-	-	-	1	-	-	-	1	-	15	1	*	2	-	9	15	3	13				
	21%	14%	21%	-%	-%	-%	-%	14%	-%	-%	-%	14%	-%	21%	36%	100%	20%	-%	20%	24%	28%	19%				
Did not specify	13	2	13	-	-	*	-	2	-	*	-	2	-	13	-	-	4	-	7	12	5	13				

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 383

QC5A. Why did you decide not to switch to a different provider for your package of services

Base : Those who have considered switching their package of services supplier and will not switch soon

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	114	1	-	-	-	3	3	-	-	52	59	3	3	89	109	111	113	
Effective Weighted Sample	85	1	-	-	-	2	2	-	-	41	42	2	2	65	86	83	84	
Total	83	*	-	-	-	4	2	-	-	38	43	4	2	64	75	81	82	
Base for %	70	-	-	-	-	3	2	-	-	33	35	3	2	56	62	68	69	
Current supplier cheaper/ most competitive/ no better/ cheaper deals available	9 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 14%	3 9%	- -%	- -%	7 12%	9 14%	8 11%	9 13%	
Current supplier offered a better/ improved/ enhanced deal/ package	7 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 11%	4 11%	- -%	- -%	7 12%	6 10%	7 11%	7 11%	
Would need a BT line/ reconnect BT line/ a new phone line	6 9%	- -%	- -%	- -%	- -%	3 100%	1 33%	- -%	- -%	* 1%	6 16% i	3 100%	1 33%	6 11%	3 6%	6 9%	6 9%	
Still making a decision/ need time to assess options available	5 7%	- -%	- -%	- -%	- -%	- -%	1 67%	- -%	- -%	1 4%	3 10%	- -%	1 67%	5 8%	5 8%	5 7%	5 7%	
Haven't got around to it	4 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 13% j	- -%	- -%	- -%	3 5%	3 4%	4 6%	4 6%	
Too busy/ not had time to look/ research	4 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	3 9%	- -%	- -%	2 4%	4 6%	4 6%	4 6%	
Hassle/ too much hassle - unspecified	4 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 6%	2 5%	- -%	- -%	2 4%	4 6%	4 5%	4 5%	
Would need to pay to leave contract	3 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	2 5%	- -%	- -%	3 6%	3 5%	3 5%	3 4%	
Still within contract period/ waiting for contract to end	3 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	2 5%	- -%	- -%	2 4%	3 4%	3 4%	3 4%	
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																		

Table 383

QC5A. Why did you decide not to switch to a different provider for your package of services

Base : Those who have considered switching their package of services supplier and will not switch soon

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	114	1	-	-	-	3	3	-	-	52	59	3	3	89	109	111	113	
Effective Weighted Sample	85	1	-	-	-	2	2	-	-	41	42	2	2	65	86	83	84	
Total	83	*	-	-	-	4	2	-	-	38	43	4	2	64	75	81	82	
Happy/ satisfied with current supplier	2 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	1 3%	- -%	- -%	2 3%	2 4%	2 3%	2 3%	
Process seems daunting/ messy/ complicated	2 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	* 1%	- -%	- -%	2 3%	2 3%	2 3%	2 3%	
Current supplier offered a cheaper deal/ reduced price/ discounted price	2 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 5%	- -%	- -%	1 1%	2 3%	2 3%	2 3%	
Poor customer service from new supplier (e.g. failed appointments)	2 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 5%	- -%	- -%	2 3%	2 3%	2 3%	2 3%	
Cost to connect/ reconnect BT line	2 3%	- -%	- -%	- -%	- -%	- -%	1 33%	- -%	- -%	- -%	2 5%	- -%	1 33%	2 3%	2 3%	2 3%	2 3%	
Concerned about losing email address/ did not want to give up email address	2 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 3%	- -%	- -%	2 3%	2 3%	2 3%	2 3%	
Concerned about service disruption/ continuity of service/ problems	2 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 2%	- -%	- -%	2 3%	2 3%	2 2%	2 2%	
Hassle - too much trouble for the saving/ return involved	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	* 1%	- -%	- -%	1 2%	1 2%	1 2%	1 2%	
Current supplier offered a new package	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	1 3%	- -%	- -%	1 3%	1 2%	1 2%	1 2%	
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																		

Table 383

QC5A. Why did you decide not to switch to a different provider for your package of services

Base : Those who have considered switching their package of services supplier and will not switch soon

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	114	1	-	-	-	3	3	-	-	52	59	3	3	89	109	111	113	
Effective Weighted Sample	85	1	-	-	-	2	2	-	-	41	42	2	2	65	86	83	84	
Total	83	*	-	-	-	4	2	-	-	38	43	4	2	64	75	81	82	
Not enough difference between suppliers/ no benefit to move supplier	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	- -%	- -%	1 3%	1 2%	1 2%	1 2%	
New supplier can't provide what I want - faster broadband/ TV channel choice/ bundle options	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	1 3%	- -%	- -%	1 2%	1 2%	1 2%	1 2%	
Want to keep my phone number/ would need to change phone number	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	* 1%	- -%	- -%	* 1%	1 2%	1 2%	1 2%	
Cost - unspecified	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	1 2%	1 2%	1 2%	1 2%	
Choice of new supplier - only one/ no others in our area	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	1 2%	1 2%	1 2%	1 2%	
Decided to wait until we move house	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	1 2%	1 2%	1 1%	1 1%	
Current supplier is reliable/ trustworthy/ other suppliers not as reliable	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	1 1%	1 1%	1 1%	1 1%	
Difficult to compare packages/ prices	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	1 1%	1 1%	1 1%	1 1%	
Still looking - haven't found a better deal yet	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* 1%	1 1%	* 1%	1 1%	
Take too long to install/ connect a BT line/ phone line	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	1 1%	1 1%	1 1%	
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																		

Table 383

QC5A. Why did you decide not to switch to a different provider for your package of services

Base : Those who have considered switching their package of services supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	114	1	-	-	-	3	3	-	-	52	59	3	3	89	109	111	113
Effective Weighted Sample	85	1	-	-	-	2	2	-	-	41	42	2	2	65	86	83	84
Total	83	*	-	-	-	4	2	-	-	38	43	4	2	64	75	81	82
Lazy/ can't be bothered to switch	*	-	-	-	-	-	-	-	-	*	-	-	-	*	*	*	*
	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%	1%	1%	1%
Too much information to make a decision	*	-	-	-	-	-	-	-	-	-	*	-	-	-	*	*	*
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%	1%	1%
Hassle - finding the best deal	*	-	-	-	-	-	-	-	-	*	-	-	-	*	*	*	*
	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%	1%	1%	1%
Current supplier matched offer from other supplier	*	-	-	-	-	-	-	-	-	*	-	-	-	-	*	*	*
	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	1%	1%	1%
Waiting to see what offers/ deals become available/ if current supplier will offer a deal	*	-	-	-	-	-	-	-	-	-	*	-	-	*	*	*	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	1%	1%	*%	*%
Current supplier offered a good deal/ price	*	-	-	-	-	-	-	-	-	-	*	-	-	*	*	*	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	1%	1%	*%	*%
Other	4	-	-	-	-	-	-	-	-	3	1	-	-	3	2	4	4
	6%	-%	-%	-%	-%	-%	-%	-%	-%	10%	3%	-%	-%	6%	4%	6%	6%
INFORMATION	2	-	-	-	-	-	-	-	-	1	*	-	-	1	2	2	2
	2%	-%	-%	-%	-%	-%	-%	-%	-%	4%	1%	-%	-%	2%	3%	2%	2%
ANY PROCESS MENTIONS	10	-	-	-	-	-	-	-	-	6	3	-	-	7	10	10	10
	14%	-%	-%	-%	-%	-%	-%	-%	-%	19%	10%	-%	-%	13%	16%	14%	14%
INERTIA	10	-	-	-	-	-	-	-	-	5	4	-	-	6	8	10	10
	14%	-%	-%	-%	-%	-%	-%	-%	-%	16%	12%	-%	-%	12%	13%	14%	14%
STILL LOOKING	6	-	-	-	-	-	1	-	-	1	4	-	1	5	6	5	6
	9%	-%	-%	-%	-%	-%	67%	-%	-%	4%	12%	-%	67%	10%	10%	8%	8%
CONTRACT ISSUES	12	-	-	-	-	3	1	-	-	3	9	3	1	11	9	12	12
	17%	-%	-%	-%	-%	100%	33%	-%	-%	8%	26%	100%	33%	20%	15%	18%	17%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 383

QC5A. Why did you decide not to switch to a different provider for your package of services

Base : Those who have considered switching their package of services supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	*i	*j	~k	~l	m	n	o	p
Unweighted total	114	1	-	-	-	3	3	-	-	52	59	3	3	89	109	111	113
Effective Weighted Sample	85	1	-	-	-	2	2	-	-	41	42	2	2	65	86	83	84
Total	83	*	-	-	-	4	2	-	-	38	43	4	2	64	75	81	82
RETENTION OFFER	12	-	-	-	-	-	-	-	-	4	7	-	-	9	10	12	12
	17%	-%	-%	-%	-%	-%	-%	-%	-%	13%	21%	-%	-%	16%	17%	17%	17%
SATISFACTION	5	-	-	-	-	-	-	-	-	2	3	-	-	5	5	5	5
	7%	-%	-%	-%	-%	-%	-%	-%	-%	7%	8%	-%	-%	8%	8%	7%	7%
AVAILABILITY	2	-	-	-	-	-	-	-	-	1	1	-	-	2	2	2	2
	3%	-%	-%	-%	-%	-%	-%	-%	-%	4%	3%	-%	-%	4%	4%	3%	3%
NO BENEFIT	15	-	-	-	-	-	1	-	-	7	7	-	1	12	15	14	15
	21%	-%	-%	-%	-%	-%	33%	-%	-%	21%	19%	-%	33%	22%	24%	20%	21%
Did not specify	13	*	-	-	-	1	*	-	-	4	8	1	*	9	12	13	13

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 384

QC6AA. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR PACKAGE OF SERVICES - Difficulty finding information about other suppliers you could use

Base : Those who have considered switching their package of services supplier and will not switch soon

	ACTIONS TAKEN								SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																											
	CONSI				BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																											
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 384

QC6AA. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR PACKAGE OF SERVICES - Difficulty finding information about other suppliers you could use

Base : Those who have considered switching their package of services supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	114	1	-	-	-	3	3	-	-	52	59	3	3	89	109	111	113
Effective Weighted Sample	85	1	-	-	-	2	2	-	-	41	42	2	2	65	86	83	84
Total	83	*	-	-	-	4	2	-	-	38	43	4	2	64	75	81	82
1 - Not at all important	27	-	-	-	-	3	1	-	-	10	16	3	1	20	24	26	27
	32%	-%	-%	-%	-%	76%	27%	-%	-%	27%	36%	76%	27%	31%	32%	32%	33%
2	9	-	-	-	-	-	-	-	-	2	7	-	-	6	9	9	9
	11%	-%	-%	-%	-%	-%	-%	-%	-%	7%	16%	-%	-%	9%	13%	11%	11%
TOTAL NOT IMPORTANT	36	-	-	-	-	3	1	-	-	13	23	3	1	25	33	35	36
	44%	-%	-%	-%	-%	76%	27%	-%	-%	33%	52%	76%	27%	39%	45%	43%	44%
3 - Neither	17	*	-	-	-	*	-	-	-	8	8	*	-	15	15	17	17
	20%	100%	-%	-%	-%	12%	-%	-%	-%	22%	19%	12%	-%	24%	20%	20%	20%
4	12	-	-	-	-	-	1	-	-	5	6	-	1	10	12	11	12
	14%	-%	-%	-%	-%	-%	56%	-%	-%	13%	15%	-%	56%	16%	15%	14%	14%
5 - Very important	15	-	-	-	-	*	*	-	-	10	5	*	*	12	12	15	15
	18%	-%	-%	-%	-%	11%	17%	-%	-%	27%	12%	11%	17%	19%	16%	19%	18%
TOTAL IMPORTANT	27	-	-	-	-	*	2	-	-	15	11	*	2	22	23	26	27
	32%	-%	-%	-%	-%	11%	73%	-%	-%	40%	26%	11%	73%	35%	31%	33%	32%
Don't know	3	-	-	-	-	-	-	-	-	2	1	-	-	1	3	3	3
	4%	-%	-%	-%	-%	-%	-%	-%	-%	4%	3%	-%	-%	2%	4%	4%	4%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 385

QC6AB. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR PACKAGE OF SERVICES - Difficulty knowing what steps you needed to take to switch from one supplier to another

Base : Those who have considered switching their package of services supplier and will not switch soon

	ACTIONS TAKEN								SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED			
	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS				
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE					
																					Total	~a	b	~c
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	m	~n	~o	~p	~q	*r	s	~t	u		
Unweighted total	114	8	114	-	-	1	-	7	-	1	-	7	-	114	4	1	23	2	64	109	24	110		
Effective Weighted Sample	85	5	85	-	-	1	-	4	-	1	-	4	-	85	3	1	18	2	47	86	19	82		
Total	83	7	83	-	-	*	-	7	-	*	-	7	-	83	3	*	13	1	50	75	16	80		
1 - Not at all important	24	3	24	-	-	-	-	3	-	-	-	3	-	24	1	-	1	*	11	21	2	24		
	29%	47%	29%	-%	-%	-%	-%	50%	-%	-%	-%	50%	-%	29%	36%	-%	4%	53%	22%	29%	11%	30%		
2	8	1	8	-	-	-	-	1	-	-	-	1	-	8	1	-	*	-	6	8	*	7		
	10%	10%	10%	-%	-%	-%	-%	11%	-%	-%	-%	11%	-%	10%	41%	-%	4%	-%	13%	11%	3%	9%		
TOTAL NOT IMPORTANT	32	4	32	-	-	-	-	4	-	-	-	4	-	32	2	-	1	*	17	30	2	31		
	39%	57%	39%	-%	-%	-%	-%	61%	-%	-%	-%	61%	-%	39%	78%	-%	8%	53%	34%	40%	14%	39%		
3 - Neither	18	1	18	-	-	*	-	1	-	*	-	1	-	18	-	-	3	-	10	18	6	17		
	22%	18%	22%	-%	-%	100%	-%	13%	-%	100%	-%	13%	-%	22%	-%	-%	26%	-%	21%	24%	36%	22%		
4	18	1	18	-	-	-	-	1	-	-	-	1	-	18	*	-	2	*	13	13	2	18		
	22%	19%	22%	-%	-%	-%	-%	20%	-%	-%	-%	20%	-%	22%	12%	-%	18%	47%	26%	17%	10%	22%		
5 - Very important	13	*	13	-	-	-	-	*	-	-	-	*	-	13	*	*	5	-	9	13	5	12		
	15%	6%	15%	-%	-%	-%	-%	6%	-%	-%	-%	6%	-%	15%	11%	100%	37%	-%	18%	17%	30%	15%		
TOTAL IMPORTANT	30	2	30	-	-	-	-	2	-	-	-	2	-	30	1	*	7	*	22	25	7	30		
	37%	24%	37%	-%	-%	-%	-%	26%	-%	-%	-%	26%	-%	37%	22%	100%	55%	47%	44%	34%	41%	37%		
Don't know	2	-	2	-	-	-	-	-	-	-	-	-	-	2	-	-	1	-	1	2	1	2		
	2%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	11%	-%	1%	2%	9%	2%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 385

QC6AB. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR PACKAGE OF SERVICES - Difficulty knowing what steps you needed to take to switch from one supplier to another

Base : Those who have considered switching their package of services supplier and will not switch soon

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	114	1	-	-	-	3	3	-	-	52	59	3	3	89	109	111	113	
Effective Weighted Sample	85	1	-	-	-	2	2	-	-	41	42	2	2	65	86	83	84	
Total	83	*	-	-	-	4	2	-	-	38	43	4	2	64	75	81	82	
1 - Not at all important	24	-	-	-	-	3	1	-	-	10	13	3	1	17	21	23	24	
	29%	-%	-%	-%	-%	76%	27%	-%	-%	27%	29%	76%	27%	26%	29%	28%	29%	
2	8	-	-	-	-	-	-	-	-	3	5	-	-	8	8	8	8	
	10%	-%	-%	-%	-%	-%	-%	-%	-%	8%	12%	-%	-%	12%	11%	10%	10%	
TOTAL NOT IMPORTANT	32	-	-	-	-	3	1	-	-	13	18	3	1	24	30	31	32	
	39%	-%	-%	-%	-%	76%	27%	-%	-%	35%	41%	76%	27%	38%	40%	39%	39%	
3 - Neither	18	*	-	-	-	1	-	-	-	8	10	1	-	15	18	18	18	
	22%	100%	-%	-%	-%	24%	-%	-%	-%	22%	22%	24%	-%	23%	24%	22%	22%	
4	18	-	-	-	-	-	1	-	-	8	9	-	1	15	13	18	18	
	22%	-%	-%	-%	-%	-%	56%	-%	-%	22%	21%	-%	56%	23%	17%	22%	22%	
5 - Very important	13	-	-	-	-	-	*	-	-	7	6	-	*	10	13	13	13	
	15%	-%	-%	-%	-%	-%	17%	-%	-%	18%	14%	-%	17%	15%	17%	15%	15%	
TOTAL IMPORTANT	30	-	-	-	-	-	2	-	-	15	15	-	2	24	25	30	30	
	37%	-%	-%	-%	-%	-%	73%	-%	-%	40%	35%	-%	73%	38%	34%	37%	37%	
Don't know	2	-	-	-	-	-	-	-	-	1	1	-	-	1	2	2	2	
	2%	-%	-%	-%	-%	-%	-%	-%	-%	2%	2%	-%	-%	2%	2%	2%	2%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 386

QC6AC. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR PACKAGE OF SERVICES - Not knowing whether you needed to pay a cancellation or early termination charge to your existing supplier

Base : Those who have considered switching their package of services supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		
																						~a
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	m	~n	~o	~p	~q	*r	s	~t	u
Unweighted total	114	8	114	-	-	1	-	7	-	1	-	7	-	114	4	1	23	2	64	109	24	110
Effective Weighted Sample	85	5	85	-	-	1	-	4	-	1	-	4	-	85	3	1	18	2	47	86	19	82
Total	83	7	83	-	-	*	-	7	-	*	-	7	-	83	3	*	13	1	50	75	16	80
1 - Not at all important	28	4	28	-	-	-	-	4	-	-	-	4	-	28	1	-	3	*	13	24	5	28
	34%	53%	34%	-%	-%	-%	-%	56%	-%	-%	-%	56%	-%	34%	36%	-%	23%	53%	27%	32%	31%	36%
2	7	-	7	-	-	-	-	-	-	-	-	-	-	7	1	-	*	-	5	7	-	7
	9%	-%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	9%	41%	-%	2%	-%	10%	10%	-%	8%
TOTAL NOT IMPORTANT	36	4	36	-	-	-	-	4	-	-	-	4	-	36	2	-	3	*	18	31	5	35
	43%	53%	43%	-%	-%	-%	-%	56%	-%	-%	-%	56%	-%	43%	78%	-%	26%	53%	37%	42%	31%	44%
3 - Neither	15	*	15	-	-	*	-	-	-	*	-	-	-	15	*	-	2	-	8	15	2	15
	18%	6%	18%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	18%	12%	-%	12%	-%	16%	20%	13%	19%
4	14	2	14	-	-	-	-	2	-	-	-	2	-	14	-	-	3	*	12	10	3	12
	16%	29%	16%	-%	-%	-%	-%	31%	-%	-%	-%	31%	-%	16%	-%	-%	19%	47%	23%	14%	16%	15%
5 - Very important	14	1	14	-	-	-	-	1	-	-	-	1	-	14	*	*	4	-	10	14	5	13
	17%	12%	17%	-%	-%	-%	-%	13%	-%	-%	-%	13%	-%	17%	11%	100%	33%	-%	21%	18%	31%	17%
TOTAL IMPORTANT	28	3	28	-	-	-	-	3	-	-	-	3	-	28	*	*	7	*	22	24	8	26
	33%	41%	33%	-%	-%	-%	-%	44%	-%	-%	-%	44%	-%	33%	11%	100%	52%	47%	44%	32%	47%	32%
Don't know	4	-	4	-	-	-	-	-	-	-	-	-	-	4	-	-	1	-	2	4	1	4
	5%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%	11%	-%	3%	6%	9%	5%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 386

QC6AC. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR PACKAGE OF SERVICES - Not knowing whether you needed to pay a cancellation or early termination charge to your existing supplier

Base : Those who have considered switching their package of services supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	114	1	-	-	-	3	3	-	-	52	59	3	3	89	109	111	113
Effective Weighted Sample	85	1	-	-	-	2	2	-	-	41	42	2	2	65	86	83	84
Total	83	*	-	-	-	4	2	-	-	38	43	4	2	64	75	81	82
1 - Not at all important	28	-	-	-	-	3	1	-	-	12	15	3	1	20	24	28	28
	34%	-%	-%	-%	-%	88%	27%	-%	-%	33%	35%	88%	27%	31%	32%	34%	35%
2	7	-	-	-	-	-	-	-	-	3	4	-	-	5	7	7	7
	9%	-%	-%	-%	-%	-%	-%	-%	-%	9%	9%	-%	-%	8%	10%	9%	9%
TOTAL NOT IMPORTANT	36	-	-	-	-	3	1	-	-	16	19	3	1	25	31	35	36
	43%	-%	-%	-%	-%	88%	27%	-%	-%	41%	44%	88%	27%	40%	42%	43%	43%
3 - Neither	15	*	-	-	-	-	-	-	-	6	9	-	-	10	15	15	15
	18%	100%	-%	-%	-%	-%	-%	-%	-%	16%	21%	-%	-%	16%	20%	19%	18%
4	14	-	-	-	-	-	1	-	-	7	6	-	1	13	10	13	14
	16%	-%	-%	-%	-%	-%	56%	-%	-%	18%	15%	-%	56%	21%	14%	16%	16%
5 - Very important	14	-	-	-	-	*	*	-	-	6	8	*	*	14	14	14	14
	17%	-%	-%	-%	-%	12%	17%	-%	-%	16%	18%	12%	17%	21%	18%	17%	17%
TOTAL IMPORTANT	28	-	-	-	-	*	2	-	-	13	14	*	2	27	24	27	27
	33%	-%	-%	-%	-%	12%	73%	-%	-%	35%	32%	12%	73%	42%	32%	33%	33%
Don't know	4	-	-	-	-	-	-	-	-	3	1	-	-	2	4	4	4
	5%	-%	-%	-%	-%	-%	-%	-%	-%	8%	3%	-%	-%	3%	6%	5%	5%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 387

QC6AD. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR PACKAGE OF SERVICES - Having to tell your supplier that you want to cancel their service

Base : Those who have considered switching their package of services supplier and will not switch soon

	ACTIONS TAKEN								SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE			
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS				
																					Total	~a	b	~c
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	m	~n	~o	~p	~q	*r	s	~t	u		
Unweighted total	114	8	114	-	-	1	-	7	-	1	-	7	-	114	4	1	23	2	64	109	24	110		
Effective Weighted Sample	85	5	85	-	-	1	-	4	-	1	-	4	-	85	3	1	18	2	47	86	19	82		
Total	83	7	83	-	-	*	-	7	-	*	-	7	-	83	3	*	13	1	50	75	16	80		
1 - Not at all important	36	4	36	-	-	-	-	4	-	-	-	4	-	36	1	-	4	*	18	32	6	36		
	43%	63%	43%	-%	-%	-%	-%	67%	-%	-%	-%	67%	-%	43%	36%	-%	32%	53%	36%	43%	39%	44%		
2	8	-	8	-	-	-	-	-	-	-	-	-	-	8	1	-	1	-	7	6	1	8		
	10%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	10%	41%	-%	9%	-%	13%	9%	5%	10%		
TOTAL NOT IMPORTANT	44	4	44	-	-	-	-	4	-	-	-	4	-	44	2	-	5	*	25	38	7	44		
	53%	63%	53%	-%	-%	-%	-%	67%	-%	-%	-%	67%	-%	53%	78%	-%	41%	53%	49%	51%	45%	54%		
3 - Neither	15	*	15	-	-	*	-	-	-	*	-	-	-	15	-	-	3	-	10	15	4	15		
	18%	6%	18%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	18%	-%	-%	22%	-%	19%	20%	27%	18%		
4	12	2	12	-	-	-	-	2	-	-	-	2	-	12	*	-	3	*	9	9	3	10		
	14%	30%	14%	-%	-%	-%	-%	33%	-%	-%	-%	33%	-%	14%	12%	-%	22%	47%	18%	12%	19%	13%		
5 - Very important	9	-	9	-	-	-	-	-	-	-	-	-	-	9	*	*	1	-	5	9	*	8		
	10%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	10%	11%	100%	7%	-%	11%	12%	3%	10%		
TOTAL IMPORTANT	20	2	20	-	-	-	-	2	-	-	-	2	-	20	1	*	4	*	14	18	3	18		
	25%	30%	25%	-%	-%	-%	-%	33%	-%	-%	-%	33%	-%	25%	22%	100%	30%	47%	28%	24%	22%	23%		
Don't know	4	-	4	-	-	-	-	-	-	-	-	-	-	4	-	-	1	-	2	4	1	4		
	4%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	7%	-%	3%	5%	6%	4%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 387

QC6AD. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR PACKAGE OF SERVICES - Having to tell your supplier that you want to cancel their service

Base : Those who have considered switching their package of services supplier and will not switch soon

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	114	1	-	-	-	3	3	-	-	52	59	3	3	89	109	111	113	
Effective Weighted Sample	85	1	-	-	-	2	2	-	-	41	42	2	2	65	86	83	84	
Total	83	*	-	-	-	4	2	-	-	38	43	4	2	64	75	81	82	
1 - Not at all important	36	-	-	-	-	3	1	-	-	13	22	3	1	26	32	35	36	
	43%	-%	-%	-%	-%	88%	27%	-%	-%	33%	51%	88%	27%	41%	43%	43%	43%	
2	8	-	-	-	-	-	-	-	-	4	4	-	-	7	6	8	8	
	10%	-%	-%	-%	-%	-%	-%	-%	-%	12%	8%	-%	-%	11%	9%	10%	10%	
TOTAL NOT IMPORTANT	44	-	-	-	-	3	1	-	-	17	26	3	1	33	38	43	44	
	53%	-%	-%	-%	-%	88%	27%	-%	-%	45%	59%	88%	27%	52%	51%	53%	53%	
3 - Neither	15	*	-	-	-	-	-	-	-	8	7	-	-	13	15	15	15	
	18%	100%	-%	-%	-%	-%	-%	-%	-%	21%	16%	-%	-%	20%	20%	19%	18%	
4	12	-	-	-	-	*	2	-	-	5	7	*	2	9	9	12	12	
	14%	-%	-%	-%	-%	12%	73%	-%	-%	13%	16%	12%	73%	14%	12%	14%	14%	
5 - Very important	9	-	-	-	-	-	-	-	-	5	3	-	-	7	9	8	8	
	10%	-%	-%	-%	-%	-%	-%	-%	-%	13%	8%	-%	-%	11%	12%	10%	10%	
TOTAL IMPORTANT	20	-	-	-	-	*	2	-	-	10	10	*	2	16	18	20	20	
	25%	-%	-%	-%	-%	12%	73%	-%	-%	25%	23%	12%	73%	25%	24%	24%	24%	
Don't know	4	-	-	-	-	-	-	-	-	3	*	-	-	2	4	4	4	
	4%	-%	-%	-%	-%	-%	-%	-%	-%	8%	1%	-%	-%	3%	5%	4%	4%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 388

QC6AE. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR PACKAGE OF SERVICES - Having to contact more than one supplier to organise the switch

Base : Those who have considered switching their package of services supplier and will not switch soon

	ACTIONS TAKEN								SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE			
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS				
																					Total	~a	b	~c
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	m	~n	~o	~p	~q	*r	s	~t	u		
Unweighted total	114	8	114	-	-	1	-	7	-	1	-	7	-	114	4	1	23	2	64	109	24	110		
Effective Weighted Sample	85	5	85	-	-	1	-	4	-	1	-	4	-	85	3	1	18	2	47	86	19	82		
Total	83	7	83	-	-	*	-	7	-	*	-	7	-	83	3	*	13	1	50	75	16	80		
1 - Not at all important	28	5	28	-	-	-	-	5	-	-	-	5	-	28	1	-	2	*	14	23	4	28		
	33%	73%	33%	-%	-%	-%	-%	78%	-%	-%	-%	78%	-%	33%	36%	-%	15%	53%	28%	31%	25%	34%		
2	8	-	8	-	-	-	-	-	-	-	-	-	-	8	-	-	1	-	5	8	*	8		
	9%	-%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	9%	-%	-%	6%	-%	9%	10%	3%	10%		
TOTAL NOT IMPORTANT	35	5	35	-	-	-	-	5	-	-	-	5	-	35	1	-	3	*	18	31	4	35		
	43%	73%	43%	-%	-%	-%	-%	78%	-%	-%	-%	78%	-%	43%	36%	-%	21%	53%	37%	42%	27%	44%		
3 - Neither	14	1	14	-	-	*	-	1	-	*	-	1	-	14	-	-	2	-	7	13	4	13		
	17%	16%	17%	-%	-%	100%	-%	10%	-%	100%	-%	10%	-%	17%	-%	-%	17%	-%	14%	17%	24%	17%		
4	13	*	13	-	-	-	-	*	-	-	-	*	-	13	1	-	3	*	8	12	3	11		
	15%	6%	15%	-%	-%	-%	-%	7%	-%	-%	-%	7%	-%	15%	22%	-%	23%	47%	16%	16%	19%	14%		
5 - Very important	18	*	18	-	-	-	-	*	-	-	-	*	-	18	1	*	5	-	15	16	4	18		
	22%	6%	22%	-%	-%	-%	-%	6%	-%	-%	-%	6%	-%	22%	41%	100%	35%	-%	31%	22%	26%	22%		
TOTAL IMPORTANT	31	1	31	-	-	-	-	1	-	-	-	1	-	31	2	*	8	*	24	28	7	29		
	37%	12%	37%	-%	-%	-%	-%	13%	-%	-%	-%	13%	-%	37%	64%	100%	58%	47%	47%	38%	45%	36%		
Don't know	3	-	3	-	-	-	-	-	-	-	-	-	-	3	-	-	1	-	1	3	1	3		
	3%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	4%	-%	2%	3%	3%	3%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 388

QC6AE. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR PACKAGE OF SERVICES - Having to contact more than one supplier to organise the switch

Base : Those who have considered switching their package of services supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	114	1	-	-	-	3	3	-	-	52	59	3	3	89	109	111	113
Effective Weighted Sample	85	1	-	-	-	2	2	-	-	41	42	2	2	65	86	83	84
Total	83	*	-	-	-	4	2	-	-	38	43	4	2	64	75	81	82
1 - Not at all important	28	-	-	-	-	3	1	-	-	13	15	3	1	20	23	28	28
	33%	-%	-%	-%	-%	88%	56%	-%	-%	33%	35%	88%	56%	31%	31%	34%	33%
2	8	-	-	-	-	-	-	-	-	3	4	-	-	7	8	7	8
	9%	-%	-%	-%	-%	-%	-%	-%	-%	7%	10%	-%	-%	10%	10%	8%	9%
TOTAL NOT IMPORTANT	35	-	-	-	-	3	1	-	-	15	19	3	1	26	31	34	35
	43%	-%	-%	-%	-%	88%	56%	-%	-%	40%	44%	88%	56%	41%	42%	42%	43%
3 - Neither	14	*	-	-	-	-	1	-	-	6	8	-	1	11	13	14	14
	17%	100%	-%	-%	-%	-%	27%	-%	-%	15%	18%	-%	27%	17%	17%	17%	17%
4	13	-	-	-	-	*	-	-	-	4	9	*	-	8	12	12	13
	15%	-%	-%	-%	-%	12%	-%	-%	-%	10%	20%	12%	-%	13%	16%	15%	15%
5 - Very important	18	-	-	-	-	-	*	-	-	10	8	-	*	17	16	18	18
	22%	-%	-%	-%	-%	-%	17%	-%	-%	28%	18%	-%	17%	27%	22%	22%	22%
TOTAL IMPORTANT	31	-	-	-	-	*	*	-	-	14	16	*	*	26	28	30	31
	37%	-%	-%	-%	-%	12%	17%	-%	-%	38%	38%	12%	17%	40%	38%	38%	37%
Don't know	3	-	-	-	-	-	-	-	-	3	-	-	-	1	3	3	3
	3%	-%	-%	-%	-%	-%	-%	-%	-%	7%	-%	-%	-%	2%	3%	3%	3%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 389

QC6AF. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR PACKAGE OF SERVICES - Needing to change, return or pay for any equipment you have from your supplier

Base : Those who have considered switching their package of services supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI			BUN- DLE	FIXED			FIXED			FIXED			FIXED			FIXED					
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		
Significance Level: 95%	Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	m	~n	~o	~p	~q	*r	s	~t	u
Unweighted total	114	8	114	-	-	1	-	7	-	1	-	7	-	114	4	1	23	2	64	109	24	110
Effective Weighted Sample	85	5	85	-	-	1	-	4	-	1	-	4	-	85	3	1	18	2	47	86	19	82
Total	83	7	83	-	-	*	-	7	-	*	-	7	-	83	3	*	13	1	50	75	16	80
1 - Not at all important	27	2	27	-	-	-	-	2	-	-	-	2	-	27	1	-	3	-	11	27	5	27
	33%	33%	33%	-%	-%	-%	-%	36%	-%	-%	-%	36%	-%	33%	36%	-%	22%	-%	23%	37%	30%	34%
2	9	-	9	-	-	-	-	-	-	-	-	-	-	9	*	-	2	-	4	9	1	9
	11%	-%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%	12%	-%	13%	-%	9%	12%	9%	11%
TOTAL NOT IMPORTANT	37	2	37	-	-	-	-	2	-	-	-	2	-	37	1	-	5	-	16	37	6	36
	44%	33%	44%	-%	-%	-%	-%	36%	-%	-%	-%	36%	-%	44%	48%	-%	35%	-%	31%	49%	39%	45%
3 - Neither	16	1	16	-	-	*	-	1	-	*	-	1	-	16	1	-	2	-	11	13	2	16
	20%	17%	20%	-%	-%	100%	-%	11%	-%	100%	-%	11%	-%	20%	41%	-%	18%	-%	22%	18%	12%	20%
4	11	*	11	-	-	-	-	*	-	-	-	*	-	11	-	-	2	1	9	11	3	9
	13%	6%	13%	-%	-%	-%	-%	6%	-%	-%	-%	6%	-%	13%	-%	-%	15%	100%	18%	14%	16%	12%
5 - Very important	14	3	14	-	-	-	-	3	-	-	-	3	-	14	*	-	3	-	11	9	4	14
	18%	44%	18%	-%	-%	-%	-%	47%	-%	-%	-%	47%	-%	18%	11%	-%	25%	-%	23%	12%	28%	18%
TOTAL IMPORTANT	25	4	25	-	-	-	-	4	-	-	-	4	-	25	*	-	5	1	20	20	7	23
	30%	50%	30%	-%	-%	-%	-%	53%	-%	-%	-%	53%	-%	30%	11%	-%	40%	100%	41%	27%	43%	29%
Don't know	5	-	5	-	-	-	-	-	-	-	-	-	-	5	-	*	1	-	3	5	1	5
	6%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%	100%	7%	-%	6%	6%	6%	6%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 389

QC6AF. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR PACKAGE OF SERVICES - Needing to change, return or pay for any equipment you have from your supplier

Base : Those who have considered switching their package of services supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	114	1	-	-	-	3	3	-	-	52	59	3	3	89	109	111	113
Effective Weighted Sample	85	1	-	-	-	2	2	-	-	41	42	2	2	65	86	83	84
Total	83	*	-	-	-	4	2	-	-	38	43	4	2	64	75	81	82
1 - Not at all important	27	-	-	-	-	*	2	-	-	12	14	*	2	19	27	26	27
	33%	-%	-%	-%	-%	11%	83%	-%	-%	32%	33%	11%	83%	29%	37%	32%	33%
2	9	-	-	-	-	-	-	-	-	4	5	-	-	5	9	9	9
	11%	-%	-%	-%	-%	-%	-%	-%	-%	11%	11%	-%	-%	8%	12%	11%	11%
TOTAL NOT IMPORTANT	37	-	-	-	-	*	2	-	-	16	19	*	2	24	37	35	36
	44%	-%	-%	-%	-%	11%	83%	-%	-%	43%	43%	11%	83%	37%	49%	43%	44%
3 - Neither	16	*	-	-	-	-	-	-	-	8	8	-	-	13	13	16	16
	20%	100%	-%	-%	-%	-%	-%	-%	-%	21%	19%	-%	-%	20%	18%	20%	20%
4	11	-	-	-	-	-	*	-	-	4	6	-	*	11	11	11	11
	13%	-%	-%	-%	-%	-%	17%	-%	-%	11%	15%	-%	17%	16%	14%	13%	13%
5 - Very important	14	-	-	-	-	3	-	-	-	6	9	3	-	14	9	14	14
	18%	-%	-%	-%	-%	89%	-%	-%	-%	15%	20%	89%	-%	22%	12%	18%	18%
TOTAL IMPORTANT	25	-	-	-	-	3	*	-	-	10	15	3	*	25	20	25	25
	30%	-%	-%	-%	-%	89%	17%	-%	-%	26%	35%	89%	17%	38%	27%	31%	30%
Don't know	5	-	-	-	-	-	-	-	-	4	1	-	-	3	5	5	5
	6%	-%	-%	-%	-%	-%	-%	-%	-%	10%	2%	-%	-%	5%	6%	6%	6%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 390

QC6AG. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR PACKAGE OF SERVICES - Difficulty keeping your current phone number

Base : Those who have considered switching their package of services supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS		
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	PHONE	TV		BAND	PHONE	TV		BAND	PHONE	TV		BAND	PHONE
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	m	~n	~o	~p	~q	*r	s	~t	u	
Unweighted total	114	8	114	-	-	1	-	7	-	1	-	7	-	114	4	1	23	2	64	109	24	110	
Effective Weighted Sample	85	5	85	-	-	1	-	4	-	1	-	4	-	85	3	1	18	2	47	86	19	82	
Total	83	7	83	-	-	*	-	7	-	*	-	7	-	83	3	*	13	1	50	75	16	80	
1 - Not at all important	22	4	22	-	-	-	-	4	-	-	-	4	-	22	1	-	2	-	14	18	2	21	
	27%	62%	27%	-%	-%	-%	-%	66%	-%	-%	-%	66%	-%	27%	47%	-%	14%	-%	27%	24%	12%	26%	
2	3	*	3	-	-	-	-	*	-	-	-	*	-	3	-	-	-	-	2	2	-	3	
	3%	6%	3%	-%	-%	-%	-%	7%	-%	-%	-%	7%	-%	3%	-%	-%	-%	-%	5%	3%	-%	3%	
TOTAL NOT IMPORTANT	25	5	25	-	-	-	-	5	-	-	-	5	-	25	1	-	2	-	16	20	2	23	
	30%	68%	30%	-%	-%	-%	-%	73%	-%	-%	-%	73%	-%	30%	47%	-%	14%	-%	32%	27%	12%	29%	
3 - Neither	12	*	12	-	-	*	-	-	-	*	-	-	-	12	1	-	1	-	8	12	1	12	
	14%	6%	14%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	14%	41%	-%	6%	-%	16%	16%	6%	15%	
4	12	1	12	-	-	-	-	1	-	-	-	1	-	12	-	-	4	-	8	10	4	12	
	14%	10%	14%	-%	-%	-%	-%	11%	-%	-%	-%	11%	-%	14%	-%	-%	27%	-%	17%	13%	22%	14%	
5 - Very important	28	1	28	-	-	-	-	1	-	-	-	1	-	28	*	*	6	1	14	28	7	27	
	34%	15%	34%	-%	-%	-%	-%	16%	-%	-%	-%	16%	-%	34%	12%	100%	46%	100%	29%	37%	47%	34%	
TOTAL IMPORTANT	40	2	40	-	-	-	-	2	-	-	-	2	-	40	*	*	10	1	23	38	11	39	
	48%	25%	48%	-%	-%	-%	-%	27%	-%	-%	-%	27%	-%	48%	12%	100%	73%	100%	45%	51%	69%	48%	
Don't know	7	-	7	-	-	-	-	-	-	-	-	-	-	7	-	-	1	-	3	5	2	7	
	8%	-%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	8%	-%	-%	7%	-%	7%	7%	14%	8%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 390

QC6AG. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR PACKAGE OF SERVICES - Difficulty keeping your current phone number

Base : Those who have considered switching their package of services supplier and will not switch soon

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	114	1	-	-	-	3	3	-	-	52	59	3	3	89	109	111	113	
Effective Weighted Sample	85	1	-	-	-	2	2	-	-	41	42	2	2	65	86	83	84	
Total	83	*	-	-	-	4	2	-	-	38	43	4	2	64	75	81	82	
1 - Not at all important	22	-	-	-	-	3	1	-	-	9	13	3	1	16	18	22	22	
	27%	-%	-%	-%	-%	88%	56%	-%	-%	25%	29%	88%	56%	25%	24%	27%	27%	
2	3	-	-	-	-	*	-	-	-	1	1	*	-	2	2	3	3	
	3%	-%	-%	-%	-%	12%	-%	-%	-%	4%	3%	12%	-%	4%	3%	3%	3%	
TOTAL NOT IMPORTANT	25	-	-	-	-	4	1	-	-	11	14	4	1	18	20	25	25	
	30%	-%	-%	-%	-%	100%	56%	-%	-%	28%	32%	100%	56%	28%	27%	30%	30%	
3 - Neither	12	*	-	-	-	-	-	-	-	4	8	-	-	10	12	12	12	
	14%	100%	-%	-%	-%	-%	-%	-%	-%	10%	19%	-%	-%	15%	16%	15%	14%	
4	12	-	-	-	-	-	-	-	-	8	3	-	-	10	10	12	12	
	14%	-%	-%	-%	-%	-%	-%	-%	-%	22%	8%	-%	-%	16%	13%	14%	14%	
5 - Very important	28	-	-	-	-	-	1	-	-	11	16	-	1	23	28	27	28	
	34%	-%	-%	-%	-%	-%	44%	-%	-%	28%	37%	-%	44%	36%	37%	33%	34%	
TOTAL IMPORTANT	40	-	-	-	-	-	1	-	-	19	19	-	1	33	38	38	39	
	48%	-%	-%	-%	-%	-%	44%	-%	-%	50%	45%	-%	44%	51%	51%	47%	48%	
Don't know	7	-	-	-	-	-	-	-	-	4	2	-	-	3	5	7	7	
	8%	-%	-%	-%	-%	-%	-%	-%	-%	12%	5%	-%	-%	5%	7%	8%	8%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 391

QC6AH. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR PACKAGE OF SERVICES - Difficulty getting through to your supplier to tell them you wanted to cancel their service

Base : Those who have considered switching their package of services supplier and will not switch soon

	ACTIONS TAKEN								SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE			
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS				
																					Total	~a	b	~c
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	m	~n	~o	~p	~q	*r	s	~t	u		
Unweighted total	114	8	114	-	-	1	-	7	-	1	-	7	-	114	4	1	23	2	64	109	24	110		
Effective Weighted Sample	85	5	85	-	-	1	-	4	-	1	-	4	-	85	3	1	18	2	47	86	19	82		
Total	83	7	83	-	-	*	-	7	-	*	-	7	-	83	3	*	13	1	50	75	16	80		
1 - Not at all important	27	5	27	-	-	-	-	5	-	-	-	5	-	27	1	-	1	*	13	23	3	27		
	33%	71%	33%	-%	-%	-%	-%	76%	-%	-%	-%	76%	-%	33%	48%	-%	7%	53%	27%	31%	18%	34%		
2	6	-	6	-	-	-	-	-	-	-	-	-	-	6	1	-	1	-	5	6	*	6		
	8%	-%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	8%	41%	-%	6%	-%	9%	8%	3%	8%		
TOTAL NOT IMPORTANT	33	5	33	-	-	-	-	5	-	-	-	5	-	33	3	-	2	*	18	29	3	33		
	40%	71%	40%	-%	-%	-%	-%	76%	-%	-%	-%	76%	-%	40%	89%	-%	14%	53%	36%	39%	21%	42%		
3 - Neither	16	1	16	-	-	*	-	1	-	*	-	1	-	16	-	-	3	-	9	16	3	16		
	20%	17%	20%	-%	-%	100%	-%	11%	-%	100%	-%	11%	-%	20%	-%	-%	23%	-%	18%	22%	20%	20%		
4	15	*	15	-	-	-	-	*	-	-	-	*	-	15	*	-	6	*	10	12	5	14		
	18%	6%	18%	-%	-%	-%	-%	7%	-%	-%	-%	7%	-%	18%	11%	-%	44%	47%	19%	16%	34%	18%		
5 - Very important	13	*	13	-	-	-	-	*	-	-	-	*	-	13	-	*	2	-	11	12	3	12		
	16%	6%	16%	-%	-%	-%	-%	6%	-%	-%	-%	6%	-%	16%	-%	100%	12%	-%	21%	16%	19%	15%		
TOTAL IMPORTANT	28	1	28	-	-	-	-	1	-	-	-	1	-	28	*	*	7	*	20	24	8	26		
	34%	12%	34%	-%	-%	-%	-%	13%	-%	-%	-%	13%	-%	34%	11%	100%	56%	47%	41%	33%	53%	33%		
Don't know	5	-	5	-	-	-	-	-	-	-	-	-	-	5	-	-	1	-	3	5	1	5		
	6%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%	-%	7%	-%	5%	6%	6%	6%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 391

QC6AH. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR PACKAGE OF SERVICES - Difficulty getting through to your supplier to tell them you wanted to cancel their service

Base : Those who have considered switching their package of services supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	114	1	-	-	-	3	3	-	-	52	59	3	3	89	109	111	113
Effective Weighted Sample	85	1	-	-	-	2	2	-	-	41	42	2	2	65	86	83	84
Total	83	*	-	-	-	4	2	-	-	38	43	4	2	64	75	81	82
1 - Not at all important	27	-	-	-	-	3	2	-	-	12	15	3	2	19	23	27	27
	33%	-%	-%	-%	-%	88%	83%	-%	-%	33%	34%	88%	83%	30%	31%	33%	33%
2	6	-	-	-	-	-	-	-	-	4	2	-	-	6	6	6	6
	8%	-%	-%	-%	-%	-%	-%	-%	-%	10%	6%	-%	-%	9%	8%	8%	8%
TOTAL NOT IMPORTANT	33	-	-	-	-	3	2	-	-	16	17	3	2	25	29	33	33
	40%	-%	-%	-%	-%	88%	83%	-%	-%	43%	40%	88%	83%	39%	39%	41%	41%
3 - Neither	16	*	-	-	-	-	-	-	-	6	9	-	-	13	16	15	16
	20%	100%	-%	-%	-%	-%	-%	-%	-%	16%	20%	-%	-%	19%	22%	18%	19%
4	15	-	-	-	-	*	-	-	-	7	8	*	-	11	12	15	15
	18%	-%	-%	-%	-%	12%	-%	-%	-%	17%	19%	12%	-%	17%	16%	18%	18%
5 - Very important	13	-	-	-	-	-	*	-	-	6	7	-	*	13	12	13	13
	16%	-%	-%	-%	-%	-%	17%	-%	-%	17%	16%	-%	17%	20%	16%	17%	16%
TOTAL IMPORTANT	28	-	-	-	-	*	*	-	-	13	15	*	*	24	24	28	28
	34%	-%	-%	-%	-%	12%	17%	-%	-%	34%	35%	12%	17%	37%	33%	35%	34%
Don't know	5	-	-	-	-	-	-	-	-	3	2	-	-	3	5	5	5
	6%	-%	-%	-%	-%	-%	-%	-%	-%	7%	5%	-%	-%	5%	6%	6%	6%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 392

QC6AI. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR PACKAGE OF SERVICES - Difficulty getting your supplier to provide you with the information that you needed to be able to switch to another supplier

Base : Those who have considered switching their package of services supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI			BUN- DLE	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS		
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		CALLS	TV	BAND		PHONE	CALLS	TV		BAND	PHONE	CALLS			
																					~a	b
Significance Level: 95%	Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	m	~n	~o	~p	~q	*r	s	~t	u
Unweighted total	114	8	114	-	-	1	-	7	-	1	-	7	-	114	4	1	23	2	64	109	24	110
Effective Weighted Sample	85	5	85	-	-	1	-	4	-	1	-	4	-	85	3	1	18	2	47	86	19	82
Total	83	7	83	-	-	*	-	7	-	*	-	7	-	83	3	*	13	1	50	75	16	80
1 - Not at all important	23	5	23	-	-	-	-	5	-	-	-	5	-	23	1	-	1	*	10	20	2	23
	27%	71%	27%	-%	-%	-%	-%	76%	-%	-%	-%	76%	-%	27%	36%	-%	4%	53%	20%	27%	11%	28%
2	8	-	8	-	-	-	-	-	-	-	-	-	-	8	2	-	1	-	5	8	*	8
	10%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	10%	53%	-%	6%	-%	10%	11%	3%	10%
TOTAL NOT IMPORTANT	31	5	31	-	-	-	-	5	-	-	-	5	-	31	3	-	1	*	15	28	2	31
	37%	71%	37%	-%	-%	-%	-%	76%	-%	-%	-%	76%	-%	37%	89%	-%	10%	53%	30%	38%	14%	38%
3 - Neither	18	1	18	-	-	*	-	1	-	*	-	1	-	18	-	-	1	-	10	16	1	18
	21%	17%	21%	-%	-%	100%	-%	11%	-%	100%	-%	11%	-%	21%	-%	-%	7%	-%	21%	22%	5%	22%
4	14	-	14	-	-	-	-	-	-	-	-	-	-	14	-	-	5	*	10	11	5	13
	17%	-%	17%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	17%	-%	-%	36%	47%	20%	15%	28%	16%
5 - Very important	17	1	17	-	-	-	-	1	-	-	-	1	-	17	*	*	5	-	13	16	7	16
	20%	12%	20%	-%	-%	-%	-%	13%	-%	-%	-%	13%	-%	20%	11%	100%	39%	-%	25%	22%	46%	20%
TOTAL IMPORTANT	31	1	31	-	-	-	-	1	-	-	-	1	-	31	*	*	10	*	23	27	12	28
	37%	12%	37%	-%	-%	-%	-%	13%	-%	-%	-%	13%	-%	37%	11%	100%	76%	47%	46%	36%	74%	35%
Don't know	3	-	3	-	-	-	-	-	-	-	-	-	-	3	-	-	1	-	2	3	1	3
	4%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	7%	-%	4%	4%	6%	4%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 392

QC6AI. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR PACKAGE OF SERVICES - Difficulty getting your supplier to provide you with the information that you needed to be able to switch to another supplier

Base : Those who have considered switching their package of services supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	114	1	-	-	-	3	3	-	-	52	59	3	3	89	109	111	113
Effective Weighted Sample	85	1	-	-	-	2	2	-	-	41	42	2	2	65	86	83	84
Total	83	*	-	-	-	4	2	-	-	38	43	4	2	64	75	81	82
1 - Not at all important	23	-	-	-	-	3	2	-	-	9	13	3	2	15	20	23	23
	27%	-%	-%	-%	-%	88%	83%	-%	-%	25%	30%	88%	83%	24%	27%	28%	27%
2	8	-	-	-	-	-	-	-	-	3	5	-	-	6	8	8	8
	10%	-%	-%	-%	-%	-%	-%	-%	-%	8%	12%	-%	-%	9%	11%	10%	10%
TOTAL NOT IMPORTANT	31	-	-	-	-	3	2	-	-	12	19	3	2	21	28	31	31
	37%	-%	-%	-%	-%	88%	83%	-%	-%	33%	43%	88%	83%	33%	38%	38%	38%
3 - Neither	18	*	-	-	-	-	-	-	-	8	8	-	-	14	16	16	18
	21%	100%	-%	-%	-%	-%	-%	-%	-%	22%	19%	-%	-%	21%	22%	20%	21%
4	14	-	-	-	-	-	-	-	-	9	6	-	-	12	11	14	14
	17%	-%	-%	-%	-%	-%	-%	-%	-%	23%	13%	-%	-%	19%	15%	18%	17%
5 - Very important	17	-	-	-	-	*	*	-	-	6	10	*	*	15	16	16	16
	20%	-%	-%	-%	-%	12%	17%	-%	-%	16%	23%	12%	17%	23%	22%	20%	20%
TOTAL IMPORTANT	31	-	-	-	-	*	*	-	-	15	16	*	*	27	27	30	30
	37%	-%	-%	-%	-%	12%	17%	-%	-%	39%	36%	12%	17%	42%	36%	38%	37%
Don't know	3	-	-	-	-	-	-	-	-	2	1	-	-	2	3	3	3
	4%	-%	-%	-%	-%	-%	-%	-%	-%	6%	2%	-%	-%	4%	4%	4%	4%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 393

QC6AJ. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR PACKAGE OF SERVICES - Difficulty arranging for the old and new services to stop and start at the right time

Base : Those who have considered switching their package of services supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI			BUN- DLE	BROAD MOB. LINE			PHONE CALLS	BROAD MOB. LINE			PHONE CALLS	BROAD MOB. LINE			PHONE CALLS	BROAD MOB. LINE			PHONE CALLS		
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND								
															Total		~a	b	~c		~d	~e
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	m	~n	~o	~p	~q	*r	s	~t	u
Unweighted total	114	8	114	-	-	1	-	7	-	1	-	7	-	114	4	1	23	2	64	109	24	110
Effective Weighted Sample	85	5	85	-	-	1	-	4	-	1	-	4	-	85	3	1	18	2	47	86	19	82
Total	83	7	83	-	-	*	-	7	-	*	-	7	-	83	3	*	13	1	50	75	16	80
1 - Not at all important	23	4	23	-	-	-	-	4	-	-	-	4	-	23	1	-	1	-	11	21	2	23
	28%	62%	28%	-%	-%	-%	-%	66%	-%	-%	-%	66%	-%	28%	36%	-%	4%	-%	22%	28%	15%	29%
2	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	*	*	*	1	*	1
	1%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	4%	53%	1%	1%	3%	1%
TOTAL NOT IMPORTANT	24	4	24	-	-	-	-	4	-	-	-	4	-	24	1	-	1	*	12	22	3	24
	29%	62%	29%	-%	-%	-%	-%	66%	-%	-%	-%	66%	-%	29%	36%	-%	8%	53%	23%	29%	19%	30%
3 - Neither	16	*	16	-	-	*	-	-	-	*	-	-	-	16	-	-	*	-	8	16	-	16
	19%	6%	19%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	19%	-%	-%	3%	-%	16%	21%	-%	20%
4	12	-	12	-	-	-	-	-	-	-	-	-	-	12	-	-	3	*	9	7	3	12
	14%	-%	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	14%	-%	-%	22%	47%	18%	9%	18%	14%
5 - Very important	26	2	26	-	-	-	-	2	-	-	-	2	-	26	1	*	8	-	19	26	10	24
	32%	32%	32%	-%	-%	-%	-%	34%	-%	-%	-%	34%	-%	32%	52%	100%	63%	-%	38%	35%	60%	30%
TOTAL IMPORTANT	38	2	38	-	-	-	-	2	-	-	-	2	-	38	1	*	11	*	28	33	12	36
	46%	32%	46%	-%	-%	-%	-%	34%	-%	-%	-%	34%	-%	46%	52%	100%	85%	47%	56%	44%	78%	45%
Don't know	4	-	4	-	-	-	-	-	-	-	-	-	-	4	*	-	1	-	2	4	1	4
	5%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	12%	-%	4%	-%	4%	6%	3%	5%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 393

QC6AJ. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR PACKAGE OF SERVICES - Difficulty arranging for the old and new services to stop and start at the right time

Base : Those who have considered switching their package of services supplier and will not switch soon

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	114	1	-	-	-	3	3	-	-	52	59	3	3	89	109	111	113	
Effective Weighted Sample	85	1	-	-	-	2	2	-	-	41	42	2	2	65	86	83	84	
Total	83	*	-	-	-	4	2	-	-	38	43	4	2	64	75	81	82	
1 - Not at all important	23	-	-	-	-	3	1	-	-	9	15	3	1	17	21	23	23	
	28%	-%	-%	-%	-%	88%	56%	-%	-%	23%	34%	88%	56%	27%	28%	29%	28%	
2	1	-	-	-	-	-	-	-	-	*	*	-	-	*	1	1	1	
	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%	1%	-%	-%	1%	1%	1%	1%	
TOTAL NOT IMPORTANT	24	-	-	-	-	3	1	-	-	9	15	3	1	18	22	24	24	
	29%	-%	-%	-%	-%	88%	56%	-%	-%	24%	35%	88%	56%	27%	29%	30%	29%	
3 - Neither	16	*	-	-	-	-	-	-	-	7	9	-	-	10	16	16	16	
	19%	100%	-%	-%	-%	-%	-%	-%	-%	17%	22%	-%	-%	16%	21%	20%	19%	
4	12	-	-	-	-	-	-	-	-	8	4	-	-	10	7	11	12	
	14%	-%	-%	-%	-%	-%	-%	-%	-%	21%	8%	-%	-%	15%	9%	14%	14%	
5 - Very important	26	-	-	-	-	*	1	-	-	11	14	*	1	24	26	25	26	
	32%	-%	-%	-%	-%	12%	44%	-%	-%	30%	32%	12%	44%	37%	35%	31%	32%	
TOTAL IMPORTANT	38	-	-	-	-	*	1	-	-	19	17	*	1	33	33	36	38	
	46%	-%	-%	-%	-%	12%	44%	-%	-%	51%	40%	12%	44%	52%	44%	45%	46%	
Don't know	4	-	-	-	-	-	-	-	-	3	2	-	-	3	4	4	4	
	5%	-%	-%	-%	-%	-%	-%	-%	-%	7%	4%	-%	-%	5%	6%	5%	5%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 394

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH PACKAGE OF SERVICES

Base : Those who have considered switching their package of services supplier and will not switch soon

	ACTIONS TAKEN								SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED									
	CONSI				SWITCHED & COVERED				COVERED				CONSIDERED & COVERED									
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	TV	BAND	MOB. PHONE	FIXED LINE CALLS	TV	BAND	MOB. PHONE	FIXED LINE CALLS	BUN-DLE	TV	BAND	MOB. PHONE	FIXED LINE CALLS	TV	BAND	MOB. PHONE	FIXED LINE CALLS
Significance Level: 95%	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	m	~n	~o	~p	~q	*r	s	~t	u	
Unweighted total	114	8	114	-	-	1	-	7	-	1	-	7	-	114	4	1	23	2	64	109	24	110
Effective Weighted Sample	85	5	85	-	-	1	-	4	-	1	-	4	-	85	3	1	18	2	47	86	19	82
Total	83	7	83	-	-	*	-	7	-	*	-	7	-	83	3	*	13	1	50	75	16	80
ANY IMPORTANT	59	4	59	-	-	-	-	4	-	-	-	4	-	59	2	*	12	1	37	53	13	56
	71%	50%	71%	-%	-%	-%	-%	54%	-%	-%	-%	54%	-%	71%	64%	100%	88%	100%	74%	71%	82%	70%
NONE	24	4	24	-	-	*	-	3	-	*	-	3	-	24	1	-	2	-	13	21	3	24
	29%	50%	29%	-%	-%	100%	-%	46%	-%	100%	-%	46%	-%	29%	36%	-%	12%	-%	26%	29%	18%	30%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 394

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH PACKAGE OF SERVICES

Base : Those who have considered switching their package of services supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	114	1	-	-	-	3	3	-	-	52	59	3	3	89	109	111	113
Effective Weighted Sample	85	1	-	-	-	2	2	-	-	41	42	2	2	65	86	83	84
Total	83	*	-	-	-	4	2	-	-	38	43	4	2	64	75	81	82
ANY IMPORTANT	59	-	-	-	-	*	2	-	-	26	31	*	2	48	53	57	58
	71%	-%	-%	-%	-%	12%	100%	-%	-%	69%	71%	12%	100%	74%	71%	70%	71%
NONE	24	*	-	-	-	3	-	-	-	11	13	3	-	17	21	24	24
	29%	100%	-%	-%	-%	88%	-%	-%	-%	31%	29%	88%	-%	26%	29%	30%	29%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 395

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH PAY TV SERVICE

Base : Those who have considered switching their TV service supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		
Total	~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	*n	~o	~p	~q	*r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	63	13	63	-	1	-	6	5	1	-	7	5	2	4	63	9	1	11	63	11	1	13
Effective Weighted Sample	32	9	32	-	1	-	6	4	1	-	5	4	1	3	32	7	1	7	32	9	1	8
Total	39	7	39	-	1	-	2	3	*	-	4	3	2	3	39	7	1	7	39	9	1	9
ANY DIFFICULTIES	28	5	28	-	1	-	2	1	*	-	3	1	2	1	28	7	1	4	28	8	1	5
	72%	73%	72%	-%	100%	-%	86%	42%	100%	-%	91%	42%	100%	51%	72%	94%	100%	62%	72%	82%	100%	60%
NONE	11	2	11	-	-	-	*	1	-	-	*	1	-	1	11	*	-	2	11	2	-	3
	28%	27%	28%	-%	-%	-%	14%	58%	-%	-%	9%	58%	-%	49%	28%	6%	-%	38%	28%	18%	-%	40%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 395

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH PAY TV SERVICE

Base : Those who have considered switching their TV service supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	63	-	4	1	1	2	1	-	1	22	35	2	-	63	53	57	55
Effective Weighted Sample	32	-	4	1	1	2	1	-	1	10	23	2	-	32	37	30	34
Total	39	-	2	*	1	1	1	-	1	17	20	1	-	39	27	37	33
ANY DIFFICULTIES	28	-	2	*	1	1	-	-	1	9	18	1	-	28	21	27	27
	72%	-%	100%	100%	100%	100%	-%	-%	100%	51%	89%	100%	-%	72%	79%	72%	80%
NONE	11	-	-	-	-	-	1	-	-	8	2	-	-	11	6	11	7
	28%	-%	-%	-%	-%	-%	100%	-%	-%	49%	11%	-%	-%	28%	21%	28%	20%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 396

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH FIXED BROADBAND SERVICE

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI			BUN-DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE		
	SWIT-CHED	DERED	NEIT-HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN-DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	*q	~r	s	~t	*u
Unweighted total	134	11	134	-	-	1	-	7	3	1	-	7	3	1	9	134	15	38	9	134	15	38
Effective Weighted Sample	105	9	105	-	-	1	-	6	3	1	-	6	3	1	7	105	12	30	7	105	12	30
Total	82	6	82	-	-	*	-	4	1	*	-	4	1	*	7	82	9	18	7	82	9	18
ANY DIFFICULTIES	57	2	57	-	-	*	-	1	1	*	-	1	1	*	7	57	6	14	7	57	6	14
	70%	40%	70%	-%	-%	100%	-%	30%	65%	100%	-%	30%	65%	100%	94%	70%	63%	78%	94%	70%	63%	78%
NONE	24	3	24	-	-	-	-	3	*	-	-	3	*	-	*	24	3	4	*	24	3	4
	30%	60%	30%	-%	-%	-%	-%	70%	35%	-%	-%	70%	35%	-%	6%	30%	37%	22%	6%	30%	37%	22%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 396

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH FIXED BROADBAND SERVICE

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	*i	*j	~k	~l	*m	n	o	p
Unweighted total	134	1	-	-	-	1	3	-	3	64	65	1	3	76	134	129	130
Effective Weighted Sample	105	1	-	-	-	1	2	-	3	51	51	1	2	59	105	101	101
Total	82	*	-	-	-	1	2	-	1	37	42	1	2	47	82	79	79
ANY DIFFICULTIES	57	*	-	-	-	-	1	-	1	25	32	-	1	35	57	57	55
	70%	100%	-%	-%	-%	-%	44%	-%	65%	67%	76%	-%	44%	75%	70%	72%	69%
NONE	24	-	-	-	-	1	1	-	*	12	10	1	1	12	24	22	24
	30%	-%	-%	-%	-%	100%	56%	-%	35%	33%	24%	100%	56%	25%	30%	28%	31%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 397

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH MOBILE PHONE NETWORK

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	p	~q	~r	*s	t	~u
Unweighted total	145	21	145	-	7	2	7	-	5	8	14	-	12	22	2	17	145	5	13	35	145	24
Effective Weighted Sample	92	17	92	-	7	2	5	-	4	7	12	-	11	17	2	13	92	3	10	28	92	15
Total	104	15	104	-	7	1	4	-	3	7	11	-	10	13	1	9	104	5	8	21	104	17
ANY DIFFICULTIES	77	11	77	-	5	*	3	-	3	4	8	-	8	10	1	6	77	5	7	15	77	14
	74%	78%	74%	-%	67%	54%	83%	-%	100%	61%	73%	-%	77%	78%	100%	68%	74%	94%	78%	73%	74%	82%
NONE	27	3	27	-	2	*	1	-	-	3	3	-	2	3	-	3	27	*	2	6	27	3
	26%	22%	26%	-%	33%	46%	17%	-%	-%	39%	27%	-%	23%	22%	-%	32%	26%	6%	22%	27%	26%	18%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 397

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH MOBILE PHONE NETWORK

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
	Total	~a	~b	~c	~d	~e	~f	~g	~h	*i	j	~k	~l	m	n	o	p
Significance Level: 95%																	
Unweighted total	145	6	2	3	5	-	-	3	8	52	93	-	-	89	121	145	124
Effective Weighted Sample	92	5	2	2	4	-	-	3	7	37	55	-	-	59	88	92	82
Total	104	5	2	3	4	-	-	3	7	41	63	-	-	55	69	104	75
ANY DIFFICULTIES	77	3	1	2	3	-	-	3	4	27	50	-	-	41	50	77	55
	74%	71%	51%	87%	71%	-%	-%	100%	65%	67%	79%	-%	-%	76%	73%	74%	72%
NONE	27	1	1	*	1	-	-	-	2	13	13	-	-	13	19	27	21
	26%	29%	49%	13%	29%	-%	-%	-%	35%	33%	21%	-%	-%	24%	27%	26%	28%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 398

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH FIXED LINE VOICE SERVICE

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED										
	CONSI				SWITCHED & COVERED					COVERED				CONSIDERED & COVERED					COVERED										
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD			MOB. PHONE	FIXED LINE CALLS	BROAD			MOB. PHONE	FIXED LINE CALLS	BROAD			MOB. PHONE	FIXED LINE CALLS	BROAD			MOB. PHONE	FIXED LINE CALLS				
						TV	BAND		TV	BAND		TV	BAND		TV	BAND		TV	BAND		TV	BAND		TV	BAND		TV	BAND	
						~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	q	~r	~s	~t	u							
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	q	~r	~s	~t	u							
Unweighted total	106	12	106	-	-	-	8	4	-	-	8	4	-	2	12	40	5	106	12	39	5	106							
Effective Weighted Sample	66	5	66	-	-	-	7	2	-	-	7	2	-	2	7	32	3	66	7	31	3	66							
Total	77	8	77	-	-	-	3	5	-	-	3	5	-	1	7	19	5	77	7	19	5	77							
ANY DIFFICULTIES	54	6	54	-	-	-	2	4	-	-	2	4	-	1	4	13	5	54	4	13	5	54							
	71%	73%	71%	-%	-%	-%	46%	92%	-%	-%	46%	92%	-%	100%	59%	68%	100%	71%	60%	69%	100%	71%							
NONE	22	2	22	-	-	-	2	*	-	-	2	*	-	-	3	6	-	22	3	6	-	22							
	29%	27%	29%	-%	-%	-%	54%	8%	-%	-%	54%	8%	-%	-%	41%	32%	-%	29%	40%	31%	-%	29%							

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 398

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH FIXED LINE VOICE SERVICE

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	*i	*j	~k	~l	*m	n	o	p
Unweighted total	106	-	1	3	3	2	2	-	-	55	47	1	-	68	83	102	106
Effective Weighted Sample	66	-	1	3	3	2	1	-	-	34	30	1	-	39	64	64	66
Total	77	-	*	1	1	1	4	-	-	41	31	1	-	48	44	72	77
ANY DIFFICULTIES	54	-	-	*	1	1	4	-	-	29	23	1	-	37	31	52	54
	71%	-%	-%	24%	70%	59%	100%	-%	-%	71%	74%	100%	-%	77%	69%	73%	71%
NONE	22	-	*	1	*	*	-	-	-	12	8	-	-	11	14	20	22
	29%	-%	100%	76%	30%	41%	-%	-%	-%	29%	26%	-%	-%	23%	31%	27%	29%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 399

QC7A. Was there going to be a period of time in the switching process where you would have chosen to or had to pay more than one company to provide a service, to make sure you didn't lose that service?

Base : Those who have considered switching their package of services supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									
	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																							
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 399

QC7A. Was there going to be a period of time in the switching process where you would have chosen to or had to pay more than one company to provide a service, to make sure you didn't lose that service?

Base : Those who have considered switching their package of services supplier and will not switch soon

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	114	1	-	-	-	3	3	-	-	52	59	3	3	89	109	111	113	
Effective Weighted Sample	85	1	-	-	-	2	2	-	-	41	42	2	2	65	86	83	84	
Total	83	*	-	-	-	4	2	-	-	38	43	4	2	64	75	81	82	
Yes	7 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	7 15% i	- -%	- -%	5 8%	7 10%	7 9%	7 9%	
No	34 41%	* 100%	- -%	- -%	- -%	4 100%	- -%	- -%	- -%	13 35%	21 47%	4 100%	- -%	25 39%	29 39%	34 41%	34 41%	
Don't know	41 50%	- -%	- -%	- -%	- -%	- -%	2 100%	- -%	- -%	24 63% j	16 38%	- -%	2 100%	34 52%	39 52%	40 50%	41 50%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 400

QC8A. How long for?

Base : Those who would have had to pay more than one company during the switching process to provide a bundle of services

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED				
		SWIT- CHED	DERED	NEIT- HER		BROAD	MOB.	LINE		BROAD	MOB.	LINE		BROAD	MOB.	LINE		BROAD	MOB.	LINE		
																					TV	BAND
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	14	1	14	-	-	-	-	1	-	-	-	1	-	14	1	-	8	-	8	14	6	14
Effective Weighted Sample	11	1	11	-	-	-	-	1	-	-	-	1	-	11	1	-	8	-	6	11	6	11
Total	7	1	7	-	-	-	-	1	-	-	-	1	-	7	*	-	3	-	4	7	3	7
1 day	1	1	1	-	-	-	-	1	-	-	-	1	-	1	-	-	-	-	1	1	-	1
	10%	100%	10%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	10%	-%	-%	-%	-%	17%	10%	-%	10%
4-7 days	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	*	1	*	1
	17%	-%	17%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	17%	-%	-%	24%	-%	10%	17%	17%	17%
8-14 days	3	-	3	-	-	-	-	-	-	-	-	-	-	3	*	-	1	-	1	3	*	3
	35%	-%	35%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	35%	100%	-%	24%	-%	28%	35%	19%	35%
15-30 days	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	1	1	1	1
	10%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	10%	-%	-%	24%	-%	17%	10%	29%	10%
More than 30 days	2	-	2	-	-	-	-	-	-	-	-	-	-	2	-	-	*	-	1	2	*	2
	22%	-%	22%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	22%	-%	-%	14%	-%	27%	22%	17%	22%
Don't know	*	-	*	-	-	-	-	-	-	-	-	-	-	*	-	-	*	-	-	*	*	*
	6%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%	-%	14%	-%	-%	6%	17%	6%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 400

QC8A. How long for?

Base : Those who would have had to pay more than one company during the switching process to provide a bundle of services

	TV PROCESSES	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	14	-	-	-	-	-	-	-	-	1	13	-	-	11	14	14	14
Effective Weighted Sample	11	-	-	-	-	-	-	-	-	1	10	-	-	9	11	11	11
Total	7	-	-	-	-	-	-	-	-	1	7	-	-	5	7	7	7
1 day	1	-	-	-	-	-	-	-	-	1	-	-	-	1	1	1	1
	10%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	14%	10%	10%	10%
4-7 days	1	-	-	-	-	-	-	-	-	-	1	-	-	1	1	1	1
	17%	-%	-%	-%	-%	-%	-%	-%	-%	-	19%	-%	-%	14%	17%	17%	17%
8-14 days	3	-	-	-	-	-	-	-	-	-	3	-	-	2	3	3	3
	35%	-%	-%	-%	-%	-%	-%	-%	-%	-	39%	-%	-%	29%	35%	35%	35%
15-30 days	1	-	-	-	-	-	-	-	-	-	1	-	-	1	1	1	1
	10%	-%	-%	-%	-%	-%	-%	-%	-%	-	11%	-%	-%	14%	10%	10%	10%
More than 30 days	2	-	-	-	-	-	-	-	-	-	2	-	-	2	2	2	2
	22%	-%	-%	-%	-%	-%	-%	-%	-%	-	25%	-%	-%	30%	22%	22%	22%
Don't know	*	-	-	-	-	-	-	-	-	-	*	-	-	-	*	*	*
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-	7%	-%	-%	-	6%	6%	6%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 401

QC9A. Was there going to be a period of time in the switching process where there was an unwanted break where you were not receiving a service from either company?

Base : Those who have considered switching their package of services supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE		
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	m	~n	~o	~p	~q	*r	s	~t	u
Unweighted total	114	8	114	-	-	1	-	7	-	1	-	7	-	114	4	1	23	2	64	109	24	110
Effective Weighted Sample	85	5	85	-	-	1	-	4	-	1	-	4	-	85	3	1	18	2	47	86	19	82
Total	83	7	83	-	-	*	-	7	-	*	-	7	-	83	3	*	13	1	50	75	16	80
Yes	10	-	10	-	-	-	-	-	-	-	-	-	-	10	-	-	6	-	6	10	5	10
	13%	-%	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	13%	-%	-%	46%	-%	13%	14%	31%	12%
No	33	2	33	-	-	*	-	2	-	*	-	2	-	33	2	-	1	1	19	30	4	33
	40%	29%	40%	-%	-%	100%	-%	24%	-%	100%	-%	24%	-%	40%	53%	-%	6%	100%	37%	40%	26%	41%
Don't know	39	5	39	-	-	-	-	5	-	-	-	5	-	39	1	*	6	-	25	35	7	38
	47%	71%	47%	-%	-%	-%	-%	76%	-%	-%	-%	76%	-%	47%	47%	100%	48%	-%	50%	46%	43%	47%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 401

QC9A. Was there going to be a period of time in the switching process where there was an unwanted break where you were not receiving a service from either company?

Base : Those who have considered switching their package of services supplier and will not switch soon

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	114	1	-	-	-	3	3	-	-	52	59	3	3	89	109	111	113	
Effective Weighted Sample	85	1	-	-	-	2	2	-	-	41	42	2	2	65	86	83	84	
Total	83	*	-	-	-	4	2	-	-	38	43	4	2	64	75	81	82	
Yes	10	-	-	-	-	-	-	-	-	3	7	-	-	7	10	10	10	
	13%	-%	-%	-%	-%	-%	-%	-%	-%	9%	16%	-%	-%	11%	14%	13%	13%	
No	33	*	-	-	-	1	-	-	-	15	18	1	-	25	30	33	33	
	40%	100%	-%	-%	-%	24%	-%	-%	-%	41%	40%	24%	-%	39%	40%	41%	40%	
Don't know	39	-	-	-	-	3	2	-	-	19	19	3	2	32	35	38	39	
	47%	-%	-%	-%	-%	76%	100%	-%	-%	50%	43%	76%	100%	50%	46%	46%	47%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 402

QC10A. How long for?

Base : Those who would have had unwanted break in service when switching their package of services

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED						
	Total	CONSI			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED					
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		LINE	CALLS	TV		BAND	PHONE	LINE		CALLS	TV	BAND	PHONE	LINE	CALLS
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	20	-	20	-	-	-	-	-	-	-	-	-	-	20	-	-	12	-	12	20	9	18	
Effective Weighted Sample	17	-	17	-	-	-	-	-	-	-	-	-	-	17	-	-	10	-	10	17	8	15	
Total	10	-	10	-	-	-	-	-	-	-	-	-	-	10	-	-	6	-	6	10	5	10	
1 day	2	-	2	-	-	-	-	-	-	-	-	-	-	2	-	-	2	-	1	2	2	2	
	17%	-%	17%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	17%	-%	-%	30%	-%	12%	17%	36%	18%	
2-3 days	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	*	-	*	1	*	1	
	9%	-%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	9%	-%	-%	7%	-%	6%	9%	8%	10%	
4-7 days	4	-	4	-	-	-	-	-	-	-	-	-	-	4	-	-	2	-	3	4	1	3	
	34%	-%	34%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	34%	-%	-%	29%	-%	44%	34%	27%	32%	
8-14 days	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	*	-	*	1	-	1	
	11%	-%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%	-%	-%	5%	-%	5%	11%	-%	9%	
15-30 days	*	-	*	-	-	-	-	-	-	-	-	-	-	*	-	-	*	-	*	*	-	*	
	3%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	5%	-%	5%	3%	-%	3%	
Don't know	3	-	3	-	-	-	-	-	-	-	-	-	-	3	-	-	1	-	2	3	1	3	
	25%	-%	25%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	25%	-%	-%	24%	-%	28%	25%	29%	27%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 402

QC10A. How long for?

Base : Those who would have had unwanted break in service when switching their package of services

	TV PROCESSES	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	20	-	-	-	-	-	-	-	-	6	14	-	-	15	20	20	20
Effective Weighted Sample	17	-	-	-	-	-	-	-	-	5	11	-	-	12	17	17	17
Total	10	-	-	-	-	-	-	-	-	3	7	-	-	7	10	10	10
1 day	2	-	-	-	-	-	-	-	-	1	1	-	-	1	2	2	2
	17%	-%	-%	-%	-%	-%	-%	-%	-%	23%	14%	-%	-%	10%	17%	17%	17%
2-3 days	1	-	-	-	-	-	-	-	-	*	1	-	-	1	1	1	1
	9%	-%	-%	-%	-%	-%	-%	-%	-%	10%	9%	-%	-%	9%	9%	9%	9%
4-7 days	4	-	-	-	-	-	-	-	-	1	2	-	-	3	4	4	4
	34%	-%	-%	-%	-%	-%	-%	-%	-%	40%	31%	-%	-%	38%	34%	34%	34%
8-14 days	1	-	-	-	-	-	-	-	-	1	*	-	-	1	1	1	1
	11%	-%	-%	-%	-%	-%	-%	-%	-%	27%	5%	-%	-%	9%	11%	11%	11%
15-30 days	*	-	-	-	-	-	-	-	-	-	*	-	-	*	*	*	*
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	4%	3%	3%	3%
Don't know	3	-	-	-	-	-	-	-	-	-	3	-	-	2	3	3	3
	25%	-%	-%	-%	-%	-%	-%	-%	-%	-%	37%	-%	-%	30%	25%	25%	25%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 403

QC11A. While you had this unwanted break with no service from your old or new supplier, which of these would have applied to you?

Base : Those who would have had unwanted break in service when switching their package of services

	ACTIONS TAKEN								SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED							
	CONSI			SWITCHED & COVERED				COVERED				CONSIDERED & COVERED				COVERED								
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD		MOB.	FIXED	TV	BROAD		MOB.	FIXED	BUN- DLE	BROAD		MOB.	FIXED	TV	BROAD		MOB.	FIXED
						PHONE	CALLS	PHONE	CALLS		PHONE	CALLS	PHONE	CALLS		PHONE	CALLS	PHONE	CALLS					
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u		
Unweighted total	20	-	20	-	-	-	-	-	-	-	-	-	-	20	-	-	12	-	12	20	9	18		
Effective Weighted Sample	17	-	17	-	-	-	-	-	-	-	-	-	-	17	-	-	10	-	10	17	8	15		
Total	10	-	10	-	-	-	-	-	-	-	-	-	-	10	-	-	6	-	6	10	5	10		
Just done without this service	3	-	3	-	-	-	-	-	-	-	-	-	-	3	-	-	3	-	2	3	2	3		
	33%	-%	33%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	33%	-%	-%	44%	-%	30%	33%	44%	33%		
Used another service instead which you already own	2	-	2	-	-	-	-	-	-	-	-	-	-	2	-	-	1	-	*	2	*	2		
	15%	-%	15%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	15%	-%	-%	12%	-%	5%	15%	9%	16%		
Borrowed a service from a friend or relative	2	-	2	-	-	-	-	-	-	-	-	-	-	2	-	-	1	-	1	2	*	2		
	18%	-%	18%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	18%	-%	-%	18%	-%	12%	18%	9%	19%		
Used a service from your workplace	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	1	1	1	1		
	13%	-%	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	13%	-%	-%	22%	-%	16%	13%	20%	9%		
Gone elsewhere to use this service	3	-	3	-	-	-	-	-	-	-	-	-	-	3	-	-	1	-	2	3	1	3		
	29%	-%	29%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	29%	-%	-%	24%	-%	32%	29%	29%	31%		
Don't know	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1	1	-	1		
	11%	-%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%	-%	-%	-%	-%	19%	11%	-%	12%		
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																								

Table 403

QC11A. While you had this unwanted break with no service from your old or new supplier, which of these would have applied to you?

Base : Those who would have had unwanted break in service when switching their package of services

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	20	-	-	-	-	-	-	-	-	6	14	-	-	15	20	20	20
Effective Weighted Sample	17	-	-	-	-	-	-	-	-	5	11	-	-	12	17	17	17
Total	10	-	-	-	-	-	-	-	-	3	7	-	-	7	10	10	10
Just done without this service	3	-	-	-	-	-	-	-	-	1	2	-	-	2	3	3	3
	33%	-%	-%	-%	-%	-%	-%	-%	-%	43%	29%	-%	-%	29%	33%	33%	33%
Used another service instead which you already own	2	-	-	-	-	-	-	-	-	1	1	-	-	*	2	2	2
	15%	-%	-%	-%	-%	-%	-%	-%	-%	24%	10%	-%	-%	4%	15%	15%	15%
Borrowed a service from a friend or relative	2	-	-	-	-	-	-	-	-	1	1	-	-	1	2	2	2
	18%	-%	-%	-%	-%	-%	-%	-%	-%	24%	15%	-%	-%	15%	18%	18%	18%
Used a service from your workplace	1	-	-	-	-	-	-	-	-	-	1	-	-	1	1	1	1
	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%	18%	-%	-%	18%	13%	13%	13%
Gone elsewhere to use this service	3	-	-	-	-	-	-	-	-	1	2	-	-	2	3	3	3
	29%	-%	-%	-%	-%	-%	-%	-%	-%	33%	27%	-%	-%	34%	29%	29%	29%
Don't know	1	-	-	-	-	-	-	-	-	-	1	-	-	1	1	1	1
	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	16%	-%	-%	16%	11%	11%	11%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 404

QC12A. Would this have resulted in any additional costs for you?

Base : Those who would have had unwanted break in service when switching their package of services

	ACTIONS TAKEN								SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED				SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED			
	CONSI			SWITCHED & COVERED				FIXED LINE				CONSIDERED & COVERED				FIXED LINE				CONSIDERED & COVERED				
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD		MOB. PHONE	FIXED LINE CALLS	BUN- DLE	BROAD		MOB. PHONE	FIXED LINE CALLS	BUN- DLE	BROAD		MOB. PHONE	FIXED LINE CALLS	BUN- DLE	BROAD		MOB. PHONE	FIXED LINE CALLS
						TV	BAND				TV	BAND				TV	BAND				TV	BAND		
		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u		
Significance Level: 95%																								
Unweighted total	20	-	20	-	-	-	-	-	-	-	-	-	-	20	-	-	12	-	12	20	9	18		
Effective Weighted Sample	17	-	17	-	-	-	-	-	-	-	-	-	-	17	-	-	10	-	10	17	8	15		
Total	10	-	10	-	-	-	-	-	-	-	-	-	-	10	-	-	6	-	6	10	5	10		
Yes	4	-	4	-	-	-	-	-	-	-	-	-	-	4	-	-	2	-	2	4	2	4		
	35%	-%	35%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	35%	-%	-%	39%	-%	32%	35%	41%	38%		
No	4	-	4	-	-	-	-	-	-	-	-	-	-	4	-	-	2	-	2	4	2	4		
	42%	-%	42%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	42%	-%	-%	41%	-%	36%	42%	50%	38%		
Don't know	2	-	2	-	-	-	-	-	-	-	-	-	-	2	-	-	1	-	2	2	*	2		
	23%	-%	23%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	23%	-%	-%	20%	-%	33%	23%	9%	25%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 404

QC12A. Would this have resulted in any additional costs for you?

Base : Those who would have had unwanted break in service when switching their package of services

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	20	-	-	-	-	-	-	-	-	6	14	-	-	15	20	20	20
Effective Weighted Sample	17	-	-	-	-	-	-	-	-	5	11	-	-	12	17	17	17
Total	10	-	-	-	-	-	-	-	-	3	7	-	-	7	10	10	10
Yes	4	-	-	-	-	-	-	-	-	2	2	-	-	2	4	4	4
	35%	-%	-%	-%	-%	-%	-%	-%	-%	63%	22%	-%	-%	33%	35%	35%	35%
No	4	-	-	-	-	-	-	-	-	1	3	-	-	2	4	4	4
	42%	-%	-%	-%	-%	-%	-%	-%	-%	37%	45%	-%	-%	34%	42%	42%	42%
Don't know	2	-	-	-	-	-	-	-	-	-	2	-	-	2	2	2	2
	23%	-%	-%	-%	-%	-%	-%	-%	-%	-%	33%	-%	-%	33%	23%	23%	23%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 405

QC13A. How much extra would you have spent?

Base : Those whose unwanted break would have resulted in additional costs when switching their package of service

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED									
	Total	CONSI			BUN-DLE	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS					
		SWIT-CHER	DERED	NEIT-HER		TV	BAND	PHONE		CALLS	TV	BAND		PHONE	CALLS	BUN-DLE		TV	BAND	PHONE		CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u					
Unweighted total	7	-	7	-	-	-	-	-	-	-	-	-	-	7	-	-	5	-	4	7	4	7				
Effective Weighted Sample	6	-	6	-	-	-	-	-	-	-	-	-	-	6	-	-	5	-	4	6	4	6				
Total	4	-	4	-	-	-	-	-	-	-	-	-	-	4	-	-	2	-	2	4	2	4				
Up to £19.99	2	-	2	-	-	-	-	-	-	-	-	-	-	2	-	-	2	-	1	2	2	2				
	59%	-%	59%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	59%	-%	-%	70%	-%	64%	59%	80%	59%				
£20.00-£29.99	*	-	*	-	-	-	-	-	-	-	-	-	-	*	-	-	*	-	*	*	-	*				
	8%	-%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	8%	-%	-%	13%	-%	15%	8%	-%	8%				
£50.00-£59.99	*	-	*	-	-	-	-	-	-	-	-	-	-	*	-	-	*	-	*	*	*	*				
	11%	-%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%	-%	-%	17%	-%	20%	11%	20%	11%				
Don't know	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1	-	1				
	21%	-%	21%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	21%	-%	-%	-%	-%	-%	21%	-%	21%				
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																										

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 405

QC13A. How much extra would you have spent?

Base : Those whose unwanted break would have resulted in additional costs when switching their package of service

	TV PROCESSES	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	7	-	-	-	-	-	-	-	-	3	4	-	-	5	7	7	7
Effective Weighted Sample	6	-	-	-	-	-	-	-	-	3	4	-	-	5	6	6	6
Total	4	-	-	-	-	-	-	-	-	2	2	-	-	2	4	4	4
Up to £19.99	2	-	-	-	-	-	-	-	-	1	1	-	-	2	2	2	2
	59%	-%	-%	-%	-%	-%	-%	-%	-%	62%	55%	-%	-%	71%	59%	59%	59%
£20.00-£29.99	*	-	-	-	-	-	-	-	-	-	*	-	-	*	*	*	*
	8%	-%	-%	-%	-%	-%	-%	-%	-%	-	19%	-%	-%	13%	8%	8%	8%
£50.00-£59.99	*	-	-	-	-	-	-	-	-	-	*	-	-	*	*	*	*
	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	25%	-%	-%	17%	11%	11%	11%
Don't know	1	-	-	-	-	-	-	-	-	1	-	-	-	-	1	1	1
	21%	-%	-%	-%	-%	-%	-%	-%	-%	38%	-%	-%	-%	-%	21%	21%	21%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 406

QC1B. Are you in the process of actively looking for another provider for your TV service with a monthly subscription at the moment?

Base : Those who have considered switching their TV service supplier in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV	BAND	TV	BAND	TV	BAND		TV	BAND	TV	BAND	TV	BAND		
Significance Level: 95%		~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	n	~o	~p	~q	*r	~s	~t	~u
Unweighted total	88	16	68	17	1	-	7	7	1	-	8	7	2	9	88	10	3	15	63	13	2	16
Effective Weighted Sample	48	10	35	13	1	-	6	4	1	-	5	4	1	7	48	7	3	10	32	10	2	10
Total	59	7	40	19	1	-	2	3	*	-	4	3	2	6	59	7	1	9	39	10	1	10
Yes	33	2	14	19	1	-	*	1	-	-	2	1	1	3	33	2	1	5	12	3	1	4
	55%	35%	34%	100%	100%	-%	16%	20%	-%	-%	48%	20%	80%	55%	55%	33%	100%	63%	31%	25%	100%	41%
No	24	4	24	-	-	-	2	2	*	-	2	2	*	3	24	4	-	3	24	7	-	5
	41%	56%	60%	-%	-%	-%	70%	67%	100%	-%	43%	67%	20%	45%	41%	55%	-%	34%	62%	66%	-%	55%
Don't know	2	1	2	-	-	-	*	*	-	-	*	*	-	-	2	1	-	*	2	1	-	*
	4%	10%	6%	-%	-%	-%	14%	12%	-%	-%	9%	12%	-%	-%	4%	12%	-%	4%	6%	9%	-%	3%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 406

QC1B. Are you in the process of actively looking for another provider for your TV service with a monthly subscription at the moment?

Base : Those who have considered switching their TV service supplier in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	*i	*j	~k	~l	m	*n	*o	*p
Unweighted total	88	-	5	1	1	3	2	-	1	32	47	2	-	88	71	79	74
Effective Weighted Sample	48	-	4	1	1	2	1	-	1	17	31	2	-	48	44	43	45
Total	59	-	2	*	1	1	1	-	1	29	26	1	-	59	39	55	48
Yes	33	-	*	-	1	*	*	-	1	14	15	-	-	33	22	29	25
	55%	-%	23%	-%	100%	12%	3%	-%	100%	49%	57%	-%	-%	55%	57%	53%	54%
No	24	-	1	*	-	1	1	-	-	14	10	1	-	24	15	24	20
	41%	-%	77%	100%	-%	88%	97%	-%	-%	48%	37%	100%	-%	41%	37%	43%	43%
Don't know	2	-	-	-	-	-	-	-	-	1	1	-	-	2	2	2	2
	4%	-%	-%	-%	-%	-%	-%	-%	-%	3%	6%	-%	-%	4%	6%	4%	4%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 407

QC2B. When do you expect to switch to another provider for the TV service with monthly subscription?

Base : Those actively looking for another supplier for their TV service

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED									
	Total	CONSI			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED			TV	FIXED								
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		MOB.	LINE	CALLS		TV	BAND	PHONE		MOB.	LINE	CALLS	TV	BAND	PHONE	MOB.	LINE	CALLS
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	*n	~o	~p	~q	~r	~s	~t	~u					
Unweighted total	50	6	30	17	1	-	2	3	-	-	3	3	1	5	50	5	3	9	25	5	2	7				
Effective Weighted Sample	28	2	18	13	1	-	1	2	-	-	2	2	1	5	28	3	3	6	15	4	2	4				
Total	33	2	14	19	1	-	*	1	-	-	2	1	1	3	33	2	1	5	12	3	1	4				
In the next month	4	*	-	4	-	-	*	-	-	-	*	-	-	-	4	-	*	1	-	-	-	-				
	12%	2%	-%	20%	-%	-%	15%	-%	-%	-%	3%	-%	-%	-%	12%	-%	38%	12%	-%	-%	-%	-%				
In the next 2-3 months	17	*	2	15	-	-	-	*	-	-	-	*	-	3	17	*	*	1	-	1	*	1				
	51%	6%	11%	80%	-%	-%	-%	24%	-%	-%	-%	24%	-%	100%	51%	10%	20%	26%	-%	23%	32%	26%				
In the next six months	5	*	5	-	-	-	*	-	-	-	*	-	-	-	5	2	1	1	5	2	1	1				
	16%	14%	39%	-%	-%	-%	85%	-%	-%	-%	18%	-%	-%	-%	16%	73%	42%	21%	44%	62%	68%	19%				
In the next year	2	2	2	-	1	-	-	*	-	-	1	*	1	-	2	*	-	-	2	*	-	-				
	7%	78%	16%	-%	100%	-%	-%	76%	-%	-%	79%	76%	100%	-%	7%	16%	-%	-%	18%	16%	-%	-%				
Over a year from now	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	*	*	*	-	-	*				
	1%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	6%	3%	-%	-%	8%				
Don't know	4	-	4	-	-	-	-	-	-	-	-	-	-	-	4	-	-	2	4	-	-	2				
	13%	-%	31%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	13%	-%	-%	34%	35%	-%	-%	46%				

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 407

QC2B. When do you expect to switch to another provider for the TV service with monthly subscription?

Base : Those actively looking for another supplier for their TV service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	50	-	2	-	1	1	1	-	1	16	27	-	-	50	39	43	40
Effective Weighted Sample	28	-	1	-	1	1	1	-	1	9	17	-	-	28	22	24	23
Total	33	-	*	-	1	*	*	-	1	14	15	-	-	33	22	29	25
In the next month	4	-	*	-	-	-	-	-	-	3	1	-	-	4	1	4	1
	12%	-%	15%	-%	-%	-%	-%	-%	-%	19%	8%	-%	-%	12%	3%	13%	6%
In the next 2-3 months	17	-	-	-	-	*	*	-	-	9	5	-	-	17	12	14	13
	51%	-%	-%	-%	-%	100%	100%	-%	-%	65%	33%	-%	-%	51%	53%	48%	51%
In the next six months	5	-	*	-	-	-	-	-	-	1	4	-	-	5	5	5	5
	16%	-%	85%	-%	-%	-%	-%	-%	-%	6%	24%	-%	-%	16%	22%	15%	18%
In the next year	2	-	-	-	1	-	-	-	1	*	2	-	-	2	2	2	2
	7%	-%	-%	-%	100%	-%	-%	-%	100%	3%	12%	-%	-%	7%	10%	8%	9%
Over a year from now	*	-	-	-	-	-	-	-	-	*	-	-	-	*	*	*	*
	1%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	1%	1%	1%	1%
Don't know	4	-	-	-	-	-	-	-	-	1	3	-	-	4	2	4	4
	13%	-%	-%	-%	-%	-%	-%	-%	-%	5%	22%	-%	-%	13%	10%	14%	16%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 408

QC3B. Why haven't you switched to another provider yet?

Base : Those who expect to switch supplier for their TV service over 3 months from now

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT-CHED	DERED	NEIT-HER		TV	BAND		TV	BAND		TV	BAND			TV	BAND		TV	BAND			
																						~a	~b
Significance Level: 95%																							
Unweighted total	25	3	25	-	1	-	1	1	-	-	2	1	1	-	25	4	1	5	25	3	1	4	
Effective Weighted Sample	15	2	15	-	1	-	1	1	-	-	1	1	1	-	15	3	1	3	15	2	1	2	
Total	12	2	12	-	1	-	*	*	-	-	2	*	1	-	12	2	1	3	12	2	1	3	
Just haven't had time/ haven't got around to it yet	5	*	5	-	-	-	*	-	-	-	*	-	-	-	5	1	-	2	5	*	-	2	
	38%	15%	38%	-%	-%	-%	100%	-%	-%	-%	19%	-%	-%	-%	38%	29%	-%	56%	38%	21%	-%	63%	
Haven't found out what's available from other suppliers	3	1	3	-	1	-	-	-	-	-	1	-	1	-	3	1	-	-	3	*	-	-	
	27%	66%	27%	-%	100%	-%	-%	-%	-%	-%	81%	-%	100%	-%	27%	29%	-%	-%	27%	21%	-%	-%	
Will see if my current provider offers me a better deal to stay with them	3	1	3	-	-	-	*	*	-	-	*	*	-	-	3	1	-	*	3	1	-	*	
	21%	34%	21%	-%	-%	-%	100%	100%	-%	-%	19%	100%	-%	-%	21%	47%	-%	10%	21%	41%	-%	11%	
Concerned about having no service while switching to another supplier	2	*	2	-	-	-	*	-	-	-	*	-	-	-	2	*	-	1	2	-	-	*	
	13%	15%	13%	-%	-%	-%	100%	-%	-%	-%	19%	-%	-%	-%	13%	10%	-%	23%	13%	-%	-%	14%	
Need to wait until the end of my contract/ until I can switch without paying a penalty	1	*	1	-	-	-	*	-	-	-	*	-	-	-	1	-	-	1	1	-	-	*	
	11%	15%	11%	-%	-%	-%	100%	-%	-%	-%	19%	-%	-%	-%	11%	-%	-%	22%	11%	-%	-%	13%	
Not sure what steps I need to take to switch to another supplier	1	-	1	-	-	-	-	-	-	-	-	-	-	-	1	*	1	-	1	-	1	-	
	6%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	10%	100%	-%	6%	-%	100%	-%	
Concerned about losing my phone number	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	*	*	-	-	-	
	3%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	11%	3%	-%	-%	-%	
Concerned about losing my email address/ having problems moving my email address	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	*	-	-	-	
	2%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	2%	-%	-%	-%	
Other reasons	1	-	1	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	1	1	-	-	
	11%	-%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%	53%	-%	-%	11%	59%	-%	-%	
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																							

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 408

QC3B. Why haven't you switched to another provider yet?

Base : Those who expect to switch supplier for their TV service over 3 months from now

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	25	-	1	-	1	-	-	-	1	6	15	-	-	25	21	21	21
Effective Weighted Sample	15	-	1	-	1	-	-	-	1	5	9	-	-	15	14	13	13
Total	12	-	*	-	1	-	-	-	1	2	9	-	-	12	10	11	11
Just haven't had time/ haven't got around to it yet	5 38%	- -%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	1 30%	3 38%	- -%	- -%	5 38%	3 27%	4 37%	4 37%
Haven't found out what's available from other suppliers	3 27%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	1 100%	* 19%	3 33%	- -%	- -%	3 27%	3 35%	3 30%	3 30%
Will see if my current provider offers me a better deal to stay with them	3 21%	- -%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	1 33%	1 17%	- -%	- -%	3 21%	3 27%	2 20%	2 20%
Concerned about having no service while switching to another supplier	2 13%	- -%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	* 17%	1 7%	- -%	- -%	2 13%	1 14%	1 9%	1 9%
Need to wait until the end of my contract/ until I can switch without paying a penalty	1 11%	- -%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	1 11%	1 11%	1 7%	1 7%
Not sure what steps I need to take to switch to another supplier	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 9%	- -%	- -%	1 6%	1 8%	1 7%	1 7%
Concerned about losing my phone number	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 4%	- -%	- -%	* 3%	* 4%	* 3%	* 3%
Concerned about losing my email address/ having problems moving my email address	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	* 2%	* 2%	* 2%	* 2%
Other reasons	1 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 15%	- -%	- -%	1 11%	1 13%	1 12%	1 12%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 409

QC4B. Which one of these best describes the process you would need to go through to switch your TV service with monthly subscription to another supplier, as far as you know?

Base : Those who have considered switching their TV service supplier and will not switch soon (including those with TV in a bundle of services)

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	TV	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	TV	BROAD MOB. PHONE			FIXED LINE CALLS
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	LINE		CALLS	TV	BAND	PHONE		LINE	CALLS	TV	BAND		PHONE	LINE	CALLS	
																								~a
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	*m	*n	~o	~p	~q	r	*s	~t	*u		
Unweighted total	124	19	124	-	1	-	6	11	1	-	7	11	2	65	63	10	15	13	124	67	14	70		
Effective Weighted Sample	77	11	77	-	1	-	6	6	1	-	5	6	1	47	32	8	12	8	77	54	11	50		
Total	86	13	86	-	1	-	2	9	*	-	4	9	2	50	39	8	9	7	86	49	9	54		
I contact my new supplier to start the switch. My new supplier then arranges the switch for me.	25 29%	4 29%	25 29%	- -%	1 100%	- -%	1 29%	2 18%	- -%	- -%	2 56%	2 18%	1 80%	17 33%	10 25%	2 21%	2 17%	3 38%	25 29%	16 33%	2 18%	17 32%		
I need to get a code from my old supplier to start the switch. I get the code and contact my new supplier to give it to them. My new supplier then arranges the switch for me	9 10%	1 6%	9 10%	- -%	- -%	- -%	- -%	1 9%	- -%	- -%	- -%	1 9%	- -%	6 12%	3 7%	1 11%	3 28%	1 10%	9 10%	7 14%	3 29%	7 12%		
I have to arrange when the old service stops and the new service starts. I contact my old supplier to tell them I want to cancel.I contact my new supplier to tell them I want to start using them for the service	22 25%	3 23%	22 25%	- -%	- -%	- -%	1 30%	2 22%	* 100%	- -%	1 19%	2 22%	* 20%	12 25%	11 28%	1 15%	2 25%	* 7%	22 25%	12 25%	3 31%	12 23%		
Don't know	29 34%	5 42%	29 34%	- -%	- -%	- -%	1 41%	4 52%	- -%	- -%	1 25%	4 52%	- -%	14 28%	15 39%	4 50%	2 22%	3 40%	29 34%	13 27%	2 23%	17 32%		
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																								

Table 409

QC4B. Which one of these best describes the process you would need to go through to switch your TV service with monthly subscription to another supplier, as far as you know?

Base : Those who have considered switching their TV service supplier and will not switch soon (including those with TV in a bundle of services)

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	124	-	4	1	1	5	3	-	1	52	65	5	2	124	109	117	115
Effective Weighted Sample	77	-	4	1	1	2	3	-	1	32	43	2	2	77	81	74	78
Total	86	-	2	*	1	4	3	-	1	41	44	4	2	86	66	85	80
I contact my new supplier to start the switch. My new supplier then arranges the switch for me.	25 29%	- -%	* 20%	* 100%	1 100%	1 19%	- -%	- -%	1 100%	13 32%	12 27%	1 19%	- -%	25 29%	22 33%	25 29%	24 30%
I need to get a code from my old supplier to start the switch. I get the code and contact my new supplier to give it to them. My new supplier then arranges the switch for me	9 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 8%	5 12%	- -%	- -%	9 10%	9 13%	9 10%	9 11%
I have to arrange when the old service stops and the new service starts. I contact my old supplier to tell them I want to cancel.I contact my new supplier to tell them I want to start using them for the service	22 25%	- -%	1 43%	- -%	- -%	* 9%	1 53%	- -%	- -%	11 27%	10 22%	* 9%	* 23%	22 25%	16 25%	21 25%	17 22%
Don't know	29 34%	- -%	1 38%	- -%	- -%	3 72%	1 47%	- -%	- -%	14 33%	16 35%	3 72%	1 77%	29 34%	18 27%	29 34%	29 36%
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Table 410

QC4B. Which one of these best describes the process you would need to go through to switch your TV service with monthly subscription to another supplier, as far as you know?
by **CONSIDERED SWITCHING TV - BEHAVIOUR**

Base : Those who have considered switching their TV service supplier and will not switch soon (including those with TV in a bundle of services)

		ANY CONTACT	NO CONTACT	WILL SWITCH NEXT 3 MONTHS
Significance Level: 95%	Total	*a	~b	~c
Unweighted total	124	50	13	-
Effective Weighted Sample	77	24	8	-
Total	86	28	11	-
I contact my new supplier to start the switch. My new supplier then arranges the switch for me.	25 29%	8 28%	2 16%	- -%
I need to get a code from my old supplier to start the switch. I get the code and contact my new supplier to give it to them. My new supplier then arranges the switch for me	9 10%	3 9%	- -%	- -%
I have to arrange when the old service stops and the new service starts. I contact my old supplier to tell them I want to cancel. I contact my new supplier to tell them I want to start using them for the service	22 25%	10 34%	1 10%	- -%
Don't know	29 34%	8 27%	8 72%	- -%
Columns Tested: None				

Table 411

QC5B. Why did you decide not to switch to a different provider for your TV service

Base : Those who have considered switching their TV service supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%		~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	*n	~o	~p	~q	*r	~s	~t	~u
Unweighted total	63	13	63	-	1	-	6	5	1	-	7	5	2	4	63	9	1	11	63	11	1	13
Effective Weighted Sample	32	9	32	-	1	-	6	4	1	-	5	4	1	3	32	7	1	7	32	9	1	8
Total	39	7	39	-	1	-	2	3	*	-	4	3	2	3	39	7	1	7	39	9	1	9
Base for %	29	2	29	-	-	-	1	1	-	-	1	1	-	3	29	6	1	7	29	8	1	9
Too busy/ not had time to look/ research	3	-	3	-	-	-	-	-	-	-	-	-	-	-	3	*	-	-	3	-	-	-
	11%	-%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%	4%	-%	-%	11%	-%	-%	-%
Current supplier cheaper/ most competitive/ no better/ cheaper deals available	3	-	3	-	-	-	-	-	-	-	-	-	-	1	3	1	-	*	3	2	-	1
	10%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	38%	10%	20%	-%	6%	10%	27%	-%	16%
Still within contract period/ waiting for contract to end	2	-	2	-	-	-	-	-	-	-	-	-	-	-	2	1	-	1	2	1	-	*
	7%	-%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	7%	22%	-%	11%	7%	16%	-%	4%
Choice of new supplier - only one/ no others in our area	2	-	2	-	-	-	-	-	-	-	-	-	-	-	2	*	-	1	2	*	-	1
	6%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	7%	-%	11%	6%	5%	-%	8%
Haven't got around to it	2	-	2	-	-	-	-	-	-	-	-	-	-	-	2	*	-	1	2	*	-	1
	6%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	7%	-%	21%	6%	5%	-%	16%
Poor customer service from new supplier (e.g. failed appointments)	1	-	1	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1	1	-	1
	5%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	43%	5%	-%	-%	-%	5%	14%	-%	14%
New supplier can't provide what I want - faster broadband/ TV channel choice/ bundle options	1	-	1	-	-	-	-	-	-	-	-	-	-	-	1	*	-	-	1	*	-	-
	5%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	6%	-%	-%	5%	4%	-%	-%
Still making a decision/ need time to assess options available	1	-	1	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	1	1	-	-
	4%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	15%	-%	-%	4%	11%	-%	-%
Personal circumstances - just had baby/ ill health	1	1	1	-	-	-	-	1	-	-	-	1	-	-	1	-	-	-	1	-	-	-
	4%	63%	4%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	4%	-%	-%	-%	4%	-%	-%	-%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 411

QC5B. Why did you decide not to switch to a different provider for your TV service

Base : Those who have considered switching their TV service supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED						
	Total	CONSI			BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS		
		SWIT-CHED	DERED	NEIT-HER		TV	BAND	TV	BAND	TV	BAND	TV	BAND		TV	BAND	TV	BAND	TV	BAND	TV	BAND	TV	BAND
Significance Level: 95%		~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	*n	~o	~p	~q	*r	~s	~t	~u		
Unweighted total	63	13	63	-	1	-	6	5	1	-	7	5	2	4	63	9	1	11	63	11	1	13		
Effective Weighted Sample	32	9	32	-	1	-	6	4	1	-	5	4	1	3	32	7	1	7	32	9	1	8		
Total	39	7	39	-	1	-	2	3	*	-	4	3	2	3	39	7	1	7	39	9	1	9		
Current supplier offered a better/ improved/ enhanced deal/ package	1 3%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	* 6%	1 3%	- -%	- -%	* 5%		
Process seems daunting/ messy/ complicated	1 2%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%		
Current supplier is reliable/ trustworthy/ other suppliers not as reliable	1 2%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 11%	1 2%	- -%	- -%	- -%	1 2%	* 4%	- -%	* 3%		
Don't know process would need to go through	1 2%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	1 100%	- -%	1 2%	- -%	1 100%	- -%		
Happy/ satisfied with current supplier	* 1%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* 6%	* 1%	- -%	- -%	* 5%		
Lazy/ can't be bothered to switch	* 1%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%		
Hassle - too much trouble for the saving/ return involved	* 1%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* 6%	* 1%	- -%	- -%	* 5%		
Concerned about losing email address/ did not want to give up email address	* 1%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* 6%	* 1%	- -%	- -%	* 4%		
Waiting to see what offers/ deals become available/ if current supplier will offer a deal	* 1%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* 5%	* 1%	- -%	- -%	* 4%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 411

QC5B. Why did you decide not to switch to a different provider for your TV service

Base : Those who have considered switching their TV service supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
		SWIT-CHED	DERED	NEIT-HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%		~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	*n	~o	~p	~q	*r	~s	~t	~u
Unweighted total	63	13	63	-	1	-	6	5	1	-	7	5	2	4	63	9	1	11	63	11	1	13
Effective Weighted Sample	32	9	32	-	1	-	6	4	1	-	5	4	1	3	32	7	1	7	32	9	1	8
Total	39	7	39	-	1	-	2	3	*	-	4	3	2	3	39	7	1	7	39	9	1	9
Want to keep my phone number/ would need to change phone number	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	*	*	-	-	*
	1%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	5%	1%	-%	-%	4%
Current supplier offered a cheaper deal/ reduced price/ discounted price	*	-	*	-	-	-	-	-	-	-	-	-	-	*	*	-	-	-	*	*	-	*
	1%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%	1%	-%	-%	-%	1%	4%	-%	3%
Cost - unspecified	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	*	-	-	-
	1%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	-%
Still looking - haven't found a better deal yet	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	*	-	-	*	-	-	-
	1%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	4%	-%	-%	1%	-%	-%	-%
Current supplier offered a good deal/ price	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	*	-	-	-
	1%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	-%
Other	8	1	8	-	-	-	1	-	-	-	1	-	-	*	8	1	-	2	8	1	-	2
	28%	37%	28%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	8%	28%	19%	-%	28%	28%	14%	-%	21%
ANY PROCESS MENTIONS	2	-	2	-	-	-	-	-	-	-	-	-	-	-	2	-	1	1	2	-	1	1
	7%	-%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	7%	-%	100%	11%	7%	-%	100%	8%
INERTIA	6	1	6	-	-	-	-	1	-	-	-	1	-	-	6	1	-	1	6	*	-	1
	22%	63%	22%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	22%	11%	-%	21%	22%	5%	-%	16%
STILL LOOKING	2	-	2	-	-	-	-	-	-	-	-	-	-	-	2	1	-	*	2	1	-	*
	6%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	19%	-%	5%	6%	11%	-%	4%
CONTRACT ISSUES	2	-	2	-	-	-	-	-	-	-	-	-	-	-	2	1	-	1	2	1	-	*
	7%	-%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	7%	22%	-%	11%	7%	16%	-%	4%
RETENTION OFFER	1	-	1	-	-	-	-	-	-	-	-	-	-	*	1	-	-	*	1	*	-	1
	4%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%	4%	-%	-%	6%	4%	4%	-%	8%
SATISFACTION	2	-	2	-	-	-	-	-	-	-	-	-	-	1	2	-	-	*	2	1	-	2
	9%	-%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	54%	9%	-%	-%	6%	9%	18%	-%	22%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 411

QC5B. Why did you decide not to switch to a different provider for your TV service

Base : Those who have considered switching their TV service supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND							
Significance Level: 95%	~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	*n	~o	~p	~q	*r	~s	~t	~u	
Unweighted total	63	13	63	-	1	-	6	5	1	-	7	5	2	4	63	9	1	11	63	11	1	13
Effective Weighted Sample	32	9	32	-	1	-	6	4	1	-	5	4	1	3	32	7	1	7	32	9	1	8
Total	39	7	39	-	1	-	2	3	*	-	4	3	2	3	39	7	1	7	39	9	1	9
AVAILABILITY	3	-	3	-	-	-	-	-	-	-	-	-	-	-	3	1	-	1	3	1	-	1
	11%	-%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%	13%	-%	11%	11%	9%	-%	8%
NO BENEFIT	3	-	3	-	-	-	-	-	-	-	-	-	-	1	3	1	-	1	3	2	-	2
	12%	-%	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	38%	12%	20%	-%	12%	12%	27%	-%	21%
Did not specify	10	5	10	-	1	-	2	1	*	-	3	1	2	-	10	1	-	-	10	1	-	-
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Table 411

QC5B. Why did you decide not to switch to a different provider for your TV service

Base : Those who have considered switching their TV service supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	63	-	4	1	1	2	1	-	1	22	35	2	-	63	53	57	55
Effective Weighted Sample	32	-	4	1	1	2	1	-	1	10	23	2	-	32	37	30	34
Total	39	-	2	*	1	1	1	-	1	17	20	1	-	39	27	37	33
Base for %	29	-	1	-	-	-	1	-	-	13	15	-	-	29	19	28	24
Too busy/ not had time to look/ research	3 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 21%	* 3%	- -%	- -%	3 11%	1 5%	3 11%	3 13%
Current supplier cheaper/ most competitive/ no better/ cheaper deals available	3 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	2 12%	- -%	- -%	3 10%	3 15%	3 10%	3 12%
Still within contract period/ waiting for contract to end	2 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 14%	- -%	- -%	2 7%	2 11%	2 7%	2 8%
Choice of new supplier - only one/ no others in our area	2 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	1 7%	- -%	- -%	2 6%	2 9%	2 6%	2 7%
Haven't got around to it	2 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 10%	* 3%	- -%	- -%	2 6%	* 2%	2 6%	2 7%
Poor customer service from new supplier (e.g. failed appointments)	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	1 8%	- -%	- -%	1 5%	1 7%	1 5%	1 6%
New supplier can't provide what I want - faster broadband/ TV channel choice/ bundle options	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 6%	1 4%	- -%	- -%	1 5%	1 7%	1 5%	1 5%
Still making a decision/ need time to assess options available	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 7%	- -%	- -%	1 4%	1 6%	1 4%	1 5%
Personal circumstances - just had baby/ ill health	1 4%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	1 8%	- -%	- -%	- -%	1 4%	1 6%	1 4%	1 4%
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Table 411

QC5B. Why did you decide not to switch to a different provider for your TV service

Base : Those who have considered switching their TV service supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	63	-	4	1	1	2	1	-	1	22	35	2	-	63	53	57	55
Effective Weighted Sample	32	-	4	1	1	2	1	-	1	10	23	2	-	32	37	30	34
Total	39	-	2	*	1	1	1	-	1	17	20	1	-	39	27	37	33
Current supplier offered a better/ improved/ enhanced deal/ package	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%	1 3%	1 4%	1 3%	1 3%
Process seems daunting/ messy/ complicated	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	1 2%	1 4%	1 2%	1 3%
Current supplier is reliable/ trustworthy/ other suppliers not as reliable	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%	1 2%	1 4%	1 2%	1 3%
Don't know process would need to go through	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	- -%	1 2%	1 3%	1 2%	1 2%
Happy/ satisfied with current supplier	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	* 1%	* 2%	* 1%	* 2%
Lazy/ can't be bothered to switch	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	* 1%	* 2%	* 1%	* 2%
Hassle - too much trouble for the saving/ return involved	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	* 1%	- -%	* 1%	* 2%
Concerned about losing email address/ did not want to give up email address	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	* 1%	* 2%	* 1%	* 1%
Waiting to see what offers/ deals become available/ if current supplier will offer a deal	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	* 1%	* 2%	* 1%	* 1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 411

QC5B. Why did you decide not to switch to a different provider for your TV service

Base : Those who have considered switching their TV service supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	63	-	4	1	1	2	1	-	1	22	35	2	-	63	53	57	55
Effective Weighted Sample	32	-	4	1	1	2	1	-	1	10	23	2	-	32	37	30	34
Total	39	-	2	*	1	1	1	-	1	17	20	1	-	39	27	37	33
Want to keep my phone number/ would need to change phone number	*	-	-	-	-	-	-	-	-	*	-	-	-	*	*	*	*
	1%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%	1%	2%	1%	1%
Current supplier offered a cheaper deal/ reduced price/ discounted price	*	-	-	-	-	-	-	-	-	-	*	-	-	*	*	*	*
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	1%	2%	1%	1%
Cost - unspecified	*	-	-	-	-	-	-	-	-	-	-	-	-	*	*	-	*
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	1%	-%	1%
Still looking - haven't found a better deal yet	*	-	-	-	-	-	-	-	-	-	*	-	-	*	*	*	*
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	1%	1%	1%	1%
Current supplier offered a good deal/ price	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%
Other	8	-	1	-	-	-	-	-	-	4	4	-	-	8	2	8	4
	28%	-%	100%	-%	-%	-%	-%	-%	-%	30%	24%	-%	-%	28%	11%	27%	16%
ANY PROCESS MENTIONS	2	-	-	-	-	-	-	-	-	1	1	-	-	2	2	2	2
	7%	-%	-%	-%	-%	-%	-%	-%	-%	8%	6%	-%	-%	7%	10%	7%	8%
INERTIA	6	-	-	-	-	-	1	-	-	5	1	-	-	6	3	6	6
	22%	-%	-%	-%	-%	-%	100%	-%	-%	39%	9%	-%	-%	22%	15%	23%	26%
STILL LOOKING	2	-	-	-	-	-	-	-	-	*	1	-	-	2	2	2	2
	6%	-%	-%	-%	-%	-%	-%	-%	-%	3%	9%	-%	-%	6%	9%	6%	7%
CONTRACT ISSUES	2	-	-	-	-	-	-	-	-	-	2	-	-	2	2	2	2
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	14%	-%	-%	7%	11%	7%	8%
RETENTION OFFER	1	-	-	-	-	-	-	-	-	-	1	-	-	1	1	1	1
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	7%	-%	-%	4%	6%	4%	4%
SATISFACTION	2	-	-	-	-	-	-	-	-	*	2	-	-	2	2	2	2
	9%	-%	-%	-%	-%	-%	-%	-%	-%	2%	15%	-%	-%	9%	13%	9%	10%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 411

QC5B. Why did you decide not to switch to a different provider for your TV service

Base : Those who have considered switching their TV service supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	63	-	4	1	1	2	1	-	1	22	35	2	-	63	53	57	55
Effective Weighted Sample	32	-	4	1	1	2	1	-	1	10	23	2	-	32	37	30	34
Total	39	-	2	*	1	1	1	-	1	17	20	1	-	39	27	37	33
AVAILABILITY	3	-	-	-	-	-	-	-	-	1	2	-	-	3	3	3	3
	11%	-%	-%	-%	-%	-%	-%	-%	-%	11%	11%	-%	-%	11%	16%	11%	12%
NO BENEFIT	3	-	-	-	-	-	-	-	-	1	2	-	-	3	3	3	3
	12%	-%	-%	-%	-%	-%	-%	-%	-%	8%	15%	-%	-%	12%	16%	12%	14%
Did not specify	10	-	1	*	1	1	-	-	1	4	5	1	-	10	8	10	9

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 412

QC6BA. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR TV SERVICE - Difficulty finding information about other suppliers you could use

Base : Those who have considered switching their TV service supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED					COVERED				COVERED				COVERED				
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	*n	~o	~p	~q	*r	~s	~t	~u
Unweighted total	63	13	63	-	1	-	6	5	1	-	7	5	2	4	63	9	1	11	63	11	1	13
Effective Weighted Sample	32	9	32	-	1	-	6	4	1	-	5	4	1	3	32	7	1	7	32	9	1	8
Total	39	7	39	-	1	-	2	3	*	-	4	3	2	3	39	7	1	7	39	9	1	9
1 - Not at all important	13	2	13	-	-	-	-	2	-	-	-	2	-	1	13	4	-	2	13	5	-	3
	33%	28%	33%	-%	-%	-%	-%	73%	-%	-%	-%	73%	-%	49%	33%	51%	-%	27%	33%	53%	-%	36%
2	4	*	4	-	-	-	*	-	-	-	*	-	-	1	4	*	-	1	4	2	-	2
	11%	5%	11%	-%	-%	-%	16%	-%	-%	-%	10%	-%	-%	43%	11%	5%	-%	17%	11%	16%	-%	26%
TOTAL NOT IMPORTANT	17	2	17	-	-	-	*	2	-	-	*	2	-	2	17	4	-	3	17	6	-	5
	44%	33%	44%	-%	-%	-%	16%	73%	-%	-%	10%	73%	-%	92%	44%	56%	-%	44%	44%	69%	-%	62%
3 - Neither	4	1	4	-	-	-	1	-	-	-	1	-	-	*	4	2	-	*	4	2	-	*
	12%	10%	12%	-%	-%	-%	30%	-%	-%	-%	18%	-%	-%	8%	12%	24%	-%	5%	12%	18%	-%	4%
4	6	1	6	-	-	-	1	*	-	-	1	*	-	-	6	*	1	1	6	-	1	*
	16%	20%	16%	-%	-%	-%	40%	14%	-%	-%	25%	14%	-%	-%	16%	3%	100%	11%	16%	-%	100%	4%
5 - Very important	8	2	8	-	1	-	-	*	*	-	1	*	2	-	8	1	-	1	8	1	-	1
	21%	32%	21%	-%	100%	-%	-%	13%	100%	-%	38%	13%	100%	-%	21%	17%	-%	12%	21%	13%	-%	9%
TOTAL IMPORTANT	14	3	14	-	1	-	1	1	*	-	2	1	2	-	14	1	1	1	14	1	1	1
	37%	52%	37%	-%	100%	-%	40%	27%	100%	-%	63%	27%	100%	-%	37%	21%	100%	23%	37%	13%	100%	13%
Don't know	3	*	3	-	-	-	*	-	-	-	*	-	-	-	3	-	-	2	3	-	-	2
	7%	5%	7%	-%	-%	-%	14%	-%	-%	-%	9%	-%	-%	-%	7%	-%	-%	28%	7%	-%	-%	21%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 412

QC6BA. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR TV SERVICE - Difficulty finding information about other suppliers you could use

Base : Those who have considered switching their TV service supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	63	-	4	1	1	2	1	-	1	22	35	2	-	63	53	57	55
Effective Weighted Sample	32	-	4	1	1	2	1	-	1	10	23	2	-	32	37	30	34
Total	39	-	2	*	1	1	1	-	1	17	20	1	-	39	27	37	33
1 - Not at all important	13	-	-	-	-	*	1	-	-	8	5	*	-	13	8	13	9
	33%	-%	-%	-%	-%	50%	100%	-%	-%	47%	23%	50%	-%	33%	29%	34%	27%
2	4	-	*	-	-	-	-	-	-	1	3	-	-	4	3	4	4
	11%	-%	22%	-%	-%	-%	-%	-%	-%	4%	16%	-%	-%	11%	13%	10%	12%
TOTAL NOT IMPORTANT	17	-	*	-	-	*	1	-	-	9	8	*	-	17	11	17	13
	44%	-%	22%	-%	-%	50%	100%	-%	-%	51%	39%	50%	-%	44%	42%	44%	39%
3 - Neither	4	-	*	*	-	-	-	-	-	1	3	-	-	4	4	4	4
	12%	-%	20%	100%	-%	-%	-%	-%	-%	6%	14%	-%	-%	12%	16%	11%	12%
4	6	-	1	-	-	*	-	-	-	3	3	*	-	6	4	6	6
	16%	-%	57%	-%	-%	50%	-%	-%	-%	16%	17%	50%	-%	16%	15%	17%	19%
5 - Very important	8	-	-	-	1	-	-	-	1	4	4	-	-	8	6	8	8
	21%	-%	-%	-%	100%	-%	-%	-%	100%	23%	20%	-%	-%	21%	23%	21%	23%
TOTAL IMPORTANT	14	-	1	-	1	*	-	-	1	7	7	*	-	14	10	14	14
	37%	-%	57%	-%	100%	50%	-%	-%	100%	39%	37%	50%	-%	37%	38%	38%	42%
Don't know	3	-	-	-	-	-	-	-	-	1	2	-	-	3	1	3	3
	7%	-%	-%	-%	-%	-%	-%	-%	-%	3%	10%	-%	-%	7%	4%	7%	8%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 413

QC6BB. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR TV SERVICE - Difficulty knowing what steps you needed to take to switch from one supplier to another

Base : Those who have considered switching their TV service supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	TV	BAND	PHONE	TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%	Total	~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	*n	~o	~p	~q	*r	~s	~t	~u
Unweighted total	63	13	63	-	1	-	6	5	1	-	7	5	2	4	63	9	1	11	63	11	1	13
Effective Weighted Sample	32	9	32	-	1	-	6	4	1	-	5	4	1	3	32	7	1	7	32	9	1	8
Total	39	7	39	-	1	-	2	3	*	-	4	3	2	3	39	7	1	7	39	9	1	9
1 - Not at all important	15	3	15	-	1	-	-	2	-	-	1	2	1	1	15	4	-	2	15	5	-	3
	40%	49%	40%	-%	100%	-%	-%	73%	-%	-%	38%	73%	80%	49%	40%	57%	-%	27%	40%	57%	-%	31%
2	3	-	3	-	-	-	-	-	-	-	-	-	-	1	3	*	-	1	3	2	-	2
	7%	-%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	43%	7%	5%	-%	11%	7%	16%	-%	22%
TOTAL NOT IMPORTANT	18	3	18	-	1	-	-	2	-	-	1	2	1	2	18	4	-	2	18	7	-	5
	47%	49%	47%	-%	100%	-%	-%	73%	-%	-%	38%	73%	80%	92%	47%	62%	-%	37%	47%	73%	-%	53%
3 - Neither	4	1	4	-	-	-	1	-	-	-	1	-	-	-	4	1	-	*	4	1	-	*
	10%	10%	10%	-%	-%	-%	30%	-%	-%	-%	18%	-%	-%	-%	10%	18%	-%	6%	10%	14%	-%	5%
4	8	1	8	-	-	-	*	*	*	-	*	*	*	*	8	1	1	1	8	1	1	1
	22%	16%	22%	-%	-%	-%	15%	13%	100%	-%	9%	13%	20%	8%	22%	17%	100%	11%	22%	13%	100%	8%
5 - Very important	6	1	6	-	-	-	1	*	-	-	1	*	-	-	6	*	-	1	6	-	-	1
	14%	20%	14%	-%	-%	-%	41%	14%	-%	-%	25%	14%	-%	-%	14%	3%	-%	17%	14%	-%	-%	13%
TOTAL IMPORTANT	14	2	14	-	-	-	1	1	*	-	1	1	*	*	14	1	1	2	14	1	1	2
	36%	35%	36%	-%	-%	-%	56%	27%	100%	-%	35%	27%	20%	8%	36%	21%	100%	28%	36%	13%	100%	21%
Don't know	3	*	3	-	-	-	*	-	-	-	*	-	-	-	3	-	-	2	3	-	-	2
	7%	5%	7%	-%	-%	-%	14%	-%	-%	-%	9%	-%	-%	-%	7%	-%	-%	28%	7%	-%	-%	21%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 413

QC6BB. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR TV SERVICE - Difficulty knowing what steps you needed to take to switch from one supplier to another

Base : Those who have considered switching their TV service supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	63	-	4	1	1	2	1	-	1	22	35	2	-	63	53	57	55
Effective Weighted Sample	32	-	4	1	1	2	1	-	1	10	23	2	-	32	37	30	34
Total	39	-	2	*	1	1	1	-	1	17	20	1	-	39	27	37	33
1 - Not at all important	15	-	-	-	1	*	1	-	1	9	7	*	-	15	10	15	11
	40%	-%	-%	-%	100%	50%	100%	-%	100%	49%	33%	50%	-%	40%	38%	41%	34%
2	3	-	-	-	-	-	-	-	-	*	2	-	-	3	2	2	2
	7%	-%	-%	-%	-%	-%	-%	-%	-%	2%	10%	-%	-%	7%	9%	6%	7%
TOTAL NOT IMPORTANT	18	-	-	-	1	*	1	-	1	9	9	*	-	18	13	18	14
	47%	-%	-%	-%	100%	50%	100%	-%	100%	51%	43%	50%	-%	47%	47%	47%	42%
3 - Neither	4	-	1	-	-	-	-	-	-	1	3	-	-	4	4	4	4
	10%	-%	42%	-%	-%	-%	-%	-%	-%	5%	15%	-%	-%	10%	15%	10%	12%
4	8	-	-	*	-	-	-	-	-	4	4	-	-	8	6	8	8
	22%	-%	-%	100%	-%	-%	-%	-%	-%	23%	22%	-%	-%	22%	22%	23%	25%
5 - Very important	6	-	1	-	-	*	-	-	-	3	2	*	-	6	3	5	5
	14%	-%	58%	-%	-%	50%	-%	-%	-%	18%	10%	50%	-%	14%	13%	13%	15%
TOTAL IMPORTANT	14	-	1	*	-	*	-	-	-	7	6	*	-	14	9	13	13
	36%	-%	58%	100%	-%	50%	-%	-%	-%	41%	32%	50%	-%	36%	35%	36%	40%
Don't know	3	-	-	-	-	-	-	-	-	*	2	-	-	3	1	2	2
	7%	-%	-%	-%	-%	-%	-%	-%	-%	2%	10%	-%	-%	7%	3%	6%	7%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 414

QC6BC. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR TV SERVICE - Not knowing whether you needed to pay a cancellation or early termination charge to your existing supplier

Base : Those who have considered switching their TV service supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				CONSIDERED & COVERED					COVERED			
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	
						TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		
	~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	*n	~o	~p	~q	*r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	63	13	63	-	1	-	6	5	1	-	7	5	2	4	63	9	1	11	63	11	1	13
Effective Weighted Sample	32	9	32	-	1	-	6	4	1	-	5	4	1	3	32	7	1	7	32	9	1	8
Total	39	7	39	-	1	-	2	3	*	-	4	3	2	3	39	7	1	7	39	9	1	9
1 - Not at all important	13	1	13	-	-	-	-	1	-	-	-	1	-	2	13	3	-	2	13	5	-	4
	34%	12%	34%	-%	-%	-%	-%	31%	-%	-%	-%	31%	-%	92%	34%	39%	-%	27%	34%	56%	-%	45%
2	1	1	1	-	-	-	-	1	-	-	-	1	-	-	1	-	-	*	1	-	-	*
	4%	16%	4%	-%	-%	-%	-%	42%	-%	-%	-%	42%	-%	-%	4%	-%	-%	6%	4%	-%	-%	5%
TOTAL NOT IMPORTANT	15	2	15	-	-	-	-	2	-	-	-	2	-	2	15	3	-	2	15	5	-	4
	37%	28%	37%	-%	-%	-%	-%	73%	-%	-%	-%	73%	-%	92%	37%	39%	-%	33%	37%	56%	-%	49%
3 - Neither	5	*	5	-	-	-	*	-	-	-	*	-	-	-	5	1	-	3	5	1	-	3
	13%	5%	13%	-%	-%	-%	16%	-%	-%	-%	10%	-%	-%	-%	13%	10%	-%	39%	13%	8%	-%	29%
4	6	2	6	-	-	-	1	*	*	-	1	*	*	-	6	1	1	*	6	1	1	*
	15%	25%	15%	-%	-%	-%	42%	13%	100%	-%	26%	13%	20%	-%	15%	12%	100%	5%	15%	9%	100%	4%
5 - Very important	11	2	11	-	1	-	1	*	-	-	2	*	1	*	11	3	-	1	11	3	-	1
	28%	37%	28%	-%	100%	-%	28%	14%	-%	-%	56%	14%	80%	8%	28%	39%	-%	23%	28%	27%	-%	17%
TOTAL IMPORTANT	17	4	17	-	1	-	2	1	*	-	3	1	2	*	17	4	1	2	17	3	1	2
	43%	62%	43%	-%	100%	-%	70%	27%	100%	-%	81%	27%	100%	8%	43%	51%	100%	28%	43%	36%	100%	21%
Don't know	3	*	3	-	-	-	*	-	-	-	*	-	-	-	3	-	-	-	3	-	-	-
	7%	5%	7%	-%	-%	-%	14%	-%	-%	-%	9%	-%	-%	-%	7%	-%	-%	-%	7%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 414

QC6BC. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR TV SERVICE - Not knowing whether you needed to pay a cancellation or early termination charge to your existing supplier

Base : Those who have considered switching their TV service supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	63	-	4	1	1	2	1	-	1	22	35	2	-	63	53	57	55
Effective Weighted Sample	32	-	4	1	1	2	1	-	1	10	23	2	-	32	37	30	34
Total	39	-	2	*	1	1	1	-	1	17	20	1	-	39	27	37	33
1 - Not at all important	13	-	-	-	-	*	-	-	-	8	5	*	-	13	8	13	9
	34%	-%	-%	-%	-%	50%	-%	-%	-%	45%	26%	50%	-%	34%	29%	34%	27%
2	1	-	-	-	-	-	1	-	-	1	*	-	-	1	1	1	1
	4%	-%	-%	-%	-%	-%	100%	-%	-%	6%	2%	-%	-%	4%	6%	4%	4%
TOTAL NOT IMPORTANT	15	-	-	-	-	*	1	-	-	9	6	*	-	15	9	14	11
	37%	-%	-%	-%	-%	50%	100%	-%	-%	51%	28%	50%	-%	37%	35%	38%	32%
3 - Neither	5	-	*	-	-	-	-	-	-	1	3	-	-	5	3	5	5
	13%	-%	22%	-%	-%	-%	-%	-%	-%	7%	17%	-%	-%	13%	11%	13%	14%
4	6	-	1	*	-	-	-	-	-	1	5	-	-	6	6	6	6
	15%	-%	38%	100%	-%	-%	-%	-%	-%	4%	26%	-%	-%	15%	22%	16%	17%
5 - Very important	11	-	1	-	1	*	-	-	1	4	6	*	-	11	8	10	10
	28%	-%	40%	-%	100%	50%	-%	-%	100%	24%	28%	50%	-%	28%	30%	26%	30%
TOTAL IMPORTANT	17	-	1	*	1	*	-	-	1	5	11	*	-	17	14	16	16
	43%	-%	78%	100%	100%	50%	-%	-%	100%	28%	54%	50%	-%	43%	52%	42%	47%
Don't know	3	-	-	-	-	-	-	-	-	2	*	-	-	3	1	3	2
	7%	-%	-%	-%	-%	-%	-%	-%	-%	14%	1%	-%	-%	7%	2%	7%	7%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 415

QC6BD. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR TV SERVICE - Having to tell your supplier that you want to cancel their service

Base : Those who have considered switching their TV service supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED								
					SWITCHED & COVERED																					
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE					BUN- DLE	BROAD MOB.			FIXED LINE					TV	BROAD MOB.		FIXED LINE
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS					
Significance Level: 95%	Total	~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	*n	~o	~p	~q	*r	~s	~t	~u				
Unweighted total	63	13	63	-	1	-	6	5	1	-	7	5	2	4	63	9	1	11	63	11	1	13				
Effective Weighted Sample	32	9	32	-	1	-	6	4	1	-	5	4	1	3	32	7	1	7	32	9	1	8				
Total	39	7	39	-	1	-	2	3	*	-	4	3	2	3	39	7	1	7	39	9	1	9				
1 - Not at all important	18	1	18	-	-	-	*	*	-	-	*	*	-	2	18	4	-	4	18	7	-	6				
	45%	11%	45%	-%	-%	-%	14%	16%	-%	-%	9%	16%	-%	92%	45%	57%	-%	65%	45%	70%	-%	74%				
2	7	1	7	-	-	-	*	1	-	-	*	1	-	-	7	1	1	*	7	1	1	*				
	18%	22%	18%	-%	-%	-%	16%	42%	-%	-%	10%	42%	-%	-%	18%	18%	100%	6%	18%	14%	100%	5%				
TOTAL NOT IMPORTANT	25	2	25	-	-	-	1	1	-	-	1	1	-	2	25	5	1	5	25	8	1	7				
	63%	33%	63%	-%	-%	-%	30%	58%	-%	-%	18%	58%	-%	92%	63%	75%	100%	71%	63%	83%	100%	78%				
3 - Neither	2	*	2	-	-	-	*	-	-	-	*	-	-	-	2	*	-	*	2	*	-	*				
	6%	5%	6%	-%	-%	-%	14%	-%	-%	-%	9%	-%	-%	-%	6%	5%	-%	6%	6%	4%	-%	5%				
4	5	1	5	-	-	-	1	*	-	-	1	*	-	*	5	1	-	1	5	1	-	1				
	13%	20%	13%	-%	-%	-%	42%	14%	-%	-%	26%	14%	-%	8%	13%	21%	-%	11%	13%	13%	-%	8%				
5 - Very important	6	2	6	-	1	-	-	1	*	-	1	1	2	-	6	-	-	1	6	-	-	1				
	16%	37%	16%	-%	100%	-%	-%	27%	100%	-%	38%	27%	100%	-%	16%	-%	-%	12%	16%	-%	-%	9%				
TOTAL IMPORTANT	12	4	12	-	1	-	1	1	*	-	2	1	2	*	12	1	-	1	12	1	-	1				
	30%	57%	30%	-%	100%	-%	42%	42%	100%	-%	64%	42%	100%	8%	30%	21%	-%	22%	30%	13%	-%	17%				
Don't know	1	*	1	-	-	-	*	-	-	-	*	-	-	-	1	-	-	-	1	-	-	-				
	1%	5%	1%	-%	-%	-%	14%	-%	-%	-%	9%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	-%				

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 415

QC6BD. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR TV SERVICE - Having to tell your supplier that you want to cancel their service

Base : Those who have considered switching their TV service supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	63	-	4	1	1	2	1	-	1	22	35	2	-	63	53	57	55
Effective Weighted Sample	32	-	4	1	1	2	1	-	1	10	23	2	-	32	37	30	34
Total	39	-	2	*	1	1	1	-	1	17	20	1	-	39	27	37	33
1 - Not at all important	18	-	*	-	-	-	-	-	-	9	8	-	-	18	11	17	14
	45%	-%	20%	-%	-%	-%	-%	-%	-%	52%	42%	-%	-%	45%	40%	46%	42%
2	7	-	*	-	-	-	1	-	-	4	3	-	-	7	5	7	7
	18%	-%	22%	-%	-%	-%	100%	-%	-%	23%	14%	-%	-%	18%	17%	18%	20%
TOTAL NOT IMPORTANT	25	-	1	-	-	-	1	-	-	13	11	-	-	25	15	24	21
	63%	-%	42%	-%	-%	-%	100%	-%	-%	75%	55%	-%	-%	63%	57%	64%	62%
3 - Neither	2	-	*	-	-	-	-	-	-	1	1	-	-	2	1	1	1
	6%	-%	20%	-%	-%	-%	-%	-%	-%	5%	3%	-%	-%	6%	5%	4%	4%
4	5	-	1	*	-	*	-	-	-	1	5	*	-	5	5	5	5
	13%	-%	38%	100%	-%	50%	-%	-%	-%	3%	23%	50%	-%	13%	20%	14%	16%
5 - Very important	6	-	-	-	1	*	-	-	1	3	4	*	-	6	4	6	6
	16%	-%	-%	-%	100%	50%	-%	-%	100%	15%	18%	50%	-%	16%	16%	17%	18%
TOTAL IMPORTANT	12	-	1	*	1	1	-	-	1	3	8	1	-	12	9	11	11
	30%	-%	38%	100%	100%	100%	-%	-%	100%	19%	40%	100%	-%	30%	36%	30%	33%
Don't know	1	-	-	-	-	-	-	-	-	*	*	-	-	1	1	1	*
	1%	-%	-%	-%	-%	-%	-%	-%	-%	2%	1%	-%	-%	1%	2%	2%	1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 416

QC6BE. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR TV SERVICE - Having to contact more than one supplier to organise the switch

Base : Those who have considered switching their TV service supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	TV		BAND	PHONE	TV		BAND	PHONE	TV		BAND	PHONE			
Significance Level: 95%	Total	~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	*n	~o	~p	~q	*r	~s	~t	~u
Unweighted total	63	13	63	-	1	-	6	5	1	-	7	5	2	4	63	9	1	11	63	11	1	13
Effective Weighted Sample	32	9	32	-	1	-	6	4	1	-	5	4	1	3	32	7	1	7	32	9	1	8
Total	39	7	39	-	1	-	2	3	*	-	4	3	2	3	39	7	1	7	39	9	1	9
1 - Not at all important	12	1	12	-	-	-	*	1	-	-	*	1	-	1	12	4	-	2	12	5	-	3
	31%	17%	31%	-%	-%	-%	14%	31%	-%	-%	9%	31%	-%	49%	31%	51%	-%	27%	31%	53%	-%	31%
2	3	1	3	-	-	-	-	1	-	-	-	1	-	-	3	*	-	1	3	*	-	1
	8%	16%	8%	-%	-%	-%	-%	42%	-%	-%	-%	42%	-%	-%	8%	6%	-%	11%	8%	4%	-%	9%
TOTAL NOT IMPORTANT	15	2	15	-	-	-	*	2	-	-	*	2	-	1	15	4	-	2	15	5	-	3
	39%	33%	39%	-%	-%	-%	14%	73%	-%	-%	9%	73%	-%	49%	39%	57%	-%	38%	39%	57%	-%	40%
3 - Neither	2	1	2	-	-	-	*	*	-	-	*	*	-	-	2	*	-	-	2	*	-	-
	5%	10%	5%	-%	-%	-%	16%	13%	-%	-%	10%	13%	-%	-%	5%	6%	-%	-%	5%	4%	-%	-%
4	10	2	10	-	-	-	1	-	*	-	1	-	*	*	10	1	1	3	10	1	1	3
	26%	25%	26%	-%	-%	-%	56%	-%	100%	-%	35%	-%	20%	8%	26%	17%	100%	40%	26%	13%	100%	30%
5 - Very important	10	2	10	-	1	-	-	*	-	-	1	*	1	1	10	1	-	1	10	2	-	3
	27%	27%	27%	-%	100%	-%	-%	14%	-%	-%	38%	14%	80%	43%	27%	20%	-%	22%	27%	25%	-%	30%
TOTAL IMPORTANT	20	3	20	-	1	-	1	*	*	-	3	*	2	1	20	3	1	4	20	4	1	5
	53%	52%	53%	-%	100%	-%	56%	14%	100%	-%	73%	14%	100%	51%	53%	38%	100%	62%	53%	39%	100%	60%
Don't know	1	*	1	-	-	-	*	-	-	-	*	-	-	-	1	-	-	-	1	-	-	-
	3%	5%	3%	-%	-%	-%	14%	-%	-%	-%	9%	-%	-%	-%	3%	-%	-%	-%	3%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 416

QC6BE. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR TV SERVICE - Having to contact more than one supplier to organise the switch

Base : Those who have considered switching their TV service supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	63	-	4	1	1	2	1	-	1	22	35	2	-	63	53	57	55
Effective Weighted Sample	32	-	4	1	1	2	1	-	1	10	23	2	-	32	37	30	34
Total	39	-	2	*	1	1	1	-	1	17	20	1	-	39	27	37	33
1 - Not at all important	12	-	*	-	-	*	-	-	-	7	5	*	-	12	7	12	8
	31%	-%	20%	-%	-%	50%	-%	-%	-%	41%	24%	50%	-%	31%	26%	32%	25%
2	3	-	-	-	-	-	1	-	-	2	1	-	-	3	3	3	3
	8%	-%	-%	-%	-%	-%	100%	-%	-%	9%	7%	-%	-%	8%	12%	8%	9%
TOTAL NOT IMPORTANT	15	-	*	-	-	*	1	-	-	9	6	*	-	15	10	15	11
	39%	-%	20%	-%	-%	50%	100%	-%	-%	51%	31%	50%	-%	39%	37%	40%	34%
3 - Neither	2	-	*	-	-	-	-	-	-	1	1	-	-	2	2	2	2
	5%	-%	22%	-%	-%	-%	-%	-%	-%	4%	6%	-%	-%	5%	7%	5%	5%
4	10	-	1	*	-	-	-	-	-	3	6	-	-	10	5	10	10
	26%	-%	58%	100%	-%	-%	-%	-%	-%	18%	32%	-%	-%	26%	21%	25%	29%
5 - Very important	10	-	-	-	1	*	-	-	1	4	6	*	-	10	8	10	10
	27%	-%	-%	-%	100%	50%	-%	-%	100%	24%	30%	50%	-%	27%	31%	27%	31%
TOTAL IMPORTANT	20	-	1	*	1	*	-	-	1	7	12	*	-	20	14	20	20
	53%	-%	58%	100%	100%	50%	-%	-%	100%	42%	62%	50%	-%	53%	52%	53%	59%
Don't know	1	-	-	-	-	-	-	-	-	1	*	-	-	1	1	1	1
	3%	-%	-%	-%	-%	-%	-%	-%	-%	3%	1%	-%	-%	3%	4%	2%	2%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 417

QC6BF. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR TV SERVICE - Needing to change, return or pay for any equipment you have from your supplier

Base : Those who have considered switching their TV service supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				COVERED					COVERED			
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
						TV	BAND			TV	BAND			TV	BAND			TV	BAND			
Significance Level: 95%	~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	*n	~o	~p	~q	*r	~s	~t	~u	
Unweighted total	63	13	63	-	1	-	6	5	1	-	7	5	2	4	63	9	1	11	63	11	1	13
Effective Weighted Sample	32	9	32	-	1	-	6	4	1	-	5	4	1	3	32	7	1	7	32	9	1	8
Total	39	7	39	-	1	-	2	3	*	-	4	3	2	3	39	7	1	7	39	9	1	9
1 - Not at all important	17	2	17	-	-	-	-	2	-	-	-	2	-	1	17	5	-	2	17	6	-	3
	43%	28%	43%	-%	-%	-%	-%	73%	-%	-%	-%	73%	-%	49%	43%	69%	-%	38%	43%	67%	-%	40%
2	2	-	2	-	-	-	-	-	-	-	-	-	-	1	2	-	-	*	2	1	-	2
	5%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	51%	5%	-%	-%	6%	5%	12%	-%	18%
TOTAL NOT IMPORTANT	19	2	19	-	-	-	-	2	-	-	-	2	-	3	19	5	-	3	19	7	-	5
	48%	28%	48%	-%	-%	-%	-%	73%	-%	-%	-%	73%	-%	100%	48%	69%	-%	44%	48%	79%	-%	58%
3 - Neither	3	1	3	-	-	-	1	-	-	-	1	-	-	-	3	-	-	-	3	-	-	-
	7%	20%	7%	-%	-%	-%	56%	-%	-%	-%	35%	-%	-%	-%	7%	-%	-%	-%	7%	-%	-%	-%
4	5	1	5	-	1	-	-	-	-	-	1	-	1	-	5	-	1	1	5	-	1	1
	12%	21%	12%	-%	100%	-%	-%	-%	-%	-%	38%	-%	80%	-%	12%	-%	100%	11%	12%	-%	100%	8%
5 - Very important	7	1	7	-	-	-	1	*	*	-	1	*	*	-	7	2	-	1	7	2	-	1
	19%	21%	19%	-%	-%	-%	30%	14%	100%	-%	18%	14%	20%	-%	19%	25%	-%	17%	19%	17%	-%	13%
TOTAL IMPORTANT	12	3	12	-	1	-	1	*	*	-	2	*	2	-	12	2	1	2	12	2	1	2
	31%	43%	31%	-%	100%	-%	30%	14%	100%	-%	56%	14%	100%	-%	31%	25%	100%	28%	31%	17%	100%	21%
Don't know	6	1	6	-	-	-	*	*	-	-	*	*	-	-	6	*	-	2	6	*	-	2
	14%	10%	14%	-%	-%	-%	14%	13%	-%	-%	9%	13%	-%	-%	14%	6%	-%	28%	14%	4%	-%	21%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 417

QC6BF. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR TV SERVICE - Needing to change, return or pay for any equipment you have from your supplier

Base : Those who have considered switching their TV service supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	63	-	4	1	1	2	1	-	1	22	35	2	-	63	53	57	55
Effective Weighted Sample	32	-	4	1	1	2	1	-	1	10	23	2	-	32	37	30	34
Total	39	-	2	*	1	1	1	-	1	17	20	1	-	39	27	37	33
1 - Not at all important	17	-	-	-	-	*	1	-	-	9	7	*	-	17	12	17	13
	43%	-%	-%	-%	-%	50%	100%	-%	-%	54%	36%	50%	-%	43%	43%	44%	39%
2	2	-	-	-	-	-	-	-	-	*	2	-	-	2	1	2	2
	5%	-%	-%	-%	-%	-%	-%	-%	-%	1%	8%	-%	-%	5%	5%	5%	5%
TOTAL NOT IMPORTANT	19	-	-	-	-	*	1	-	-	9	9	*	-	19	13	18	15
	48%	-%	-%	-%	-%	50%	100%	-%	-%	55%	44%	50%	-%	48%	49%	49%	44%
3 - Neither	3	-	1	-	-	-	-	-	-	1	1	-	-	3	2	2	2
	7%	-%	80%	-%	-%	-%	-%	-%	-%	6%	5%	-%	-%	7%	8%	6%	6%
4	5	-	-	-	1	-	-	-	1	*	4	-	-	5	5	5	5
	12%	-%	-%	-%	100%	-%	-%	-%	100%	2%	22%	-%	-%	12%	18%	13%	14%
5 - Very important	7	-	*	*	-	*	-	-	-	3	4	*	-	7	5	7	7
	19%	-%	20%	100%	-%	50%	-%	-%	-%	20%	17%	50%	-%	19%	20%	19%	21%
TOTAL IMPORTANT	12	-	*	*	1	*	-	-	1	4	8	*	-	12	10	12	12
	31%	-%	20%	100%	100%	50%	-%	-%	100%	22%	39%	50%	-%	31%	38%	31%	35%
Don't know	6	-	-	-	-	-	-	-	-	3	2	-	-	6	2	5	5
	14%	-%	-%	-%	-%	-%	-%	-%	-%	16%	12%	-%	-%	14%	6%	14%	15%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 418

QC6BG. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR TV SERVICE - Difficulty keeping your current phone number

Base : Those who have considered switching their TV service supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED					COVERED								COVERED				
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	*n	~o	~p	~q	*r	~s	~t	~u
Unweighted total	63	13	63	-	1	-	6	5	1	-	7	5	2	4	63	9	1	11	63	11	1	13
Effective Weighted Sample	32	9	32	-	1	-	6	4	1	-	5	4	1	3	32	7	1	7	32	9	1	8
Total	39	7	39	-	1	-	2	3	*	-	4	3	2	3	39	7	1	7	39	9	1	9
1 - Not at all important	12	2	12	-	-	-	-	2	-	-	-	2	-	1	12	3	-	2	12	4	-	3
	32%	28%	32%	-%	-%	-%	-%	73%	-%	-%	-%	73%	-%	49%	32%	41%	-%	38%	32%	45%	-%	40%
2	5	-	5	-	-	-	-	-	-	-	-	-	-	1	5	*	-	*	5	2	-	2
	13%	-%	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	43%	13%	5%	-%	5%	13%	16%	-%	17%
TOTAL NOT IMPORTANT	17	2	17	-	-	-	-	2	-	-	-	2	-	2	17	3	-	3	17	6	-	5
	45%	28%	45%	-%	-%	-%	-%	73%	-%	-%	-%	73%	-%	92%	45%	45%	-%	43%	45%	61%	-%	57%
3 - Neither	3	1	3	-	-	-	1	-	-	-	1	-	-	*	3	-	-	-	3	-	-	-
	7%	10%	7%	-%	-%	-%	30%	-%	-%	-%	19%	-%	-%	8%	7%	-%	-%	-%	7%	-%	-%	-%
4	2	*	2	-	-	-	-	-	*	-	-	-	*	-	2	*	1	*	2	-	1	*
	4%	5%	4%	-%	-%	-%	-%	-%	100%	-%	-%	-%	20%	-%	4%	3%	100%	6%	4%	-%	100%	5%
5 - Very important	11	3	11	-	1	-	1	1	-	-	2	1	1	-	11	2	-	1	11	2	-	1
	29%	47%	29%	-%	100%	-%	42%	27%	-%	-%	64%	27%	80%	-%	29%	33%	-%	22%	29%	25%	-%	17%
TOTAL IMPORTANT	13	3	13	-	1	-	1	1	*	-	2	1	2	-	13	3	1	2	13	2	1	2
	33%	52%	33%	-%	100%	-%	42%	27%	100%	-%	64%	27%	100%	-%	33%	37%	100%	29%	33%	25%	100%	22%
Don't know	6	1	6	-	-	-	1	-	-	-	1	-	-	-	6	1	-	2	6	1	-	2
	16%	10%	16%	-%	-%	-%	28%	-%	-%	-%	17%	-%	-%	-%	16%	18%	-%	28%	16%	14%	-%	21%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 418

QC6BG. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR TV SERVICE - Difficulty keeping your current phone number

Base : Those who have considered switching their TV service supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	63	-	4	1	1	2	1	-	1	22	35	2	-	63	53	57	55
Effective Weighted Sample	32	-	4	1	1	2	1	-	1	10	23	2	-	32	37	30	34
Total	39	-	2	*	1	1	1	-	1	17	20	1	-	39	27	37	33
1 - Not at all important	12	-	-	-	-	*	1	-	-	8	5	*	-	12	7	12	9
	32%	-%	-%	-%	-%	50%	100%	-%	-%	44%	23%	50%	-%	32%	27%	33%	26%
2	5	-	-	-	-	-	-	-	-	3	2	-	-	5	3	5	5
	13%	-%	-%	-%	-%	-%	-%	-%	-%	18%	10%	-%	-%	13%	12%	14%	16%
TOTAL NOT IMPORTANT	17	-	-	-	-	*	1	-	-	11	7	*	-	17	10	17	14
	45%	-%	-%	-%	-%	50%	100%	-%	-%	62%	33%	50%	-%	45%	39%	47%	41%
3 - Neither	3	-	1	-	-	-	-	-	-	1	1	-	-	3	2	2	2
	7%	-%	43%	-%	-%	-%	-%	-%	-%	6%	5%	-%	-%	7%	9%	5%	6%
4	2	-	-	-	-	-	-	-	-	-	2	-	-	2	1	2	2
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	8%	-%	-%	4%	4%	4%	5%
5 - Very important	11	-	1	*	1	*	-	-	1	4	7	*	-	11	9	11	10
	29%	-%	38%	100%	100%	50%	-%	-%	100%	21%	34%	50%	-%	29%	32%	28%	31%
TOTAL IMPORTANT	13	-	1	*	1	*	-	-	1	4	8	*	-	13	10	12	12
	33%	-%	38%	100%	100%	50%	-%	-%	100%	21%	42%	50%	-%	33%	37%	32%	36%
Don't know	6	-	*	-	-	-	-	-	-	2	4	-	-	6	4	6	6
	16%	-%	20%	-%	-%	-%	-%	-%	-%	10%	20%	-%	-%	16%	15%	16%	17%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 419

QC6BH. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR TV SERVICE - Difficulty getting through to your supplier to tell them you wanted to cancel their service

Base : Those who have considered switching their TV service supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED									COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Total	~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	*n	~o	~p	~q	*r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	63	13	63	-	1	-	6	5	1	-	7	5	2	4	63	9	1	11	63	11	1	13
Effective Weighted Sample	32	9	32	-	1	-	6	4	1	-	5	4	1	3	32	7	1	7	32	9	1	8
Total	39	7	39	-	1	-	2	3	*	-	4	3	2	3	39	7	1	7	39	9	1	9
1 - Not at all important	14	2	14	-	-	-	*	1	-	-	*	1	-	1	14	4	-	2	14	5	-	3
	37%	27%	37%	-%	-%	-%	14%	58%	-%	-%	9%	58%	-%	49%	37%	57%	-%	33%	37%	57%	-%	36%
2	2	*	2	-	-	-	*	-	-	-	*	-	-	-	2	-	1	-	2	-	1	-
	5%	5%	5%	-%	-%	-%	16%	-%	-%	-%	10%	-%	-%	-%	5%	-%	100%	-%	5%	-%	100%	-%
TOTAL NOT IMPORTANT	16	2	16	-	-	-	1	1	-	-	1	1	-	1	16	4	1	2	16	5	1	3
	41%	33%	41%	-%	-%	-%	30%	58%	-%	-%	18%	58%	-%	49%	41%	57%	100%	33%	41%	57%	100%	36%
3 - Neither	8	1	8	-	-	-	*	*	-	-	*	*	-	1	8	2	-	2	8	3	-	3
	20%	10%	20%	-%	-%	-%	14%	13%	-%	-%	9%	13%	-%	43%	20%	26%	-%	34%	20%	30%	-%	39%
4	6	1	6	-	-	-	*	*	-	-	*	*	-	-	6	1	-	1	6	1	-	1
	15%	11%	15%	-%	-%	-%	15%	14%	-%	-%	9%	14%	-%	-%	15%	12%	-%	16%	15%	9%	-%	12%
5 - Very important	8	3	8	-	1	-	1	*	*	-	2	*	2	*	8	*	-	1	8	*	-	1
	21%	42%	21%	-%	100%	-%	27%	14%	100%	-%	55%	14%	100%	8%	21%	5%	-%	17%	21%	4%	-%	13%
TOTAL IMPORTANT	14	3	14	-	1	-	1	1	*	-	2	1	2	*	14	1	-	2	14	1	-	2
	36%	52%	36%	-%	100%	-%	42%	29%	100%	-%	64%	29%	100%	8%	36%	17%	-%	33%	36%	13%	-%	25%
Don't know	1	*	1	-	-	-	*	-	-	-	*	-	-	-	1	-	-	-	1	-	-	-
	3%	5%	3%	-%	-%	-%	14%	-%	-%	-%	9%	-%	-%	-%	3%	-%	-%	-%	3%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 419

QC6BH. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR TV SERVICE - Difficulty getting through to your supplier to tell them you wanted to cancel their service

Base : Those who have considered switching their TV service supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	63	-	4	1	1	2	1	-	1	22	35	2	-	63	53	57	55
Effective Weighted Sample	32	-	4	1	1	2	1	-	1	10	23	2	-	32	37	30	34
Total	39	-	2	*	1	1	1	-	1	17	20	1	-	39	27	37	33
1 - Not at all important	14	-	*	-	-	-	1	-	-	9	5	-	-	14	9	14	10
	37%	-%	20%	-%	-%	-%	100%	-%	-%	52%	25%	-%	-%	37%	34%	38%	31%
2	2	-	*	-	-	-	-	-	-	*	1	-	-	2	2	2	2
	5%	-%	22%	-%	-%	-%	-%	-%	-%	2%	7%	-%	-%	5%	7%	5%	5%
TOTAL NOT IMPORTANT	16	-	1	-	-	-	1	-	-	9	7	-	-	16	11	16	12
	41%	-%	42%	-%	-%	-%	100%	-%	-%	54%	33%	-%	-%	41%	41%	42%	37%
3 - Neither	8	-	*	-	-	-	-	-	-	1	6	-	-	8	6	7	7
	20%	-%	20%	-%	-%	-%	-%	-%	-%	6%	31%	-%	-%	20%	21%	19%	21%
4	6	-	-	*	-	*	-	-	-	2	3	*	-	6	3	6	6
	15%	-%	-%	100%	-%	50%	-%	-%	-%	14%	15%	50%	-%	15%	11%	15%	17%
5 - Very important	8	-	1	-	1	*	-	-	1	4	4	*	-	8	6	8	8
	21%	-%	38%	-%	100%	50%	-%	-%	100%	23%	19%	50%	-%	21%	23%	20%	24%
TOTAL IMPORTANT	14	-	1	*	1	1	-	-	1	6	7	1	-	14	9	13	13
	36%	-%	38%	100%	100%	100%	-%	-%	100%	37%	34%	100%	-%	36%	34%	35%	40%
Don't know	1	-	-	-	-	-	-	-	-	1	1	-	-	1	1	1	1
	3%	-%	-%	-%	-%	-%	-%	-%	-%	3%	3%	-%	-%	3%	4%	3%	2%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 420

QC6BI. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR TV SERVICE - Difficulty getting your supplier to provide you with the information that you needed to be able to switch to another supplier

Base : Those who have considered switching their TV service supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED					COVERED				COVERED				COVERED				
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		
Significance Level: 95%		~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	*n	~o	~p	~q	*r	~s	~t	~u
Unweighted total	63	13	63	-	1	-	6	5	1	-	7	5	2	4	63	9	1	11	63	11	1	13
Effective Weighted Sample	32	9	32	-	1	-	6	4	1	-	5	4	1	3	32	7	1	7	32	9	1	8
Total	39	7	39	-	1	-	2	3	*	-	4	3	2	3	39	7	1	7	39	9	1	9
1 - Not at all important	12	2	12	-	-	-	*	2	-	-	*	2	-	1	12	3	-	2	12	4	-	3
	32%	33%	32%	-%	-%	-%	14%	73%	-%	-%	9%	73%	-%	49%	32%	40%	-%	27%	32%	44%	-%	31%
2	1	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	1	-	-	1
	3%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	11%	3%	-%	-%	9%
TOTAL NOT IMPORTANT	13	2	13	-	-	-	*	2	-	-	*	2	-	1	13	3	-	2	13	4	-	3
	35%	33%	35%	-%	-%	-%	14%	73%	-%	-%	9%	73%	-%	49%	35%	40%	-%	38%	35%	44%	-%	40%
3 - Neither	6	1	6	-	-	-	1	-	-	-	1	-	-	1	6	-	1	*	6	1	1	2
	15%	10%	15%	-%	-%	-%	30%	-%	-%	-%	19%	-%	-%	43%	15%	-%	100%	6%	15%	12%	100%	18%
4	7	1	7	-	-	-	1	*	-	-	1	*	-	-	7	2	-	3	7	2	-	3
	17%	20%	17%	-%	-%	-%	42%	13%	-%	-%	26%	13%	-%	-%	17%	26%	-%	40%	17%	17%	-%	30%
5 - Very important	8	2	8	-	1	-	-	*	*	-	1	*	2	*	8	2	-	1	8	2	-	1
	22%	32%	22%	-%	100%	-%	-%	14%	100%	-%	38%	14%	100%	8%	22%	22%	-%	17%	22%	17%	-%	13%
TOTAL IMPORTANT	15	3	15	-	1	-	1	1	*	-	2	1	2	*	15	3	-	4	15	3	-	4
	39%	52%	39%	-%	100%	-%	42%	27%	100%	-%	64%	27%	100%	8%	39%	48%	-%	56%	39%	34%	-%	42%
Don't know	5	*	5	-	-	-	*	-	-	-	*	-	-	-	5	1	-	-	5	1	-	-
	12%	5%	12%	-%	-%	-%	14%	-%	-%	-%	9%	-%	-%	-%	12%	12%	-%	-%	12%	9%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 420

QC6BI. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR TV SERVICE - Difficulty getting your supplier to provide you with the information that you needed to be able to switch to another supplier

Base : Those who have considered switching their TV service supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	63	-	4	1	1	2	1	-	1	22	35	2	-	63	53	57	55
Effective Weighted Sample	32	-	4	1	1	2	1	-	1	10	23	2	-	32	37	30	34
Total	39	-	2	*	1	1	1	-	1	17	20	1	-	39	27	37	33
1 - Not at all important	12	-	*	-	-	*	1	-	-	8	4	*	-	12	7	12	9
	32%	-%	20%	-%	-%	50%	100%	-%	-%	49%	19%	50%	-%	32%	27%	33%	26%
2	1	-	-	-	-	-	-	-	-	-	1	-	-	1	1	1	1
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%	3%	4%	3%	3%
TOTAL NOT IMPORTANT	13	-	*	-	-	*	1	-	-	8	5	*	-	13	8	13	10
	35%	-%	20%	-%	-%	50%	100%	-%	-%	49%	25%	50%	-%	35%	31%	36%	29%
3 - Neither	6	-	1	-	-	-	-	-	-	1	4	-	-	6	6	5	5
	15%	-%	43%	-%	-%	-%	-%	-%	-%	7%	21%	-%	-%	15%	22%	14%	16%
4	7	-	1	*	-	-	-	-	-	1	5	-	-	7	4	6	6
	17%	-%	38%	100%	-%	-%	-%	-%	-%	4%	27%	-%	-%	17%	15%	16%	17%
5 - Very important	8	-	-	-	1	*	-	-	1	4	4	*	-	8	6	8	8
	22%	-%	-%	-%	100%	50%	-%	-%	100%	23%	20%	50%	-%	22%	24%	21%	25%
TOTAL IMPORTANT	15	-	1	*	1	*	-	-	1	5	10	*	-	15	10	14	14
	39%	-%	38%	100%	100%	50%	-%	-%	100%	27%	47%	50%	-%	39%	38%	38%	42%
Don't know	5	-	-	-	-	-	-	-	-	3	1	-	-	5	2	4	4
	12%	-%	-%	-%	-%	-%	-%	-%	-%	17%	7%	-%	-%	12%	9%	12%	12%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 421

QC6BJ. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR TV SERVICE - Difficulty arranging for the old and new services to stop and start at the right time

Base : Those who have considered switching their TV service supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%		~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	*n	~o	~p	~q	*r	~s	~t	~u
Unweighted total	63	13	63	-	1	-	6	5	1	-	7	5	2	4	63	9	1	11	63	11	1	13
Effective Weighted Sample	32	9	32	-	1	-	6	4	1	-	5	4	1	3	32	7	1	7	32	9	1	8
Total	39	7	39	-	1	-	2	3	*	-	4	3	2	3	39	7	1	7	39	9	1	9
1 - Not at all important	13	2	13	-	-	-	-	2	-	-	-	2	-	1	13	4	-	2	13	5	-	3
	33%	28%	33%	-%	-%	-%	-%	73%	-%	-%	-%	73%	-%	49%	33%	57%	-%	27%	33%	57%	-%	31%
2	1	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	1	-	-	1
	3%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	11%	3%	-%	-%	9%
TOTAL NOT IMPORTANT	14	2	14	-	-	-	-	2	-	-	-	2	-	1	14	4	-	2	14	5	-	3
	36%	28%	36%	-%	-%	-%	-%	73%	-%	-%	-%	73%	-%	49%	36%	57%	-%	38%	36%	57%	-%	40%
3 - Neither	5	-	5	-	-	-	-	-	-	-	-	-	-	-	5	-	1	2	5	-	1	2
	13%	-%	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	13%	-%	100%	28%	13%	-%	100%	21%
4	4	1	4	-	-	-	1	-	-	-	1	-	-	*	4	1	-	1	4	1	-	1
	11%	20%	11%	-%	-%	-%	57%	-%	-%	-%	36%	-%	-%	8%	11%	13%	-%	11%	11%	8%	-%	8%
5 - Very important	12	3	12	-	1	-	1	1	*	-	2	1	2	1	12	2	-	1	12	3	-	3
	32%	47%	32%	-%	100%	-%	28%	27%	100%	-%	56%	27%	100%	43%	32%	30%	-%	22%	32%	35%	-%	30%
TOTAL IMPORTANT	16	4	16	-	1	-	2	1	*	-	3	1	2	1	16	3	-	2	16	4	-	3
	42%	67%	42%	-%	100%	-%	86%	27%	100%	-%	91%	27%	100%	51%	42%	43%	-%	34%	42%	43%	-%	39%
Don't know	3	*	3	-	-	-	*	-	-	-	*	-	-	-	3	-	-	-	3	-	-	-
	8%	5%	8%	-%	-%	-%	14%	-%	-%	-%	9%	-%	-%	-%	8%	-%	-%	-%	8%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 421

QC6BJ. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR TV SERVICE - Difficulty arranging for the old and new services to stop and start at the right time

Base : Those who have considered switching their TV service supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	63	-	4	1	1	2	1	-	1	22	35	2	-	63	53	57	55
Effective Weighted Sample	32	-	4	1	1	2	1	-	1	10	23	2	-	32	37	30	34
Total	39	-	2	*	1	1	1	-	1	17	20	1	-	39	27	37	33
1 - Not at all important	13	-	-	-	-	*	1	-	-	8	5	*	-	13	8	13	9
	33%	-%	-%	-%	-%	50%	100%	-%	-%	44%	26%	50%	-%	33%	29%	35%	28%
2	1	-	-	-	-	-	-	-	-	-	1	-	-	1	1	1	1
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%	3%	4%	3%	3%
TOTAL NOT IMPORTANT	14	-	-	-	-	*	1	-	-	8	6	*	-	14	9	14	10
	36%	-%	-%	-%	-%	50%	100%	-%	-%	44%	32%	50%	-%	36%	34%	37%	31%
3 - Neither	5	-	-	-	-	-	-	-	-	1	4	-	-	5	3	5	5
	13%	-%	-%	-%	-%	-%	-%	-%	-%	7%	19%	-%	-%	13%	12%	14%	15%
4	4	-	1	*	-	-	-	-	-	1	3	-	-	4	3	4	4
	11%	-%	60%	100%	-%	-%	-%	-%	-%	7%	13%	-%	-%	11%	13%	10%	12%
5 - Very important	12	-	1	-	1	*	-	-	1	4	7	*	-	12	10	11	11
	32%	-%	40%	-%	100%	50%	-%	-%	100%	26%	34%	50%	-%	32%	38%	30%	34%
TOTAL IMPORTANT	16	-	2	*	1	*	-	-	1	6	10	*	-	16	14	15	15
	42%	-%	100%	100%	100%	50%	-%	-%	100%	33%	47%	50%	-%	42%	51%	41%	46%
Don't know	3	-	-	-	-	-	-	-	-	3	*	-	-	3	1	3	3
	8%	-%	-%	-%	-%	-%	-%	-%	-%	16%	2%	-%	-%	8%	4%	8%	8%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 422

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH PACKAGE OF SERVICES

Base : Those who have considered switching their package of services supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN-DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT-CHED	DERED	NEIT-HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN-DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	m	~n	~o	~p	~q	*r	s	~t	u	
Significance Level: 95%																						
Unweighted total	114	8	114	-	-	1	-	7	-	1	-	7	-	114	4	1	23	2	64	109	24	110
Effective Weighted Sample	85	5	85	-	-	1	-	4	-	1	-	4	-	85	3	1	18	2	47	86	19	82
Total	83	7	83	-	-	*	-	7	-	*	-	7	-	83	3	*	13	1	50	75	16	80
ANY IMPORTANT	59	4	59	-	-	-	-	4	-	-	-	4	-	59	2	*	12	1	37	53	13	56
	71%	50%	71%	-%	-%	-%	-%	54%	-%	-%	-%	54%	-%	71%	64%	100%	88%	100%	74%	71%	82%	70%
NONE	24	4	24	-	-	*	-	3	-	*	-	3	-	24	1	-	2	-	13	21	3	24
	29%	50%	29%	-%	-%	100%	-%	46%	-%	100%	-%	46%	-%	29%	36%	-%	12%	-%	26%	29%	18%	30%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 422

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH PACKAGE OF SERVICES

Base : Those who have considered switching their package of services supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	114	1	-	-	-	3	3	-	-	52	59	3	3	89	109	111	113
Effective Weighted Sample	85	1	-	-	-	2	2	-	-	41	42	2	2	65	86	83	84
Total	83	*	-	-	-	4	2	-	-	38	43	4	2	64	75	81	82
ANY IMPORTANT	59	-	-	-	-	*	2	-	-	26	31	*	2	48	53	57	58
	71%	-%	-%	-%	-%	12%	100%	-%	-%	69%	71%	12%	100%	74%	71%	70%	71%
NONE	24	*	-	-	-	3	-	-	-	11	13	3	-	17	21	24	24
	29%	100%	-%	-%	-%	88%	-%	-%	-%	31%	29%	88%	-%	26%	29%	30%	29%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 423

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH PAY TV SERVICE

Base : Those who have considered switching their TV service supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Total	~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	*n	~o	~p	~q	*r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	63	13	63	-	1	-	6	5	1	-	7	5	2	4	63	9	1	11	63	11	1	13
Effective Weighted Sample	32	9	32	-	1	-	6	4	1	-	5	4	1	3	32	7	1	7	32	9	1	8
Total	39	7	39	-	1	-	2	3	*	-	4	3	2	3	39	7	1	7	39	9	1	9
ANY DIFFICULTIES	28	5	28	-	1	-	2	1	*	-	3	1	2	1	28	7	1	4	28	8	1	5
	72%	73%	72%	-%	100%	-%	86%	42%	100%	-%	91%	42%	100%	51%	72%	94%	100%	62%	72%	82%	100%	60%
NONE	11	2	11	-	-	-	*	1	-	-	*	1	-	1	11	*	-	2	11	2	-	3
	28%	27%	28%	-%	-%	-%	14%	58%	-%	-%	9%	58%	-%	49%	28%	6%	-%	38%	28%	18%	-%	40%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 423

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH PAY TV SERVICE

Base : Those who have considered switching their TV service supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	63	-	4	1	1	2	1	-	1	22	35	2	-	63	53	57	55
Effective Weighted Sample	32	-	4	1	1	2	1	-	1	10	23	2	-	32	37	30	34
Total	39	-	2	*	1	1	1	-	1	17	20	1	-	39	27	37	33
ANY DIFFICULTIES	28	-	2	*	1	1	-	-	1	9	18	1	-	28	21	27	27
	72%	-%	100%	100%	100%	100%	-%	-%	100%	51%	89%	100%	-%	72%	79%	72%	80%
NONE	11	-	-	-	-	-	1	-	-	8	2	-	-	11	6	11	7
	28%	-%	-%	-%	-%	-%	100%	-%	-%	49%	11%	-%	-%	28%	21%	28%	20%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 424

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH FIXED BROADBAND SERVICE

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS		
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE							
																	Total	~a	b		~c	~d
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	*q	~r	s	~t	*u
Unweighted total	134	11	134	-	-	1	-	7	3	1	-	7	3	1	9	134	15	38	9	134	15	38
Effective Weighted Sample	105	9	105	-	-	1	-	6	3	1	-	6	3	1	7	105	12	30	7	105	12	30
Total	82	6	82	-	-	*	-	4	1	*	-	4	1	*	7	82	9	18	7	82	9	18
ANY DIFFICULTIES	57	2	57	-	-	*	-	1	1	*	-	1	1	*	7	57	6	14	7	57	6	14
	70%	40%	70%	-%	-%	100%	-%	30%	65%	100%	-%	30%	65%	100%	94%	70%	63%	78%	94%	70%	63%	78%
NONE	24	3	24	-	-	-	-	3	*	-	-	3	*	-	*	24	3	4	*	24	3	4
	30%	60%	30%	-%	-%	-%	-%	70%	35%	-%	-%	70%	35%	-%	6%	30%	37%	22%	6%	30%	37%	22%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 424

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH FIXED BROADBAND SERVICE

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE	
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND n	MOB. PHONE o		
Significance Level: 95%																		
Unweighted total	134	1	-	-	-	1	3	-	3	64	65	1	3	76	134	129	130	
Effective Weighted Sample	105	1	-	-	-	1	2	-	3	51	51	1	2	59	105	101	101	
Total	82	*	-	-	-	1	2	-	1	37	42	1	2	47	82	79	79	
ANY DIFFICULTIES	57	*	-	-	-	-	1	-	1	25	32	-	1	35	57	57	55	
	70%	100%	-%	-%	-%	-%	44%	-%	65%	67%	76%	-%	44%	75%	70%	72%	69%	
NONE	24	-	-	-	-	1	1	-	*	12	10	1	1	12	24	22	24	
	30%	-%	-%	-%	-%	100%	56%	-%	35%	33%	24%	100%	56%	25%	30%	28%	31%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 425

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH MOBILE PHONE NETWORK

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
	CONSI			BUN- DLE	BROAD			MOB. PHONE	FIXED LINE CALLS	BROAD			MOB. PHONE	FIXED LINE CALLS	BROAD			MOB. PHONE	FIXED LINE CALLS	BROAD			MOB. PHONE	FIXED LINE CALLS
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV			BAND	TV	BAND			TV	BAND	TV			BAND				
																					Total	~a		
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	p	~q	~r	*s	t	~u		
Unweighted total	145	21	145	-	7	2	7	-	5	8	14	-	12	22	2	17	145	5	13	35	145	24		
Effective Weighted Sample	92	17	92	-	7	2	5	-	4	7	12	-	11	17	2	13	92	3	10	28	92	15		
Total	104	15	104	-	7	1	4	-	3	7	11	-	10	13	1	9	104	5	8	21	104	17		
ANY DIFFICULTIES	77	11	77	-	5	*	3	-	3	4	8	-	8	10	1	6	77	5	7	15	77	14		
	74%	78%	74%	-%	67%	54%	83%	-%	100%	61%	73%	-%	77%	78%	100%	68%	74%	94%	78%	73%	74%	82%		
NONE	27	3	27	-	2	*	1	-	-	3	3	-	2	3	-	3	27	*	2	6	27	3		
	26%	22%	26%	-%	33%	46%	17%	-%	-%	39%	27%	-%	23%	22%	-%	32%	26%	6%	22%	27%	26%	18%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 425

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH MOBILE PHONE NETWORK

Base : Those who have considered switching their mobile phone supplier and will not switch soon

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	145	6	2	3	5	-	-	3	8	52	93	-	-	89	121	145	124	
Effective Weighted Sample	92	5	2	2	4	-	-	3	7	37	55	-	-	59	88	92	82	
Total	104	5	2	3	4	-	-	3	7	41	63	-	-	55	69	104	75	
ANY DIFFICULTIES	77	3	1	2	3	-	-	3	4	27	50	-	-	41	50	77	55	
	74%	71%	51%	87%	71%	-%	-%	100%	65%	67%	79%	-%	-%	76%	73%	74%	72%	
NONE	27	1	1	*	1	-	-	-	2	13	13	-	-	13	19	27	21	
	26%	29%	49%	13%	29%	-%	-%	-%	35%	33%	21%	-%	-%	24%	27%	26%	28%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 426

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH FIXED LINE VOICE SERVICE

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	CONSI			SWITCHED & COVERED						COVERED				COVERED				COVERED				
	SWIT-CH	DERED	NEIT-HER	BUN-DLE	BROAD		MOB. PHONE	FIXED LINE CALLS	BROAD		MOB. PHONE	FIXED LINE CALLS	BUN-DLE	BROAD		MOB. PHONE	FIXED LINE CALLS	BROAD		MOB. PHONE	FIXED LINE CALLS	
					TV	BAND			TV	BAND				TV	BAND			TV	BAND			
Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	*o	~p	q	~r	*s	~t	u	
Significance Level: 95%																						
Unweighted total	106	12	106	-	-	-	8	4	-	-	8	4	-	2	12	40	5	106	12	39	5	106
Effective Weighted Sample	66	5	66	-	-	-	7	2	-	-	7	2	-	2	7	32	3	66	7	31	3	66
Total	77	8	77	-	-	-	3	5	-	-	3	5	-	1	7	19	5	77	7	19	5	77
ANY DIFFICULTIES	54	6	54	-	-	-	2	4	-	-	2	4	-	1	4	13	5	54	4	13	5	54
	71%	73%	71%	-%	-%	-%	46%	92%	-%	-%	46%	92%	-%	100%	59%	68%	100%	71%	60%	69%	100%	71%
NONE	22	2	22	-	-	-	2	*	-	-	2	*	-	-	3	6	-	22	3	6	-	22
	29%	27%	29%	-%	-%	-%	54%	8%	-%	-%	54%	8%	-%	-%	41%	32%	-%	29%	40%	31%	-%	29%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 426

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH FIXED LINE VOICE SERVICE

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	*i	*j	~k	~l	*m	n	o	p
Unweighted total	106	-	1	3	3	2	2	-	-	55	47	1	-	68	83	102	106
Effective Weighted Sample	66	-	1	3	3	2	1	-	-	34	30	1	-	39	64	64	66
Total	77	-	*	1	1	1	4	-	-	41	31	1	-	48	44	72	77
ANY DIFFICULTIES	54	-	-	*	1	1	4	-	-	29	23	1	-	37	31	52	54
	71%	-%	-%	24%	70%	59%	100%	-%	-%	71%	74%	100%	-%	77%	69%	73%	71%
NONE	22	-	*	1	*	*	-	-	-	12	8	-	-	11	14	20	22
	29%	-%	100%	76%	30%	41%	-%	-%	-%	29%	26%	-%	-%	23%	31%	27%	29%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 427

QC7B. Was there going to be a period of time in the switching process where you would have chosen to or had to pay more than one company to provide a service, to make sure you didn't lose that service?

Base : Those who have considered switching their TV service supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED						
	Total	CONSI			BUN- DLE	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS				
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		LINE	TV	BAND		PHONE	LINE	TV		BAND	PHONE	LINE		TV	BAND	PHONE	LINE
Significance Level: 95%																									
Unweighted total	63	13	63	-	1	-	6	5	1	-	7	5	2	4	63	9	1	11	63	11	1	13			
Effective Weighted Sample	32	9	32	-	1	-	6	4	1	-	5	4	1	3	32	7	1	7	32	9	1	8			
Total	39	7	39	-	1	-	2	3	*	-	4	3	2	3	39	7	1	7	39	9	1	9			
Yes	5	*	5	-	-	-	-	*	-	-	-	*	-	-	5	2	-	1	5	2	-	1			
	13%	5%	13%	-%	-%	-%	-%	14%	-%	-%	-%	14%	-%	-%	13%	28%	-%	11%	13%	22%	-%	8%			
No	18	5	18	-	1	-	1	2	*	-	3	2	2	1	18	2	-	2	18	3	-	3			
	45%	79%	45%	-%	100%	-%	55%	86%	100%	-%	72%	86%	100%	43%	45%	23%	-%	32%	45%	30%	-%	33%			
Don't know	16	1	16	-	-	-	1	-	-	-	1	-	-	2	16	3	1	4	16	5	1	5			
	42%	16%	42%	-%	-%	-%	45%	-%	-%	-%	28%	-%	-%	57%	42%	48%	100%	58%	42%	48%	100%	59%			

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 427

QC7B. Was there going to be a period of time in the switching process where you would have chosen to or had to pay more than one company to provide a service, to make sure you didn't lose that service?

Base : Those who have considered switching their TV service supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	63	-	4	1	1	2	1	-	1	22	35	2	-	63	53	57	55
Effective Weighted Sample	32	-	4	1	1	2	1	-	1	10	23	2	-	32	37	30	34
Total	39	-	2	*	1	1	1	-	1	17	20	1	-	39	27	37	33
Yes	5	-	-	-	-	*	-	-	-	2	3	*	-	5	5	5	5
	13%	-%	-%	-%	-%	50%	-%	-%	-%	9%	16%	50%	-%	13%	18%	13%	14%
No	18	-	1	-	1	*	1	-	1	10	7	*	-	18	11	17	13
	45%	-%	78%	-%	100%	50%	100%	-%	100%	57%	37%	50%	-%	45%	40%	46%	40%
Don't know	16	-	*	*	-	-	-	-	-	6	10	-	-	16	11	15	15
	42%	-%	22%	100%	-%	-%	-%	-%	-%	34%	47%	-%	-%	42%	42%	41%	46%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 428

QC8B. How long for?

Base : Those who would have had to pay more than one company during the switching process to provide a TV service

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED						
	CONSI			BUN- DLE	BROAD			FIXED LINE PHONE CALLS	BROAD			FIXED LINE PHONE CALLS	BROAD			FIXED LINE PHONE CALLS	BROAD			FIXED LINE PHONE CALLS			
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	MOB. PHONE	TV	BAND	MOB. PHONE	FIXED LINE CALLS	TV	BAND	MOB. PHONE	FIXED LINE CALLS	TV	BAND	MOB. PHONE	FIXED LINE CALLS				
																				Total	~a	~b	~c
Significance Level: 95%																							
Unweighted total	13	1	13	-	-	-	-	1	-	-	-	1	-	-	13	3	-	2	13	3	-	2	
Effective Weighted Sample	8	1	8	-	-	-	-	1	-	-	-	1	-	-	8	2	-	2	8	2	-	2	
Total	5	*	5	-	-	-	-	*	-	-	-	*	-	-	5	2	-	1	5	2	-	1	
2-3 days	1	*	1	-	-	-	-	*	-	-	-	*	-	-	1	-	-	*	1	-	-	*	
	21%	100%	21%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	21%	-%	-%	48%	21%	-%	-%	48%	
4-7 days	1	-	1	-	-	-	-	-	-	-	-	-	-	-	1	1	-	*	1	1	-	*	
	21%	-%	21%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	21%	36%	-%	52%	21%	36%	-%	52%	
8-14 days	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	*	-	-	-	
	3%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%	3%	-%	-%	-%	
15-30 days	1	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	-	
	22%	-%	22%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	22%	-%	-%	-%	22%	-%	-%	-%	
Don't know	2	-	2	-	-	-	-	-	-	-	-	-	-	-	2	1	-	-	2	1	-	-	
	33%	-%	33%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	33%	64%	-%	-%	33%	64%	-%	-%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 428

QC8B. How long for?

Base : Those who would have had to pay more than one company during the switching process to provide a TV service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	13	-	-	-	-	1	-	-	-	4	7	1	-	13	11	11	11
Effective Weighted Sample	8	-	-	-	-	1	-	-	-	3	4	1	-	8	7	7	7
Total	5	-	-	-	-	*	-	-	-	2	3	*	-	5	5	5	5
2-3 days	1 21%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	* 21%	1 23%	* 100%	- -%	1 21%	1 22%	1 22%	1 22%
4-7 days	1 21%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 21%	1 24%	- -%	- -%	1 21%	1 23%	1 23%	1 23%
8-14 days	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	* 3%	* 3%	* 3%	* 3%
15-30 days	1 22%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 44%	* 7%	- -%	- -%	1 22%	1 19%	1 19%	1 19%
Don't know	2 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 14%	1 41%	- -%	- -%	2 33%	2 32%	2 32%	2 32%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 429

QC9B. Was there going to be a period of time in the switching process where there was an unwanted break where you were not receiving a service from either company?

Base : Those who have considered switching their TV service supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	FIXED LINE			CALLS	FIXED LINE			CALLS	FIXED LINE			CALLS	FIXED LINE			CALLS	
		SWIT- CHED	DERED	NEIT- HER		BROAD	MOB.	PHONE		BROAD	MOB.	PHONE		BROAD	MOB.	PHONE		BROAD	MOB.	PHONE		
		~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	*n	~o	~p	~q	*r	~s	~t	~u
Significance Level: 95%																						
Unweighted total	63	13	63	-	1	-	6	5	1	-	7	5	2	4	63	9	1	11	63	11	1	13
Effective Weighted Sample	32	9	32	-	1	-	6	4	1	-	5	4	1	3	32	7	1	7	32	9	1	8
Total	39	7	39	-	1	-	2	3	*	-	4	3	2	3	39	7	1	7	39	9	1	9
Yes	8	1	8	-	-	-	-	1	-	-	-	1	-	*	8	2	-	1	8	2	-	1
	22%	10%	22%	-%	-%	-%	-%	27%	-%	-%	-%	27%	-%	8%	22%	26%	-%	22%	22%	17%	-%	12%
No	14	5	14	-	1	-	1	2	*	-	2	2	2	1	14	3	-	2	14	4	-	3
	35%	69%	35%	-%	100%	-%	41%	73%	100%	-%	63%	73%	100%	43%	35%	45%	-%	28%	35%	46%	-%	35%
Don't know	17	1	17	-	-	-	1	-	-	-	1	-	-	1	17	2	1	3	17	3	1	5
	43%	21%	43%	-%	-%	-%	59%	-%	-%	-%	37%	-%	-%	49%	43%	29%	100%	50%	43%	36%	100%	53%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 429

QC9B. Was there going to be a period of time in the switching process where there was an unwanted break where you were not receiving a service from either company?

Base : Those who have considered switching their TV service supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	63	-	4	1	1	2	1	-	1	22	35	2	-	63	53	57	55
Effective Weighted Sample	32	-	4	1	1	2	1	-	1	10	23	2	-	32	37	30	34
Total	39	-	2	*	1	1	1	-	1	17	20	1	-	39	27	37	33
Yes	8 22%	- -%	- -%	- -%	- -%	* 50%	- -%	- -%	- -%	5 29%	3 16%	* 50%	- -%	8 22%	5 17%	8 22%	4 13%
No	14 35%	- -%	1 58%	- -%	1 100%	* 50%	1 100%	- -%	1 100%	3 16%	11 52%	* 50%	- -%	14 35%	12 45%	13 36%	13 40%
Don't know	17 43%	- -%	1 42%	* 100%	- -%	- -%	- -%	- -%	- -%	9 55%	6 31%	- -%	- -%	17 43%	10 38%	16 42%	16 47%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 430

QC10B. How long for?

Base : Those who would have had an unwanted break in service when switching their TV service

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	13	2	13	-	-	-	-	2	-	-	-	2	-	1	13	3	-	4	13	2	-	3
Effective Weighted Sample	4	2	4	-	-	-	-	2	-	-	-	2	-	1	4	2	-	4	4	1	-	3
Total	8	1	8	-	-	-	-	1	-	-	-	1	-	*	8	2	-	1	8	2	-	1
2-3 days	1	*	1	-	-	-	-	*	-	-	-	*	-	*	1	-	-	*	1	-	-	*
	15%	48%	15%	-%	-%	-%	-%	48%	-%	-%	-%	48%	-%	100%	15%	-%	-%	24%	15%	-%	-%	32%
4-7 days	1	-	1	-	-	-	-	-	-	-	-	-	-	-	1	*	-	*	1	*	-	*
	8%	-%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	8%	18%	-%	26%	8%	20%	-%	36%
8-14 days	4	-	4	-	-	-	-	-	-	-	-	-	-	-	4	-	-	*	4	-	-	-
	48%	-%	48%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	48%	-%	-%	26%	48%	-%	-%	-%
15-30 days	1	*	1	-	-	-	-	*	-	-	-	*	-	-	1	*	-	-	1	-	-	-
	7%	52%	7%	-%	-%	-%	-%	52%	-%	-%	-%	52%	-%	-%	7%	12%	-%	-%	7%	-%	-%	-%
Don't know	2	-	2	-	-	-	-	-	-	-	-	-	-	-	2	1	-	*	2	1	-	*
	22%	-%	22%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	22%	70%	-%	24%	22%	80%	-%	32%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 430

QC10B. How long for?

Base : Those who would have had an unwanted break in service when switching their TV service

	TV PROCESSES	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	13	-	-	-	-	1	-	-	-	5	7	1	-	13	11	12	10
Effective Weighted Sample	4	-	-	-	-	1	-	-	-	2	5	1	-	4	7	4	7
Total	8	-	-	-	-	*	-	-	-	5	3	*	-	8	5	8	4
2-3 days	1 15%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 18%	* 11%	- -%	- -%	1 15%	1 28%	1 15%	1 22%
4-7 days	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 7%	* 11%	- -%	- -%	1 8%	1 15%	1 8%	1 17%
8-14 days	4 48%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 75%	* 11%	- -%	- -%	4 48%	* 8%	4 49%	* 9%
15-30 days	1 7%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	1 18%	* 100%	- -%	1 7%	1 13%	1 7%	1 14%
Don't know	2 22%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 49%	- -%	- -%	2 22%	2 36%	2 20%	2 39%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 431

QC11B. While you had this unwanted break with no service from your old or new supplier, which of these would have applied to you?

Base : Those who would have had an unwanted break in service when switching their TV service

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED						
	Total	CONSI			BUN- DLE	BROAD MOB. LINE			TV	BROAD MOB. LINE			TV	BROAD MOB. LINE			TV	BROAD MOB. LINE					
		SWIT- CHED	DERED	NEIT- HER		PHONE	CALLS	PHONE		CALLS	PHONE	CALLS		PHONE	CALLS								
																~a		~b	~c	~d	~e	~f	~g
Significance Level: 95%																							
Unweighted total	13	2	13	-	-	-	-	2	-	-	-	2	-	1	13	3	-	4	13	2	-	3	
Effective Weighted Sample	4	2	4	-	-	-	-	2	-	-	-	2	-	1	4	2	-	4	4	1	-	3	
Total	8	1	8	-	-	-	-	1	-	-	-	1	-	*	8	2	-	1	8	2	-	1	
Just done without this service	6	1	6	-	-	-	-	1	-	-	-	1	-	*	6	*	-	1	6	*	-	*	
	72%	100%	72%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	100%	72%	18%	-%	52%	72%	20%	-%	36%	
Used another service instead which you already own	1	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	1	-	-	1	
	10%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	10%	-%	-%	48%	10%	-%	-%	64%	
Gone elsewhere to use this service	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	*	-	-	*	-	-	-	
	3%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	12%	-%	-%	3%	-%	-%	-%	
Don't know	1	-	1	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	1	1	-	-	
	15%	-%	15%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	15%	70%	-%	-%	15%	80%	-%	-%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 431

QC11B. While you had this unwanted break with no service from your old or new supplier, which of these would have applied to you?

Base : Those who would have had an unwanted break in service when switching their TV service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	13	-	-	-	-	1	-	-	-	5	7	1	-	13	11	12	10
Effective Weighted Sample	4	-	-	-	-	1	-	-	-	2	5	1	-	4	7	4	7
Total	8	-	-	-	-	*	-	-	-	5	3	*	-	8	5	8	4
Just done without this service	6	-	-	-	-	*	-	-	-	5	1	*	-	6	2	6	2
	72%	-%	-%	-%	-%	100%	-%	-%	-%	93%	44%	100%	-%	72%	52%	74%	48%
Used another service instead which you already own	1	-	-	-	-	-	-	-	-	*	*	-	-	1	1	1	1
	10%	-%	-%	-%	-%	-%	-%	-%	-%	7%	10%	-%	-%	10%	15%	8%	16%
Gone elsewhere to use this service	*	-	-	-	-	-	-	-	-	-	*	-	-	*	*	*	*
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	7%	-%	-%	3%	5%	3%	5%
Don't know	1	-	-	-	-	-	-	-	-	-	1	-	-	1	1	1	1
	15%	-%	-%	-%	-%	-%	-%	-%	-%	-%	39%	-%	-%	15%	28%	16%	31%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 432

QC12B. Would this have resulted in any additional costs for you?

Base : Those who would have had an unwanted break in service when switching their TV service

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED							
	CONSI			BUN- DLE	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS				
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		CALLS	TV	BAND		PHONE	CALLS	TV		BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u		
Unweighted total	13	2	13	-	-	-	-	2	-	-	-	2	-	1	13	3	-	4	13	2	-	3		
Effective Weighted Sample	4	2	4	-	-	-	-	2	-	-	-	2	-	1	4	2	-	4	4	1	-	3		
Total	8	1	8	-	-	-	-	1	-	-	-	1	-	*	8	2	-	1	8	2	-	1		
Yes	1	*	1	-	-	-	-	*	-	-	-	*	-	-	1	-	-	1	1	-	-	1		
	13%	52%	13%	-%	-%	-%	-%	52%	-%	-%	-%	52%	-%	-%	13%	-%	-%	50%	13%	-%	-%	68%		
No	6	*	6	-	-	-	-	*	-	-	-	*	-	*	6	*	-	1	6	*	-	*		
	70%	48%	70%	-%	-%	-%	-%	48%	-%	-%	-%	48%	-%	100%	70%	18%	-%	50%	70%	20%	-%	32%		
Don't know	2	-	2	-	-	-	-	-	-	-	-	-	-	-	2	2	-	-	2	1	-	-		
	18%	-%	18%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	18%	82%	-%	-%	18%	80%	-%	-%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 432

QC12B. Would this have resulted in any additional costs for you?

Base : Those who would have had an unwanted break in service when switching their TV service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	13	-	-	-	-	1	-	-	-	5	7	1	-	13	11	12	10
Effective Weighted Sample	4	-	-	-	-	1	-	-	-	2	5	1	-	4	7	4	7
Total	8	-	-	-	-	*	-	-	-	5	3	*	-	8	5	8	4
Yes	1	-	-	-	-	*	-	-	-	*	1	*	-	1	1	1	1
	13%	-%	-%	-%	-%	100%	-%	-%	-%	7%	22%	100%	-%	13%	23%	13%	25%
No	6	-	-	-	-	-	-	-	-	5	1	-	-	6	2	6	2
	70%	-%	-%	-%	-%	-%	-%	-%	-%	93%	32%	-%	-%	70%	43%	69%	39%
Don't know	2	-	-	-	-	-	-	-	-	-	2	-	-	2	2	2	2
	18%	-%	-%	-%	-%	-%	-%	-%	-%	-%	46%	-%	-%	18%	33%	18%	36%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 433

QC13B. How much extra would you have spent?

Base : Those whose unwanted break would have resulted in additional costs when switching their TV service

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED						
	CONSI			BUN- DLE	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS			
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND	TV		BAND	TV	BAND				
																					Total	~a	~b
Significance Level: 95%																							
Unweighted total	3	1	3	-	-	-	-	1	-	-	-	1	-	-	3	-	-	2	3	-	-	2	
Effective Weighted Sample	3	1	3	-	-	-	-	1	-	-	-	1	-	-	3	-	-	2	3	-	-	2	
Total	1	*	1	-	-	-	-	*	-	-	-	*	-	-	1	-	-	1	1	-	-	1	
Up to £19.99	1	*	1	-	-	-	-	*	-	-	-	*	-	-	1	-	-	*	1	-	-	*	
	69%	100%	69%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	69%	-%	-%	52%	69%	-%	-%	52%	
Don't know	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	*	*	-	-	*	
	31%	-%	31%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	31%	-%	-%	48%	31%	-%	-%	48%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 433

QC13B. How much extra would you have spent?

Base : Those whose unwanted break would have resulted in additional costs when switching their TV service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	3	-	-	-	-	1	-	-	-	1	2	1	-	3	3	3	3
Effective Weighted Sample	3	-	-	-	-	1	-	-	-	1	2	1	-	3	3	3	3
Total	1	-	-	-	-	*	-	-	-	*	1	*	-	1	1	1	1
Up to £19.99	1	-	-	-	-	*	-	-	-	-	1	*	-	1	1	1	1
	69%	-%	-%	-%	-%	100%	-%	-%	-%	-%	100%	100%	-%	69%	69%	69%	69%
Don't know	*	-	-	-	-	-	-	-	-	*	-	-	-	*	*	*	*
	31%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	31%	31%	31%	31%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 434

QC1C. Are you in the process of actively looking for another provider for your fixed line broadband at the moment?

Base : Those who have considered switching their fixed line broadband supplier in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS		
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND								
															Total		~a	b	*c		~d	~e
Significance Level: 95%		~a	b	*c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	*q	~r	s	~t	*u
Unweighted total	174	12	140	33	-	1	-	7	4	1	-	7	4	1	10	174	19	56	10	134	17	41
Effective Weighted Sample	119	9	109	24	-	1	-	6	4	1	-	6	4	1	7	119	15	42	8	105	13	33
Total	122	6	84	38	-	*	-	4	1	*	-	4	1	*	7	122	11	34	8	82	9	20
Yes	62	2	23	38	-	-	-	2	*	-	-	2	*	-	2	62	5	20	2	21	3	5
	50%	29%	28%	100% b	-%	-%	-%	36%	11%	-%	-%	36%	11%	-%	24%	50%	45%	58%	23%	26%	36%	27%
No	54	4	54	-	-	*	-	2	1	*	-	2	1	*	4	54	6	13	5	54	6	13
	44%	64%	65% c	-%	-%	100%	-%	55%	89%	100%	-%	55%	89%	100%	61%	44%	52%	38%	65%	66%	60%	67%
Don't know	6	*	6	-	-	-	-	*	-	-	-	*	-	-	1	6	*	1	1	6	*	1
	5%	6%	7%	-%	-%	-%	-%	8%	-%	-%	-%	8%	-%	-%	15%	5%	3%	4%	12%	8%	3%	6%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 434

QC1C. Are you in the process of actively looking for another provider for your fixed line broadband at the moment?

Base : Those who have considered switching their fixed line broadband supplier in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	
Significance Level: 95%																	
Unweighted total	174	1	-	-	-	1	3	-	3	79	87	1	3	97	174	166	166
Effective Weighted Sample	119	1	-	-	-	1	2	-	3	54	59	1	2	63	119	113	119
Total	122	*	-	-	-	1	2	-	1	53	64	1	2	71	122	117	113
Yes	62	-	-	-	-	-	1	-	-	25	34	-	1	35	62	59	55
	50%	-%	-%	-%	-%	-%	44%	-%	-%	48%	53%	-%	44%	49%	50%	50%	48%
No	54	*	-	-	-	1	1	-	1	24	28	1	1	33	54	52	53
	44%	100%	-%	-%	-%	100%	56%	-%	100%	45%	44%	100%	56%	47%	44%	44%	46%
Don't know	6	-	-	-	-	-	-	-	-	4	2	-	-	3	6	6	6
	5%	-%	-%	-%	-%	-%	-%	-%	-%	7%	4%	-%	-%	4%	5%	5%	5%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 435

QC2C. When do you expect to switch to another provider for the fixed line broadband?

Base : Those actively looking for another supplier for their fixed line broadband

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS			
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND	TV		BAND	TV	BAND				
																						~a	*b	*c
Significance Level: 95%																								
Unweighted total	73	4	39	33	-	-	-	3	1	-	-	3	1	-	3	73	10	27	3	33	8	11		
Effective Weighted Sample	48	3	30	24	-	-	-	3	1	-	-	3	1	-	2	48	8	21	2	26	6	10		
Total	62	2	23	38	-	-	-	2	*	-	-	2	*	-	2	62	5	20	2	21	3	5		
In the next month	11 18%	- -%	- -%	11 29% b	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	11 18%	1 16%	2 11%	- -%	- -%	- -%	- -%		
In the next 2-3 months	29 48%	* 7%	2 9%	27 71% b	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	* 100%	- -%	* 13%	29 48%	1 27%	13 67%	* 13%	- -%	1 17%	1 26%		
In the next six months	12 19%	* 24%	12 51% c	- -%	- -%	- -%	- -%	* 26%	- -%	- -%	- -%	* 26%	- -%	- -%	1 65%	12 19%	* 6%	3 13%	1 65%	12 56%	* 9%	2 44%		
In the next year	4 7%	1 31%	4 19% c	- -%	- -%	- -%	- -%	1 34%	- -%	- -%	- -%	1 34%	- -%	- -%	* 22%	4 7%	* 6%	1 4%	* 22%	4 21%	* 9%	1 16%		
Don't know	5 8%	1 38%	5 21% c	- -%	- -%	- -%	- -%	1 41%	- -%	- -%	- -%	1 41%	- -%	- -%	- -%	5 8%	2 46%	1 4%	- -%	5 23%	2 66%	1 14%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 435

QC2C. When do you expect to switch to another provider for the fixed line broadband?

Base : Those actively looking for another supplier for their fixed line broadband

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	73	-	-	-	-	-	2	-	-	32	37	-	2	39	73	69	68
Effective Weighted Sample	48	-	-	-	-	-	2	-	-	21	25	-	2	24	48	45	48
Total	62	-	-	-	-	-	1	-	-	25	34	-	1	35	62	59	55
In the next month	11 18%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	11 31%	- -%	- -%	8 21%	11 18%	11 19%	7 12%
In the next 2-3 months	29 48%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	15 60%	12 35%	- -%	- -%	16 46%	29 48%	27 46%	28 51%
In the next six months	12 19%	- -%	- -%	- -%	- -%	- -%	* 43%	- -%	- -%	6 24%	5 15%	- -%	* 43%	8 22%	12 19%	11 19%	11 20%
In the next year	4 7%	- -%	- -%	- -%	- -%	- -%	1 57%	- -%	- -%	1 4%	4 10%	- -%	1 57%	1 3%	4 7%	4 8%	4 8%
Don't know	5 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 9%	3 8%	- -%	- -%	3 7%	5 8%	5 8%	5 9%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 436

QC3C. Why haven't you switched to another provider yet?

Base : Those who expect to switch supplier for their fixed line broadband over 3 months from now

	ACTIONS TAKEN								SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED									
	CONSI				SWITCHED & COVERED				COVERED				CONSIDERED & COVERED				COVERED					
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD MOB.		FIXED PHONE CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
						TV	BAND															BROAD MOB.
Significance Level: 95%	~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	*o	~p	~q	~r	*s	~t	~u	
Unweighted total	33	3	33	-	-	-	-	3	-	-	-	3	-	-	2	33	6	9	2	33	6	8
Effective Weighted Sample	26	3	26	-	-	-	-	3	-	-	-	3	-	-	2	26	5	8	2	26	5	7
Total	21	2	21	-	-	-	-	2	-	-	-	2	-	-	2	21	3	4	2	21	3	4
Haven't found out what's available from other suppliers	8 39%	1 34%	8 39%	- -%	- -%	- -%	- -%	1 34%	- -%	- -%	- -%	1 34%	- -%	- -%	- -%	8 39%	1 44%	2 43%	- -%	8 39%	1 44%	2 47%
Need to wait until the end of my contract/ until I can switch without paying a penalty	5 22%	* 26%	5 22%	- -%	- -%	- -%	- -%	* 26%	- -%	- -%	- -%	* 26%	- -%	- -%	- -%	5 22%	- -%	1 13%	- -%	5 22%	- -%	* 6%
Just haven't had time/ haven't got around to it yet	5 22%	- -%	5 22%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 22%	- -%	1 34%	- -%	5 22%	- -%	1 28%
Concerned about losing my email address/ having problems moving my email address	5 22%	- -%	5 22%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 22%	* 10%	1 26%	- -%	5 22%	* 10%	1 28%
Will see if my current provider offers me a better deal to stay with them	2 10%	- -%	2 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 10%	1 34%	* 6%	- -%	2 10%	1 34%	* 6%
Not sure what steps I need to take to switch to another supplier	1 6%	- -%	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 26%	1 6%	* 10%	1 13%	* 26%	1 6%	* 10%	1 14%
Concerned about losing my phone number	1 3%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	1 14%	- -%	1 3%	- -%	1 16%
Concerned about having no service while switching to another supplier	1 3%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	* 10%	- -%	- -%	1 3%	* 10%	- -%
Other reasons	4 21%	- -%	4 21%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 74%	4 21%	1 22%	2 42%	1 74%	4 21%	1 22%	2 45%
Don't know	1 3%	1 41%	1 3%	- -%	- -%	- -%	- -%	1 41%	- -%	- -%	- -%	1 41%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	1 3%	- -%	- -%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 436

QC3C. Why haven't you switched to another provider yet?

Base : Those who expect to switch supplier for their fixed line broadband over 3 months from now

		TV PROCES S		BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	33	-	-	-	-	-	2	-	-	17	15	-	2	18	33	32	32
Effective Weighted Sample	26	-	-	-	-	-	2	-	-	14	12	-	2	14	26	25	25
Total	21	-	-	-	-	-	1	-	-	9	11	-	1	11	21	21	20
Haven't found out what's available from other suppliers	8 39%	- -%	- -%	- -%	- -%	- -%	1 57%	- -%	- -%	3 29%	5 45%	- -%	1 57%	4 38%	8 39%	8 38%	8 41%
Need to wait until the end of my contract/ until I can switch without paying a penalty	5 22%	- -%	- -%	- -%	- -%	- -%	* 43%	- -%	- -%	1 16%	3 27%	- -%	* 43%	2 22%	5 22%	5 22%	4 18%
Just haven't had time/ haven't got around to it yet	5 22%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 17%	3 27%	- -%	- -%	3 22%	5 22%	5 22%	5 23%
Concerned about losing my email address/ having problems moving my email address	5 22%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 31%	1 12%	- -%	- -%	2 17%	5 22%	4 20%	5 23%
Will see if my current provider offers me a better deal to stay with them	2 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 13%	1 8%	- -%	- -%	1 11%	2 10%	2 10%	2 11%
Not sure what steps I need to take to switch to another supplier	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 6%	1 6%	- -%	- -%	1 8%	1 6%	1 6%	1 6%
Concerned about losing my phone number	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 4%	* 2%	- -%	- -%	1 5%	1 3%	1 3%	1 3%
Concerned about having no service while switching to another supplier	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 6%	- -%	- -%	- -%	- -%	1 3%	1 3%	1 3%
Other reasons	4 21%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 35%	1 10%	- -%	- -%	3 25%	4 21%	4 21%	4 22%
Don't know	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 7%	- -%	- -%	- -%	1 6%	1 3%	1 3%	1 3%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 437

QC4C. Which one of these best describes the process you would need to go through to switch your fixed line broadband to another supplier, as far as you know?

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon (including those with broadband in a bundle of services)

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	PHONE	TV			BAND	PHONE	TV		BAND	PHONE		
																					~a	
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	m	~n	o	*p	*q	*r	s	*t	u
Unweighted total	242	17	242	-	-	2	-	12	3	2	-	12	3	109	13	134	38	40	67	242	39	142
Effective Weighted Sample	189	13	189	-	-	2	-	10	3	2	-	10	3	86	10	105	30	32	54	189	31	110
Total	156	10	156	-	-	1	-	8	1	1	-	8	1	75	10	82	22	19	49	156	25	90
I contact my new supplier to start the switch. My new supplier then arranges the switch for me.	42	2	42	-	-	1	-	1	*	1	-	1	*	20	3	22	3	7	16	42	5	25
	27%	21%	27%	-%	-%	100%	-%	11%	35%	100%	-%	11%	35%	27%	26%	27%	14%	36% p	32%	27%	20%	28%
I need to get a code from my old supplier to start the switch. I get the code and contact my new supplier to give it to them. My new supplier then arranges the switch for me	32	2	32	-	-	-	-	1	1	-	-	1	1	15	2	17	3	1	7	32	3	16
	20%	18%	20%	-%	-%	-%	-%	14%	65%	-%	-%	14%	65%	21% q	16%	21% q	13%	5%	15%	20%	12%	18%
I have to arrange when the old service stops and the new service starts. I contact my old supplier to tell them I want to cancel.I contact my new supplier to tell them I want to start using them for the service	31	2	31	-	-	-	-	2	-	-	-	2	-	19	1	13	8	3	11	31	9	22
	20%	21%	20%	-%	-%	-%	-%	25%	-%	-%	-%	25%	-%	25%	12%	16%	37% o	17%	22%	20%	35%	24%
Don't know	49	4	49	-	-	-	-	4	-	-	-	4	-	19	4	30	7	8	14	49	8	27
	31%	40%	31%	-%	-%	-%	-%	50%	-%	-%	-%	50%	-%	25%	43%	37%	31%	40%	30%	31%	34%	30%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 437

QC4C. Which one of these best describes the process you would need to go through to switch your fixed line broadband to another supplier, as far as you know?

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon (including those with broadband in a bundle of services)

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	242	2	-	-	-	2	6	-	3	112	122	2	6	159	242	234	237	
Effective Weighted Sample	189	2	-	-	-	2	5	-	3	92	93	2	5	125	189	183	185	
Total	156	1	-	-	-	1	5	-	1	69	82	1	5	103	156	151	152	
I contact my new supplier to start the switch. My new supplier then arranges the switch for me.	42 27%	1 100%	- -%	- -%	- -%	1 69%	- -%	- -%	* 35%	20 29%	22 26%	1 69%	- -%	29 29%	42 27%	42 27%	42 27%	
I need to get a code from my old supplier to start the switch. I get the code and contact my new supplier to give it to them. My new supplier then arranges the switch for me	32 20%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 65%	17 25%	13 16%	- -%	- -%	16 16%	32 20%	31 20%	31 20%	
I have to arrange when the old service stops and the new service starts. I contact my old supplier to tell them I want to cancel.I contact my new supplier to tell them I want to start using them for the service	31 20%	- -%	- -%	- -%	- -%	- -%	2 44%	- -%	- -%	9 13%	20 25% i	- -%	2 44%	21 20%	31 20%	30 19%	30 19%	
Don't know	49 31%	- -%	- -%	- -%	- -%	* 31%	3 56%	- -%	- -%	23 33%	25 30%	* 31%	3 56%	34 33%	49 31%	48 32%	49 32%	
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																		

Table 438

QC4C. Which one of these best describes the process you would need to go through to switch your fixed line broadband to another supplier, as far as you know?
by CONSIDERED SWITCHING BROADBAND - BEHAVIOUR

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon (including those with broadband in a bundle of services)

		ANY CONTACT	NO CONTACT	WILL SWITCH NEXT 3 MONTHS
Significance Level: 95%	Total	a	*b	~c
Unweighted total	242	94	40	-
Effective Weighted Sample	189	74	32	-
Total	156	54	28	-
I contact my new supplier to start the switch. My new supplier then arranges the switch for me.	42 27%	14 27%	7 27%	- -%
I need to get a code from my old supplier to start the switch. I get the code and contact my new supplier to give it to them. My new supplier then arranges the switch for me	32 20%	14 27%	2 9%	- -%
I have to arrange when the old service stops and the new service starts. I contact my old supplier to tell them I want to cancel. I contact my new supplier to tell them I want to start using them for the service	31 20%	9 16%	4 14%	- -%
Don't know	49 31%	16 30%	14 50%	- -%
Columns Tested: None				

Table 439

QC5C. Why did you decide not to switch to a different provider for your fixed broadband service

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND							
																~a		b	~c	~d		~e
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	*q	~r	s	~t	*u
Unweighted total	134	11	134	-	-	1	-	7	3	1	-	7	3	1	9	134	15	38	9	134	15	38
Effective Weighted Sample	105	9	105	-	-	1	-	6	3	1	-	6	3	1	7	105	12	30	7	105	12	30
Total	82	6	82	-	-	*	-	4	1	*	-	4	1	*	7	82	9	18	7	82	9	18
Base for %	66	2	66	-	-	-	-	2	-	-	-	2	-	*	5	66	9	15	5	66	9	15
Still within contract period/ waiting for contract to end	10	-	10	-	-	-	-	-	-	-	-	-	-	-	2	10	2	2	2	10	2	2
	15%	-%	15%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	52%	15%	17%	12%	50%	15%	17%	12%
Current supplier cheaper/ most competitive/ no better/ cheaper deals available	10	1	10	-	-	-	-	1	-	-	-	1	-	*	-	10	1	2	*	10	1	2
	14%	43%	14%	-%	-%	-%	-%	43%	-%	-%	-%	43%	-%	100%	-%	14%	15%	14%	8%	14%	15%	17%
Haven't got around to it	6	-	6	-	-	-	-	-	-	-	-	-	-	-	-	6	1	1	-	6	1	1
	8%	-%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	8%	11%	8%	-%	8%	11%	8%
Concerned about losing email address/ did not want to give up email address	5	-	5	-	-	-	-	-	-	-	-	-	-	-	-	5	1	2	-	5	1	2
	7%	-%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	7%	13%	14%	-%	7%	13%	14%
Current supplier offered a cheaper deal/ reduced price/ discounted price	4	-	4	-	-	-	-	-	-	-	-	-	-	-	-	4	*	1	-	4	*	*
	5%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	4%	5%	-%	5%	4%	3%
Still making a decision/ need time to assess options available	3	-	3	-	-	-	-	-	-	-	-	-	-	-	1	3	*	1	1	3	*	1
	4%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	19%	4%	3%	4%	18%	4%	3%	4%
Current supplier offered a better/ improved/ enhanced deal/ package	3	-	3	-	-	-	-	-	-	-	-	-	-	-	-	3	-	1	-	3	-	1
	4%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	5%	-%	4%	-%	5%
Happy/ satisfied with current supplier	3	-	3	-	-	-	-	-	-	-	-	-	-	-	-	3	1	-	-	3	1	-
	4%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	15%	-%	-%	4%	15%	-%
Current supplier is reliable/ trustworthy/ other suppliers not as reliable	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	2	-	*	-	2	-	*
	4%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	2%	-%	4%	-%	2%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 439

QC5C. Why did you decide not to switch to a different provider for your fixed broadband service

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT-CHED	DERED	NEIT-HER		TV	BAND	PHONE		CALLS	TV	BAND		PHONE	CALLS	TV		BAND	PHONE	CALLS		
																						~a
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	*q	~r	s	~t	*u
Unweighted total	134	11	134	-	-	1	-	7	3	1	-	7	3	1	9	134	15	38	9	134	15	38
Effective Weighted Sample	105	9	105	-	-	1	-	6	3	1	-	6	3	1	7	105	12	30	7	105	12	30
Total	82	6	82	-	-	*	-	4	1	*	-	4	1	*	7	82	9	18	7	82	9	18
Too busy/ not had time to look/ research	2 4%	- -%	2 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 4%	* 4%	- -%	- -%	2 4%	* 4%	- -%
Current supplier offered a good deal/ price	2 3%	- -%	2 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 9%	2 3%	- -%	* 2%	* 8%	2 3%	- -%	* 2%
Poor customer service from new supplier (e.g. failed appointments)	2 3%	- -%	2 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 3%	- -%	1 5%	- -%	2 3%	- -%	1 5%
Lazy/ can't be bothered to switch	2 2%	- -%	2 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 5%	2 2%	- -%	1 7%	- -%	2 2%	- -%	1 7%
Concerned about service disruption/ continuity of service/ problems	1 2%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 13%	* 2%	- -%	1 2%	1 13%	* 2%
Waiting to see what offers/ deals become available/ if current supplier will offer a deal	1 2%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	1 2%	- -%	- -%
Choice of new supplier - only one/ no others in our area	1 2%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	1 5%	- -%	1 2%	- -%	1 5%
Cost to connect/ reconnect BT line	1 2%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	1 2%	- -%	- -%
New supplier can't provide what I want - faster broadband/ TV channel choice/ bundle options	1 2%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	* 7%	1 2%	* 4%	- -%	1 15%	1 2%	* 4%	* 3%
Would need to pay to leave contract	1 1%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	1 1%	- -%	- -%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Table 439

QC5C. Why did you decide not to switch to a different provider for your fixed broadband service

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

	ACTIONS TAKEN								SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	FIXED			TV	FIXED			BUN- DLE	FIXED			TV	FIXED						
		SWIT- CHED	DERED	NEIT- HER		MOB. PHONE	BAND	LINE CALLS		MOB. PHONE	BAND	LINE CALLS		MOB. PHONE	BAND	LINE CALLS		MOB. PHONE	BAND	LINE CALLS				
		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	*q	~r	s	~t	*u		
Significance Level: 95%																								
Unweighted total	134	11	134	-	-	1	-	7	3	1	-	7	3	1	9	134	15	38	9	134	15	38		
Effective Weighted Sample	105	9	105	-	-	1	-	6	3	1	-	6	3	1	7	105	12	30	7	105	12	30		
Total	82	6	82	-	-	*	-	4	1	*	-	4	1	*	7	82	9	18	7	82	9	18		
Hassle/ too much hassle - unspecified	1 1%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	1 6%	- -%	1 1%	- -%	1 6%		
Current supplier matched offer from other supplier	1 1%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	1 1%	- -%	- -%		
Process seems daunting/ messy/ complicated	1 1%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	* 4%	- -%	- -%	1 1%	* 4%	- -%		
Don't know process would need to go through	* 1%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 8%	* 1%	- -%	- -%	* 8%	* 1%	- -%	- -%		
Cost - unspecified	* 1%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	* 2%	- -%	* 1%	- -%	* 2%		
Hassle - too much trouble for the saving/ return involved	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* 2%	- -%	* *%	- -%	* 2%		
Inconvenient / easier to stay with current supplier	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	* 3%	- -%	- -%	* *%	* 3%	- -%		
Difficult to compare packages/ prices	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* 2%	- -%	* *%	- -%	* 2%		
Other	6 9%	1 57%	6 9%	- -%	- -%	- -%	- -%	1 57%	- -%	- -%	- -%	1 57%	- -%	- -%	- -%	6 9%	1 7%	1 4%	- -%	6 9%	1 7%	1 4%		
INFORMATION	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* 2%	- -%	* *%	- -%	* 2%		
ANY PROCESS MENTIONS	7 10%	- -%	7 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 8%	7 10%	1 16%	3 21%	* 8%	7 10%	1 16%	3 20%		
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																								

Table 439

QC5C. Why did you decide not to switch to a different provider for your fixed broadband service

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

	ACTIONS TAKEN									SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE				
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS					
Significance Level: 95%	Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	*q	~r	s	~t	*u			
Unweighted total	134	11	134	-	-	1	-	7	3	1	-	7	3	1	9	134	15	38	9	134	15	38			
Effective Weighted Sample	105	9	105	-	-	1	-	6	3	1	-	6	3	1	7	105	12	30	7	105	12	30			
Total	82	6	82	-	-	*	-	4	1	*	-	4	1	*	7	82	9	18	7	82	9	18			
INERTIA	10	-	10	-	-	-	-	-	-	-	-	-	-	-	*	10	2	2	-	10	2	2			
	15%	-%	15%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	15%	19%	15%	-%	15%	19%	15%			
STILL LOOKING	4	-	4	-	-	-	-	-	-	-	-	-	-	-	1	4	*	1	1	4	*	1			
	6%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	19%	6%	3%	4%	18%	6%	3%	4%			
CONTRACT ISSUES	11	-	11	-	-	-	-	-	-	-	-	-	-	-	2	11	2	2	2	11	2	2			
	16%	-%	16%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	52%	16%	17%	12%	50%	16%	17%	12%			
RETENTION OFFER	9	-	9	-	-	-	-	-	-	-	-	-	-	-	*	9	*	2	*	9	*	1			
	13%	-%	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	9%	13%	4%	12%	8%	13%	4%	10%			
SATISFACTION	7	-	7	-	-	-	-	-	-	-	-	-	-	-	-	7	1	1	-	7	1	1			
	10%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	10%	15%	7%	-%	10%	15%	7%			
AVAILABILITY	2	-	2	-	-	-	-	-	-	-	-	-	-	*	*	2	*	1	1	2	*	1			
	3%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	7%	3%	4%	5%	15%	3%	4%	8%			
NO BENEFIT	11	1	11	-	-	-	-	1	-	-	-	1	-	*	-	11	1	3	*	11	1	3			
	17%	43%	17%	-%	-%	-%	-%	43%	-%	-%	-%	43%	-%	100%	-%	17%	15%	19%	8%	17%	15%	21%			
Did not specify	15	4	15	-	-	*	-	2	1	*	-	2	1	-	2	15	-	4	2	15	-	4			
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																									

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 439

QC5C. Why did you decide not to switch to a different provider for your fixed broadband service

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	134	1	-	-	-	1	3	-	3	64	65	1	3	76	134	129	130	
Effective Weighted Sample	105	1	-	-	-	1	2	-	3	51	51	1	2	59	105	101	101	
Total	82	*	-	-	-	1	2	-	1	37	42	1	2	47	82	79	79	
Base for %	66	-	-	-	-	1	1	-	-	31	33	1	1	36	66	64	64	
Still within contract period/ waiting for contract to end	10 15%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 9%	7 21%	- -%	- -%	3 8%	10 15%	10 15%	8 13%	
Current supplier cheaper/ most competitive/ no better/ cheaper deals available	10 14%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	5 17%	4 12%	1 100%	- -%	5 13%	10 14%	9 14%	10 15%	
Haven't got around to it	6 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 11%	2 6%	- -%	- -%	5 13%	6 8%	6 9%	6 9%	
Concerned about losing email address/ did not want to give up email address	5 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	4 12%	- -%	- -%	4 10%	5 7%	5 7%	5 7%	
Current supplier offered a cheaper deal/ reduced price/ discounted price	4 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 6%	2 5%	- -%	- -%	1 4%	4 5%	4 6%	4 6%	
Still making a decision/ need time to assess options available	3 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 6%	1 3%	- -%	- -%	2 5%	3 4%	3 4%	3 4%	
Current supplier offered a better/ improved/ enhanced deal/ package	3 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	2 5%	- -%	- -%	1 4%	3 4%	3 4%	3 4%	
Happy/ satisfied with current supplier	3 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	2 5%	- -%	- -%	* 1%	3 4%	3 4%	3 4%	
Current supplier is reliable/ trustworthy/ other suppliers not as reliable	2 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	2 7%	- -%	- -%	1 4%	2 4%	2 4%	2 4%	
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																		

Table 439

QC5C. Why did you decide not to switch to a different provider for your fixed broadband service

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	134	1	-	-	-	1	3	-	3	64	65	1	3	76	134	129	130	
Effective Weighted Sample	105	1	-	-	-	1	2	-	3	51	51	1	2	59	105	101	101	
Total	82	*	-	-	-	1	2	-	1	37	42	1	2	47	82	79	79	
Too busy/ not had time to look/ research	2 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	1 3%	- -%	- -%	2 5%	2 4%	2 4%	2 4%	
Current supplier offered a good deal/ price	2 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	2 5%	- -%	- -%	1 4%	2 3%	2 3%	2 3%	
Poor customer service from new supplier (e.g. failed appointments)	2 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	1 4%	2 3%	1 1%	2 3%	
Lazy/ can't be bothered to switch	2 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	1 4%	- -%	- -%	1 2%	2 2%	2 3%	1 2%	
Concerned about service disruption/ continuity of service/ problems	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	- -%	1 4%	1 2%	1 2%	1 2%	
Waiting to see what offers/ deals become available/ if current supplier will offer a deal	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 2%	- -%	- -%	1 4%	1 2%	1 2%	1 2%	
Choice of new supplier - only one/ no others in our area	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	- -%	- -%	1 2%	1 2%	1 2%	1 2%	
Cost to connect/ reconnect BT line	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	- -%	- -%	1 3%	1 2%	1 2%	1 2%	
New supplier can't provide what I want - faster broadband/ TV channel choice/ bundle options	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	* 1%	- -%	- -%	1 2%	1 2%	1 2%	1 2%	
Would need to pay to leave contract	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	1 1%	1 1%	- -%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 439

QC5C. Why did you decide not to switch to a different provider for your fixed broadband service

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

	TV PROCESSES	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	134	1	-	-	-	1	3	-	3	64	65	1	3	76	134	129	130
Effective Weighted Sample	105	1	-	-	-	1	2	-	3	51	51	1	2	59	105	101	101
Total	82	*	-	-	-	1	2	-	1	37	42	1	2	47	82	79	79
Hassle/ too much hassle - unspecified	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	1 2%	- -%	- -%	1 2%	1 1%	1 1%	1 1%
Current supplier matched offer from other supplier	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	1 1%	1 1%	1 1%
Process seems daunting/ messy/ complicated	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	1 2%	1 1%	* 1%	1 1%
Don't know process would need to go through	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* 1%	* 1%	* 1%	* 1%
Cost - unspecified	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 1%	* 1%	* 1%	* 1%
Hassle - too much trouble for the saving/ return involved	* *0%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* *0%	* *0%	* *0%
Inconvenient / easier to stay with current supplier	* *0%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* *0%	* *0%	* *0%
Difficult to compare packages/ prices	* *0%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 1%	* *0%	* *0%	* *0%
Other	6 9%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	4 11%	2 6%	- -%	1 100%	3 8%	6 9%	5 9%	6 9%
INFORMATION	* *0%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 1%	* *0%	* *0%	* *0%
ANY PROCESS MENTIONS	7 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	5 15%	- -%	- -%	5 15%	7 10%	6 10%	7 11%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 439

QC5C. Why did you decide not to switch to a different provider for your fixed broadband service

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

	TV PROCESSES	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	134	1	-	-	-	1	3	-	3	64	65	1	3	76	134	129	130
Effective Weighted Sample	105	1	-	-	-	1	2	-	3	51	51	1	2	59	105	101	101
Total	82	*	-	-	-	1	2	-	1	37	42	1	2	47	82	79	79
INERTIA	10	-	-	-	-	-	-	-	-	6	4	-	-	7	10	10	10
	15%	-%	-%	-%	-%	-%	-%	-%	-%	18%	13%	-%	-%	21%	15%	15%	15%
STILL LOOKING	4	-	-	-	-	-	-	-	-	2	2	-	-	3	4	4	4
	6%	-%	-%	-%	-%	-%	-%	-%	-%	7%	5%	-%	-%	8%	6%	6%	6%
CONTRACT ISSUES	11	-	-	-	-	-	-	-	-	3	8	-	-	3	11	11	8
	16%	-%	-%	-%	-%	-%	-%	-%	-%	9%	24%	-%	-%	8%	16%	17%	13%
RETENTION OFFER	9	-	-	-	-	-	-	-	-	4	5	-	-	4	9	9	9
	13%	-%	-%	-%	-%	-%	-%	-%	-%	14%	14%	-%	-%	11%	13%	14%	14%
SATISFACTION	7	-	-	-	-	-	-	-	-	2	3	-	-	3	7	5	7
	10%	-%	-%	-%	-%	-%	-%	-%	-%	6%	11%	-%	-%	8%	10%	9%	10%
AVAILABILITY	2	-	-	-	-	-	-	-	-	2	*	-	-	2	2	2	2
	3%	-%	-%	-%	-%	-%	-%	-%	-%	6%	1%	-%	-%	4%	3%	4%	4%
NO BENEFIT	11	-	-	-	-	1	-	-	-	7	4	1	-	6	11	11	11
	17%	-%	-%	-%	-%	100%	-%	-%	-%	23%	12%	100%	-%	17%	17%	17%	18%
Did not specify	15	*	-	-	-	-	1	-	1	6	9	-	1	11	15	15	15
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Table 440

QC6CA. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE BROADBAND - Difficulty finding information about other suppliers you could use

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS		
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE							
																	Total	~a	b		~c	~d
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	*q	~r	s	~t	*u
Unweighted total	134	11	134	-	-	1	-	7	3	1	-	7	3	1	9	134	15	38	9	134	15	38
Effective Weighted Sample	105	9	105	-	-	1	-	6	3	1	-	6	3	1	7	105	12	30	7	105	12	30
Total	82	6	82	-	-	*	-	4	1	*	-	4	1	*	7	82	9	18	7	82	9	18
1 - Not at all important	22	*	22	-	-	-	-	*	-	-	-	*	-	-	4	22	4	4	4	22	4	4
	27%	6%	27%	-%	-%	-%	-%	8%	-%	-%	-%	8%	-%	-%	57%	27%	41%	20%	55%	27%	41%	20%
2	9	-	9	-	-	-	-	-	-	-	-	-	-	-	-	9	*	3	-	9	*	3
	11%	-%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%	4%	16%	-%	11%	4%	16%
TOTAL NOT IMPORTANT	31	*	31	-	-	-	-	*	-	-	-	*	-	-	4	31	4	7	4	31	4	7
	38%	6%	38%	-%	-%	-%	-%	8%	-%	-%	-%	8%	-%	-%	57%	38%	44%	36%	55%	38%	44%	36%
3 - Neither	18	3	18	-	-	*	-	2	*	*	-	2	*	-	2	18	2	3	2	18	2	3
	22%	48%	22%	-%	-%	100%	-%	47%	35%	100%	-%	47%	35%	-%	23%	22%	23%	14%	22%	22%	23%	14%
4	10	1	10	-	-	-	-	1	1	-	-	1	1	-	1	10	1	4	1	10	1	4
	13%	21%	13%	-%	-%	-%	-%	12%	65%	-%	-%	12%	65%	-%	21%	13%	14%	22%	17%	13%	14%	22%
5 - Very important	12	1	12	-	-	-	-	1	-	-	-	1	-	*	-	12	1	3	*	12	1	3
	14%	13%	14%	-%	-%	-%	-%	18%	-%	-%	-%	18%	-%	100%	-%	14%	7%	15%	6%	14%	7%	15%
TOTAL IMPORTANT	22	2	22	-	-	-	-	1	1	-	-	1	1	*	1	22	2	7	2	22	2	7
	27%	34%	27%	-%	-%	-%	-%	30%	65%	-%	-%	30%	65%	100%	21%	27%	21%	36%	22%	27%	21%	37%
Don't know	11	1	11	-	-	-	-	1	-	-	-	1	-	-	-	11	1	3	-	11	1	3
	13%	11%	13%	-%	-%	-%	-%	15%	-%	-%	-%	15%	-%	-%	-%	13%	11%	14%	-%	13%	11%	14%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 440

QC6CA. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE BROADBAND - Difficulty finding information about other suppliers you could use

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE	CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	134	1	-	-	-	1	3	-	3	64	65	1	3	76	134	129	130
Effective Weighted Sample	105	1	-	-	-	1	2	-	3	51	51	1	2	59	105	101	101
Total	82	*	-	-	-	1	2	-	1	37	42	1	2	47	82	79	79
1 - Not at all important	22	-	-	-	-	-	-	-	-	7	14	-	-	13	22	21	21
	27%	-%	-%	-%	-%	-%	-%	-%	-%	20%	33%	-%	-%	27%	27%	27%	27%
2	9	-	-	-	-	-	-	-	-	6	2	-	-	6	9	8	9
	11%	-%	-%	-%	-%	-%	-%	-%	-%	17%	4%	-%	-%	13%	11%	10%	11%
										j							
TOTAL NOT IMPORTANT	31	-	-	-	-	-	-	-	-	14	15	-	-	19	31	29	30
	38%	-%	-%	-%	-%	-%	-%	-%	-%	37%	37%	-%	-%	41%	38%	37%	38%
3 - Neither	18	*	-	-	-	1	1	-	*	6	12	1	1	9	18	18	17
	22%	100%	-%	-%	-%	100%	56%	-%	35%	17%	28%	100%	56%	19%	22%	23%	21%
4	10	-	-	-	-	-	1	-	1	6	4	-	1	7	10	10	10
	13%	-%	-%	-%	-%	-%	25%	-%	65%	16%	10%	-%	25%	14%	13%	13%	13%
5 - Very important	12	-	-	-	-	-	*	-	-	6	6	-	*	7	12	12	12
	14%	-%	-%	-%	-%	-%	19%	-%	-%	16%	13%	-%	19%	14%	14%	15%	15%
TOTAL IMPORTANT	22	-	-	-	-	-	1	-	1	12	10	-	1	13	22	22	22
	27%	-%	-%	-%	-%	-%	44%	-%	65%	33%	24%	-%	44%	28%	27%	28%	28%
Don't know	11	-	-	-	-	-	-	-	-	5	5	-	-	6	11	10	11
	13%	-%	-%	-%	-%	-%	-%	-%	-%	13%	11%	-%	-%	12%	13%	12%	13%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 441

QC6CB. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE BROADBAND - Difficulty knowing what steps you needed to take to switch from one supplier to another

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED					COVERED				CONSIDERED & COVERED				COVERED				
	CONSI				BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
	SWIT- CHED	DERED	NEIT- HER	TV		BAND		TV	BAND		TV	BAND			TV	BAND		TV	BAND			
Significance Level: 95%	Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	*q	~r	s	~t	*u
Unweighted total	134	11	134	-	-	1	-	7	3	1	-	7	3	1	9	134	15	38	9	134	15	38
Effective Weighted Sample	105	9	105	-	-	1	-	6	3	1	-	6	3	1	7	105	12	30	7	105	12	30
Total	82	6	82	-	-	*	-	4	1	*	-	4	1	*	7	82	9	18	7	82	9	18
1 - Not at all important	19	*	19	-	-	-	-	*	-	-	-	*	-	-	4	19	4	3	4	19	4	3
	23%	6%	23%	-%	-%	-%	-%	8%	-%	-%	-%	8%	-%	-%	57%	23%	40%	17%	55%	23%	40%	17%
2	7	-	7	-	-	-	-	-	-	-	-	-	-	-	-	7	2	1	-	7	2	1
	9%	-%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	9%	19%	8%	-%	9%	19%	7%
TOTAL NOT IMPORTANT	26	*	26	-	-	-	-	*	-	-	-	*	-	-	4	26	5	5	4	26	5	5
	32%	6%	32%	-%	-%	-%	-%	8%	-%	-%	-%	8%	-%	-%	57%	32%	59%	25%	55%	32%	59%	24%
3 - Neither	20	3	20	-	-	-	-	2	1	-	-	2	1	-	2	20	-	4	2	20	-	4
	24%	48%	24%	-%	-%	-%	-%	47%	67%	-%	-%	47%	67%	-%	30%	24%	-%	21%	29%	24%	-%	21%
4	14	1	14	-	-	*	-	1	*	*	-	1	*	-	1	14	1	4	1	14	1	4
	17%	21%	17%	-%	-%	100%	-%	12%	33%	100%	-%	12%	33%	-%	10%	17%	16%	22%	10%	17%	16%	22%
5 - Very important	12	1	12	-	-	-	-	1	-	-	-	1	-	*	*	12	1	3	*	12	1	3
	14%	13%	14%	-%	-%	-%	-%	18%	-%	-%	-%	18%	-%	100%	3%	14%	15%	18%	6%	14%	15%	18%
TOTAL IMPORTANT	25	2	25	-	-	*	-	1	*	*	-	1	*	*	1	25	3	7	1	25	3	7
	31%	34%	31%	-%	-%	100%	-%	30%	33%	100%	-%	30%	33%	100%	14%	31%	30%	40%	16%	31%	30%	41%
Don't know	10	1	10	-	-	-	-	1	-	-	-	1	-	-	-	10	1	3	-	10	1	3
	12%	11%	12%	-%	-%	-%	-%	15%	-%	-%	-%	15%	-%	-%	-%	12%	11%	14%	-%	12%	11%	14%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 441

QC6CB. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE BROADBAND - Difficulty knowing what steps you needed to take to switch from one supplier to another

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE	CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	134	1	-	-	-	1	3	-	3	64	65	1	3	76	134	129	130
Effective Weighted Sample	105	1	-	-	-	1	2	-	3	51	51	1	2	59	105	101	101
Total	82	*	-	-	-	1	2	-	1	37	42	1	2	47	82	79	79
1 - Not at all important	19	-	-	-	-	-	-	-	-	6	12	-	-	11	19	19	18
	23%	-%	-%	-%	-%	-%	-%	-%	-%	17%	29%	-%	-%	22%	23%	24%	23%
2	7	-	-	-	-	-	-	-	-	6	1	-	-	4	7	7	7
	9%	-%	-%	-%	-%	-%	-%	-%	-%	16%	2%	-%	-%	8%	9%	9%	9%
										j							
TOTAL NOT IMPORTANT	26	-	-	-	-	-	-	-	-	12	13	-	-	14	26	25	25
	32%	-%	-%	-%	-%	-%	-%	-%	-%	33%	31%	-%	-%	30%	32%	32%	32%
3 - Neither	20	-	-	-	-	1	1	-	1	7	12	1	1	12	20	19	19
	24%	-%	-%	-%	-%	100%	56%	-%	67%	20%	29%	100%	56%	26%	24%	25%	24%
4	14	*	-	-	-	-	1	-	*	7	7	-	1	8	14	13	13
	17%	100%	-%	-%	-%	-%	25%	-%	33%	19%	16%	-%	25%	18%	17%	17%	17%
5 - Very important	12	-	-	-	-	-	*	-	-	5	6	-	*	7	12	12	11
	14%	-%	-%	-%	-%	-%	19%	-%	-%	14%	15%	-%	19%	15%	14%	15%	14%
TOTAL IMPORTANT	25	*	-	-	-	-	1	-	*	12	13	-	1	15	25	25	24
	31%	100%	-%	-%	-%	-%	44%	-%	33%	33%	30%	-%	44%	33%	31%	32%	31%
Don't know	10	-	-	-	-	-	-	-	-	5	4	-	-	5	10	9	10
	12%	-%	-%	-%	-%	-%	-%	-%	-%	14%	9%	-%	-%	11%	12%	11%	13%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 442

QC6CC. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE BROADBAND - Not knowing whether you needed to pay a cancellation or early termination charge to your existing supplier

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD		MOB.	FIXED LINE					BUN- DLE	BROAD		MOB.	FIXED LINE				
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	*q	~r	s	~t	*u
Unweighted total	134	11	134	-	-	1	-	7	3	1	-	7	3	1	9	134	15	38	9	134	15	38
Effective Weighted Sample	105	9	105	-	-	1	-	6	3	1	-	6	3	1	7	105	12	30	7	105	12	30
Total	82	6	82	-	-	*	-	4	1	*	-	4	1	*	7	82	9	18	7	82	9	18
1 - Not at all important	19	*	19	-	-	-	-	*	-	-	-	*	-	-	3	19	4	4	3	19	4	4
	23%	6%	23%	-%	-%	-%	-%	8%	-%	-%	-%	8%	-%	-%	39%	23%	43%	24%	38%	23%	43%	24%
2	8	-	8	-	-	-	-	-	-	-	-	-	-	-	-	8	1	2	-	8	1	2
	10%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	10%	11%	11%	-%	10%	11%	11%
TOTAL NOT IMPORTANT	27	*	27	-	-	-	-	*	-	-	-	*	-	-	3	27	5	6	3	27	5	6
	33%	6%	33%	-%	-%	-%	-%	8%	-%	-%	-%	8%	-%	-%	39%	33%	54%	35%	38%	33%	54%	35%
3 - Neither	14	3	14	-	-	*	-	2	*	*	-	2	*	-	2	14	-	2	2	14	-	2
	18%	48%	18%	-%	-%	100%	-%	47%	35%	100%	-%	47%	35%	-%	23%	18%	-%	12%	22%	18%	-%	12%
4	8	-	8	-	-	-	-	-	-	-	-	-	-	-	1	8	1	3	1	8	1	3
	10%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	17%	10%	13%	17%	17%	10%	13%	17%
5 - Very important	21	2	21	-	-	-	-	1	*	-	-	1	*	*	2	21	2	4	2	21	2	4
	25%	29%	25%	-%	-%	-%	-%	30%	33%	-%	-%	30%	33%	100%	22%	25%	23%	22%	23%	25%	23%	23%
TOTAL IMPORTANT	29	2	29	-	-	-	-	1	*	-	-	1	*	*	3	29	3	7	3	29	3	7
	35%	29%	35%	-%	-%	-%	-%	30%	33%	-%	-%	30%	33%	100%	39%	35%	35%	39%	40%	35%	35%	39%
Don't know	12	1	12	-	-	-	-	1	*	-	-	1	*	-	-	12	1	3	-	12	1	3
	14%	17%	14%	-%	-%	-%	-%	15%	31%	-%	-%	15%	31%	-%	-%	14%	11%	14%	-%	14%	11%	14%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 442

QC6CC. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE BROADBAND - Not knowing whether you needed to pay a cancellation or early termination charge to your existing supplier

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE	CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	134	1	-	-	-	1	3	-	3	64	65	1	3	76	134	129	130
Effective Weighted Sample	105	1	-	-	-	1	2	-	3	51	51	1	2	59	105	101	101
Total	82	*	-	-	-	1	2	-	1	37	42	1	2	47	82	79	79
1 - Not at all important	19	-	-	-	-	-	-	-	-	9	9	-	-	8	19	18	18
	23%	-%	-%	-%	-%	-%	-%	-%	-%	25%	22%	-%	-%	18%	23%	23%	23%
2	8	-	-	-	-	-	-	-	-	5	3	-	-	7	8	8	8
	10%	-%	-%	-%	-%	-%	-%	-%	-%	14%	6%	-%	-%	14%	10%	10%	10%
TOTAL NOT IMPORTANT	27	-	-	-	-	-	-	-	-	15	12	-	-	15	27	26	26
	33%	-%	-%	-%	-%	-%	-%	-%	-%	39%	28%	-%	-%	32%	33%	33%	33%
3 - Neither	14	*	-	-	-	1	1	-	*	4	10	1	1	9	14	14	14
	18%	100%	-%	-%	-%	100%	56%	-%	35%	11%	24%	100%	56%	18%	18%	18%	18%
4	8	-	-	-	-	-	-	-	-	3	5	-	-	6	8	8	8
	10%	-%	-%	-%	-%	-%	-%	-%	-%	8%	11%	-%	-%	14%	10%	10%	10%
5 - Very important	21	-	-	-	-	-	1	-	*	10	10	-	1	11	21	20	19
	25%	-%	-%	-%	-%	-%	44%	-%	33%	27%	24%	-%	44%	24%	25%	26%	24%
TOTAL IMPORTANT	29	-	-	-	-	-	1	-	*	13	15	-	1	18	29	28	27
	35%	-%	-%	-%	-%	-%	44%	-%	33%	35%	35%	-%	44%	37%	35%	35%	34%
Don't know	12	-	-	-	-	-	-	-	*	5	5	-	-	6	12	10	12
	14%	-%	-%	-%	-%	-%	-%	-%	31%	14%	13%	-%	-%	13%	14%	13%	15%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 443

QC6CD. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE BROADBAND - Having to tell your supplier that you want to cancel their service

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED					COVERED				CONSIDERED & COVERED				COVERED				
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	*q	~r	s	~t	*u
Unweighted total	134	11	134	-	-	1	-	7	3	1	-	7	3	1	9	134	15	38	9	134	15	38
Effective Weighted Sample	105	9	105	-	-	1	-	6	3	1	-	6	3	1	7	105	12	30	7	105	12	30
Total	82	6	82	-	-	*	-	4	1	*	-	4	1	*	7	82	9	18	7	82	9	18
1 - Not at all important	31	1	31	-	-	-	-	*	*	-	-	*	*	-	4	31	4	8	4	31	4	7
	37%	12%	37%	-%	-%	-%	-%	8%	35%	-%	-%	8%	35%	-%	60%	37%	40%	41%	55%	37%	40%	39%
2	9	*	9	-	-	-	-	-	*	-	-	-	*	-	*	9	2	2	*	9	2	2
	11%	6%	11%	-%	-%	-%	-%	-%	31%	-%	-%	-%	31%	-%	6%	11%	27%	11%	5%	11%	27%	11%
TOTAL NOT IMPORTANT	39	1	39	-	-	-	-	*	1	-	-	*	1	-	5	39	6	10	4	39	6	9
	48%	18%	48%	-%	-%	-%	-%	8%	67%	-%	-%	8%	67%	-%	66%	48%	67%	52%	61%	48%	67%	50%
3 - Neither	17	2	17	-	-	-	-	2	-	-	-	2	-	-	2	17	1	3	2	17	1	3
	21%	36%	21%	-%	-%	-%	-%	47%	-%	-%	-%	47%	-%	-%	30%	21%	15%	16%	29%	21%	15%	16%
4	7	*	7	-	-	*	-	-	-	*	-	-	-	-	*	7	*	2	*	7	*	2
	9%	6%	9%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	5%	9%	4%	10%	5%	9%	4%	10%
5 - Very important	9	2	9	-	-	-	-	1	*	-	-	1	*	*	-	9	*	2	*	9	*	3
	12%	29%	12%	-%	-%	-%	-%	30%	33%	-%	-%	30%	33%	100%	-%	12%	3%	13%	6%	12%	3%	15%
TOTAL IMPORTANT	17	2	17	-	-	*	-	1	*	*	-	1	*	*	*	17	1	4	1	17	1	5
	21%	34%	21%	-%	-%	100%	-%	30%	33%	100%	-%	30%	33%	100%	5%	21%	7%	23%	10%	21%	7%	25%
Don't know	8	1	8	-	-	-	-	1	-	-	-	1	-	-	-	8	1	2	-	8	1	2
	10%	11%	10%	-%	-%	-%	-%	15%	-%	-%	-%	15%	-%	-%	-%	10%	11%	9%	-%	10%	11%	9%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 443

QC6CD. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE BROADBAND - Having to tell your supplier that you want to cancel their service

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	134	1	-	-	-	1	3	-	3	64	65	1	3	76	134	129	130
Effective Weighted Sample	105	1	-	-	-	1	2	-	3	51	51	1	2	59	105	101	101
Total	82	*	-	-	-	1	2	-	1	37	42	1	2	47	82	79	79
1 - Not at all important	31	-	-	-	-	-	-	-	*	13	18	-	-	17	31	30	28
	37%	-%	-%	-%	-%	-%	-%	-%	35%	34%	42%	-%	-%	35%	37%	38%	36%
2	9	-	-	-	-	-	-	-	*	4	4	-	-	7	9	8	8
	11%	-%	-%	-%	-%	-%	-%	-%	31%	12%	10%	-%	-%	14%	11%	11%	10%
TOTAL NOT IMPORTANT	39	-	-	-	-	-	-	-	1	17	22	-	-	24	39	38	36
	48%	-%	-%	-%	-%	-%	-%	-%	67%	45%	52%	-%	-%	50%	48%	49%	46%
3 - Neither	17	-	-	-	-	1	1	-	-	6	11	1	1	10	17	17	17
	21%	-%	-%	-%	-%	100%	56%	-%	-%	17%	26%	100%	56%	21%	21%	22%	22%
4	7	*	-	-	-	-	-	-	-	6	2	-	-	5	7	7	7
	9%	100%	-%	-%	-%	-%	-%	-%	-%	15%	4%	-%	-%	10%	9%	9%	9%
5 - Very important	9	-	-	-	-	-	1	-	*	4	5	-	1	6	9	9	9
	12%	-%	-%	-%	-%	-%	44%	-%	33%	11%	11%	-%	44%	12%	12%	11%	12%
TOTAL IMPORTANT	17	*	-	-	-	-	1	-	*	10	6	-	1	11	17	16	17
	21%	100%	-%	-%	-%	-%	44%	-%	33%	26%	15%	-%	44%	22%	21%	20%	21%
Don't know	8	-	-	-	-	-	-	-	-	4	3	-	-	3	8	7	8
	10%	-%	-%	-%	-%	-%	-%	-%	-%	12%	7%	-%	-%	7%	10%	9%	11%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 444

QC6CE. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE BROADBAND - Having to contact more than one supplier to organise the switch

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED						
					SWITCHED & COVERED																			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BUN- DLE	BROAD MOB.			FIXED LINE	BUN- DLE	BROAD MOB.			FIXED LINE	BUN- DLE	BROAD MOB.			FIXED LINE
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	
Significance Level: 95%	Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	*q	~r	s	~t	*u		
Unweighted total	134	11	134	-	-	1	-	7	3	1	-	7	3	1	9	134	15	38	9	134	15	38		
Effective Weighted Sample	105	9	105	-	-	1	-	6	3	1	-	6	3	1	7	105	12	30	7	105	12	30		
Total	82	6	82	-	-	*	-	4	1	*	-	4	1	*	7	82	9	18	7	82	9	18		
1 - Not at all important	23	*	23	-	-	-	-	*	-	-	-	*	-	-	4	23	3	5	4	23	3	5		
	28%	6%	28%	-%	-%	-%	-%	8%	-%	-%	-%	8%	-%	-%	57%	28%	32%	28%	55%	28%	32%	28%		
2	10	*	10	-	-	-	-	-	*	-	-	-	*	-	-	10	2	3	-	10	2	3		
	13%	6%	13%	-%	-%	-%	-%	-%	31%	-%	-%	-%	31%	-%	-%	13%	18%	16%	-%	13%	18%	16%		
TOTAL NOT IMPORTANT	34	1	34	-	-	-	-	*	*	-	-	*	*	-	4	34	4	8	4	34	4	8		
	41%	12%	41%	-%	-%	-%	-%	8%	31%	-%	-%	8%	31%	-%	57%	41%	50%	44%	55%	41%	50%	44%		
3 - Neither	14	2	14	-	-	-	-	2	*	-	-	2	*	-	-	14	1	3	-	14	1	3		
	17%	42%	17%	-%	-%	-%	-%	47%	35%	-%	-%	47%	35%	-%	-%	17%	12%	17%	-%	17%	12%	17%		
4	13	1	13	-	-	*	-	1	*	*	-	1	*	-	2	13	2	4	2	13	2	4		
	16%	21%	16%	-%	-%	100%	-%	12%	33%	100%	-%	12%	33%	-%	28%	16%	24%	23%	27%	16%	24%	21%		
5 - Very important	12	1	12	-	-	-	-	1	-	-	-	1	-	*	1	12	-	1	1	12	-	2		
	14%	13%	14%	-%	-%	-%	-%	18%	-%	-%	-%	18%	-%	100%	16%	14%	-%	8%	18%	14%	-%	10%		
TOTAL IMPORTANT	25	2	25	-	-	*	-	1	*	*	-	1	*	*	3	25	2	6	3	25	2	6		
	30%	34%	30%	-%	-%	100%	-%	30%	33%	100%	-%	30%	33%	100%	43%	30%	24%	31%	45%	30%	24%	31%		
Don't know	9	1	9	-	-	-	-	1	-	-	-	1	-	-	-	9	1	2	-	9	1	2		
	11%	11%	11%	-%	-%	-%	-%	15%	-%	-%	-%	15%	-%	-%	-%	11%	14%	9%	-%	11%	14%	9%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 444

QC6CE. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE BROADBAND - Having to contact more than one supplier to organise the switch

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE	CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	134	1	-	-	-	1	3	-	3	64	65	1	3	76	134	129	130
Effective Weighted Sample	105	1	-	-	-	1	2	-	3	51	51	1	2	59	105	101	101
Total	82	*	-	-	-	1	2	-	1	37	42	1	2	47	82	79	79
1 - Not at all important	23	-	-	-	-	-	-	-	-	8	14	-	-	15	23	22	22
	28%	-%	-%	-%	-%	-%	-%	-%	-%	23%	33%	-%	-%	32%	28%	28%	28%
2	10	-	-	-	-	-	-	-	*	6	5	-	-	6	10	10	9
	13%	-%	-%	-%	-%	-%	-%	-%	31%	15%	11%	-%	-%	12%	13%	13%	12%
TOTAL NOT IMPORTANT	34	-	-	-	-	-	-	-	*	14	18	-	-	21	34	32	32
	41%	-%	-%	-%	-%	-%	-%	-%	31%	38%	44%	-%	-%	44%	41%	41%	40%
3 - Neither	14	-	-	-	-	1	1	-	*	5	9	1	1	7	14	14	13
	17%	-%	-%	-%	-%	100%	56%	-%	35%	13%	22%	100%	56%	14%	17%	18%	17%
4	13	*	-	-	-	-	1	-	*	7	6	-	1	8	13	13	13
	16%	100%	-%	-%	-%	-%	25%	-%	33%	20%	14%	-%	25%	16%	16%	17%	17%
5 - Very important	12	-	-	-	-	-	*	-	-	5	6	-	*	8	12	11	11
	14%	-%	-%	-%	-%	-%	19%	-%	-%	15%	14%	-%	19%	17%	14%	14%	15%
TOTAL IMPORTANT	25	*	-	-	-	-	1	-	*	13	12	-	1	16	25	24	25
	30%	100%	-%	-%	-%	-%	44%	-%	33%	35%	28%	-%	44%	33%	30%	31%	31%
Don't know	9	-	-	-	-	-	-	-	-	5	3	-	-	4	9	8	9
	11%	-%	-%	-%	-%	-%	-%	-%	-%	15%	7%	-%	-%	9%	11%	10%	12%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 445

QC6CF. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE BROADBAND - Needing to change, return or pay for any equipment you have from your supplier

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED									
					SWITCHED & COVERED																						
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE					BUN- DLE	BROAD MOB.			FIXED LINE					BUN- DLE	BROAD MOB.			FIXED LINE
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS						
Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	*q	~r	s	~t	*u						
Significance Level: 95%																											
Unweighted total	134	11	134	-	-	1	-	7	3	1	-	7	3	1	9	134	15	38	9	134	15	38					
Effective Weighted Sample	105	9	105	-	-	1	-	6	3	1	-	6	3	1	7	105	12	30	7	105	12	30					
Total	82	6	82	-	-	*	-	4	1	*	-	4	1	*	7	82	9	18	7	82	9	18					
1 - Not at all important	30	1	30	-	-	-	-	1	-	-	-	1	-	-	4	30	6	7	4	30	6	7					
	37%	13%	37%	-%	-%	-%	-%	17%	-%	-%	-%	17%	-%	-%	57%	37%	71%	37%	55%	37%	71%	37%					
2	4	*	4	-	-	-	-	-	*	-	-	-	*	-	*	4	-	*	*	4	-	*					
	5%	6%	5%	-%	-%	-%	-%	-%	33%	-%	-%	-%	33%	-%	6%	5%	-%	2%	5%	5%	-%	2%					
TOTAL NOT IMPORTANT	34	1	34	-	-	-	-	1	*	-	-	1	*	-	4	34	6	7	4	34	6	7					
	41%	19%	41%	-%	-%	-%	-%	17%	33%	-%	-%	17%	33%	-%	62%	41%	71%	39%	61%	41%	71%	38%					
3 - Neither	13	3	13	-	-	-	-	2	1	-	-	2	1	-	-	13	-	5	-	13	-	5					
	17%	48%	17%	-%	-%	-%	-%	47%	67%	-%	-%	47%	67%	-%	-%	17%	-%	27%	-%	17%	-%	27%					
4	12	1	12	-	-	*	-	1	-	*	-	1	-	-	2	12	1	2	2	12	1	2					
	14%	15%	14%	-%	-%	100%	-%	12%	-%	100%	-%	12%	-%	-%	34%	14%	15%	11%	34%	14%	15%	11%					
5 - Very important	12	*	12	-	-	-	-	*	-	-	-	*	-	*	*	12	*	2	*	12	*	2					
	15%	6%	15%	-%	-%	-%	-%	8%	-%	-%	-%	8%	-%	100%	3%	15%	3%	13%	6%	15%	3%	13%					
TOTAL IMPORTANT	24	1	24	-	-	*	-	1	-	*	-	1	-	*	3	24	2	4	3	24	2	5					
	29%	21%	29%	-%	-%	100%	-%	20%	-%	100%	-%	20%	-%	100%	38%	29%	18%	24%	39%	29%	18%	25%					
Don't know	10	1	10	-	-	-	-	1	-	-	-	1	-	-	-	10	1	2	-	10	1	2					
	13%	11%	13%	-%	-%	-%	-%	15%	-%	-%	-%	15%	-%	-%	-%	13%	11%	10%	-%	13%	11%	10%					

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 445

QC6CF. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE BROADBAND - Needing to change, return or pay for any equipment you have from your supplier

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	134	1	-	-	-	1	3	-	3	64	65	1	3	76	134	129	130	
Effective Weighted Sample	105	1	-	-	-	1	2	-	3	51	51	1	2	59	105	101	101	
Total	82	*	-	-	-	1	2	-	1	37	42	1	2	47	82	79	79	
1 - Not at all important	30	-	-	-	-	-	*	-	-	15	15	-	*	15	30	30	28	
	37%	-%	-%	-%	-%	-%	19%	-%	-%	39%	36%	-%	19%	32%	37%	37%	36%	
2	4	-	-	-	-	-	-	-	*	3	1	-	-	2	4	3	4	
	5%	-%	-%	-%	-%	-%	-%	-%	33%	7%	2%	-%	-%	5%	5%	4%	5%	
TOTAL NOT IMPORTANT	34	-	-	-	-	-	*	-	*	17	16	-	*	18	34	33	32	
	41%	-%	-%	-%	-%	-%	19%	-%	33%	47%	38%	-%	19%	37%	41%	42%	41%	
3 - Neither	13	-	-	-	-	1	1	-	1	4	10	1	1	8	13	13	13	
	17%	-%	-%	-%	-%	100%	56%	-%	67%	10%	23%	100%	56%	18%	17%	17%	17%	
4	12	*	-	-	-	-	1	-	-	5	6	-	1	9	12	11	12	
	14%	100%	-%	-%	-%	-%	25%	-%	-%	14%	15%	-%	25%	19%	14%	14%	15%	
5 - Very important	12	-	-	-	-	-	-	-	-	5	7	-	-	8	12	12	11	
	15%	-%	-%	-%	-%	-%	-%	-%	-%	14%	16%	-%	-%	17%	15%	15%	14%	
TOTAL IMPORTANT	24	*	-	-	-	-	1	-	-	10	13	-	1	17	24	23	23	
	29%	100%	-%	-%	-%	-%	25%	-%	-%	28%	31%	-%	25%	36%	29%	30%	29%	
Don't know	10	-	-	-	-	-	-	-	-	6	3	-	-	4	10	9	10	
	13%	-%	-%	-%	-%	-%	-%	-%	-%	15%	8%	-%	-%	9%	13%	11%	13%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 446

QC6CG. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE BROADBAND - Difficulty keeping your current phone number

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED					COVERED				COVERED				COVERED				
	CONSI				BUN- DLE	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS		TV	BAND	PHONE		CALLS	TV	BAND		PHONE	CALLS	TV		BAND
Significance Level: 95%	Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	*q	~r	s	~t	*u
Unweighted total	134	11	134	-	-	1	-	7	3	1	-	7	3	1	9	134	15	38	9	134	15	38
Effective Weighted Sample	105	9	105	-	-	1	-	6	3	1	-	6	3	1	7	105	12	30	7	105	12	30
Total	82	6	82	-	-	*	-	4	1	*	-	4	1	*	7	82	9	18	7	82	9	18
1 - Not at all important	21	1	21	-	-	-	-	1	*	-	-	1	*	-	3	21	4	5	3	21	4	5
	26%	19%	26%	-%	-%	-%	-%	17%	31%	-%	-%	17%	31%	-%	41%	26%	39%	25%	40%	26%	39%	25%
2	3	*	3	-	-	-	-	-	*	-	-	-	*	-	-	3	-	-	-	3	-	-
	4%	6%	4%	-%	-%	-%	-%	-%	35%	-%	-%	-%	35%	-%	-%	4%	-%	-%	-%	4%	-%	-%
TOTAL NOT IMPORTANT	24	1	24	-	-	-	-	1	1	-	-	1	1	-	3	24	4	5	3	24	4	5
	30%	25%	30%	-%	-%	-%	-%	17%	67%	-%	-%	17%	67%	-%	41%	30%	39%	25%	40%	30%	39%	25%
3 - Neither	12	2	12	-	-	-	-	2	-	-	-	2	-	-	-	12	1	2	-	12	1	2
	15%	36%	15%	-%	-%	-%	-%	47%	-%	-%	-%	47%	-%	-%	-%	15%	14%	12%	-%	15%	14%	12%
4	8	1	8	-	-	*	-	1	-	*	-	1	-	-	-	8	1	2	-	8	1	1
	10%	15%	10%	-%	-%	100%	-%	12%	-%	100%	-%	12%	-%	-%	-%	10%	12%	10%	-%	10%	12%	8%
5 - Very important	20	1	20	-	-	-	-	*	*	-	-	*	*	-	3	20	1	6	2	20	1	6
	25%	12%	25%	-%	-%	-%	-%	8%	33%	-%	-%	8%	33%	-%	37%	25%	17%	35%	33%	25%	17%	35%
TOTAL IMPORTANT	28	2	28	-	-	*	-	1	*	*	-	1	*	-	3	28	3	8	2	28	3	8
	35%	27%	35%	-%	-%	100%	-%	20%	33%	100%	-%	20%	33%	-%	37%	35%	29%	45%	33%	35%	29%	43%
Don't know	17	1	17	-	-	-	-	1	-	-	-	1	-	*	2	17	2	3	2	17	2	4
	20%	11%	20%	-%	-%	-%	-%	15%	-%	-%	-%	15%	-%	100%	23%	20%	17%	19%	28%	20%	17%	21%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 446

QC6CG. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE BROADBAND - Difficulty keeping your current phone number

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

		TV PROCES S		BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	134	1	-	-	-	1	3	-	3	64	65	1	3	76	134	129	130
Effective Weighted Sample	105	1	-	-	-	1	2	-	3	51	51	1	2	59	105	101	101
Total	82	*	-	-	-	1	2	-	1	37	42	1	2	47	82	79	79
1 - Not at all important	21	-	-	-	-	-	*	-	*	11	9	-	*	12	21	20	20
	26%	-%	-%	-%	-%	-%	19%	-%	31%	29%	22%	-%	19%	25%	26%	25%	25%
2	3	-	-	-	-	-	-	-	*	1	2	-	-	3	3	3	3
	4%	-%	-%	-%	-%	-%	-%	-%	35%	3%	6%	-%	-%	7%	4%	4%	4%
TOTAL NOT IMPORTANT	24	-	-	-	-	-	*	-	1	12	11	-	*	15	24	23	23
	30%	-%	-%	-%	-%	-%	19%	-%	67%	32%	27%	-%	19%	33%	30%	29%	30%
3 - Neither	12	-	-	-	-	1	1	-	-	5	7	1	1	4	12	12	11
	15%	-%	-%	-%	-%	100%	56%	-%	-%	14%	17%	100%	56%	9%	15%	15%	14%
4	8	*	-	-	-	-	1	-	-	3	5	-	1	6	8	8	7
	10%	100%	-%	-%	-%	-%	25%	-%	-%	9%	11%	-%	25%	13%	10%	10%	9%
5 - Very important	20	-	-	-	-	-	-	-	*	9	11	-	-	14	20	20	20
	25%	-%	-%	-%	-%	-%	-%	-%	33%	25%	27%	-%	-%	30%	25%	26%	26%
TOTAL IMPORTANT	28	*	-	-	-	-	1	-	*	13	16	-	1	20	28	28	27
	35%	100%	-%	-%	-%	-%	25%	-%	33%	34%	38%	-%	25%	43%	35%	36%	35%
Don't know	17	-	-	-	-	-	-	-	-	7	8	-	-	7	17	15	17
	20%	-%	-%	-%	-%	-%	-%	-%	-%	20%	19%	-%	-%	15%	20%	19%	21%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 447

QC6CH. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE BROADBAND - Difficulty getting through to your supplier to tell them you wanted to cancel their service

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED					COVERED				COVERED				COVERED				
	CONSI				BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	TV	BAND		PHONE	TV	BAND			PHONE	TV	BAND		PHONE	TV	BAND	
Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	*q	~r	s	~t	*u	
Significance Level: 95%																						
Unweighted total	134	11	134	-	-	1	-	7	3	1	-	7	3	1	9	134	15	38	9	134	15	38
Effective Weighted Sample	105	9	105	-	-	1	-	6	3	1	-	6	3	1	7	105	12	30	7	105	12	30
Total	82	6	82	-	-	*	-	4	1	*	-	4	1	*	7	82	9	18	7	82	9	18
1 - Not at all important	19	1	19	-	-	-	-	1	-	-	-	1	-	-	5	19	2	4	5	19	2	4
	23%	13%	23%	-%	-%	-%	-%	17%	-%	-%	-%	17%	-%	-%	69%	23%	23%	21%	68%	23%	23%	21%
2	8	-	8	-	-	-	-	-	-	-	-	-	-	-	-	8	2	2	-	8	2	2
	9%	-%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	9%	19%	10%	-%	9%	19%	10%
TOTAL NOT IMPORTANT	27	1	27	-	-	-	-	1	-	-	-	1	-	-	5	27	4	6	5	27	4	6
	33%	13%	33%	-%	-%	-%	-%	17%	-%	-%	-%	17%	-%	-%	69%	33%	42%	30%	68%	33%	42%	30%
3 - Neither	13	3	13	-	-	-	-	2	1	-	-	2	1	-	-	13	2	4	-	13	2	4
	16%	48%	16%	-%	-%	-%	-%	47%	65%	-%	-%	47%	65%	-%	-%	16%	17%	21%	-%	16%	17%	21%
4	17	1	17	-	-	*	-	1	-	*	-	1	-	-	2	17	2	5	2	17	2	5
	21%	15%	21%	-%	-%	100%	-%	12%	-%	100%	-%	12%	-%	-%	28%	21%	23%	29%	27%	21%	23%	29%
5 - Very important	13	*	13	-	-	-	-	*	-	-	-	*	-	*	*	13	1	1	*	13	1	1
	16%	6%	16%	-%	-%	-%	-%	8%	-%	-%	-%	8%	-%	100%	3%	16%	7%	7%	6%	16%	7%	7%
TOTAL IMPORTANT	30	1	30	-	-	*	-	1	-	*	-	1	-	*	2	30	3	7	2	30	3	7
	37%	21%	37%	-%	-%	100%	-%	20%	-%	100%	-%	20%	-%	100%	31%	37%	31%	36%	32%	37%	31%	36%
Don't know	12	1	12	-	-	-	-	1	*	-	-	1	*	-	-	12	1	2	-	12	1	2
	15%	18%	15%	-%	-%	-%	-%	15%	35%	-%	-%	15%	35%	-%	-%	15%	11%	12%	-%	15%	11%	12%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 447

QC6CH. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE BROADBAND - Difficulty getting through to your supplier to tell them you wanted to cancel their service

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

		TV PROCESSES		BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	134	1	-	-	-	1	3	-	3	64	65	1	3	76	134	129	130
Effective Weighted Sample	105	1	-	-	-	1	2	-	3	51	51	1	2	59	105	101	101
Total	82	*	-	-	-	1	2	-	1	37	42	1	2	47	82	79	79
1 - Not at all important	19	-	-	-	-	-	*	-	-	7	11	-	*	10	19	18	17
	23%	-%	-%	-%	-%	-%	19%	-%	-%	19%	27%	-%	19%	21%	23%	23%	22%
2	8	-	-	-	-	-	-	-	-	6	2	-	-	7	8	8	8
	9%	-%	-%	-%	-%	-%	-%	-%	-%	15%	5%	-%	-%	15%	9%	10%	10%
TOTAL NOT IMPORTANT	27	-	-	-	-	-	*	-	-	12	13	-	*	17	27	26	25
	33%	-%	-%	-%	-%	-%	19%	-%	-%	34%	32%	-%	19%	37%	33%	33%	32%
3 - Neither	13	-	-	-	-	1	1	-	1	7	6	1	1	8	13	13	13
	16%	-%	-%	-%	-%	100%	56%	-%	65%	18%	15%	100%	56%	17%	16%	17%	17%
4	17	*	-	-	-	-	1	-	-	6	10	-	1	11	17	17	17
	21%	100%	-%	-%	-%	-%	25%	-%	-%	17%	25%	-%	25%	22%	21%	21%	21%
5 - Very important	13	-	-	-	-	-	-	-	-	5	8	-	-	6	13	13	12
	16%	-%	-%	-%	-%	-%	-%	-%	-%	14%	19%	-%	-%	13%	16%	16%	15%
TOTAL IMPORTANT	30	*	-	-	-	-	1	-	-	12	18	-	1	17	30	30	29
	37%	100%	-%	-%	-%	-%	25%	-%	-%	31%	44%	-%	25%	36%	37%	38%	36%
Don't know	12	-	-	-	-	-	-	-	*	6	4	-	-	5	12	10	12
	15%	-%	-%	-%	-%	-%	-%	-%	35%	17%	9%	-%	-%	11%	15%	13%	15%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 448

QC6C1. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE BROADBAND - Difficulty getting your supplier to provide you with the information that you needed to be able to switch to another supplier

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED					COVERED				COVERED				COVERED				
	CONSI				BUN- DLE	BROAD		MOB.	FIXED LINE	BROAD		MOB.	FIXED LINE	BUN- DLE	BROAD		MOB.	FIXED LINE	BROAD		MOB.	FIXED LINE
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	*q	~r	s	~t	*u
Unweighted total	134	11	134	-	-	1	-	7	3	1	-	7	3	1	9	134	15	38	9	134	15	38
Effective Weighted Sample	105	9	105	-	-	1	-	6	3	1	-	6	3	1	7	105	12	30	7	105	12	30
Total	82	6	82	-	-	*	-	4	1	*	-	4	1	*	7	82	9	18	7	82	9	18
1 - Not at all important	14	*	14	-	-	-	-	*	-	-	-	*	-	-	3	14	1	4	3	14	1	4
	17%	6%	17%	-%	-%	-%	-%	8%	-%	-%	-%	8%	-%	-%	40%	17%	11%	21%	39%	17%	11%	21%
2	5	*	5	-	-	-	-	*	-	-	-	*	-	-	-	5	1	1	-	5	1	1
	6%	7%	6%	-%	-%	-%	-%	9%	-%	-%	-%	9%	-%	-%	-%	6%	7%	6%	-%	6%	7%	6%
TOTAL NOT IMPORTANT	19	1	19	-	-	-	-	1	-	-	-	1	-	-	3	19	2	5	3	19	2	5
	24%	13%	24%	-%	-%	-%	-%	17%	-%	-%	-%	17%	-%	-%	40%	24%	18%	26%	39%	24%	18%	26%
3 - Neither	20	2	20	-	-	*	-	2	-	*	-	2	-	-	*	20	4	4	-	20	4	4
	25%	42%	25%	-%	-%	100%	-%	47%	-%	100%	-%	47%	-%	-%	3%	25%	41%	20%	-%	25%	41%	20%
4	12	1	12	-	-	-	-	1	1	-	-	1	1	-	3	12	2	3	3	12	2	3
	15%	21%	15%	-%	-%	-%	-%	12%	65%	-%	-%	12%	65%	-%	44%	15%	18%	14%	43%	15%	18%	14%
5 - Very important	17	*	17	-	-	-	-	*	-	-	-	*	-	*	-	17	1	5	*	17	1	5
	21%	6%	21%	-%	-%	-%	-%	8%	-%	-%	-%	8%	-%	100%	-%	21%	12%	27%	6%	21%	12%	27%
TOTAL IMPORTANT	29	2	29	-	-	-	-	1	1	-	-	1	1	*	3	29	3	8	4	29	3	8
	36%	27%	36%	-%	-%	-%	-%	20%	65%	-%	-%	20%	65%	100%	44%	36%	30%	41%	49%	36%	30%	41%
Don't know	13	1	13	-	-	-	-	1	*	-	-	1	*	-	1	13	1	2	1	13	1	2
	16%	18%	16%	-%	-%	-%	-%	15%	35%	-%	-%	15%	35%	-%	12%	16%	11%	12%	12%	16%	11%	12%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 448

QC6CI. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE BROADBAND - Difficulty getting your supplier to provide you with the information that you needed to be able to switch to another supplier

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME		
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	134	1	-	-	-	1	3	-	3	64	65	1	3	76	134	129	130
Effective Weighted Sample	105	1	-	-	-	1	2	-	3	51	51	1	2	59	105	101	101
Total	82	*	-	-	-	1	2	-	1	37	42	1	2	47	82	79	79
1 - Not at all important	14	-	-	-	-	-	-	-	-	7	7	-	-	7	14	13	14
	17%	-%	-%	-%	-%	-%	-%	-%	-%	18%	16%	-%	-%	15%	17%	17%	18%
2	5	-	-	-	-	-	*	-	-	2	3	-	*	4	5	5	5
	6%	-%	-%	-%	-%	-%	19%	-%	-%	6%	7%	-%	19%	8%	6%	7%	7%
TOTAL NOT IMPORTANT	19	-	-	-	-	-	*	-	-	9	9	-	*	11	19	18	19
	24%	-%	-%	-%	-%	-%	19%	-%	-%	24%	23%	-%	19%	23%	24%	23%	24%
3 - Neither	20	*	-	-	-	1	1	-	-	9	11	1	1	12	20	20	19
	25%	100%	-%	-%	-%	100%	56%	-%	-%	23%	27%	100%	56%	26%	25%	25%	24%
4	12	-	-	-	-	-	1	-	1	6	7	-	1	10	12	12	12
	15%	-%	-%	-%	-%	-%	25%	-%	65%	15%	16%	-%	25%	21%	15%	16%	16%
5 - Very important	17	-	-	-	-	-	-	-	-	7	10	-	-	8	17	17	15
	21%	-%	-%	-%	-%	-%	-%	-%	-%	18%	24%	-%	-%	17%	21%	21%	19%
TOTAL IMPORTANT	29	-	-	-	-	-	1	-	1	12	17	-	1	18	29	29	27
	36%	-%	-%	-%	-%	-%	25%	-%	65%	34%	40%	-%	25%	38%	36%	37%	35%
Don't know	13	-	-	-	-	-	-	-	*	7	4	-	-	6	13	11	13
	16%	-%	-%	-%	-%	-%	-%	-%	35%	19%	10%	-%	-%	13%	16%	14%	16%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 449

QC6CJ. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE BROADBAND - Difficulty arranging for the old and new services to stop and start at the right time

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED					COVERED				COVERED				COVERED				
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	*q	~r	s	~t	*u
Unweighted total	134	11	134	-	-	1	-	7	3	1	-	7	3	1	9	134	15	38	9	134	15	38
Effective Weighted Sample	105	9	105	-	-	1	-	6	3	1	-	6	3	1	7	105	12	30	7	105	12	30
Total	82	6	82	-	-	*	-	4	1	*	-	4	1	*	7	82	9	18	7	82	9	18
1 - Not at all important	16	*	16	-	-	-	-	*	-	-	-	*	-	-	4	16	3	3	4	16	3	3
	19%	6%	19%	-%	-%	-%	-%	8%	-%	-%	-%	8%	-%	-%	57%	19%	34%	14%	55%	19%	34%	14%
2	5	-	5	-	-	-	-	-	-	-	-	-	-	-	-	5	-	2	-	5	-	2
	6%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%	12%	-%	6%	-%	12%
TOTAL NOT IMPORTANT	21	*	21	-	-	-	-	*	-	-	-	*	-	-	4	21	3	5	4	21	3	5
	26%	6%	26%	-%	-%	-%	-%	8%	-%	-%	-%	8%	-%	-%	57%	26%	34%	27%	55%	26%	34%	27%
3 - Neither	16	2	16	-	-	*	-	2	-	*	-	2	-	-	-	16	2	4	-	16	2	4
	20%	42%	20%	-%	-%	100%	-%	47%	-%	100%	-%	47%	-%	-%	-%	20%	19%	20%	-%	20%	19%	20%
4	10	1	10	-	-	-	-	1	*	-	-	1	*	-	1	10	1	2	1	10	1	2
	12%	15%	12%	-%	-%	-%	-%	12%	31%	-%	-%	12%	31%	-%	10%	12%	8%	12%	10%	12%	8%	12%
5 - Very important	23	1	23	-	-	-	-	1	*	-	-	1	*	*	2	23	2	5	3	23	2	5
	28%	19%	28%	-%	-%	-%	-%	18%	33%	-%	-%	18%	33%	100%	33%	28%	28%	28%	35%	28%	28%	28%
TOTAL IMPORTANT	32	2	32	-	-	-	-	1	1	-	-	1	1	*	3	32	3	7	3	32	3	7
	40%	34%	40%	-%	-%	-%	-%	30%	65%	-%	-%	30%	65%	100%	43%	40%	35%	40%	45%	40%	35%	40%
Don't know	12	1	12	-	-	-	-	1	*	-	-	1	*	-	-	12	1	2	-	12	1	2
	15%	18%	15%	-%	-%	-%	-%	15%	35%	-%	-%	15%	35%	-%	-%	15%	11%	13%	-%	15%	11%	13%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 449

QC6CJ. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE BROADBAND - Difficulty arranging for the old and new services to stop and start at the right time

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	134	1	-	-	-	1	3	-	3	64	65	1	3	76	134	129	130	
Effective Weighted Sample	105	1	-	-	-	1	2	-	3	51	51	1	2	59	105	101	101	
Total	82	*	-	-	-	1	2	-	1	37	42	1	2	47	82	79	79	
1 - Not at all important	16	-	-	-	-	-	-	-	-	7	8	-	-	9	16	15	15	
	19%	-%	-%	-%	-%	-%	-%	-%	-%	19%	19%	-%	-%	18%	19%	19%	19%	
2	5	-	-	-	-	-	-	-	-	3	2	-	-	4	5	5	4	
	6%	-%	-%	-%	-%	-%	-%	-%	-%	9%	4%	-%	-%	8%	6%	6%	5%	
TOTAL NOT IMPORTANT	21	-	-	-	-	-	-	-	-	10	10	-	-	12	21	20	19	
	26%	-%	-%	-%	-%	-%	-%	-%	-%	28%	23%	-%	-%	26%	26%	25%	24%	
3 - Neither	16	*	-	-	-	1	1	-	-	4	12	1	1	8	16	16	16	
	20%	100%	-%	-%	-%	100%	56%	-%	-%	11%	28% i	100%	56%	16%	20%	20%	21%	
4	10	-	-	-	-	-	1	-	*	6	4	-	1	7	10	10	10	
	12%	-%	-%	-%	-%	-%	25%	-%	31%	17%	9%	-%	25%	15%	12%	12%	12%	
5 - Very important	23	-	-	-	-	-	*	-	*	10	13	-	*	14	23	23	21	
	28%	-%	-%	-%	-%	-%	19%	-%	33%	26%	31%	-%	19%	30%	28%	29%	27%	
TOTAL IMPORTANT	32	-	-	-	-	-	1	-	1	16	17	-	1	21	32	32	31	
	40%	-%	-%	-%	-%	-%	44%	-%	65%	43%	40%	-%	44%	45%	40%	41%	40%	
Don't know	12	-	-	-	-	-	-	-	*	7	4	-	-	6	12	11	12	
	15%	-%	-%	-%	-%	-%	-%	-%	35%	18%	9%	-%	-%	13%	15%	13%	15%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 450

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH PACKAGE OF SERVICES

Base : Those who have considered switching their package of services supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
	CONSI			BUN- DLE	BROAD			MOB. PHONE	FIXED LINE CALLS	BROAD			MOB. PHONE	FIXED LINE CALLS	BROAD			MOB. PHONE	FIXED LINE CALLS	BROAD			MOB. PHONE	FIXED LINE CALLS
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV			BAND	TV	BAND			TV	BAND	TV			BAND				
																					Total	~a		
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	m	~n	~o	~p	~q	*r	s	~t	u		
Unweighted total	114	8	114	-	-	1	-	7	-	1	-	7	-	114	4	1	23	2	64	109	24	110		
Effective Weighted Sample	85	5	85	-	-	1	-	4	-	1	-	4	-	85	3	1	18	2	47	86	19	82		
Total	83	7	83	-	-	*	-	7	-	*	-	7	-	83	3	*	13	1	50	75	16	80		
ANY IMPORTANT	59	4	59	-	-	-	-	4	-	-	-	4	-	59	2	*	12	1	37	53	13	56		
	71%	50%	71%	-%	-%	-%	-%	54%	-%	-%	-%	54%	-%	71%	64%	100%	88%	100%	74%	71%	82%	70%		
NONE	24	4	24	-	-	*	-	3	-	*	-	3	-	24	1	-	2	-	13	21	3	24		
	29%	50%	29%	-%	-%	100%	-%	46%	-%	100%	-%	46%	-%	29%	36%	-%	12%	-%	26%	29%	18%	30%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 450

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH PACKAGE OF SERVICES

Base : Those who have considered switching their package of services supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
	Total	~a	~b	~c	~d	~e	~f	~g	~h	*i	*j	~k	~l	m	n	o	p
Significance Level: 95%																	
Unweighted total	114	1	-	-	-	3	3	-	-	52	59	3	3	89	109	111	113
Effective Weighted Sample	85	1	-	-	-	2	2	-	-	41	42	2	2	65	86	83	84
Total	83	*	-	-	-	4	2	-	-	38	43	4	2	64	75	81	82
ANY IMPORTANT	59	-	-	-	-	*	2	-	-	26	31	*	2	48	53	57	58
	71%	-%	-%	-%	-%	12%	100%	-%	-%	69%	71%	12%	100%	74%	71%	70%	71%
NONE	24	*	-	-	-	3	-	-	-	11	13	3	-	17	21	24	24
	29%	100%	-%	-%	-%	88%	-%	-%	-%	31%	29%	88%	-%	26%	29%	30%	29%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 451

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH PAY TV SERVICE

Base : Those who have considered switching their TV service supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	*n	~o	~p	~q	*r	~s	~t	~u
Unweighted total	63	13	63	-	1	-	6	5	1	-	7	5	2	4	63	9	1	11	63	11	1	13
Effective Weighted Sample	32	9	32	-	1	-	6	4	1	-	5	4	1	3	32	7	1	7	32	9	1	8
Total	39	7	39	-	1	-	2	3	*	-	4	3	2	3	39	7	1	7	39	9	1	9
ANY DIFFICULTIES	28	5	28	-	1	-	2	1	*	-	3	1	2	1	28	7	1	4	28	8	1	5
	72%	73%	72%	-%	100%	-%	86%	42%	100%	-%	91%	42%	100%	51%	72%	94%	100%	62%	72%	82%	100%	60%
NONE	11	2	11	-	-	-	*	1	-	-	*	1	-	1	11	*	-	2	11	2	-	3
	28%	27%	28%	-%	-%	-%	14%	58%	-%	-%	9%	58%	-%	49%	28%	6%	-%	38%	28%	18%	-%	40%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 451

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH PAY TV SERVICE

Base : Those who have considered switching their TV service supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	63	-	4	1	1	2	1	-	1	22	35	2	-	63	53	57	55
Effective Weighted Sample	32	-	4	1	1	2	1	-	1	10	23	2	-	32	37	30	34
Total	39	-	2	*	1	1	1	-	1	17	20	1	-	39	27	37	33
ANY DIFFICULTIES	28	-	2	*	1	1	-	-	1	9	18	1	-	28	21	27	27
	72%	-%	100%	100%	100%	100%	-%	-%	100%	51%	89%	100%	-%	72%	79%	72%	80%
NONE	11	-	-	-	-	-	1	-	-	8	2	-	-	11	6	11	7
	28%	-%	-%	-%	-%	-%	100%	-%	-%	49%	11%	-%	-%	28%	21%	28%	20%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 452

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH FIXED BROADBAND SERVICE

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI			BUN-DLE	BROAD MOB. LINE			PHONE CALLS	BROAD MOB. LINE			PHONE CALLS	BROAD MOB. LINE			PHONE CALLS	BROAD MOB. LINE			PHONE CALLS		
	SWIT-CHED	DERED	NEIT-HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND	TV		BAND					
																		Total	~a		b	~c
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	*q	~r	s	~t	*u
Unweighted total	134	11	134	-	-	1	-	7	3	1	-	7	3	1	9	134	15	38	9	134	15	38
Effective Weighted Sample	105	9	105	-	-	1	-	6	3	1	-	6	3	1	7	105	12	30	7	105	12	30
Total	82	6	82	-	-	*	-	4	1	*	-	4	1	*	7	82	9	18	7	82	9	18
ANY DIFFICULTIES	57	2	57	-	-	*	-	1	1	*	-	1	1	*	7	57	6	14	7	57	6	14
	70%	40%	70%	-%	-%	100%	-%	30%	65%	100%	-%	30%	65%	100%	94%	70%	63%	78%	94%	70%	63%	78%
NONE	24	3	24	-	-	-	-	3	*	-	-	3	*	-	*	24	3	4	*	24	3	4
	30%	60%	30%	-%	-%	-%	-%	70%	35%	-%	-%	70%	35%	-%	6%	30%	37%	22%	6%	30%	37%	22%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 452

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH FIXED BROADBAND SERVICE

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	134	1	-	-	-	1	3	-	3	64	65	1	3	76	134	129	130	
Effective Weighted Sample	105	1	-	-	-	1	2	-	3	51	51	1	2	59	105	101	101	
Total	82	*	-	-	-	1	2	-	1	37	42	1	2	47	82	79	79	
ANY DIFFICULTIES	57	*	-	-	-	-	1	-	1	25	32	-	1	35	57	57	55	
	70%	100%	-%	-%	-%	-%	44%	-%	65%	67%	76%	-%	44%	75%	70%	72%	69%	
NONE	24	-	-	-	-	1	1	-	*	12	10	1	1	12	24	22	24	
	30%	-%	-%	-%	-%	100%	56%	-%	35%	33%	24%	100%	56%	25%	30%	28%	31%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 453

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH MOBILE PHONE NETWORK

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED					COVERED				COVERED				COVERED				
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	p	~q	~r	*s	t	~u
Unweighted total	145	21	145	-	7	2	7	-	5	8	14	-	12	22	2	17	145	5	13	35	145	24
Effective Weighted Sample	92	17	92	-	7	2	5	-	4	7	12	-	11	17	2	13	92	3	10	28	92	15
Total	104	15	104	-	7	1	4	-	3	7	11	-	10	13	1	9	104	5	8	21	104	17
ANY DIFFICULTIES	77	11	77	-	5	*	3	-	3	4	8	-	8	10	1	6	77	5	7	15	77	14
	74%	78%	74%	-%	67%	54%	83%	-%	100%	61%	73%	-%	77%	78%	100%	68%	74%	94%	78%	73%	74%	82%
NONE	27	3	27	-	2	*	1	-	-	3	3	-	2	3	-	3	27	*	2	6	27	3
	26%	22%	26%	-%	33%	46%	17%	-%	-%	39%	27%	-%	23%	22%	-%	32%	26%	6%	22%	27%	26%	18%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 453

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH MOBILE PHONE NETWORK

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
	Total	~a	~b	~c	~d	~e	~f	~g	~h	*i	j	~k	~l	m	n	o	p
Significance Level: 95%																	
Unweighted total	145	6	2	3	5	-	-	3	8	52	93	-	-	89	121	145	124
Effective Weighted Sample	92	5	2	2	4	-	-	3	7	37	55	-	-	59	88	92	82
Total	104	5	2	3	4	-	-	3	7	41	63	-	-	55	69	104	75
ANY DIFFICULTIES	77	3	1	2	3	-	-	3	4	27	50	-	-	41	50	77	55
	74%	71%	51%	87%	71%	-%	-%	100%	65%	67%	79%	-%	-%	76%	73%	74%	72%
NONE	27	1	1	*	1	-	-	-	2	13	13	-	-	13	19	27	21
	26%	29%	49%	13%	29%	-%	-%	-%	35%	33%	21%	-%	-%	24%	27%	26%	28%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 454

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH FIXED LINE VOICE SERVICE

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				BUN- DLE	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	TV	BAND		PHONE	CALLS	TV		BAND	PHONE	CALLS		TV	BAND	PHONE		CALLS
Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	*o	~p	q	~r	*s	~t	u	
Significance Level: 95%																						
Unweighted total	106	12	106	-	-	-	8	4	-	-	8	4	-	2	12	40	5	106	12	39	5	106
Effective Weighted Sample	66	5	66	-	-	-	7	2	-	-	7	2	-	2	7	32	3	66	7	31	3	66
Total	77	8	77	-	-	-	3	5	-	-	3	5	-	1	7	19	5	77	7	19	5	77
ANY DIFFICULTIES	54	6	54	-	-	-	2	4	-	-	2	4	-	1	4	13	5	54	4	13	5	54
	71%	73%	71%	-%	-%	-%	46%	92%	-%	-%	46%	92%	-%	100%	59%	68%	100%	71%	60%	69%	100%	71%
NONE	22	2	22	-	-	-	2	*	-	-	2	*	-	-	3	6	-	22	3	6	-	22
	29%	27%	29%	-%	-%	-%	54%	8%	-%	-%	54%	8%	-%	-%	41%	32%	-%	29%	40%	31%	-%	29%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 454

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH FIXED LINE VOICE SERVICE

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	*i	*j	~k	~l	*m	n	o	p
Unweighted total	106	-	1	3	3	2	2	-	-	55	47	1	-	68	83	102	106
Effective Weighted Sample	66	-	1	3	3	2	1	-	-	34	30	1	-	39	64	64	66
Total	77	-	*	1	1	1	4	-	-	41	31	1	-	48	44	72	77
ANY DIFFICULTIES	54	-	-	*	1	1	4	-	-	29	23	1	-	37	31	52	54
	71%	-%	-%	24%	70%	59%	100%	-%	-%	71%	74%	100%	-%	77%	69%	73%	71%
NONE	22	-	*	1	*	*	-	-	-	12	8	-	-	11	14	20	22
	29%	-%	100%	76%	30%	41%	-%	-%	-%	29%	26%	-%	-%	23%	31%	27%	29%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 455

QC7C. Was there going to be a period of time in the switching process where you would have chosen to or had to pay more than one company to provide a service, to make sure you didn't lose that service?

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
	CONSI			SWITCHED & COVERED			FIXED LINE			BROAD MOB. PHONE			FIXED LINE			BROAD MOB. PHONE			FIXED LINE			BROAD MOB. PHONE		
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN-DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		
Significance Level: 95%	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	*q	~r	s	~t	*u			
Unweighted total	134	11	134	-	-	1	-	7	3	1	-	7	3	1	9	134	15	38	9	134	15	38		
Effective Weighted Sample	105	9	105	-	-	1	-	6	3	1	-	6	3	1	7	105	12	30	7	105	12	30		
Total	82	6	82	-	-	*	-	4	1	*	-	4	1	*	7	82	9	18	7	82	9	18		
Yes	6 8%	1 9%	6 8%	- -%	- -%	- -%	- -%	1 12%	- -%	- -%	- -%	1 12%	- -%	- -%	2 28%	6 8%	1 8%	1 8%	2 28%	6 8%	1 8%	1 8%		
No	34 42%	3 45%	34 42%	- -%	- -%	* 100%	- -%	1 28%	1 100%	* 100%	- -%	1 28%	1 100%	- -%	2 23%	34 42%	5 53%	7 40%	2 23%	34 42%	5 53%	7 38%		
Don't know	41 50%	3 46%	41 50%	- -%	- -%	- -%	- -%	3 60%	- -%	- -%	- -%	3 60%	- -%	* 100%	3 49%	41 50%	3 39%	10 53%	4 50%	41 50%	3 39%	10 55%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 455

QC7C. Was there going to be a period of time in the switching process where you would have chosen to or had to pay more than one company to provide a service, to make sure you didn't lose that service?

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	134	1	-	-	-	1	3	-	3	64	65	1	3	76	134	129	130
Effective Weighted Sample	105	1	-	-	-	1	2	-	3	51	51	1	2	59	105	101	101
Total	82	*	-	-	-	1	2	-	1	37	42	1	2	47	82	79	79
Yes	6 8%	- -%	- -%	- -%	- -%	- -%	1 25%	- -%	- -%	2 6%	4 9%	- -%	1 25%	6 12%	6 8%	6 8%	6 8%
No	34 42%	* 100%	- -%	- -%	- -%	1 100%	- -%	- -%	1 100%	17 46%	17 40%	1 100%	- -%	18 38%	34 42%	34 43%	32 41%
Don't know	41 50%	- -%	- -%	- -%	- -%	- -%	2 75%	- -%	- -%	18 48%	21 51%	- -%	2 75%	23 49%	41 50%	39 50%	40 51%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 456

QC8C. How long for?

Base : Those who would have had to pay more than one company during the switching process to provide a fixed line broadband service

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED				
		SWIT- CHED	DERED	NEIT- HER		BROAD	MOB.	LINE		BROAD	MOB.	LINE		BROAD	MOB.	LINE		BROAD	MOB.	LINE		
																					TV	BAND
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	13	1	13	-	-	-	-	1	-	-	-	1	-	-	3	13	2	4	3	13	2	4
Effective Weighted Sample	10	1	10	-	-	-	-	1	-	-	-	1	-	-	2	10	2	4	2	10	2	4
Total	6	1	6	-	-	-	-	1	-	-	-	1	-	-	2	6	1	1	2	6	1	1
2-3 days	1	-	1	-	-	-	-	-	-	-	-	-	-	-	1	*	1	-	1	*	1	
	16%	-%	16%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	16%	47%	49%	-%	16%	47%	49%	
4-7 days	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	*	-	-	*	*	-	
	6%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	53%	-%	-%	6%	53%	-%	
8-14 days	1	-	1	-	-	-	-	-	-	-	-	-	-	1	1	-	-	1	1	-	-	
	11%	-%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	36%	11%	-%	-%	36%	11%	-%	-%	
15-30 days	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	*	-	*	-	*	
	5%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	21%	-%	5%	-%	21%	
More than 30 days	1	1	1	-	-	-	-	1	-	-	-	1	-	-	1	-	-	-	1	-	-	
	15%	100%	15%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	15%	-%	-%	-%	15%	-%	-%	
Don't know	3	-	3	-	-	-	-	-	-	-	-	-	-	1	3	-	*	1	3	-	*	
	48%	-%	48%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	64%	48%	-%	30%	64%	48%	-%	30%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 456

QC8C. How long for?

Base : Those who would have had to pay more than one company during the switching process to provide a fixed line broadband service

	TV PROCESSES	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	13	-	-	-	-	-	1	-	-	5	7	-	1	11	13	12	13
Effective Weighted Sample	10	-	-	-	-	-	1	-	-	4	5	-	1	9	10	9	10
Total	6	-	-	-	-	-	1	-	-	2	4	-	1	6	6	6	6
2-3 days	1 16%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 16%	1 17%	- -%	- -%	1 18%	1 16%	1 17%	1 16%
4-7 days	* 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 9%	- -%	- -%	- -%	* 6%	* 6%	* 6%
8-14 days	1 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 16%	* 10%	- -%	- -%	1 13%	1 11%	1 12%	1 11%
15-30 days	* 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 14%	- -%	- -%	- -%	- -%	* 5%	* 5%	* 5%
More than 30 days	1 15%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	1 14%	- -%	1 100%	1 16%	1 15%	1 9%	1 15%
Don't know	3 48%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 54%	2 50%	- -%	- -%	3 53%	3 48%	3 51%	3 48%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 457

QC9C. Was there going to be a period of time in the switching process where there was an unwanted break where you were not receiving a service from either company?

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED										
				SWITCHED & COVERED						COVERED				CONSIDERED & COVERED						COVERED				
	CONSI			BUN- DLE	BROAD			MOB. PHONE	FIXED LINE CALLS	BROAD			MOB. PHONE	FIXED LINE CALLS	BROAD			MOB. PHONE	FIXED LINE CALLS	BROAD			MOB. PHONE	FIXED LINE CALLS
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV			BAND	TV	BAND			TV	BAND	TV			BAND				
Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	*q	~r	s	~t	*u			
Significance Level: 95%																								
Unweighted total	134	11	134	-	-	1	-	7	3	1	-	7	3	1	9	134	15	38	9	134	15	38		
Effective Weighted Sample	105	9	105	-	-	1	-	6	3	1	-	6	3	1	7	105	12	30	7	105	12	30		
Total	82	6	82	-	-	*	-	4	1	*	-	4	1	*	7	82	9	18	7	82	9	18		
Yes	9	2	9	-	-	*	-	1	-	*	-	1	-	*	2	9	2	2	2	9	2	2		
	11%	27%	11%	-%	-%	100%	-%	27%	-%	100%	-%	27%	-%	100%	26%	11%	17%	10%	28%	11%	17%	11%		
No	35	2	35	-	-	-	-	2	1	-	-	2	1	-	2	35	5	6	2	35	5	6		
	43%	43%	43%	-%	-%	-%	-%	40%	67%	-%	-%	40%	67%	-%	33%	43%	52%	33%	33%	43%	52%	33%		
Don't know	37	2	37	-	-	-	-	1	*	-	-	1	*	-	3	37	3	11	3	37	3	11		
	46%	31%	46%	-%	-%	-%	-%	32%	33%	-%	-%	32%	33%	-%	40%	46%	31%	57%	40%	46%	31%	57%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 457

QC9C. Was there going to be a period of time in the switching process where there was an unwanted break where you were not receiving a service from either company?

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
											CON- TRACT				BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i			C&R ~l	TV *m			
Unweighted total	134	1	-	-	-	1	3	-	3	64	65	1	3	76	134	129	130
Effective Weighted Sample	105	1	-	-	-	1	2	-	3	51	51	1	2	59	105	101	101
Total	82	*	-	-	-	1	2	-	1	37	42	1	2	47	82	79	79
Yes	9	*	-	-	-	-	1	-	-	2	6	-	1	7	9	8	9
	11%	100%	-%	-%	-%	-%	56%	-%	-%	5%	13%	-%	56%	14%	11%	10%	11%
No	35	-	-	-	-	1	1	-	1	17	18	1	1	21	35	35	33
	43%	-%	-%	-%	-%	100%	25%	-%	67%	46%	43%	100%	25%	45%	43%	45%	41%
Don't know	37	-	-	-	-	-	*	-	*	18	18	-	*	19	37	36	37
	46%	-%	-%	-%	-%	-%	19%	-%	33%	48%	43%	-%	19%	41%	46%	46%	47%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 458

QC10C. How long for?

Base : Those who would have had an unwanted break in service when switching their fixed line broadband service

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED						
	Total	CONSI			BUN-DLE	FIXED LINE			BUN-DLE	FIXED LINE			BUN-DLE	FIXED LINE			BUN-DLE	FIXED LINE					
		SWIT-CHED	DERED	NEIT-HER		TV	BAND	PHONE		MOB.	CALLS	TV		BAND	PHONE	MOB.		CALLS	TV	BAND	PHONE	MOB.	CALLS
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	18	2	18	-	-	1	-	1	-	1	-	1	-	1	3	18	3	6	3	18	3	6	
Effective Weighted Sample	13	2	13	-	-	1	-	1	-	1	-	1	-	1	2	13	3	6	2	13	3	6	
Total	9	2	9	-	-	*	-	1	-	*	-	1	-	*	2	9	2	2	2	9	2	2	
1 day	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	*	-	-	
	4%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	4%	-%	-%	
2-3 days	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	*	-	*	-	*	
	3%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	13%	-%	3%	-%	12%	
4-7 days	2	-	2	-	-	-	-	-	-	-	-	-	-	-	1	2	1	1	*	2	1	*	
	26%	-%	26%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	31%	26%	76%	33%	16%	26%	76%	15%	
8-14 days	1	*	1	-	-	*	-	-	-	*	-	-	-	*	-	1	*	*	*	1	*	1	
	16%	22%	16%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	100%	-%	16%	24%	19%	20%	16%	24%	39%	
15-30 days	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	*	-	-	
	4%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	4%	-%	-%	
Don't know	4	1	4	-	-	-	-	1	-	-	-	1	-	-	1	4	-	1	1	4	-	1	
	47%	78%	47%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	69%	47%	-%	35%	64%	47%	-%	34%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 458

QC10C. How long for?

Base : Those who would have had an unwanted break in service when switching their fixed line broadband service

	TV PROCESSES	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	18	1	-	-	-	-	1	-	-	6	10	-	1	12	18	16	17
Effective Weighted Sample	13	1	-	-	-	-	1	-	-	6	7	-	1	8	13	11	12
Total	9	*	-	-	-	-	1	-	-	2	6	-	1	7	9	8	9
1 day	*	-	-	-	-	-	-	-	-	*	-	-	-	-	*	*	*
	4%	-%	-%	-%	-%	-%	-%	-%	-%	19%	-%	-%	-%	-%	4%	5%	4%
2-3 days	*	-	-	-	-	-	-	-	-	*	-	-	-	-	*	*	*
	3%	-%	-%	-%	-%	-%	-%	-%	-%	12%	-%	-%	-%	-%	3%	3%	3%
4-7 days	2	-	-	-	-	-	-	-	-	1	2	-	-	1	2	2	2
	26%	-%	-%	-%	-%	-%	-%	-%	-%	32%	31%	-%	-%	18%	26%	31%	24%
8-14 days	1	*	-	-	-	-	-	-	-	*	1	-	-	1	1	1	1
	16%	100%	-%	-%	-%	-%	-%	-%	-%	20%	19%	-%	-%	17%	16%	19%	17%
15-30 days	*	-	-	-	-	-	-	-	-	-	-	-	-	*	*	-	*
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	4%	-%	5%
Don't know	4	-	-	-	-	-	1	-	-	*	3	-	1	4	4	3	4
	47%	-%	-%	-%	-%	-%	100%	-%	-%	16%	50%	-%	100%	59%	47%	42%	48%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 459

QC11C. While you had this unwanted break with no service from your old or new supplier, which of these would have applied to you?

Base : Those who would have had an unwanted break in service when switching their fixed line broadband service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE PHONE CALLS	BROAD MOB.			FIXED LINE PHONE CALLS	BROAD MOB.			FIXED LINE PHONE CALLS	BROAD MOB.			FIXED LINE PHONE CALLS	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS		TV	BAND	PHONE		CALLS	TV	BAND		PHONE	CALLS	TV		BAND
Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	18	2	18	-	-	1	-	1	-	1	-	1	-	1	3	18	3	6	3	18	3	6
Effective Weighted Sample	13	2	13	-	-	1	-	1	-	1	-	1	-	1	2	13	3	6	2	13	3	6
Total	9	2	9	-	-	*	-	1	-	*	-	1	-	*	2	9	2	2	2	9	2	2
Just done without this service	2	*	2	-	-	*	-	-	-	*	-	-	-	-	*	2	1	*	-	2	1	*
	26%	22%	26%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	13%	26%	76%	13%	-%	26%	76%	12%
Used another service instead which you already own	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	*	*	-	1	*	*
	8%	-%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	8%	24%	18%	-%	8%	24%	17%
Borrowed a service from a friend or relative	1	-	1	-	-	-	-	-	-	-	-	-	-	*	*	1	-	-	1	1	-	*
	8%	-%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	18%	8%	-%	-%	36%	8%	-%	21%
Used a service from your workplace	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	2	-	1	-	2	-	1
	23%	-%	23%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	23%	-%	52%	-%	23%	-%	34%
Gone elsewhere to use this service	1	-	1	-	-	-	-	-	-	-	-	-	-	*	-	1	-	-	*	1	-	*
	9%	-%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	9%	-%	-%	20%	9%	-%	21%
Don't know	3	1	3	-	-	-	-	1	-	-	-	1	-	-	1	3	-	*	1	3	-	*
	31%	78%	31%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	69%	31%	-%	17%	64%	31%	-%	16%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 459

QC11C. While you had this unwanted break with no service from your old or new supplier, which of these would have applied to you?

Base : Those who would have had an unwanted break in service when switching their fixed line broadband service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	18	1	-	-	-	-	1	-	-	6	10	-	1	12	18	16	17
Effective Weighted Sample	13	1	-	-	-	-	1	-	-	6	7	-	1	8	13	11	12
Total	9	*	-	-	-	-	1	-	-	2	6	-	1	7	9	8	9
Just done without this service	2	*	-	-	-	-	-	-	-	1	2	-	-	1	2	2	2
	26%	100%	-%	-%	-%	-%	-%	-%	-%	31%	31%	-%	-%	9%	26%	31%	24%
Used another service instead which you already own	1	-	-	-	-	-	-	-	-	-	1	-	-	*	1	1	1
	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	12%	-%	-%	5%	8%	9%	8%
Borrowed a service from a friend or relative	1	-	-	-	-	-	-	-	-	1	-	-	-	1	1	1	1
	8%	-%	-%	-%	-%	-%	-%	-%	-%	37%	-%	-%	-%	11%	8%	10%	8%
Used a service from your workplace	2	-	-	-	-	-	-	-	-	*	1	-	-	2	2	1	2
	23%	-%	-%	-%	-%	-%	-%	-%	-%	15%	12%	-%	-%	31%	23%	13%	23%
Gone elsewhere to use this service	1	-	-	-	-	-	-	-	-	*	-	-	-	1	1	*	1
	9%	-%	-%	-%	-%	-%	-%	-%	-%	20%	-%	-%	-%	12%	9%	5%	9%
Don't know	3	-	-	-	-	-	1	-	-	*	2	-	1	2	3	3	3
	31%	-%	-%	-%	-%	-%	100%	-%	-%	16%	44%	-%	100%	38%	31%	37%	32%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 460

QC12C. Would this have resulted in any additional costs for you?

Base : Those who would have had an unwanted break in service when switching their fixed line broadband service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				CONSIDERED & COVERED					COVERED			
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.	FIXED LINE	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
						TV	BAND	PHONE														
		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Significance Level: 95%																						
Unweighted total	18	2	18	-	-	1	-	1	-	1	-	1	-	1	3	18	3	6	3	18	3	6
Effective Weighted Sample	13	2	13	-	-	1	-	1	-	1	-	1	-	1	2	13	3	6	2	13	3	6
Total	9	2	9	-	-	*	-	1	-	*	-	1	-	*	2	9	2	2	2	9	2	2
Yes	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	1	-	1
	15%	-%	15%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	15%	-%	50%	-%	15%	-%	32%
No	5	*	5	-	-	*	-	-	-	*	-	-	-	*	1	5	2	1	1	5	2	1
	58%	22%	58%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	100%	31%	58%	100%	50%	36%	58%	100%	68%
Don't know	2	1	2	-	-	-	-	1	-	-	-	1	-	-	1	2	-	-	1	2	-	-
	28%	78%	28%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	69%	28%	-%	-%	64%	28%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 460

QC12C. Would this have resulted in any additional costs for you?

Base : Those who would have had an unwanted break in service when switching their fixed line broadband service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	18	1	-	-	-	-	1	-	-	6	10	-	1	12	18	16	17
Effective Weighted Sample	13	1	-	-	-	-	1	-	-	6	7	-	1	8	13	11	12
Total	9	*	-	-	-	-	1	-	-	2	6	-	1	7	9	8	9
Yes	1	-	-	-	-	-	-	-	-	1	*	-	-	1	1	1	1
	15%	-%	-%	-%	-%	-%	-%	-%	-%	31%	6%	-%	-%	15%	15%	12%	15%
No	5	*	-	-	-	-	-	-	-	1	3	-	-	3	5	4	5
	58%	100%	-%	-%	-%	-%	-%	-%	-%	69%	50%	-%	-%	47%	58%	55%	56%
Don't know	2	-	-	-	-	-	1	-	-	-	2	-	1	2	2	2	2
	28%	-%	-%	-%	-%	-%	100%	-%	-%	-%	44%	-%	100%	38%	28%	33%	28%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 461

QC13C. How much extra would you have spent?

Base : Those whose unwanted break would have resulted in additional costs when switching their fixed line broadband service

	ACTIONS TAKEN								SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED				SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED			
	CONSI								BROAD MOB. LINE				BROAD MOB. LINE				BROAD MOB. LINE				BROAD MOB. LINE			
	DERED NEIT-HER								PHONE CALLS				PHONE CALLS				PHONE CALLS				PHONE CALLS			
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN-DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u			
Unweighted total	4	-	4	-	-	-	-	-	-	-	-	-	-	-	-	4	-	3	-	4	-	2		
Effective Weighted Sample	4	-	4	-	-	-	-	-	-	-	-	-	-	-	-	4	-	3	-	4	-	2		
Total	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	1	-	1		
Up to £19.99	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	1	-	*		
	46%	-%	46%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	46%	-%	66%	-%	46%	-%	48%		
£60 or more	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	*	-	1	-	*		
	54%	-%	54%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	54%	-%	34%	-%	54%	-%	52%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 461

QC13C. How much extra would you have spent?

Base : Those whose unwanted break would have resulted in additional costs when switching their fixed line broadband service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	4	-	-	-	-	-	-	-	-	2	1	-	-	3	4	3	4
Effective Weighted Sample	4	-	-	-	-	-	-	-	-	2	1	-	-	3	4	3	4
Total	1	-	-	-	-	-	-	-	-	1	*	-	-	1	1	1	1
Up to £19.99	1	-	-	-	-	-	-	-	-	*	*	-	-	1	1	1	1
	46%	-%	-%	-%	-%	-%	-%	-%	-%	48%	100%	-%	-%	61%	46%	66%	46%
£60 or more	1	-	-	-	-	-	-	-	-	*	-	-	-	*	1	*	1
	54%	-%	-%	-%	-%	-%	-%	-%	-%	52%	-%	-%	-%	39%	54%	34%	54%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 462

QC1D. Are you in the process of actively looking for another provider for your mobile phone network at the moment?

Base : Those who have considered switching their mobile phone network in last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSIDERED			BUNDLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS		
	SWITCHED	DERIVED	NEITHER		TV	BAND	TV		BAND	TV	BAND		TV	BAND								
	Total	~a	b		*c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	p	~q	~r	*s	t
Significance Level: 95%																						
Unweighted total	194	29	148	38	8	3	11	-	7	10	19	-	15	30	3	19	194	7	15	38	145	27
Effective Weighted Sample	126	22	94	31	8	3	9	-	5	8	16	-	13	20	3	15	126	4	12	30	92	17
Total	162	22	105	50	9	1	7	-	6	8	16	-	14	20	1	11	162	9	9	22	104	18
Yes	88	10	31	50	2	*	4	-	4	3	6	-	6	11	*	6	88	7	4	9	30	8
	54%	46%	29%	100% b	27%	54%	54%	-%	63%	33%	39%	-%	41%	57%	38%	50%	54%	73%	43%	39%	28%	45%
No	71	11	71	-	6	*	2	-	2	6	9	-	8	8	1	5	71	2	5	13	71	10
	44%	51%	68% c	-%	73%	46%	35%	-%	37%	67%	56%	-%	59%	41%	62%	47%	44%	27%	57%	58%	69%	53%
Don't know	3	1	3	-	-	-	1	-	-	-	1	-	-	*	-	*	3	-	-	1	3	*
	2%	3%	3%	-%	-%	-%	11%	-%	-%	-%	5%	-%	-%	2%	-%	3%	2%	-%	-%	3%	3%	2%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 462

QC1D. Are you in the process of actively looking for another provider for your mobile phone network at the moment?

Base : Those who have considered switching their mobile phone network in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	194	8	2	8	5	-	-	5	9	67	127	-	-	125	158	194	163
Effective Weighted Sample	126	6	2	7	4	-	-	5	7	45	82	-	-	85	108	126	105
Total	162	6	2	7	4	-	-	5	8	62	100	-	-	92	111	162	123
Yes	88	2	-	5	1	-	-	2	4	35	53	-	-	51	60	88	72
	54%	31%	-%	69%	18%	-%	-%	43%	42%	56%	53%	-%	-%	56%	54%	54%	58%
No	71	4	2	2	3	-	-	3	5	26	45	-	-	39	48	71	49
	44%	69%	100%	31%	75%	-%	-%	57%	58%	42%	45%	-%	-%	42%	44%	44%	40%
Don't know	3	-	-	-	*	-	-	-	-	1	2	-	-	2	3	3	3
	2%	-%	-%	-%	8%	-%	-%	-%	-%	2%	2%	-%	-%	2%	3%	2%	2%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 463

QC2D. When do you expect to switch to another provider for the mobile phone network?

Base : Those actively looking for another supplier for their mobile phone network

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED						
					SWITCHED & COVERED					COVERED				COVERED				COVERED						
	CONSI				BUN- DLE	BROAD		MOB.	FIXED LINE	TV	BROAD		MOB.	FIXED LINE	BUN- DLE	BROAD		MOB.	FIXED LINE	TV	BROAD		MOB.	FIXED LINE
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	
Significance Level: 95%	Total	~a	*b	*c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	p	~q	~r	~s	*t	~u		
Unweighted total	88	13	42	38	2	2	6	-	3	4	8	-	5	15	1	10	88	4	7	16	39	12		
Effective Weighted Sample	61	9	27	31	2	2	5	-	3	2	6	-	4	10	1	8	61	3	6	14	25	7		
Total	88	10	31	50	2	*	4	-	4	3	6	-	6	11	*	6	88	7	4	9	30	8		
In the next month	21	2	*	18	-	-	*	-	2	-	*	-	2	3	-	1	21	3	-	*	-	*		
	23%	22%	1%	36% b	-%	-%	9%	-%	53%	-%	5%	-%	32%	22%	-%	14%	23%	47%	-%	4%	-%	4%		
In the next 2-3 months	38	5	1	32	2	*	3	-	1	2	4	-	2	5	*	1	38	1	1	1	-	1		
	43%	52%	2%	64% b	68%	26%	74%	-%	21%	62%	71%	-%	40%	41%	100%	14%	43%	12%	19%	9%	-%	9%		
In the next six months	17	2	17	-	-	*	*	-	1	*	*	-	1	2	-	1	17	3	1	3	17	4		
	20%	15%	56% c	-%	-%	74%	9%	-%	26%	11%	5%	-%	16%	16%	-%	25%	20%	37%	36%	35%	58%	54%		
In the next year	6	-	6	-	-	-	-	-	-	-	-	-	-	2	-	*	6	*	1	2	6	2		
	7%	-%	19% c	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	14%	-%	5%	7%	4%	29%	22%	20%	24%		
Over a year from now	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	*	-		
	*%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	1%	-%		
Don't know	6	1	6	-	1	-	*	-	-	1	1	-	1	1	-	2	6	-	1	3	6	1		
	7%	11%	20% c	-%	32%	-%	9%	-%	-%	27%	18%	-%	13%	6%	-%	41%	7%	-%	16%	30%	21%	8%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 463

QC2D. When do you expect to switch to another provider for the mobile phone network?

Base : Those actively looking for another supplier for their mobile phone network

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	88	3	-	6	1	-	-	2	3	32	56	-	-	58	68	88	74
Effective Weighted Sample	61	1	-	5	1	-	-	2	3	21	41	-	-	41	49	61	51
Total	88	2	-	5	1	-	-	2	4	35	53	-	-	51	60	88	72
In the next month	21	-	-	*	-	-	-	-	2	7	14	-	-	7	13	21	18
	23%	-%	-%	6%	-%	-%	-%	-%	53%	20%	25%	-%	-%	14%	22%	23%	25%
In the next 2-3 months	38	2	-	4	-	-	-	2	-	14	24	-	-	30	29	38	30
	43%	85%	-%	87%	-%	-%	-%	100%	-%	40%	45%	-%	-%	58%	48%	43%	42%
In the next six months	17	*	-	*	-	-	-	-	1	4	13	-	-	9	10	17	14
	20%	15%	-%	7%	-%	-%	-%	-%	26%	13%	24%	-%	-%	18%	18%	20%	20%
In the next year	6	-	-	-	-	-	-	-	-	3	3	-	-	3	2	6	5
	7%	-%	-%	-%	-%	-%	-%	-%	-%	10%	5%	-%	-%	5%	4%	7%	7%
Over a year from now	*	-	-	-	-	-	-	-	-	*	-	-	-	-	*	*	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	*%	*%	*%
Don't know	6	-	-	-	1	-	-	-	1	5	1	-	-	2	4	6	4
	7%	-%	-%	-%	100%	-%	-%	-%	21%	16%	1%	-%	-%	4%	7%	7%	6%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 464

QC3D. Why haven't you switched to another provider yet?

Base : Those who expect to switch supplier for their mobile phone over 3 months from now

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	CONSI				SWITCHED & COVERED					COVERED				FIXED				COVERED				
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD MOB.		PHONE	FIXED LINE CALLS	BROAD MOB.		PHONE	FIXED LINE CALLS	BUN-DLE	BROAD MOB.		PHONE	FIXED LINE CALLS	BROAD MOB.		PHONE	FIXED LINE CALLS
						TV	BAND			TV	BAND				TV	BAND						
Significance Level: 95%	~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	*p	~q	~r	~s	*t	~u	
Unweighted total	39	5	39	-	1	1	2	-	1	2	3	-	2	7	-	8	39	2	5	13	39	9
Effective Weighted Sample	25	4	25	-	1	1	2	-	1	2	3	-	2	6	-	6	25	1	5	11	25	5
Total	30	3	30	-	1	*	1	-	1	1	1	-	2	4	-	4	30	3	3	8	30	7
Haven't found out what's available from other suppliers	10	-	10	-	-	-	-	-	-	-	-	-	-	3	-	2	10	-	2	4	10	3
	33%	-%	33%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	69%	-%	39%	33%	-%	74%	55%	33%	41%
Concerned about losing my phone number	9	2	9	-	1	-	-	-	1	1	1	-	2	2	-	1	9	3	2	2	9	4
	30%	64%	30%	-%	100%	-%	-%	-%	100%	72%	53%	-%	100%	43%	-%	17%	30%	89%	56%	32%	30%	62%
Just haven't had time/ haven't got around to it yet	7	2	7	-	1	-	-	-	1	1	1	-	2	2	-	1	7	*	1	2	7	2
	25%	64%	25%	-%	100%	-%	-%	-%	100%	72%	53%	-%	100%	38%	-%	22%	25%	11%	20%	25%	25%	27%
Need to wait until the end of my contract/ until I can switch without paying a penalty	6	-	6	-	-	-	-	-	-	-	-	-	-	*	-	2	6	-	*	2	6	*
	20%	-%	20%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%	-%	46%	20%	-%	14%	26%	20%	6%
Will see if my current provider offers me a better deal to stay with them	3	-	3	-	-	-	-	-	-	-	-	-	-	2	-	1	3	-	2	2	3	2
	11%	-%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	38%	-%	17%	11%	-%	50%	26%	11%	23%
Not sure what steps I need to take to switch to another supplier	2	-	2	-	-	-	-	-	-	-	-	-	-	1	-	*	2	-	1	1	2	1
	6%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	28%	-%	7%	6%	-%	36%	19%	6%	16%
Concerned about having no service while switching to another supplier	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	*	1	-	1	1	1	1
	5%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	29%	-%	7%	5%	-%	37%	20%	5%	17%
Concerned about losing my email address/ having problems moving my email address	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	1	1	1	1
	3%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	18%	-%	-%	3%	-%	23%	10%	3%	11%
Don't want to have to tell my supplier I want to cancel their service	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	*	*	-	-	*	*
	1%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	11%	-%	-%	1%	4%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 464

QC3D. Why haven't you switched to another provider yet?

Base : Those who expect to switch supplier for their mobile phone over 3 months from now

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.		FIXED LINE PHONE CALLS	BROAD MOB.		FIXED LINE PHONE CALLS	BUN- DLE	BROAD MOB.		FIXED LINE PHONE CALLS	BROAD MOB.		FIXED LINE PHONE CALLS				
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	TV		BAND	TV			BAND	TV		BAND						
Significance Level: 95%	Total	~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	*p	~q	~r	~s	*t	~u
Unweighted total	39	5	39	-	1	1	2	-	1	2	3	-	2	7	-	8	39	2	5	13	39	9
Effective Weighted Sample	25	4	25	-	1	1	2	-	1	2	3	-	2	6	-	6	25	1	5	11	25	5
Total	30	3	30	-	1	*	1	-	1	1	1	-	2	4	-	4	30	3	3	8	30	7
Other reasons	6	1	6	-	-	*	1	-	-	*	1	-	-	2	-	1	6	-	2	2	6	2
	19%	36%	19%	-%	-%	100%	100%	-%	-%	28%	47%	-%	-%	39%	-%	16%	19%	-%	50%	30%	19%	23%
Don't know	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-
	3%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%	3%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 464

QC3D. Why haven't you switched to another provider yet?

Base : Those who expect to switch supplier for their mobile phone over 3 months from now

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	39	1	-	1	1	-	-	-	2	17	22	-	-	22	31	39	35
Effective Weighted Sample	25	1	-	1	1	-	-	-	2	11	14	-	-	13	24	25	22
Total	30	*	-	*	1	-	-	-	2	14	16	-	-	14	18	30	24
Haven't found out what's available from other suppliers	10 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	8 62%	2 10%	- -%	- -%	3 22%	6 33%	10 33%	8 34%
Concerned about losing my phone number	9 30%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	2 100%	4 31%	5 28%	- -%	- -%	7 49%	5 26%	9 30%	7 30%
Just haven't had time/ haven't got around to it yet	7 25%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	2 100%	3 22%	4 27%	- -%	- -%	4 27%	6 32%	7 25%	7 30%
Need to wait until the end of my contract/ until I can switch without paying a penalty	6 20%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	6 38%	- -%	- -%	3 21%	4 25%	6 20%	4 18%
Will see if my current provider offers me a better deal to stay with them	3 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 7%	2 15%	- -%	- -%	2 13%	3 19%	3 11%	3 14%
Not sure what steps I need to take to switch to another supplier	2 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 10%	* 3%	- -%	- -%	1 8%	2 10%	2 6%	2 7%
Concerned about having no service while switching to another supplier	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	* 3%	- -%	- -%	1 8%	1 8%	1 5%	1 6%
Concerned about losing my email address/ having problems moving my email address	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	1 5%	1 4%	1 3%	1 3%
Don't want to have to tell my supplier I want to cancel their service	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	* 2%	- -%	* 1%	* 1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 464

QC3D. Why haven't you switched to another provider yet?

Base : Those who expect to switch supplier for their mobile phone over 3 months from now

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE	
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND *n	MOB. PHONE *o		
Significance Level: 95%																		
Unweighted total	39	1	-	1	1	-	-	-	2	17	22	-	-	22	31	39	35	
Effective Weighted Sample	25	1	-	1	1	-	-	-	2	11	14	-	-	13	24	25	22	
Total	30	*	-	*	1	-	-	-	2	14	16	-	-	14	18	30	24	
Other reasons	6	*	-	*	-	-	-	-	-	5	1	-	-	3	4	6	4	
	19%	100%	-%	100%	-%	-%	-%	-%	-%	37%	4%	-%	-%	23%	24%	19%	18%	
Don't know	1	-	-	-	-	-	-	-	-	-	1	-	-	1	-	1	-	
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%	-%	6%	-%	3%	-%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 465

QC4D. Which one of these best describes the process you would need to go through to switch your mobile phone network to another supplier, as far as you know?

Base : Those who have considered switching their mobile phone supplier and will not switch soon (including those with mobile in a bundle of services)

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN- DLE	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS		
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		BAND	PHONE	TV		BAND	PHONE	TV		BAND	PHONE	TV		BAND	PHONE
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	p	~q	~r	*s	t	~u	
Unweighted total	149	21	149	-	7	2	7	-	5	8	14	-	12	26	2	17	145	5	14	39	149	28	
Effective Weighted Sample	95	17	95	-	7	2	5	-	4	7	12	-	11	20	2	13	92	3	11	31	95	19	
Total	108	15	108	-	7	1	4	-	3	7	11	-	10	17	1	9	104	5	9	25	108	21	
I contact my new supplier to start the switch. My new supplier then arranges the switch for me.	21 19%	3 20%	21 19%	- -%	2 32%	* 54%	* 9%	- -%	- -%	2 24%	3 24%	- -%	2 23%	5 32%	* 32%	3 29%	19 18%	1 15%	3 30%	7 30%	21 19%	6 28%	
I need to get a code from my old supplier to start the switch. I get the code and contact my new supplier to give it to them. My new supplier then arranges the switch for me	16 14%	5 35%	16 14%	- -%	2 26%	* 46%	1 30%	- -%	2 60%	2 32%	3 27%	- -%	4 36%	4 22%	1 68%	- -%	16 15%	- -%	3 36%	4 14%	16 14%	3 15%	
I have to arrange when the old service stops and the new service starts. I contact my old supplier to tell them I want to cancel.I contact my new supplier to tell them I want to start using them for the service	28 26%	2 15%	28 26%	- -%	1 13%	- -%	* 9%	- -%	1 29%	1 14%	1 12%	- -%	2 18%	2 14%	- -%	4 47%	28 27%	2 32%	1 12%	6 25%	28 26%	4 18%	
Don't know	43 40%	4 30%	43 40%	- -%	2 28%	- -%	2 53%	- -%	* 11%	2 30%	4 37%	- -%	2 23%	5 33%	- -%	2 24%	42 40%	3 54%	2 23%	8 31%	43 40%	8 39%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 465

QC4D. Which one of these best describes the process you would need to go through to switch your mobile phone network to another supplier, as far as you know?

Base : Those who have considered switching their mobile phone supplier and will not switch soon (including those with mobile in a bundle of services)

		TV PROCESS S		BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	149	6	2	3	5	-	-	3	8	52	97	-	-	92	125	149	128
Effective Weighted Sample	95	5	2	2	4	-	-	3	7	37	58	-	-	62	91	95	85
Total	108	5	2	3	4	-	-	3	7	41	67	-	-	57	73	108	79
I contact my new supplier to start the switch. My new supplier then arranges the switch for me.	21 19%	* 7%	- -%	* 13%	2 54%	- -%	- -%	- -%	2 35%	6 15%	14 22%	- -%	- -%	14 24%	18 24%	21 19%	19 24%
I need to get a code from my old supplier to start the switch. I get the code and contact my new supplier to give it to them. My new supplier then arranges the switch for me	16 14%	1 29%	2 100%	- -%	1 18%	- -%	- -%	- -%	3 49%	2 4%	14 21% i	- -%	- -%	12 20%	16 21%	16 14%	16 20%
I have to arrange when the old service stops and the new service starts. I contact my old supplier to tell them I want to cancel.I contact my new supplier to tell them I want to start using them for the service	28 26%	1 20%	- -%	1 37%	- -%	- -%	- -%	2 59%	- -%	8 20%	20 30%	- -%	- -%	16 27%	19 26%	28 26%	18 23%
Don't know	43 40%	2 43%	- -%	1 50%	1 28%	- -%	- -%	1 41%	1 17%	25 60%	19 28% i	- -%	- -%	16 28%	20 28%	43 40%	26 33%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 466

QC4D. Which one of these best describes the process you would need to go through to switch your mobile phone network to another supplier, as far as you know?
by CONSIDERED SWITCHING MOBILE - BEHAVIOUR

Base : Those who have considered switching their mobile phone supplier and will not switch soon (including those with mobile in a bundle of services)

		ANY CONTACT	NO CONTACT	WILL SWITCH NEXT 3 MONTHS
Significance Level: 95%	Total	a	*b	~c
Unweighted total	149	113	32	-
Effective Weighted Sample	95	70	22	-
Total	108	76	28	-
I contact my new supplier to start the switch. My new supplier then arranges the switch for me.	21 19%	15 20%	4 13%	- -%
I need to get a code from my old supplier to start the switch. I get the code and contact my new supplier to give it to them. My new supplier then arranges the switch for me	16 14%	14 18%	1 5%	- -%
I have to arrange when the old service stops and the new service starts. I contact my old supplier to tell them I want to cancel. I contact my new supplier to tell them I want to start using them for the service	28 26%	21 28%	7 24%	- -%
Don't know	43 40%	26 34%	16 59%	- -%
Columns Tested: None				

Table 467

QC5D. Why did you decide not to switch to a different provider for your mobile phone service

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		CALLS	TV	BAND		PHONE	CALLS	TV		BAND	PHONE	CALLS		TV
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	p	~q	~r	*s	t	~u
Unweighted total	145	21	145	-	7	2	7	-	5	8	14	-	12	22	2	17	145	5	13	35	145	24
Effective Weighted Sample	92	17	92	-	7	2	5	-	4	7	12	-	11	17	2	13	92	3	10	28	92	15
Total	104	15	104	-	7	1	4	-	3	7	11	-	10	13	1	9	104	5	8	21	104	17
Base for %	50	1	50	-	1	-	-	-	-	1	1	-	1	9	1	6	50	5	6	14	50	13
Haven't got around to it	6	1	6	-	1	-	-	-	-	1	1	-	1	-	-	-	6	2	-	-	6	2
	12%	100%	12%	-%	100%	-%	-%	-%	-%	100%	100%	-%	100%	-%	-%	-%	12%	32%	-%	-%	12%	13%
Still within contract period/ waiting for contract to end	6	-	6	-	-	-	-	-	-	-	-	-	-	1	-	1	6	-	*	2	6	1
	11%	-%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	15%	-%	18%	11%	-%	7%	15%	11%	10%
Current supplier offered a better/ improved/ enhanced deal/ package	6	-	6	-	-	-	-	-	-	-	-	-	-	1	-	1	6	1	1	2	6	2
	11%	-%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	15%	-%	10%	11%	16%	15%	14%	11%	17%
Current supplier cheaper/ most competitive/ no better/ cheaper deals available	5	-	5	-	-	-	-	-	-	-	-	-	-	*	*	1	5	-	*	2	5	-
	11%	-%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	32%	24%	11%	-%	8%	14%	11%	-%
Choice of new supplier - only one/ no others in our area	5	-	5	-	-	-	-	-	-	-	-	-	-	1	-	-	5	-	1	1	5	1
	9%	-%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	7%	-%	-%	9%	-%	11%	5%	9%	5%
Still making a decision/ need time to assess options available	4	-	4	-	-	-	-	-	-	-	-	-	-	-	-	*	4	-	-	*	4	-
	7%	-%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	7%	-%	-%	2%	7%	-%
Process seems daunting/ messy/ complicated	3	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	3	3	-	-	3	3
	6%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	48%	-%	-%	6%	20%
New supplier can't provide what I want - faster broadband/ TV channel choice/ bundle options	2	-	2	-	-	-	-	-	-	-	-	-	-	1	-	-	2	-	1	1	2	1
	5%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%	-%	5%	-%	9%	4%	5%	4%
Too busy/ not had time to look/ research	2	-	2	-	-	-	-	-	-	-	-	-	-	*	1	1	2	-	1	1	2	*
	5%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	68%	17%	5%	-%	9%	11%	5%	3%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 467

QC5D. Why did you decide not to switch to a different provider for your mobile phone service

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS		
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND								
															Total		~a	b	~c		~d	~e
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	p	~q	~r	*s	t	~u
Unweighted total	145	21	145	-	7	2	7	-	5	8	14	-	12	22	2	17	145	5	13	35	145	24
Effective Weighted Sample	92	17	92	-	7	2	5	-	4	7	12	-	11	17	2	13	92	3	10	28	92	15
Total	104	15	104	-	7	1	4	-	3	7	11	-	10	13	1	9	104	5	8	21	104	17
Current supplier offered a cheaper deal/ reduced price/ discounted price	2 4%	- -%	2 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 6%	2 4%	- -%	- -%	* 3%	2 4%	- -%
Happy/ satisfied with current supplier	2 3%	- -%	2 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 14%	- -%	* 5%	2 3%	- -%	1 13%	2 11%	2 3%	1 10%
Concerned about losing email address/ did not want to give up email address	2 3%	- -%	2 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 3%	- -%	- -%	- -%	2 3%	- -%
Want to keep my phone number/ would need to change phone number	1 3%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 11%	- -%	* 4%	1 3%	- -%	- -%	1 7%	1 3%	1 7%
Hassle/ too much hassle - unspecified	1 3%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	1 3%	- -%	* 8%	* 3%	1 3%	* 3%
Current supplier is reliable/ trustworthy/ other suppliers not as reliable	1 2%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 19%	1 2%	- -%	- -%	1 8%	1 2%	- -%
Current supplier offered a good deal/ price	1 2%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 4%	- -%	- -%	1 2%	- -%	- -%	- -%	1 2%	- -%
Waiting for SIM credit to run out/ still have credit	1 2%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 6%	- -%	- -%	1 2%	- -%	1 9%	1 4%	1 2%	1 4%
Would need to pay to leave contract	1 2%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 12%	1 2%	- -%	- -%	1 5%	1 2%	- -%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 467

QC5D. Why did you decide not to switch to a different provider for your mobile phone service

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE PHONE CALLS	BROAD MOB.			FIXED LINE PHONE CALLS	BUN- DLE	BROAD MOB.			FIXED LINE PHONE CALLS	BROAD MOB.			FIXED LINE PHONE CALLS
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		CALLS	TV	BAND			PHONE	CALLS	TV		BAND	PHONE	CALLS	
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	p	~q	~r	*s	t	~u
Unweighted total	145	21	145	-	7	2	7	-	5	8	14	-	12	22	2	17	145	5	13	35	145	24
Effective Weighted Sample	92	17	92	-	7	2	5	-	4	7	12	-	11	17	2	13	92	3	10	28	92	15
Total	104	15	104	-	7	1	4	-	3	7	11	-	10	13	1	9	104	5	8	21	104	17
Difficult to compare packages/ prices	1 1%	- 0%	1 1%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	1 9%	- 0%	- 0%	1 1%	- 0%	1 13%	1 5%	1 1%	1 6%
Don't know process would need to go through	1 1%	- 0%	1 1%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	1 9%	- 0%	- 0%	1 1%	- 0%	1 13%	1 5%	1 1%	1 6%
Inconvenient / easier to stay with current supplier	1 1%	- 0%	1 1%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	1 1%	- 0%	- 0%	- 0%	1 1%	- 0%
Waiting to see what offers/ deals become available/ if current supplier will offer a deal	* 1%	- 0%	* 1%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	* 5%	- 0%	- 0%	* 1%	- 0%	* 8%	* 3%	* 1%	* 3%
Hassle - too much trouble for the saving/ return involved	* 1%	- 0%	* 1%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	* 5%	- 0%	- 0%	* 1%	- 0%	- 0%	* 3%	* 1%	* 3%
Not enough difference between suppliers/ no benefit to move supplier	* 1%	- 0%	* 1%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	* 1%	- 0%	- 0%	- 0%	* 1%	- 0%
Cost - unspecified	* 1%	- 0%	* 1%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	* 3%	- 0%	- 0%	* 1%	- 0%	- 0%	- 0%	* 1%	- 0%
Current supplier offered a new package	* 1%	- 0%	* 1%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	* 1%	- 0%	- 0%	- 0%	* 1%	- 0%
Other	2 4%	- 0%	2 4%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	2 4%	* 4%	- 0%	- 0%	2 4%	* 2%
INFORMATION	1 1%	- 0%	1 1%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	1 9%	- 0%	- 0%	1 1%	- 0%	1 13%	1 5%	1 1%	1 6%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 467

QC5D. Why did you decide not to switch to a different provider for your mobile phone service

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	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED						
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS			
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	p	~q	~r	*s	t	~u		
Unweighted total	145	21	145	-	7	2	7	-	5	8	14	-	12	22	2	17	145	5	13	35	145	24		
Effective Weighted Sample	92	17	92	-	7	2	5	-	4	7	12	-	11	17	2	13	92	3	10	28	92	15		
Total	104	15	104	-	7	1	4	-	3	7	11	-	10	13	1	9	104	5	8	21	104	17		
ANY PROCESS MENTIONS	8	-	8	-	-	-	-	-	-	-	-	-	-	2	-	*	8	3	1	2	8	5		
	16%	-%	16%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	28%	-%	4%	16%	48%	20%	16%	16%	36%		
INERTIA	9	1	9	-	1	-	-	-	-	1	1	-	1	*	1	1	9	2	1	1	9	2		
	18%	100%	18%	-%	100%	-%	-%	-%	-%	100%	100%	-%	100%	5%	68%	17%	18%	32%	9%	11%	18%	17%		
STILL LOOKING	4	-	4	-	-	-	-	-	-	-	-	-	-	*	-	*	4	-	*	1	4	*		
	8%	-%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	5%	8%	-%	8%	5%	8%	3%		
CONTRACT ISSUES	8	-	8	-	-	-	-	-	-	-	-	-	-	2	-	2	8	-	1	3	8	2		
	15%	-%	15%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	21%	-%	29%	15%	-%	16%	25%	15%	14%		
RETENTION OFFER	8	-	8	-	-	-	-	-	-	-	-	-	-	2	-	1	8	1	1	2	8	2		
	17%	-%	17%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	19%	-%	16%	17%	16%	15%	17%	17%	17%		
SATISFACTION	3	-	3	-	-	-	-	-	-	-	-	-	-	1	-	1	3	-	1	3	3	1		
	5%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	14%	-%	24%	5%	-%	13%	20%	5%	10%		
AVAILABILITY	7	-	7	-	-	-	-	-	-	-	-	-	-	1	-	-	7	-	1	1	7	1		
	14%	-%	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	14%	-%	-%	14%	-%	20%	9%	14%	9%		
NO BENEFIT	6	-	6	-	-	-	-	-	-	-	-	-	-	1	*	1	6	-	*	2	6	*		
	13%	-%	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	14%	32%	24%	13%	-%	8%	17%	13%	3%		
Did not specify	8	5	8	-	-	1	2	-	2	1	2	-	2	2	-	-	8	-	1	2	8	2		
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																								

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Base : Those who have considered switching their mobile phone supplier and will not switch soon

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	145	6	2	3	5	-	-	3	8	52	93	-	-	89	121	145	124	
Effective Weighted Sample	92	5	2	2	4	-	-	3	7	37	55	-	-	59	88	92	82	
Total	104	5	2	3	4	-	-	3	7	41	63	-	-	55	69	104	75	
Base for %	50	1	-	-	-	-	-	-	1	14	36	-	-	31	35	50	40	
Haven't got around to it	6 12%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	2 11%	4 13%	- -%	- -%	3 10%	3 9%	6 12%	3 8%	
Still within contract period/ waiting for contract to end	6 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	6 16%	- -%	- -%	4 12%	5 14%	6 11%	5 12%	
Current supplier offered a better/ improved/ enhanced deal/ package	6 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	5 15%	- -%	- -%	4 14%	5 14%	6 11%	6 14%	
Current supplier cheaper/ most competitive/ no better/ cheaper deals available	5 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 15%	- -%	- -%	3 9%	3 10%	5 11%	3 8%	
Choice of new supplier - only one/ no others in our area	5 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 20%	2 5%	- -%	- -%	2 7%	3 9%	5 9%	5 12%	
Still making a decision/ need time to assess options available	4 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 17%	1 3%	- -%	- -%	1 2%	2 6%	4 7%	2 5%	
Process seems daunting/ messy/ complicated	3 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	3 7%	- -%	- -%	3 9%	* 1%	3 6%	3 7%	
New supplier can't provide what I want - faster broadband/ TV channel choice/ bundle options	2 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	2 5%	- -%	- -%	2 8%	1 2%	2 5%	1 2%	
Too busy/ not had time to look/ research	2 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 9%	1 3%	- -%	- -%	2 8%	2 7%	2 5%	2 6%	
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																		

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		TV PROCES S		BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	*i	j	~k	~l	m	n	o	p
Unweighted total	145	6	2	3	5	-	-	3	8	52	93	-	-	89	121	145	124
Effective Weighted Sample	92	5	2	2	4	-	-	3	7	37	55	-	-	59	88	92	82
Total	104	5	2	3	4	-	-	3	7	41	63	-	-	55	69	104	75
Current supplier offered a cheaper deal/ reduced price/ discounted price	2 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 6%	- -%	- -%	2 5%	2 6%	2 4%	2 5%
Happy/ satisfied with current supplier	2 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	* 1%	- -%	- -%	1 3%	2 4%	2 3%	2 4%
Concerned about losing email address/ did not want to give up email address	2 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 4%	- -%	- -%	2 5% np	- -%	2 3%	- -%
Want to keep my phone number/ would need to change phone number	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	1 2%	- -%	- -%	1 2%	1 4%	1 3%	1 4%
Hassle/ too much hassle - unspecified	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	1 3%	- -%	- -%	1 3%	1 3%	1 3%	1 2%
Current supplier is reliable/ trustworthy/ other suppliers not as reliable	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	1 4%	1 3%	1 2%	1 3%
Current supplier offered a good deal/ price	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	1 2%	- -%	- -%	1 2%	1 3%	1 2%	1 3%
Waiting for SIM credit to run out/ still have credit	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 7%	- -%	- -%	- -%	1 2%	1 3%	1 2%	1 2%
Would need to pay to leave contract	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	1 2%	1 2%	1 2%	1 2%
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

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	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	145	6	2	3	5	-	-	3	8	52	93	-	-	89	121	145	124
Effective Weighted Sample	92	5	2	2	4	-	-	3	7	37	55	-	-	59	88	92	82
Total	104	5	2	3	4	-	-	3	7	41	63	-	-	55	69	104	75
Difficult to compare packages/ prices	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	1 2%	1 2%	1 1%	1 2%
Don't know process would need to go through	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	1 2%	1 2%	1 1%	1 2%
Inconvenient / easier to stay with current supplier	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	1 2%	1 2%	1 1%	1 2%
Waiting to see what offers/ deals become available/ if current supplier will offer a deal	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* 1%	* 1%	* 1%	* 1%
Hassle - too much trouble for the saving/ return involved	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 1%	* 1%	* 1%
Not enough difference between suppliers/ no benefit to move supplier	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* 1%	* 1%	* 1%	* 1%
Cost - unspecified	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* 1%	* 1%	* 1%	* 1%
Current supplier offered a new package	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 1%	* 1%	* 1%
Other	2 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 12%	* 1%	- -%	- -%	* 1%	2 4%	2 4%	2 4%
INFORMATION	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	1 2%	1 2%	1 1%	1 2%
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Table 467

QC5D. Why did you decide not to switch to a different provider for your mobile phone service

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	*i	j	~k	~l	m	n	o	p
Unweighted total	145	6	2	3	5	-	-	3	8	52	93	-	-	89	121	145	124
Effective Weighted Sample	92	5	2	2	4	-	-	3	7	37	55	-	-	59	88	92	82
Total	104	5	2	3	4	-	-	3	7	41	63	-	-	55	69	104	75
ANY PROCESS MENTIONS	8 16%	- ~a	- ~b	- ~c	- ~d	- ~e	- ~f	- ~g	- ~h	2 16%	6 16%	- ~k	- ~l	7 22%	4 10%	8 16%	6 15%
INERTIA	9 18%	1 100%	- ~b	- ~c	- ~d	- ~e	- ~f	- ~g	1 100%	3 20%	6 17%	- ~k	- ~l	6 20%	6 17%	9 18%	6 15%
STILL LOOKING	4 8%	- ~a	- ~b	- ~c	- ~d	- ~e	- ~f	- ~g	- ~h	2 17%	2 5%	- ~k	- ~l	1 4%	2 7%	4 8%	2 6%
CONTRACT ISSUES	8 15%	- ~a	- ~b	- ~c	- ~d	- ~e	- ~f	- ~g	- ~h	1 7%	7 19%	- ~k	- ~l	5 16%	6 19%	8 15%	6 16%
RETENTION OFFER	8 17%	- ~a	- ~b	- ~c	- ~d	- ~e	- ~f	- ~g	- ~h	1 4%	8 22%	- ~k	- ~l	6 20%	8 23%	8 17%	8 21%
SATISFACTION	3 5%	- ~a	- ~b	- ~c	- ~d	- ~e	- ~f	- ~g	- ~h	1 8%	2 5%	- ~k	- ~l	2 7%	3 8%	3 5%	3 7%
AVAILABILITY	7 14%	- ~a	- ~b	- ~c	- ~d	- ~e	- ~f	- ~g	- ~h	3 24%	4 11%	- ~k	- ~l	4 14%	4 11%	7 14%	6 14%
NO BENEFIT	6 13%	- ~a	- ~b	- ~c	- ~d	- ~e	- ~f	- ~g	- ~h	- ~i	6 18%	- ~k	- ~l	3 11%	4 13%	6 13%	4 11%
Did not specify	8	1	-	*	*	-	-	1	1	4	4	-	-	5	8	8	7

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 468

QC6DA. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR MOBILE PHONE NETWORK - Difficulty finding information about other suppliers you could use

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				CONSIDERED & COVERED					COVERED			
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
						TV	BAND			TV	BAND			TV	BAND			TV	BAND			
	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	p	~q	~r	*s	t	~u	
Significance Level: 95%																						
Unweighted total	145	21	145	-	7	2	7	-	5	8	14	-	12	22	2	17	145	5	13	35	145	24
Effective Weighted Sample	92	17	92	-	7	2	5	-	4	7	12	-	11	17	2	13	92	3	10	28	92	15
Total	104	15	104	-	7	1	4	-	3	7	11	-	10	13	1	9	104	5	8	21	104	17
1 - Not at all important	28	3	28	-	1	*	2	-	-	1	3	-	1	3	1	4	28	-	3	7	28	3
	27%	20%	27%	-%	11%	46%	47%	-%	-%	16%	24%	-%	7%	20%	68%	45%	27%	-%	32%	33%	27%	15%
2	16	3	16	-	3	-	-	-	-	2	3	-	3	1	-	1	16	-	*	2	16	1
	15%	23%	15%	-%	48%	-%	-%	-%	-%	35%	31%	-%	33%	7%	-%	11%	15%	-%	5%	9%	15%	6%
TOTAL NOT IMPORTANT	43	6	43	-	4	*	2	-	-	3	6	-	4	4	1	5	43	-	3	9	43	4
	42%	43%	42%	-%	58%	46%	47%	-%	-%	50%	54%	-%	41%	28%	68%	56%	42%	-%	37%	42%	42%	21%
3 - Neither	13	2	13	-	1	*	-	-	*	2	1	-	2	2	*	1	13	1	-	2	13	2
	13%	13%	13%	-%	18%	54%	-%	-%	11%	24%	12%	-%	16%	12%	32%	10%	13%	15%	-%	8%	13%	10%
4	26	5	26	-	1	-	1	-	3	1	2	-	4	3	-	2	26	3	3	5	26	6
	25%	34%	25%	-%	13%	-%	34%	-%	89%	14%	21%	-%	36%	26%	-%	20%	25%	48%	34%	23%	25%	34%
5 - Very important	11	1	11	-	1	-	-	-	-	1	1	-	1	3	-	*	11	2	1	3	11	4
	11%	5%	11%	-%	11%	-%	-%	-%	-%	11%	7%	-%	8%	21%	-%	3%	11%	32%	14%	14%	11%	23%
TOTAL IMPORTANT	37	6	37	-	2	-	1	-	3	2	3	-	4	6	-	2	37	4	4	8	37	10
	36%	39%	36%	-%	24%	-%	34%	-%	89%	26%	28%	-%	43%	47%	-%	23%	36%	80%	48%	37%	36%	57%
Don't know	10	1	10	-	-	-	1	-	-	-	1	-	-	2	-	1	10	*	1	3	10	2
	10%	5%	10%	-%	-%	-%	19%	-%	-%	-%	7%	-%	-%	14%	-%	10%	10%	6%	15%	13%	10%	12%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 468

QC6DA. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR MOBILE PHONE NETWORK - Difficulty finding information about other suppliers you could use

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	145	6	2	3	5	-	-	3	8	52	93	-	-	89	121	145	124
Effective Weighted Sample	92	5	2	2	4	-	-	3	7	37	55	-	-	59	88	92	82
Total	104	5	2	3	4	-	-	3	7	41	63	-	-	55	69	104	75
1 - Not at all important	28	*	1	*	1	-	-	-	1	10	18	-	-	16	20	28	20
	27%	6%	51%	13%	18%	-%	-%	-%	11%	25%	28%	-%	-%	29%	29%	27%	26%
2	16	1	1	-	2	-	-	-	3	8	7	-	-	7	9	16	12
	15%	23%	49%	-%	54%	-%	-%	-%	51%	21%	11%	-%	-%	13%	14%	15%	16%
TOTAL NOT IMPORTANT	43	1	2	*	3	-	-	-	4	19	25	-	-	23	29	43	32
	42%	29%	100%	13%	72%	-%	-%	-%	63%	46%	39%	-%	-%	42%	42%	42%	42%
3 - Neither	13	2	-	1	-	-	-	1	*	6	7	-	-	9	12	13	11
	13%	34%	-%	50%	-%	-%	-%	41%	5%	15%	11%	-%	-%	16%	18%	13%	15%
4	26	1	-	1	1	-	-	2	1	5	20	-	-	12	14	26	17
	25%	20%	-%	37%	21%	-%	-%	59%	21%	13%	33%	-%	-%	23%	20%	25%	23%
											i						
5 - Very important	11	1	-	-	-	-	-	-	1	4	7	-	-	6	7	11	7
	11%	16%	-%	-%	-%	-%	-%	-%	12%	10%	11%	-%	-%	11%	11%	11%	9%
TOTAL IMPORTANT	37	2	-	1	1	-	-	2	2	10	28	-	-	18	21	37	24
	36%	36%	-%	37%	21%	-%	-%	59%	32%	24%	44%	-%	-%	34%	31%	36%	32%
											i						
Don't know	10	-	-	-	*	-	-	-	-	6	4	-	-	4	6	10	8
	10%	-%	-%	-%	8%	-%	-%	-%	-%	15%	6%	-%	-%	8%	9%	10%	11%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 469

QC6DB. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR MOBILE PHONE NETWORK - Difficulty knowing what steps you needed to take to switch from one supplier to another

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	p	~q	~r	*s	t	~u
Unweighted total	145	21	145	-	7	2	7	-	5	8	14	-	12	22	2	17	145	5	13	35	145	24
Effective Weighted Sample	92	17	92	-	7	2	5	-	4	7	12	-	11	17	2	13	92	3	10	28	92	15
Total	104	15	104	-	7	1	4	-	3	7	11	-	10	13	1	9	104	5	8	21	104	17
1 - Not at all important	23	2	23	-	-	*	1	-	-	*	1	-	-	2	-	4	23	-	2	6	23	2
	22%	12%	22%	-%	-%	46%	39%	-%	-%	4%	14%	-%	-%	15%	-%	38%	22%	-%	18%	27%	22%	11%
2	16	3	16	-	3	-	*	-	-	3	3	-	3	1	-	2	16	-	1	3	16	1
	15%	23%	15%	-%	43%	-%	9%	-%	-%	46%	31%	-%	30%	11%	-%	18%	15%	-%	10%	15%	15%	6%
TOTAL NOT IMPORTANT	39	5	39	-	3	*	2	-	-	3	5	-	3	3	-	5	39	-	2	9	39	3
	37%	36%	37%	-%	43%	46%	47%	-%	-%	50%	45%	-%	30%	26%	-%	56%	37%	-%	28%	41%	37%	17%
3 - Neither	23	5	23	-	3	*	-	-	2	3	3	-	5	2	-	1	23	*	1	2	23	2
	22%	36%	22%	-%	46%	54%	-%	-%	56%	38%	30%	-%	49%	17%	-%	7%	22%	4%	13%	10%	22%	10%
4	21	3	21	-	-	-	2	-	1	-	2	-	1	2	1	2	21	5	1	4	21	7
	20%	21%	20%	-%	-%	-%	44%	-%	44%	-%	16%	-%	13%	15%	68%	21%	20%	90%	11%	17%	20%	39%
5 - Very important	14	1	14	-	1	-	*	-	-	1	1	-	1	4	*	1	14	-	3	4	14	4
	13%	7%	13%	-%	11%	-%	8%	-%	-%	11%	10%	-%	8%	29%	32%	6%	13%	-%	33%	19%	13%	22%
TOTAL IMPORTANT	34	4	34	-	1	-	2	-	1	1	3	-	2	6	1	3	34	5	4	8	34	10
	33%	28%	33%	-%	11%	-%	53%	-%	44%	11%	25%	-%	21%	44%	100%	27%	33%	90%	44%	36%	33%	61%
Don't know	8	-	8	-	-	-	-	-	-	-	-	-	-	2	-	1	8	*	1	3	8	2
	7%	-%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	14%	-%	10%	7%	6%	15%	13%	7%	12%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 469

QC6DB. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR MOBILE PHONE NETWORK - Difficulty knowing what steps you needed to take to switch from one supplier to another

Base : Those who have considered switching their mobile phone supplier and will not switch soon

		TV PROCES S		BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	145	6	2	3	5	-	-	3	8	52	93	-	-	89	121	145	124
Effective Weighted Sample	92	5	2	2	4	-	-	3	7	37	55	-	-	59	88	92	82
Total	104	5	2	3	4	-	-	3	7	41	63	-	-	55	69	104	75
1 - Not at all important	23	*	1	*	-	-	-	-	-	8	15	-	-	14	16	23	16
	22%	6%	51%	13%	-%	-%	-%	-%	-%	20%	24%	-%	-%	26%	24%	22%	21%
2	16	1	1	-	2	-	-	-	3	8	8	-	-	8	10	16	12
	15%	23%	49%	-%	47%	-%	-%	-%	47%	20%	12%	-%	-%	14%	15%	15%	17%
TOTAL NOT IMPORTANT	39	1	2	*	2	-	-	-	3	16	23	-	-	22	27	39	28
	37%	29%	100%	13%	47%	-%	-%	-%	47%	39%	36%	-%	-%	41%	38%	37%	38%
3 - Neither	23	3	-	2	1	-	-	2	3	11	12	-	-	12	16	23	16
	22%	54%	-%	87%	25%	-%	-%	72%	42%	27%	19%	-%	-%	23%	23%	22%	21%
4	21	-	-	-	1	-	-	1	-	4	17	-	-	10	14	21	17
	20%	-%	-%	-%	21%	-%	-%	28%	-%	9%	27% i	-%	-%	19%	20%	20%	22%
5 - Very important	14	1	-	-	*	-	-	-	1	6	8	-	-	6	7	14	7
	13%	16%	-%	-%	8%	-%	-%	-%	12%	14%	13%	-%	-%	11%	10%	13%	9%
TOTAL IMPORTANT	34	1	-	-	1	-	-	1	1	9	25	-	-	16	21	34	24
	33%	16%	-%	-%	28%	-%	-%	28%	12%	23%	40%	-%	-%	29%	30%	33%	31%
Don't know	8	-	-	-	-	-	-	-	-	5	3	-	-	4	6	8	8
	7%	-%	-%	-%	-%	-%	-%	-%	-%	11%	5%	-%	-%	7%	8%	7%	10%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 470

QC6DC. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR MOBILE PHONE NETWORK - Not knowing whether you needed to pay a cancellation or early termination charge to your existing supplier

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		
Significance Level: 95%	Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	p	~q	~r	*s	t	~u
Unweighted total	145	21	145	-	7	2	7	-	5	8	14	-	12	22	2	17	145	5	13	35	145	24
Effective Weighted Sample	92	17	92	-	7	2	5	-	4	7	12	-	11	17	2	13	92	3	10	28	92	15
Total	104	15	104	-	7	1	4	-	3	7	11	-	10	13	1	9	104	5	8	21	104	17
1 - Not at all important	33	4	33	-	2	*	2	-	-	2	4	-	2	3	1	5	33	-	3	8	33	3
	32%	27%	32%	-%	26%	46%	47%	-%	-%	32%	33%	-%	18%	24%	68%	52%	32%	-%	32%	38%	32%	18%
2	5	-	5	-	-	-	-	-	-	-	-	-	-	*	-	1	5	-	-	1	5	*
	4%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	7%	4%	-%	-%	5%	4%	3%
TOTAL NOT IMPORTANT	37	4	37	-	2	*	2	-	-	2	4	-	2	4	1	6	37	-	3	9	37	4
	36%	27%	36%	-%	26%	46%	47%	-%	-%	32%	33%	-%	18%	28%	68%	59%	36%	-%	32%	43%	36%	21%
3 - Neither	27	5	27	-	3	*	*	-	2	3	3	-	4	3	-	1	27	3	1	3	27	5
	26%	34%	26%	-%	35%	54%	11%	-%	55%	42%	27%	-%	41%	20%	-%	7%	26%	52%	10%	13%	26%	30%
4	14	3	14	-	1	-	1	-	1	-	2	-	2	3	*	*	14	2	2	2	14	4
	13%	20%	13%	-%	15%	-%	23%	-%	31%	-%	18%	-%	20%	22%	32%	3%	13%	32%	24%	12%	13%	24%
5 - Very important	15	3	15	-	2	-	*	-	*	2	2	-	2	2	-	2	15	1	2	4	15	2
	15%	17%	15%	-%	24%	-%	10%	-%	14%	26%	19%	-%	21%	16%	-%	18%	15%	10%	19%	18%	15%	13%
TOTAL IMPORTANT	29	5	29	-	3	-	1	-	1	2	4	-	4	5	*	2	29	2	4	6	29	6
	28%	37%	28%	-%	39%	-%	33%	-%	45%	26%	37%	-%	41%	38%	32%	21%	28%	42%	43%	30%	28%	37%
Don't know	10	*	10	-	-	-	*	-	-	-	*	-	-	2	-	1	10	*	1	3	10	2
	10%	2%	10%	-%	-%	-%	8%	-%	-%	-%	3%	-%	-%	14%	-%	14%	10%	6%	15%	14%	10%	12%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 470

QC6DC. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR MOBILE PHONE NETWORK - Not knowing whether you needed to pay a cancellation or early termination charge to your existing supplier

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	*i	j	~k	~l	m	n	o	p
Unweighted total	145	6	2	3	5	-	-	3	8	52	93	-	-	89	121	145	124
Effective Weighted Sample	92	5	2	2	4	-	-	3	7	37	55	-	-	59	88	92	82
Total	104	5	2	3	4	-	-	3	7	41	63	-	-	55	69	104	75
1 - Not at all important	33	1	2	*	1	-	-	-	2	15	18	-	-	18	24	33	23
	32%	29%	100%	13%	18%	-%	-%	-%	28%	36%	29%	-%	-%	33%	35%	32%	31%
2	5	-	-	-	-	-	-	-	-	1	4	-	-	2	4	5	4
	4%	-%	-%	-%	-%	-%	-%	-%	-%	2%	6%	-%	-%	3%	5%	4%	5%
TOTAL NOT IMPORTANT	37	1	2	*	1	-	-	-	2	15	22	-	-	20	28	37	27
	36%	29%	100%	13%	18%	-%	-%	-%	28%	38%	35%	-%	-%	36%	41%	36%	36%
3 - Neither	27	2	-	1	1	-	-	2	2	11	16	-	-	12	12	27	17
	26%	34%	-%	50%	29%	-%	-%	69%	24%	26%	26%	-%	-%	22%	18%	26%	23%
4	14	-	-	-	2	-	-	-	2	3	11	-	-	11	13	14	14
	13%	-%	-%	-%	46%	-%	-%	-%	30%	6%	18%	-%	-%	20%	18%	13%	18%
5 - Very important	15	2	-	1	-	-	-	1	1	5	10	-	-	7	9	15	9
	15%	36%	-%	37%	-%	-%	-%	31%	18%	13%	16%	-%	-%	13%	13%	15%	11%
TOTAL IMPORTANT	29	2	-	1	2	-	-	1	3	8	21	-	-	18	22	29	22
	28%	36%	-%	37%	46%	-%	-%	31%	48%	19%	34%	-%	-%	33%	31%	28%	30%
Don't know	10	-	-	-	*	-	-	-	-	7	3	-	-	5	7	10	9
	10%	-%	-%	-%	8%	-%	-%	-%	-%	17%	5%	-%	-%	9%	10%	10%	12%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 471

QC6DD. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR MOBILE PHONE NETWORK - Having to tell your supplier that you want to cancel their service

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	TV		BAND	PHONE	TV		BAND	PHONE	TV		BAND	PHONE	TV		BAND
Significance Level: 95%	Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	p	~q	~r	*s	t	~u
Unweighted total	145	21	145	-	7	2	7	-	5	8	14	-	12	22	2	17	145	5	13	35	145	24
Effective Weighted Sample	92	17	92	-	7	2	5	-	4	7	12	-	11	17	2	13	92	3	10	28	92	15
Total	104	15	104	-	7	1	4	-	3	7	11	-	10	13	1	9	104	5	8	21	104	17
1 - Not at all important	33	2	33	-	-	*	2	-	-	*	2	-	-	4	-	4	33	-	4	8	33	4
	32%	13%	32%	-%	-%	46%	40%	-%	-%	4%	14%	-%	-%	34%	-%	38%	32%	-%	46%	37%	32%	25%
2	16	3	16	-	2	-	*	-	-	2	3	-	2	1	1	2	16	1	1	4	16	2
	16%	19%	16%	-%	33%	-%	11%	-%	-%	35%	25%	-%	23%	11%	68%	26%	16%	10%	6%	18%	16%	11%
TOTAL NOT IMPORTANT	50	5	50	-	2	*	2	-	-	3	4	-	2	6	1	6	50	1	4	12	50	6
	48%	31%	48%	-%	33%	46%	51%	-%	-%	39%	39%	-%	23%	44%	68%	64%	48%	10%	52%	56%	48%	37%
3 - Neither	17	4	17	-	2	-	*	-	2	2	2	-	4	3	-	2	17	*	2	4	17	2
	16%	30%	16%	-%	24%	-%	10%	-%	75%	25%	19%	-%	39%	21%	-%	17%	16%	4%	19%	18%	16%	11%
4	15	4	15	-	2	*	1	-	-	2	3	-	2	2	*	*	15	2	1	2	15	4
	14%	26%	14%	-%	33%	54%	30%	-%	-%	24%	32%	-%	23%	18%	32%	3%	14%	32%	10%	11%	14%	24%
5 - Very important	13	1	13	-	1	-	-	-	*	1	1	-	1	*	-	1	13	3	*	1	13	3
	12%	8%	12%	-%	11%	-%	-%	-%	14%	11%	7%	-%	12%	2%	-%	6%	12%	48%	4%	3%	12%	17%
TOTAL IMPORTANT	28	5	28	-	3	*	1	-	*	2	4	-	4	3	*	1	28	4	1	3	28	7
	26%	34%	26%	-%	43%	54%	30%	-%	14%	35%	39%	-%	35%	21%	32%	9%	26%	80%	14%	14%	26%	40%
Don't know	10	1	10	-	-	-	*	-	*	-	*	-	*	2	-	1	10	*	1	3	10	2
	9%	4%	9%	-%	-%	-%	8%	-%	11%	-%	3%	-%	3%	14%	-%	10%	9%	6%	15%	13%	9%	12%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 471

QC6DD. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR MOBILE PHONE NETWORK - Having to tell your supplier that you want to cancel their service

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	145	6	2	3	5	-	-	3	8	52	93	-	-	89	121	145	124
Effective Weighted Sample	92	5	2	2	4	-	-	3	7	37	55	-	-	59	88	92	82
Total	104	5	2	3	4	-	-	3	7	41	63	-	-	55	69	104	75
1 - Not at all important	33	*	-	*	1	-	-	-	-	15	18	-	-	16	23	33	21
	32%	6%	-%	13%	21%	-%	-%	-%	-%	37%	29%	-%	-%	30%	33%	32%	28%
2	16	1	1	-	1	-	-	-	2	7	9	-	-	6	10	16	11
	16%	23%	49%	-%	29%	-%	-%	-%	35%	17%	15%	-%	-%	11%	14%	16%	15%
TOTAL NOT IMPORTANT	50	1	1	*	2	-	-	-	2	22	28	-	-	22	32	50	32
	48%	29%	49%	13%	50%	-%	-%	-%	35%	54%	44%	-%	-%	40%	47%	48%	43%
3 - Neither	17	1	-	1	1	-	-	2	2	8	9	-	-	11	15	17	15
	16%	20%	-%	37%	18%	-%	-%	59%	26%	20%	14%	-%	-%	20%	22%	16%	21%
4	15	2	1	1	1	-	-	1	1	2	13	-	-	10	12	15	12
	14%	34%	51%	50%	25%	-%	-%	41%	16%	5%	20%	-%	-%	19%	17%	14%	16%
											i						
5 - Very important	13	1	-	-	-	-	-	-	1	2	11	-	-	6	3	13	7
	12%	16%	-%	-%	-%	-%	-%	-%	18%	5%	17%	-%	-%	12%	5%	12%	10%
TOTAL IMPORTANT	28	2	1	1	1	-	-	1	2	4	23	-	-	17	15	28	19
	26%	50%	51%	50%	25%	-%	-%	41%	34%	10%	37%	-%	-%	31%	22%	26%	26%
											i						
Don't know	10	-	-	-	*	-	-	-	*	7	3	-	-	5	6	10	8
	9%	-%	-%	-%	8%	-%	-%	-%	5%	16%	5%	-%	-%	9%	9%	9%	11%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 472

QC6DE. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR MOBILE PHONE NETWORK - Having to contact more than one supplier to organise the switch

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD		MOB.	FIXED LINE					BUN- DLE	BROAD		MOB.	FIXED LINE				
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	p	~q	~r	*s	t	~u
Unweighted total	145	21	145	-	7	2	7	-	5	8	14	-	12	22	2	17	145	5	13	35	145	24
Effective Weighted Sample	92	17	92	-	7	2	5	-	4	7	12	-	11	17	2	13	92	3	10	28	92	15
Total	104	15	104	-	7	1	4	-	3	7	11	-	10	13	1	9	104	5	8	21	104	17
1 - Not at all important	31	4	31	-	2	*	1	-	-	2	3	-	2	3	-	5	31	-	2	8	31	3
	30%	25%	30%	-%	28%	46%	33%	-%	-%	35%	30%	-%	20%	24%	-%	49%	30%	-%	26%	36%	30%	18%
2	9	2	9	-	-	-	2	-	-	-	2	-	-	*	1	1	9	-	1	1	9	*
	8%	13%	8%	-%	-%	-%	50%	-%	-%	-%	17%	-%	-%	4%	68%	11%	8%	-%	6%	6%	8%	3%
TOTAL NOT IMPORTANT	40	6	40	-	2	*	3	-	-	2	5	-	2	4	1	6	40	-	3	9	40	4
	38%	38%	38%	-%	28%	46%	83%	-%	-%	35%	48%	-%	20%	28%	68%	59%	38%	-%	32%	42%	38%	21%
3 - Neither	24	6	24	-	4	-	*	-	1	3	5	-	6	3	-	1	24	1	1	4	24	3
	23%	41%	23%	-%	61%	-%	9%	-%	46%	49%	43%	-%	57%	27%	-%	15%	23%	15%	10%	20%	23%	19%
4	17	2	17	-	1	*	-	-	1	1	1	-	2	2	*	1	17	-	1	3	17	2
	17%	16%	17%	-%	11%	54%	-%	-%	43%	16%	7%	-%	20%	13%	32%	13%	17%	-%	9%	12%	17%	10%
5 - Very important	13	-	13	-	-	-	-	-	-	-	-	-	-	3	-	*	13	4	3	3	13	7
	13%	-%	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	22%	-%	3%	13%	80%	34%	15%	13%	42%
TOTAL IMPORTANT	31	2	31	-	1	*	-	-	1	1	1	-	2	4	*	2	31	4	4	6	31	9
	30%	16%	30%	-%	11%	54%	-%	-%	43%	16%	7%	-%	20%	35%	32%	16%	30%	80%	42%	27%	30%	51%
Don't know	9	1	9	-	-	-	*	-	*	-	*	-	*	1	-	1	9	*	1	2	9	2
	9%	4%	9%	-%	-%	-%	8%	-%	11%	-%	3%	-%	3%	10%	-%	10%	9%	6%	15%	11%	9%	9%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 472

QC6DE. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR MOBILE PHONE NETWORK - Having to contact more than one supplier to organise the switch

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	*i	j	~k	~l	m	n	o	p
Unweighted total	145	6	2	3	5	-	-	3	8	52	93	-	-	89	121	145	124
Effective Weighted Sample	92	5	2	2	4	-	-	3	7	37	55	-	-	59	88	92	82
Total	104	5	2	3	4	-	-	3	7	41	63	-	-	55	69	104	75
1 - Not at all important	31	2	-	1	1	-	-	1	1	17	14	-	-	16	21	31	20
	30%	49%	-%	50%	21%	-%	-%	41%	12%	41%	23%	-%	-%	30%	31%	30%	27%
2	9	-	1	*	-	-	-	-	-	2	6	-	-	4	6	9	5
	8%	-%	51%	13%	-%	-%	-%	-%	-%	6%	10%	-%	-%	8%	8%	8%	7%
TOTAL NOT IMPORTANT	40	2	1	2	1	-	-	1	1	19	20	-	-	20	27	40	26
	38%	49%	51%	63%	21%	-%	-%	41%	12%	47%	32%	-%	-%	38%	39%	38%	34%
3 - Neither	24	2	1	1	2	-	-	1	4	6	18	-	-	15	22	24	21
	23%	43%	49%	37%	54%	-%	-%	31%	66%	15%	29%	-%	-%	27%	31%	23%	28%
4	17	*	-	-	1	-	-	1	1	8	10	-	-	7	9	17	12
	17%	7%	-%	-%	18%	-%	-%	28%	18%	18%	16%	-%	-%	13%	14%	17%	16%
5 - Very important	13	-	-	-	-	-	-	-	-	1	12	-	-	8	5	13	9
	13%	-%	-%	-%	-%	-%	-%	-%	-%	4%	19%	-%	-%	14%	8%	13%	12%
TOTAL IMPORTANT	31	*	-	-	1	-	-	1	1	9	22	-	-	15	15	31	21
	30%	7%	-%	-%	18%	-%	-%	28%	18%	22%	35%	-%	-%	27%	21%	30%	28%
Don't know	9	-	-	-	*	-	-	-	*	6	3	-	-	4	6	9	7
	9%	-%	-%	-%	8%	-%	-%	-%	5%	16%	4%	-%	-%	8%	8%	9%	10%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 473

QC6DF. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR MOBILE PHONE NETWORK - Needing to change, return or pay for any equipment you have from your supplier

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD		MOB.	FIXED LINE					BUN- DLE	BROAD		MOB.	FIXED LINE				
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	p	~q	~r	*s	t	~u
Unweighted total	145	21	145	-	7	2	7	-	5	8	14	-	12	22	2	17	145	5	13	35	145	24
Effective Weighted Sample	92	17	92	-	7	2	5	-	4	7	12	-	11	17	2	13	92	3	10	28	92	15
Total	104	15	104	-	7	1	4	-	3	7	11	-	10	13	1	9	104	5	8	21	104	17
1 - Not at all important	37	5	37	-	3	*	2	-	-	3	5	-	3	3	-	6	37	-	2	9	37	3
	36%	37%	36%	-%	43%	46%	53%	-%	-%	50%	47%	-%	30%	24%	-%	66%	36%	-%	26%	45%	36%	18%
2	8	-	8	-	-	-	-	-	-	-	-	-	-	2	1	1	8	-	1	2	8	2
	8%	-%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	14%	68%	7%	8%	-%	11%	12%	8%	11%
TOTAL NOT IMPORTANT	45	5	45	-	3	*	2	-	-	3	5	-	3	5	1	7	45	-	3	12	45	5
	44%	37%	44%	-%	43%	46%	53%	-%	-%	50%	47%	-%	30%	38%	68%	74%	44%	-%	37%	56%	44%	29%
3 - Neither	20	6	20	-	3	*	1	-	1	2	4	-	4	3	-	1	20	2	1	2	20	3
	19%	38%	19%	-%	43%	54%	20%	-%	44%	35%	35%	-%	44%	20%	-%	6%	19%	36%	10%	9%	19%	20%
4	9	2	9	-	1	-	-	-	1	1	1	-	2	1	*	*	9	1	1	1	9	2
	9%	13%	9%	-%	13%	-%	-%	-%	31%	14%	9%	-%	19%	9%	32%	3%	9%	10%	9%	7%	9%	10%
5 - Very important	16	*	16	-	-	-	*	-	-	-	*	-	-	2	-	1	16	3	2	3	16	5
	15%	2%	15%	-%	-%	-%	8%	-%	-%	-%	3%	-%	-%	19%	-%	7%	15%	48%	29%	15%	15%	29%
TOTAL IMPORTANT	25	2	25	-	1	-	*	-	1	1	1	-	2	4	*	1	25	3	3	5	25	7
	24%	15%	24%	-%	13%	-%	8%	-%	31%	14%	12%	-%	19%	29%	32%	10%	24%	58%	38%	22%	24%	40%
Don't know	14	1	14	-	-	-	1	-	1	-	1	-	1	2	-	1	14	*	1	3	14	2
	13%	10%	13%	-%	-%	-%	19%	-%	25%	-%	7%	-%	7%	14%	-%	10%	13%	6%	15%	13%	13%	12%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 473

QC6DF. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR MOBILE PHONE NETWORK - Needing to change, return or pay for any equipment you have from your supplier

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	145	6	2	3	5	-	-	3	8	52	93	-	-	89	121	145	124
Effective Weighted Sample	92	5	2	2	4	-	-	3	7	37	55	-	-	59	88	92	82
Total	104	5	2	3	4	-	-	3	7	41	63	-	-	55	69	104	75
1 - Not at all important	37	1	2	-	3	-	-	-	3	18	19	-	-	18	29	37	27
	36%	29%	100%	-%	67%	-%	-%	-%	47%	43%	31%	-%	-%	34%	42%	36%	36%
2	8	-	-	-	-	-	-	-	-	3	5	-	-	4	6	8	8
	8%	-%	-%	-%	-%	-%	-%	-%	-%	8%	8%	-%	-%	8%	8%	8%	11%
TOTAL NOT IMPORTANT	45	1	2	-	3	-	-	-	3	21	24	-	-	23	35	45	35
	44%	29%	100%	-%	67%	-%	-%	-%	47%	52%	38%	-%	-%	42%	51%	44%	47%
3 - Neither	20	2	-	2	1	-	-	2	2	5	15	-	-	14	16	20	16
	19%	50%	-%	63%	25%	-%	-%	69%	28%	12%	24%	-%	-%	25%	23%	19%	21%
4	9	1	-	1	-	-	-	1	1	2	7	-	-	5	6	9	6
	9%	20%	-%	37%	-%	-%	-%	31%	14%	4%	12%	-%	-%	10%	8%	9%	7%
5 - Very important	16	-	-	-	*	-	-	-	-	5	11	-	-	8	5	16	9
	15%	-%	-%	-%	8%	-%	-%	-%	-%	12%	18%	-%	-%	15%	7%	15%	12%
TOTAL IMPORTANT	25	1	-	1	*	-	-	1	1	6	19	-	-	13	10	25	14
	24%	20%	-%	37%	8%	-%	-%	31%	14%	15%	29%	-%	-%	25%	15%	24%	19%
Don't know	14	-	-	-	-	-	-	-	1	8	5	-	-	5	8	14	10
	13%	-%	-%	-%	-%	-%	-%	-%	11%	20%	9%	-%	-%	8%	11%	13%	13%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 474

QC6DG. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR MOBILE PHONE NETWORK - Difficulty keeping your current phone number

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	TV		BAND	PHONE	TV		BAND	PHONE	TV		BAND	PHONE			
Significance Level: 95%	Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	p	~q	~r	*s	t	~u
Unweighted total	145	21	145	-	7	2	7	-	5	8	14	-	12	22	2	17	145	5	13	35	145	24
Effective Weighted Sample	92	17	92	-	7	2	5	-	4	7	12	-	11	17	2	13	92	3	10	28	92	15
Total	104	15	104	-	7	1	4	-	3	7	11	-	10	13	1	9	104	5	8	21	104	17
1 - Not at all important	23	3	23	-	2	-	1	-	-	2	3	-	2	1	-	3	23	-	1	4	23	1
	22%	24%	22%	-%	33%	-%	30%	-%	-%	35%	32%	-%	23%	8%	-%	32%	22%	-%	7%	18%	22%	6%
2	7	*	7	-	-	*	-	-	-	*	-	-	-	1	-	1	7	-	*	2	7	1
	7%	2%	7%	-%	-%	46%	-%	-%	-%	4%	-%	-%	-%	7%	-%	7%	7%	-%	5%	7%	7%	6%
TOTAL NOT IMPORTANT	30	4	30	-	2	*	1	-	-	3	3	-	2	2	-	4	30	-	1	5	30	2
	29%	26%	29%	-%	33%	46%	30%	-%	-%	39%	32%	-%	23%	15%	-%	39%	29%	-%	12%	25%	29%	11%
3 - Neither	15	5	15	-	3	*	1	-	*	3	4	-	4	1	-	1	15	1	*	1	15	1
	14%	33%	14%	-%	46%	54%	20%	-%	14%	38%	37%	-%	36%	6%	-%	10%	14%	10%	5%	6%	14%	6%
4	16	1	16	-	-	-	-	-	1	-	-	-	1	3	-	2	16	2	1	5	16	5
	15%	6%	15%	-%	-%	-%	-%	-%	29%	-%	-%	-%	9%	25%	-%	19%	15%	32%	15%	24%	15%	29%
5 - Very important	35	4	35	-	2	-	1	-	2	2	2	-	3	5	1	2	35	3	5	7	35	7
	34%	28%	34%	-%	21%	-%	23%	-%	57%	23%	22%	-%	32%	41%	100%	22%	34%	52%	53%	32%	34%	42%
TOTAL IMPORTANT	51	5	51	-	2	-	1	-	3	2	2	-	4	8	1	4	51	4	6	12	51	12
	49%	34%	49%	-%	21%	-%	23%	-%	86%	23%	22%	-%	41%	66%	100%	41%	49%	84%	68%	56%	49%	71%
Don't know	8	1	8	-	-	-	1	-	-	-	1	-	-	2	-	1	8	*	1	3	8	2
	8%	7%	8%	-%	-%	-%	27%	-%	-%	-%	10%	-%	-%	14%	-%	10%	8%	6%	15%	13%	8%	12%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 474

QC6DG. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR MOBILE PHONE NETWORK - Difficulty keeping your current phone number

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	145	6	2	3	5	-	-	3	8	52	93	-	-	89	121	145	124
Effective Weighted Sample	92	5	2	2	4	-	-	3	7	37	55	-	-	59	88	92	82
Total	104	5	2	3	4	-	-	3	7	41	63	-	-	55	69	104	75
1 - Not at all important	23	1	2	-	1	-	-	-	2	7	16	-	-	10	15	23	15
	22%	23%	100%	-%	29%	-%	-%	-%	35%	16%	25%	-%	-%	18%	22%	22%	20%
2	7	*	-	-	-	-	-	-	-	4	3	-	-	3	3	7	6
	7%	6%	-%	-%	-%	-%	-%	-%	-%	10%	5%	-%	-%	5%	5%	7%	8%
TOTAL NOT IMPORTANT	30	1	2	-	1	-	-	-	2	11	19	-	-	12	19	30	21
	29%	29%	100%	-%	29%	-%	-%	-%	35%	26%	30%	-%	-%	22%	27%	29%	28%
3 - Neither	15	3	-	3	1	-	-	2	1	9	6	-	-	8	11	15	10
	14%	54%	-%	100%	25%	-%	-%	72%	22%	21%	10%	-%	-%	15%	15%	14%	14%
4	16	-	-	-	-	-	-	1	-	4	12	-	-	8	12	16	13
	15%	-%	-%	-%	-%	-%	-%	28%	-%	10%	19%	-%	-%	15%	18%	15%	17%
5 - Very important	35	1	-	-	2	-	-	-	3	13	22	-	-	22	21	35	23
	34%	16%	-%	-%	38%	-%	-%	-%	42%	31%	36%	-%	-%	40%	30%	34%	31%
TOTAL IMPORTANT	51	1	-	-	2	-	-	1	3	17	34	-	-	30	33	51	36
	49%	16%	-%	-%	38%	-%	-%	28%	42%	41%	54%	-%	-%	55%	48%	49%	47%
Don't know	8	-	-	-	*	-	-	-	-	5	3	-	-	4	7	8	8
	8%	-%	-%	-%	8%	-%	-%	-%	-%	12%	5%	-%	-%	8%	9%	8%	11%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 475

QC6DH. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR MOBILE PHONE NETWORK - Difficulty getting through to your supplier to tell them you wanted to cancel their service

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	ACTIONS TAKEN									SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED			
	CONSI								FIXED LINE								FIXED LINE								
					BROAD MOB.				BROAD MOB.				BROAD MOB.				BROAD MOB.				BROAD MOB.				
	SWIT-CHED	DERED	NEIT-HER		BUN-DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN-DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS			
Significance Level: 95%	Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	p	~q	~r	*s	t	~u			
Unweighted total	145	21	145	-	7	2	7	-	5	8	14	-	12	22	2	17	145	5	13	35	145	24			
Effective Weighted Sample	92	17	92	-	7	2	5	-	4	7	12	-	11	17	2	13	92	3	10	28	92	15			
Total	104	15	104	-	7	1	4	-	3	7	11	-	10	13	1	9	104	5	8	21	104	17			
1 - Not at all important	25	3	25	-	1	*	2	-	-	1	3	-	1	1	-	4	25	-	1	5	25	1			
	24%	23%	24%	-%	15%	46%	53%	-%	-%	21%	29%	-%	11%	8%	-%	44%	24%	-%	7%	25%	24%	6%			
2	15	2	15	-	2	-	*	-	-	2	2	-	2	1	1	2	15	-	1	3	15	1			
	15%	16%	15%	-%	28%	-%	9%	-%	-%	30%	21%	-%	20%	11%	68%	18%	15%	-%	6%	13%	15%	8%			
TOTAL NOT IMPORTANT	40	6	40	-	3	*	2	-	-	3	5	-	3	2	1	6	40	-	1	8	40	2			
	39%	39%	39%	-%	43%	46%	61%	-%	-%	50%	50%	-%	30%	18%	68%	62%	39%	-%	13%	38%	39%	14%			
3 - Neither	23	3	23	-	1	*	*	-	1	*	2	-	2	3	-	2	23	*	1	4	23	3			
	22%	18%	22%	-%	15%	54%	11%	-%	29%	5%	14%	-%	19%	23%	-%	18%	22%	4%	17%	18%	22%	15%			
4	20	4	20	-	2	-	*	-	2	2	3	-	4	5	*	1	20	2	4	6	20	7			
	19%	30%	19%	-%	31%	-%	8%	-%	60%	33%	23%	-%	40%	41%	32%	7%	19%	42%	50%	28%	19%	42%			
5 - Very important	11	1	11	-	1	-	-	-	-	1	1	-	1	*	-	*	11	3	*	1	11	3			
	10%	5%	10%	-%	11%	-%	-%	-%	-%	11%	7%	-%	7%	3%	-%	3%	10%	48%	5%	3%	10%	17%			
TOTAL IMPORTANT	31	5	31	-	3	-	*	-	2	3	3	-	5	6	*	1	31	5	5	7	31	10			
	30%	35%	30%	-%	42%	-%	8%	-%	60%	44%	30%	-%	47%	45%	32%	10%	30%	90%	55%	32%	30%	59%			
Don't know	10	1	10	-	-	-	1	-	*	-	1	-	*	2	-	1	10	*	1	3	10	2			
	10%	7%	10%	-%	-%	-%	19%	-%	11%	-%	7%	-%	3%	14%	-%	10%	10%	6%	15%	13%	10%	12%			

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 475

QC6DH. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR MOBILE PHONE NETWORK - Difficulty getting through to your supplier to tell them you wanted to cancel their service

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	145	6	2	3	5	-	-	3	8	52	93	-	-	89	121	145	124
Effective Weighted Sample	92	5	2	2	4	-	-	3	7	37	55	-	-	59	88	92	82
Total	104	5	2	3	4	-	-	3	7	41	63	-	-	55	69	104	75
1 - Not at all important	25	1	2	-	1	-	-	-	1	11	14	-	-	11	15	25	15
	24%	29%	100%	-%	21%	-%	-%	-%	17%	27%	22%	-%	-%	21%	22%	24%	19%
2	15	1	-	*	1	-	-	-	2	5	10	-	-	8	11	15	10
	15%	16%	-%	13%	29%	-%	-%	-%	30%	13%	16%	-%	-%	15%	16%	15%	13%
TOTAL NOT IMPORTANT	40	2	2	*	2	-	-	-	3	17	24	-	-	19	27	40	25
	39%	46%	100%	13%	50%	-%	-%	-%	47%	40%	38%	-%	-%	35%	38%	39%	33%
3 - Neither	23	*	-	-	1	-	-	-	1	8	15	-	-	10	17	23	19
	22%	7%	-%	-%	25%	-%	-%	-%	22%	20%	23%	-%	-%	19%	24%	22%	25%
4	20	2	-	2	*	-	-	3	1	6	14	-	-	15	16	20	18
	19%	47%	-%	87%	8%	-%	-%	100%	14%	14%	23%	-%	-%	27%	24%	19%	24%
5 - Very important	11	-	-	-	1	-	-	-	1	3	8	-	-	6	3	11	6
	10%	-%	-%	-%	18%	-%	-%	-%	11%	8%	12%	-%	-%	10%	5%	10%	8%
TOTAL IMPORTANT	31	2	-	2	1	-	-	3	2	9	22	-	-	20	20	31	24
	30%	47%	-%	87%	25%	-%	-%	100%	26%	22%	35%	-%	-%	37%	29%	30%	32%
Don't know	10	-	-	-	-	-	-	-	*	7	3	-	-	4	6	10	8
	10%	-%	-%	-%	-%	-%	-%	-%	5%	18%	4%	-%	-%	8%	9%	10%	11%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 476

QC6DI. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR MOBILE PHONE NETWORK - Difficulty getting your supplier to provide you with the information that you needed to be able to switch to another supplier

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE					BUN- DLE	BROAD MOB.			FIXED LINE				
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	p	~q	~r	*s	t	~u
Unweighted total	145	21	145	-	7	2	7	-	5	8	14	-	12	22	2	17	145	5	13	35	145	24
Effective Weighted Sample	92	17	92	-	7	2	5	-	4	7	12	-	11	17	2	13	92	3	10	28	92	15
Total	104	15	104	-	7	1	4	-	3	7	11	-	10	13	1	9	104	5	8	21	104	17
1 - Not at all important	20	2	20	-	-	*	2	-	-	*	2	-	-	1	-	2	20	-	1	3	20	1
	19%	16%	19%	-%	-%	46%	53%	-%	-%	4%	19%	-%	-%	8%	-%	26%	19%	-%	7%	16%	19%	6%
2	10	1	10	-	1	-	-	-	-	1	1	-	1	1	1	1	10	-	1	2	10	1
	10%	7%	10%	-%	15%	-%	-%	-%	-%	16%	10%	-%	11%	11%	68%	7%	10%	-%	6%	10%	10%	8%
TOTAL NOT IMPORTANT	30	3	30	-	1	*	2	-	-	1	3	-	1	2	1	3	30	-	1	5	30	2
	29%	23%	29%	-%	15%	46%	53%	-%	-%	21%	29%	-%	11%	18%	68%	32%	29%	-%	13%	26%	29%	14%
3 - Neither	29	5	29	-	3	-	1	-	1	2	4	-	4	3	-	4	29	2	1	6	29	5
	28%	33%	28%	-%	46%	-%	20%	-%	29%	33%	36%	-%	41%	27%	-%	40%	28%	36%	10%	29%	28%	28%
4	20	3	20	-	2	*	-	-	1	2	2	-	3	3	*	1	20	1	3	4	20	3
	19%	22%	19%	-%	28%	54%	-%	-%	29%	35%	18%	-%	29%	23%	32%	14%	19%	10%	34%	20%	19%	18%
5 - Very important	13	2	13	-	1	-	-	-	1	1	1	-	2	2	-	*	13	3	2	3	13	5
	13%	12%	13%	-%	11%	-%	-%	-%	31%	11%	7%	-%	17%	18%	-%	3%	13%	48%	28%	13%	13%	29%
TOTAL IMPORTANT	33	5	33	-	3	*	-	-	2	3	3	-	5	5	*	2	33	3	5	7	33	8
	32%	34%	32%	-%	39%	54%	-%	-%	60%	47%	25%	-%	45%	41%	32%	17%	32%	58%	62%	33%	32%	46%
Don't know	12	1	12	-	-	-	1	-	*	-	1	-	*	2	-	1	12	*	1	3	12	2
	11%	9%	11%	-%	-%	-%	27%	-%	11%	-%	10%	-%	3%	14%	-%	10%	11%	6%	15%	13%	11%	12%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 476

QC6DI. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR MOBILE PHONE NETWORK - Difficulty getting your supplier to provide you with the information that you needed to be able to switch to another supplier

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	145	6	2	3	5	-	-	3	8	52	93	-	-	89	121	145	124
Effective Weighted Sample	92	5	2	2	4	-	-	3	7	37	55	-	-	59	88	92	82
Total	104	5	2	3	4	-	-	3	7	41	63	-	-	55	69	104	75
1 - Not at all important	20	*	1	-	1	-	-	-	-	9	11	-	-	9	14	20	13
	19%	6%	51%	-%	21%	-%	-%	-%	-%	22%	18%	-%	-%	16%	20%	19%	18%
2	10	1	1	-	-	-	-	-	1	3	8	-	-	4	7	10	6
	10%	23%	49%	-%	-%	-%	-%	-%	17%	7%	12%	-%	-%	7%	9%	10%	8%
TOTAL NOT IMPORTANT	30	1	2	-	1	-	-	-	1	12	19	-	-	13	20	30	19
	29%	29%	100%	-%	21%	-%	-%	-%	17%	29%	30%	-%	-%	23%	30%	29%	26%
3 - Neither	29	1	-	1	2	-	-	2	2	13	15	-	-	16	23	29	25
	28%	20%	-%	50%	54%	-%	-%	59%	35%	32%	25%	-%	-%	29%	34%	28%	33%
4	20	2	-	1	-	-	-	1	1	7	13	-	-	11	12	20	12
	19%	50%	-%	50%	-%	-%	-%	41%	18%	16%	21%	-%	-%	20%	18%	19%	16%
5 - Very important	13	-	-	-	1	-	-	-	2	2	11	-	-	9	6	13	10
	13%	-%	-%	-%	18%	-%	-%	-%	26%	5%	18%	-%	-%	16%	9%	13%	14%
TOTAL IMPORTANT	33	2	-	1	1	-	-	1	3	9	24	-	-	20	19	33	23
	32%	50%	-%	50%	18%	-%	-%	41%	44%	21%	39%	-%	-%	36%	27%	32%	30%
Don't know	12	-	-	-	*	-	-	-	*	7	4	-	-	6	7	12	9
	11%	-%	-%	-%	8%	-%	-%	-%	5%	18%	7%	-%	-%	12%	10%	11%	11%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 477

QC6DJ. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR MOBILE PHONE NETWORK - Difficulty arranging for the old and new services to stop and start at the right time

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED						
	CONSI				SWITCHED & COVERED					COVERED				CONSIDERED & COVERED					COVERED						
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD			FIXED LINE PHONE	CALLS	BROAD			FIXED LINE PHONE	CALLS	BROAD			FIXED LINE PHONE	CALLS	BROAD			FIXED LINE PHONE	CALLS
						TV	BAND				TV	BAND				TV	BAND				TV	BAND			
Significance Level: 95%	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	p	~q	~r	*s	t	~u				
Unweighted total	145	21	145	-	7	2	7	-	5	8	14	-	12	22	2	17	145	5	13	35	145	24			
Effective Weighted Sample	92	17	92	-	7	2	5	-	4	7	12	-	11	17	2	13	92	3	10	28	92	15			
Total	104	15	104	-	7	1	4	-	3	7	11	-	10	13	1	9	104	5	8	21	104	17			
1 - Not at all important	26	3	26	-	1	*	2	-	-	1	3	-	1	1	-	5	26	-	1	6	26	1			
	25%	23%	25%	-%	15%	46%	53%	-%	-%	21%	29%	-%	11%	8%	-%	52%	25%	-%	7%	28%	25%	6%			
2	6	-	6	-	-	-	-	-	-	-	-	-	-	*	1	-	6	-	1	*	6	*			
	6%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	68%	-%	6%	-%	6%	2%	6%	3%			
TOTAL NOT IMPORTANT	32	3	32	-	1	*	2	-	-	1	3	-	1	1	1	5	32	-	1	6	32	1			
	31%	23%	31%	-%	15%	46%	53%	-%	-%	21%	29%	-%	11%	11%	68%	52%	31%	-%	13%	30%	31%	9%			
3 - Neither	21	3	21	-	2	*	1	-	-	2	3	-	2	2	*	2	21	*	*	3	21	2			
	20%	21%	20%	-%	28%	54%	20%	-%	-%	35%	25%	-%	20%	16%	32%	25%	20%	4%	5%	16%	20%	9%			
4	21	5	21	-	3	-	-	-	2	2	3	-	5	4	-	1	21	2	3	5	21	6			
	20%	34%	20%	-%	46%	-%	-%	-%	58%	33%	30%	-%	50%	35%	-%	7%	20%	32%	30%	25%	20%	34%			
5 - Very important	19	2	19	-	1	-	-	-	1	1	1	-	2	3	-	1	19	3	3	3	19	6			
	18%	12%	18%	-%	11%	-%	-%	-%	31%	11%	7%	-%	17%	24%	-%	6%	18%	58%	36%	16%	18%	36%			
TOTAL IMPORTANT	40	7	40	-	4	-	-	-	3	3	4	-	7	8	-	1	40	5	6	9	40	12			
	39%	46%	39%	-%	57%	-%	-%	-%	89%	44%	37%	-%	66%	59%	-%	14%	39%	90%	67%	41%	39%	70%			
Don't know	10	1	10	-	-	-	1	-	*	-	1	-	*	2	-	1	10	*	1	3	10	2			
	10%	9%	10%	-%	-%	-%	27%	-%	11%	-%	10%	-%	3%	14%	-%	10%	10%	6%	15%	13%	10%	12%			

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 477

QC6DJ. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR MOBILE PHONE NETWORK - Difficulty arranging for the old and new services to stop and start at the right time

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	*i	j	~k	~l	m	n	o	p
Unweighted total	145	6	2	3	5	-	-	3	8	52	93	-	-	89	121	145	124
Effective Weighted Sample	92	5	2	2	4	-	-	3	7	37	55	-	-	59	88	92	82
Total	104	5	2	3	4	-	-	3	7	41	63	-	-	55	69	104	75
1 - Not at all important	26	1	2	-	1	-	-	-	1	10	16	-	-	13	17	26	16
	25%	29%	100%	-%	21%	-%	-%	-%	17%	25%	25%	-%	-%	24%	24%	25%	21%
2	6	-	-	-	-	-	-	-	-	3	3	-	-	2	3	6	5
	6%	-%	-%	-%	-%	-%	-%	-%	-%	8%	4%	-%	-%	4%	5%	6%	6%
TOTAL NOT IMPORTANT	32	1	2	-	1	-	-	-	1	13	19	-	-	15	20	32	21
	31%	29%	100%	-%	21%	-%	-%	-%	17%	32%	30%	-%	-%	27%	29%	31%	27%
3 - Neither	21	*	-	*	2	-	-	-	2	11	10	-	-	10	15	21	14
	20%	7%	-%	13%	47%	-%	-%	-%	30%	27%	16%	-%	-%	18%	21%	20%	19%
4	21	2	-	2	1	-	-	3	1	6	15	-	-	16	20	21	20
	20%	47%	-%	87%	25%	-%	-%	100%	22%	15%	24%	-%	-%	28%	28%	20%	26%
5 - Very important	19	1	-	-	-	-	-	-	2	3	16	-	-	10	8	19	12
	18%	16%	-%	-%	-%	-%	-%	-%	26%	8%	25%	-%	-%	18%	11%	18%	16%
TOTAL IMPORTANT	40	3	-	2	1	-	-	3	3	9	31	-	-	25	27	40	32
	39%	63%	-%	87%	25%	-%	-%	100%	48%	23%	49%	-%	-%	46%	40%	39%	42%
Don't know	10	-	-	-	*	-	-	-	*	7	3	-	-	5	7	10	9
	10%	-%	-%	-%	8%	-%	-%	-%	5%	18%	5%	-%	-%	9%	10%	10%	12%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 478

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH PACKAGE OF SERVICES

Base : Those who have considered switching their package of services supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI			BUN-DLE	BROAD MOB. LINE			PHONE CALLS	BROAD MOB. LINE			PHONE CALLS	BROAD MOB. LINE			PHONE CALLS	BROAD MOB. LINE			PHONE CALLS		
	SWIT-CHED	DERED	NEIT-HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND	TV		BAND					
																		Total	~a		b	~c
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	m	~n	~o	~p	~q	*r	s	~t	u
Unweighted total	114	8	114	-	-	1	-	7	-	1	-	7	-	114	4	1	23	2	64	109	24	110
Effective Weighted Sample	85	5	85	-	-	1	-	4	-	1	-	4	-	85	3	1	18	2	47	86	19	82
Total	83	7	83	-	-	*	-	7	-	*	-	7	-	83	3	*	13	1	50	75	16	80
ANY IMPORTANT	59	4	59	-	-	-	-	4	-	-	-	4	-	59	2	*	12	1	37	53	13	56
	71%	50%	71%	-%	-%	-%	-%	54%	-%	-%	-%	54%	-%	71%	64%	100%	88%	100%	74%	71%	82%	70%
NONE	24	4	24	-	-	*	-	3	-	*	-	3	-	24	1	-	2	-	13	21	3	24
	29%	50%	29%	-%	-%	100%	-%	46%	-%	100%	-%	46%	-%	29%	36%	-%	12%	-%	26%	29%	18%	30%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 478

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH PACKAGE OF SERVICES

Base : Those who have considered switching their package of services supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	114	1	-	-	-	3	3	-	-	52	59	3	3	89	109	111	113
Effective Weighted Sample	85	1	-	-	-	2	2	-	-	41	42	2	2	65	86	83	84
Total	83	*	-	-	-	4	2	-	-	38	43	4	2	64	75	81	82
ANY IMPORTANT	59	-	-	-	-	*	2	-	-	26	31	*	2	48	53	57	58
	71%	-%	-%	-%	-%	12%	100%	-%	-%	69%	71%	12%	100%	74%	71%	70%	71%
NONE	24	*	-	-	-	3	-	-	-	11	13	3	-	17	21	24	24
	29%	100%	-%	-%	-%	88%	-%	-%	-%	31%	29%	88%	-%	26%	29%	30%	29%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 479

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH PAY TV SERVICE

Base : Those who have considered switching their TV service supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		
Total	~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	*n	~o	~p	~q	*r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	63	13	63	-	1	-	6	5	1	-	7	5	2	4	63	9	1	11	63	11	1	13
Effective Weighted Sample	32	9	32	-	1	-	6	4	1	-	5	4	1	3	32	7	1	7	32	9	1	8
Total	39	7	39	-	1	-	2	3	*	-	4	3	2	3	39	7	1	7	39	9	1	9
ANY DIFFICULTIES	28	5	28	-	1	-	2	1	*	-	3	1	2	1	28	7	1	4	28	8	1	5
	72%	73%	72%	-%	100%	-%	86%	42%	100%	-%	91%	42%	100%	51%	72%	94%	100%	62%	72%	82%	100%	60%
NONE	11	2	11	-	-	-	*	1	-	-	*	1	-	1	11	*	-	2	11	2	-	3
	28%	27%	28%	-%	-%	-%	14%	58%	-%	-%	9%	58%	-%	49%	28%	6%	-%	38%	28%	18%	-%	40%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 479

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH PAY TV SERVICE

Base : Those who have considered switching their TV service supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	63	-	4	1	1	2	1	-	1	22	35	2	-	63	53	57	55
Effective Weighted Sample	32	-	4	1	1	2	1	-	1	10	23	2	-	32	37	30	34
Total	39	-	2	*	1	1	1	-	1	17	20	1	-	39	27	37	33
ANY DIFFICULTIES	28	-	2	*	1	1	-	-	1	9	18	1	-	28	21	27	27
	72%	-%	100%	100%	100%	100%	-%	-%	100%	51%	89%	100%	-%	72%	79%	72%	80%
NONE	11	-	-	-	-	-	1	-	-	8	2	-	-	11	6	11	7
	28%	-%	-%	-%	-%	-%	100%	-%	-%	49%	11%	-%	-%	28%	21%	28%	20%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 480

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH FIXED BROADBAND SERVICE

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS		
	SWIT- CHED	DERED	NEI- HER		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE							
Significance Level: 95%	Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	*q	~r	s	~t	*u
Unweighted total	134	11	134	-	-	1	-	7	3	1	-	7	3	1	9	134	15	38	9	134	15	38
Effective Weighted Sample	105	9	105	-	-	1	-	6	3	1	-	6	3	1	7	105	12	30	7	105	12	30
Total	82	6	82	-	-	*	-	4	1	*	-	4	1	*	7	82	9	18	7	82	9	18
ANY DIFFICULTIES	57	2	57	-	-	*	-	1	1	*	-	1	1	*	7	57	6	14	7	57	6	14
	70%	40%	70%	-%	-%	100%	-%	30%	65%	100%	-%	30%	65%	100%	94%	70%	63%	78%	94%	70%	63%	78%
NONE	24	3	24	-	-	-	-	3	*	-	-	3	*	-	*	24	3	4	*	24	3	4
	30%	60%	30%	-%	-%	-%	-%	70%	35%	-%	-%	70%	35%	-%	6%	30%	37%	22%	6%	30%	37%	22%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 480

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH FIXED BROADBAND SERVICE

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
	Total	~a	~b	~c	~d	~e	~f	~g	~h	*i	*j	~k	~l	*m	n	o	p
Significance Level: 95%																	
Unweighted total	134	1	-	-	-	1	3	-	3	64	65	1	3	76	134	129	130
Effective Weighted Sample	105	1	-	-	-	1	2	-	3	51	51	1	2	59	105	101	101
Total	82	*	-	-	-	1	2	-	1	37	42	1	2	47	82	79	79
ANY DIFFICULTIES	57	*	-	-	-	-	1	-	1	25	32	-	1	35	57	57	55
	70%	100%	-%	-%	-%	-%	44%	-%	65%	67%	76%	-%	44%	75%	70%	72%	69%
NONE	24	-	-	-	-	1	1	-	*	12	10	1	1	12	24	22	24
	30%	-%	-%	-%	-%	100%	56%	-%	35%	33%	24%	100%	56%	25%	30%	28%	31%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 481

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH MOBILE PHONE NETWORK

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				FIXED LINE					FIXED LINE				FIXED LINE					FIXED LINE			
					BROAD MOB. PHONE					BROAD MOB. PHONE				BROAD MOB. PHONE					BROAD MOB. PHONE			
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	TV	BAND			TV	BAND			BUN-DLE	TV	BAND			TV	BAND		
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	p	~q	~r	*s	t	~u
Unweighted total	145	21	145	-	7	2	7	-	5	8	14	-	12	22	2	17	145	5	13	35	145	24
Effective Weighted Sample	92	17	92	-	7	2	5	-	4	7	12	-	11	17	2	13	92	3	10	28	92	15
Total	104	15	104	-	7	1	4	-	3	7	11	-	10	13	1	9	104	5	8	21	104	17
ANY DIFFICULTIES	77	11	77	-	5	*	3	-	3	4	8	-	8	10	1	6	77	5	7	15	77	14
	74%	78%	74%	-%	67%	54%	83%	-%	100%	61%	73%	-%	77%	78%	100%	68%	74%	94%	78%	73%	74%	82%
NONE	27	3	27	-	2	*	1	-	-	3	3	-	2	3	-	3	27	*	2	6	27	3
	26%	22%	26%	-%	33%	46%	17%	-%	-%	39%	27%	-%	23%	22%	-%	32%	26%	6%	22%	27%	26%	18%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 481

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH MOBILE PHONE NETWORK

Base : Those who have considered switching their mobile phone supplier and will not switch soon

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	145	6	2	3	5	-	-	3	8	52	93	-	-	89	121	145	124	
Effective Weighted Sample	92	5	2	2	4	-	-	3	7	37	55	-	-	59	88	92	82	
Total	104	5	2	3	4	-	-	3	7	41	63	-	-	55	69	104	75	
ANY DIFFICULTIES	77	3	1	2	3	-	-	3	4	27	50	-	-	41	50	77	55	
	74%	71%	51%	87%	71%	-%	-%	100%	65%	67%	79%	-%	-%	76%	73%	74%	72%	
NONE	27	1	1	*	1	-	-	-	2	13	13	-	-	13	19	27	21	
	26%	29%	49%	13%	29%	-%	-%	-%	35%	33%	21%	-%	-%	24%	27%	26%	28%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 482

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH FIXED LINE VOICE SERVICE

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				BUN- DLE	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	TV	BAND		PHONE	CALLS	TV		BAND	PHONE	CALLS		TV	BAND	PHONE		CALLS
Significance Level: 95%	Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	*o	~p	q	~r	*s	~t	u
Unweighted total	106	12	106	-	-	-	8	4	-	-	8	4	-	2	12	40	5	106	12	39	5	106
Effective Weighted Sample	66	5	66	-	-	-	7	2	-	-	7	2	-	2	7	32	3	66	7	31	3	66
Total	77	8	77	-	-	-	3	5	-	-	3	5	-	1	7	19	5	77	7	19	5	77
ANY DIFFICULTIES	54	6	54	-	-	-	2	4	-	-	2	4	-	1	4	13	5	54	4	13	5	54
	71%	73%	71%	-%	-%	-%	46%	92%	-%	-%	46%	92%	-%	100%	59%	68%	100%	71%	60%	69%	100%	71%
NONE	22	2	22	-	-	-	2	*	-	-	2	*	-	-	3	6	-	22	3	6	-	22
	29%	27%	29%	-%	-%	-%	54%	8%	-%	-%	54%	8%	-%	-%	41%	32%	-%	29%	40%	31%	-%	29%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 482

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH FIXED LINE VOICE SERVICE

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	*i	*j	~k	~l	*m	n	o	p
Unweighted total	106	-	1	3	3	2	2	-	-	55	47	1	-	68	83	102	106
Effective Weighted Sample	66	-	1	3	3	2	1	-	-	34	30	1	-	39	64	64	66
Total	77	-	*	1	1	1	4	-	-	41	31	1	-	48	44	72	77
ANY DIFFICULTIES	54	-	-	*	1	1	4	-	-	29	23	1	-	37	31	52	54
	71%	-%	-%	24%	70%	59%	100%	-%	-%	71%	74%	100%	-%	77%	69%	73%	71%
NONE	22	-	*	1	*	*	-	-	-	12	8	-	-	11	14	20	22
	29%	-%	100%	76%	30%	41%	-%	-%	-%	29%	26%	-%	-%	23%	31%	27%	29%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 483

QC7D. Was there going to be a period of time in the switching process where you would have chosen to or had to pay more than one company to provide a service, to make sure you didn't lose that service?

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE PHONE CALLS	BROAD MOB.			FIXED LINE PHONE CALLS	BROAD MOB.			FIXED LINE PHONE CALLS	BROAD MOB.			FIXED LINE PHONE CALLS		
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND								
															~a		b	~c	~d		~e	~f
Significance Level: 95%	Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	p	~q	~r	*s	t	~u
Unweighted total	145	21	145	-	7	2	7	-	5	8	14	-	12	22	2	17	145	5	13	35	145	24
Effective Weighted Sample	92	17	92	-	7	2	5	-	4	7	12	-	11	17	2	13	92	3	10	28	92	15
Total	104	15	104	-	7	1	4	-	3	7	11	-	10	13	1	9	104	5	8	21	104	17
Yes	11	1	11	-	-	*	-	-	*	*	-	-	*	3	*	*	11	1	1	3	11	3
	11%	4%	11%	-%	-%	46%	-%	-%	11%	4%	-%	-%	3%	22%	32%	4%	11%	10%	18%	14%	11%	16%
No	51	9	51	-	4	-	3	-	2	4	7	-	6	4	1	6	51	*	2	8	51	3
	49%	61%	49%	-%	50%	-%	79%	-%	75%	53%	60%	-%	57%	28%	68%	60%	49%	4%	23%	39%	49%	20%
Don't know	42	5	42	-	4	*	1	-	*	3	4	-	4	6	-	3	42	4	5	10	42	11
	40%	35%	40%	-%	50%	54%	21%	-%	14%	42%	40%	-%	39%	50%	-%	36%	40%	85%	59%	47%	40%	64%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 483

QC7D. Was there going to be a period of time in the switching process where you would have chosen to or had to pay more than one company to provide a service, to make sure you didn't lose that service?

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	145	6	2	3	5	-	-	3	8	52	93	-	-	89	121	145	124
Effective Weighted Sample	92	5	2	2	4	-	-	3	7	37	55	-	-	59	88	92	82
Total	104	5	2	3	4	-	-	3	7	41	63	-	-	55	69	104	75
Yes	11	*	-	-	-	-	-	-	*	2	10	-	-	9	10	11	10
	11%	6%	-%	-%	-%	-%	-%	-%	5%	4%	15%	-%	-%	16%	15%	11%	14%
No	51	3	2	1	2	-	-	2	4	26	25	-	-	24	34	51	33
	49%	60%	100%	50%	46%	-%	-%	59%	54%	63%	40%	-%	-%	44%	49%	49%	44%
										j							
Don't know	42	2	-	1	2	-	-	1	3	14	28	-	-	22	25	42	32
	40%	34%	-%	50%	54%	-%	-%	41%	41%	33%	45%	-%	-%	40%	36%	40%	42%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 484

QC8D. How long for?

Base : Those who would have had to pay more than one company during the switching process to provide a mobile phone service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	23	2	23	-	-	1	-	-	1	1	-	-	1	5	1	1	23	1	3	5	23	4
Effective Weighted Sample	16	2	16	-	-	1	-	-	1	1	-	-	1	4	1	1	16	1	3	4	16	3
Total	11	1	11	-	-	*	-	-	*	*	-	-	*	3	*	*	11	1	1	3	11	3
1 day	2	-	2	-	-	-	-	-	-	-	-	-	-	2	-	-	2	-	1	2	2	2
	16%	-%	16%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	63%	-%	-%	16%	-%	50%	61%	16%	67%
4-7 days	3	*	3	-	-	*	-	-	-	*	-	-	-	1	*	-	3	1	1	1	3	1
	30%	47%	30%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	27%	100%	-%	30%	100%	50%	26%	30%	33%
8-14 days	2	-	2	-	-	-	-	-	-	-	-	-	-	*	-	-	2	-	-	-	2	-
	17%	-%	17%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	10%	-%	-%	17%	-%	-%	-%	17%	-%
15-30 days	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-
	8%	-%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	8%	-%	-%	-%	8%	-%
More than 30 days	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	*	2	-	-	*	2	-
	22%	-%	22%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	22%	-%	-%	13%	22%	-%
Don't know	1	*	1	-	-	-	-	-	*	-	-	-	*	-	-	-	1	-	-	-	1	-
	6%	53%	6%	-%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	6%	-%	-%	-%	6%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 484

QC8D. How long for?

Base : Those who would have had to pay more than one company during the switching process to provide a mobile phone service

	TV PROCESSES	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	23	1	-	-	-	-	-	-	1	3	20	-	-	19	21	23	21
Effective Weighted Sample	16	1	-	-	-	-	-	-	1	3	14	-	-	13	15	16	15
Total	11	*	-	-	-	-	-	-	*	2	10	-	-	9	10	11	10
1 day	2	-	-	-	-	-	-	-	-	1	1	-	-	1	2	2	2
	16%	-%	-%	-%	-%	-%	-%	-%	-%	49%	11%	-%	-%	8%	17%	16%	17%
4-7 days	3	*	-	-	-	-	-	-	-	-	3	-	-	3	3	3	3
	30%	100%	-%	-%	-%	-%	-%	-%	-%	-%	35%	-%	-%	37%	32%	30%	32%
8-14 days	2	-	-	-	-	-	-	-	-	*	1	-	-	1	1	2	1
	17%	-%	-%	-%	-%	-%	-%	-%	-%	29%	16%	-%	-%	14%	14%	17%	14%
15-30 days	1	-	-	-	-	-	-	-	-	-	1	-	-	1	1	1	1
	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	9%	-%	-%	10%	9%	8%	9%
More than 30 days	2	-	-	-	-	-	-	-	-	-	2	-	-	2	2	2	2
	22%	-%	-%	-%	-%	-%	-%	-%	-%	-%	26%	-%	-%	24%	22%	22%	22%
Don't know	1	-	-	-	-	-	-	-	*	*	*	-	-	1	1	1	1
	6%	-%	-%	-%	-%	-%	-%	-%	100%	22%	3%	-%	-%	7%	6%	6%	6%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 485

QC9D. Was there going to be a period of time in the switching process where there was an unwanted break where you were not receiving a service from either company?

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE PHONE CALLS	BROAD MOB.			FIXED LINE PHONE CALLS	BROAD MOB.			FIXED LINE PHONE CALLS	BROAD MOB.			FIXED LINE PHONE CALLS		
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND	TV		BAND					
																		Total	~a		b	~c
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	p	~q	~r	*s	t	~u
Unweighted total	145	21	145	-	7	2	7	-	5	8	14	-	12	22	2	17	145	5	13	35	145	24
Effective Weighted Sample	92	17	92	-	7	2	5	-	4	7	12	-	11	17	2	13	92	3	10	28	92	15
Total	104	15	104	-	7	1	4	-	3	7	11	-	10	13	1	9	104	5	8	21	104	17
Yes	8	1	8	-	-	-	1	-	-	-	1	-	-	3	-	*	8	3	1	3	8	5
	7%	8%	7%	-%	-%	-%	30%	-%	-%	-%	11%	-%	-%	20%	-%	3%	7%	48%	12%	12%	7%	30%
No	57	8	57	-	3	1	2	-	3	3	5	-	6	4	1	6	57	2	3	10	57	6
	55%	57%	55%	-%	39%	100%	49%	-%	100%	51%	43%	-%	57%	33%	100%	68%	55%	46%	33%	48%	55%	33%
Don't know	39	5	39	-	4	-	1	-	-	3	5	-	4	6	-	3	39	*	5	8	39	6
	38%	35%	38%	-%	61%	-%	21%	-%	-%	49%	47%	-%	43%	47%	-%	29%	38%	6%	54%	40%	38%	37%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 485

QC9D. Was there going to be a period of time in the switching process where there was an unwanted break where you were not receiving a service from either company?

Base : Those who have considered switching their mobile phone supplier and will not switch soon

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	145	6	2	3	5	-	-	3	8	52	93	-	-	89	121	145	124	
Effective Weighted Sample	92	5	2	2	4	-	-	3	7	37	55	-	-	59	88	92	82	
Total	104	5	2	3	4	-	-	3	7	41	63	-	-	55	69	104	75	
Yes	8	-	1	-	-	-	-	-	-	1	7	-	-	6	5	8	8	
	7%	-%	51%	-%	-%	-%	-%	-%	-%	2%	10%	-%	-%	11%	7%	7%	10%	
No	57	3	1	1	1	-	-	2	4	24	34	-	-	31	42	57	42	
	55%	73%	49%	50%	28%	-%	-%	59%	54%	58%	54%	-%	-%	57%	61%	55%	55%	
Don't know	39	1	-	1	3	-	-	1	3	16	23	-	-	18	22	39	26	
	38%	27%	-%	50%	72%	-%	-%	41%	46%	40%	36%	-%	-%	33%	32%	38%	35%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 486

QC10D. How long for?

Base : Those who would have had an unwanted break in service when switching their mobile phone network

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN- DLE	BROAD		MOB.	FIXED	TV	BROAD		MOB.	FIXED	BUN- DLE	BROAD		MOB.	FIXED	TV	BROAD		MOB.	FIXED
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	LINE CALLS		TV	BAND	PHONE	LINE CALLS		TV	BAND	PHONE	LINE CALLS		TV	BAND	PHONE	LINE CALLS
		~a	~b	~c		~d	~e	~f	~g		~h	~i	~j	~k		~l	~m	~n	~o		~p	~q	~r	~s
Significance Level: 95%																								
Unweighted total	10	1	10	-	-	-	1	-	-	-	1	-	-	4	-	1	10	1	2	4	10	5		
Effective Weighted Sample	6	1	6	-	-	-	1	-	-	-	1	-	-	3	-	1	6	1	2	3	6	3		
Total	8	1	8	-	-	-	1	-	-	-	1	-	-	3	-	*	8	3	1	3	8	5		
1 day	4	1	4	-	-	-	1	-	-	-	1	-	-	2	-	-	4	-	1	2	4	2		
	48%	100%	48%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	88%	-%	-%	48%	-%	71%	88%	48%	44%		
2-3 days	3	-	3	-	-	-	-	-	-	-	-	-	-	*	-	-	3	3	*	*	3	3		
	37%	-%	37%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	12%	-%	-%	37%	100%	29%	12%	37%	56%		
4-7 days	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	*	1	-	-	-	1	-		
	7%	-%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	7%	-%	-%	-%	7%	-%		
Don't know	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-		
	8%	-%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	8%	-%	-%	-%	8%	-%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 486

QC10D. How long for?

Base : Those who would have had an unwanted break in service when switching their mobile phone network

	TV PROCESSES	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	10	-	1	-	-	-	-	-	-	2	8	-	-	7	9	10	10
Effective Weighted Sample	6	-	1	-	-	-	-	-	-	2	4	-	-	4	7	6	6
Total	8	-	1	-	-	-	-	-	-	1	7	-	-	6	5	8	8
1 day	4	-	1	-	-	-	-	-	-	1	3	-	-	2	4	4	4
	48%	-%	100%	-%	-%	-%	-%	-%	-%	74%	44%	-%	-%	37%	72%	48%	48%
2-3 days	3	-	-	-	-	-	-	-	-	-	3	-	-	3	*	3	3
	37%	-%	-%	-%	-%	-%	-%	-%	-%	-%	43%	-%	-%	49%	6%	37%	37%
4-7 days	1	-	-	-	-	-	-	-	-	*	*	-	-	*	1	1	1
	7%	-%	-%	-%	-%	-%	-%	-%	-%	26%	4%	-%	-%	5%	10%	7%	7%
Don't know	1	-	-	-	-	-	-	-	-	-	1	-	-	1	1	1	1
	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	9%	-%	-%	10%	12%	8%	8%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 487

QC11D. While you had this unwanted break with no service from your old or new supplier, which of these would have applied to you?

Base : Those who would have had an unwanted break in service when switching their mobile phone network

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD		MOB. PHONE	FIXED LINE CALLS	BROAD		MOB. PHONE	FIXED LINE CALLS	BROAD		MOB. PHONE	FIXED LINE CALLS	BROAD		MOB. PHONE	FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND			TV	BAND			TV	BAND			TV	BAND			
		~a	~b	~c		~d	~e			~f	~g			~h	~i			~j	~k			~l
Significance Level: 95%																						
Unweighted total	10	1	10	-	-	-	1	-	-	-	1	-	-	4	-	1	10	1	2	4	10	5
Effective Weighted Sample	6	1	6	-	-	-	1	-	-	-	1	-	-	3	-	1	6	1	2	3	6	3
Total	8	1	8	-	-	-	1	-	-	-	1	-	-	3	-	*	8	3	1	3	8	5
Just done without this service	6	1	6	-	-	-	1	-	-	-	1	-	-	1	-	*	6	3	-	1	6	4
	83%	100%	83%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	58%	-%	100%	83%	100%	-%	58%	83%	79%
Borrowed a service from a friend or relative	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	1	1	1	1
	13%	-%	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	29%	-%	-%	13%	-%	71%	29%	13%	15%
Used a service from your workplace	*	-	*	-	-	-	-	-	-	-	-	-	-	*	-	-	*	-	*	*	*	*
	4%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	12%	-%	-%	4%	-%	29%	12%	4%	6%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 487

QC11D. While you had this unwanted break with no service from your old or new supplier, which of these would have applied to you?

Base : Those who would have had an unwanted break in service when switching their mobile phone network

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	10	-	1	-	-	-	-	-	-	2	8	-	-	7	9	10	10
Effective Weighted Sample	6	-	1	-	-	-	-	-	-	2	4	-	-	4	7	6	6
Total	8	-	1	-	-	-	-	-	-	1	7	-	-	6	5	8	8
Just done without this service	6	-	1	-	-	-	-	-	-	*	6	-	-	5	4	6	6
	83%	-%	100%	-%	-%	-%	-%	-%	-%	26%	92%	-%	-%	78%	74%	83%	83%
Borrowed a service from a friend or relative	1	-	-	-	-	-	-	-	-	1	*	-	-	1	1	1	1
	13%	-%	-%	-%	-%	-%	-%	-%	-%	74%	4%	-%	-%	17%	19%	13%	13%
Used a service from your workplace	*	-	-	-	-	-	-	-	-	-	*	-	-	*	*	*	*
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%	5%	6%	4%	4%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 488

QC12D. Would this have resulted in any additional costs for you?

Base : Those who would have had an unwanted break in service when switching their mobile phone network

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS		
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE			
																						~a	~b
Significance Level: 95%																							
Unweighted total	10	1	10	-	-	-	1	-	-	-	1	-	-	4	-	1	10	1	2	4	10	5	
Effective Weighted Sample	6	1	6	-	-	-	1	-	-	-	1	-	-	3	-	1	6	1	2	3	6	3	
Total	8	1	8	-	-	-	1	-	-	-	1	-	-	3	-	*	8	3	1	3	8	5	
Yes	5	1	5	-	-	-	1	-	-	-	1	-	-	1	-	-	5	3	1	1	5	4	
	63%	100%	63%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	42%	-%	-%	63%	100%	100%	42%	63%	71%	
No	2	-	2	-	-	-	-	-	-	-	-	-	-	*	-	*	2	-	-	*	2	*	
	24%	-%	24%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	17%	-%	100%	24%	-%	-%	17%	24%	9%	
Don't know	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	-	1	1	1	
	14%	-%	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	41%	-%	-%	14%	-%	-%	41%	14%	20%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 488

QC12D. Would this have resulted in any additional costs for you?

Base : Those who would have had an unwanted break in service when switching their mobile phone network

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	10	-	1	-	-	-	-	-	-	2	8	-	-	7	9	10	10
Effective Weighted Sample	6	-	1	-	-	-	-	-	-	2	4	-	-	4	7	6	6
Total	8	-	1	-	-	-	-	-	-	1	7	-	-	6	5	8	8
Yes	5	-	1	-	-	-	-	-	-	1	4	-	-	5	2	5	5
	63%	-%	100%	-%	-%	-%	-%	-%	-%	74%	61%	-%	-%	81%	44%	63%	63%
No	2	-	-	-	-	-	-	-	-	*	2	-	-	1	2	2	2
	24%	-%	-%	-%	-%	-%	-%	-%	-%	26%	23%	-%	-%	19%	35%	24%	24%
Don't know	1	-	-	-	-	-	-	-	-	-	1	-	-	-	1	1	1
	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%	16%	-%	-%	-%	21%	14%	14%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 489

QC13D. How much extra would you have spent?

Base : Those whose unwanted break would resulted in additional costs when switching their mobile phone network

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
					SWITCHED & COVERED					COVERED				COVERED					COVERED					
	CONSI				BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS			
	SWIT-CHED	DERED	NEIT-HER	TV		BAND	PHONE	CALLS		TV	BAND	PHONE		CALLS	TV	BAND		PHONE	CALLS	TV		BAND	PHONE	CALLS
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u		
Unweighted total	4	1	4	-	-	-	1	-	-	-	1	-	-	2	-	-	4	1	2	2	4	3		
Effective Weighted Sample	3	1	3	-	-	-	1	-	-	-	1	-	-	2	-	-	3	1	2	2	3	2		
Total	5	1	5	-	-	-	1	-	-	-	1	-	-	1	-	-	5	3	1	1	5	4		
Up to £19.99	4	-	4	-	-	-	-	-	-	-	-	-	-	1	-	-	4	3	1	1	4	4		
	75%	-%	75%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	75%	100%	100%	100%	75%	100%		
Don't know	1	1	1	-	-	-	1	-	-	-	1	-	-	-	-	-	1	-	-	-	1	-		
	25%	100%	25%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%	25%	-%	-%	-%	25%	-%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 489

QC13D. How much extra would you have spent?

Base : Those whose unwanted break would resulted in additional costs when switching their mobile phone network

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	4	-	1	-	-	-	-	-	-	1	3	-	-	4	3	4	4
Effective Weighted Sample	3	-	1	-	-	-	-	-	-	1	2	-	-	3	2	3	3
Total	5	-	1	-	-	-	-	-	-	1	4	-	-	5	2	5	5
Up to £19.99	4	-	-	-	-	-	-	-	-	1	3	-	-	4	1	4	4
	75%	-%	-%	-%	-%	-%	-%	-%	-%	100%	71%	-%	-%	75%	48%	75%	75%
Don't know	1	-	1	-	-	-	-	-	-	-	1	-	-	1	1	1	1
	25%	-%	100%	-%	-%	-%	-%	-%	-%	-%	29%	-%	-%	25%	52%	25%	25%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 490

QC1E. Are you in the process of actively looking for another provider for your fixed line phone (calls) at the moment?

Base : Those who have considered switching their fixed line phone supplier in last 12 months

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
					SWITCHED & COVERED									CONSIDERED & COVERED										
	CONSI				BUN- DLE	BROAD		MOB.	FIXED	BUN- DLE	BROAD		MOB.	FIXED	BUN- DLE	BROAD		MOB.	FIXED	BUN- DLE	BROAD		MOB.	FIXED
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	
Significance Level: 95%	Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	*o	~p	q	~r	*s	~t	u		
Unweighted total	142	17	108	29	-	-	13	4	-	-	13	4	-	3	15	56	7	142	13	40	5	106		
Effective Weighted Sample	92	7	67	23	-	-	11	2	-	-	11	2	-	3	10	42	4	92	8	32	3	66		
Total	110	10	77	31	-	-	5	5	-	-	5	5	-	2	9	34	9	110	7	19	5	77		
Yes	46	2	14	31	-	-	2	-	-	-	2	-	-	1	2	19	7	46	1	4	3	13		
	42%	18%	18%	100%	-%	-%	34%	-%	-%	-%	34%	-%	-%	73%	29%	56%	73%	42%	17%	23%	52%	17%		
No	61	8	61	-	-	-	3	5	-	-	3	5	-	-	5	15	3	61	5	14	3	61		
	55%	82%	78%	-%	-%	-%	66%	100%	-%	-%	66%	100%	-%	-%	63%	44%	27%	55%	73%	75%	48%	79%		
Don't know	3	-	3	-	-	-	-	-	-	-	-	-	-	*	1	-	-	3	1	*	-	3		
	3%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	27%	8%	-%	-%	3%	10%	2%	-%	4%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 490

QC1E. Are you in the process of actively looking for another provider for your fixed line phone (calls) at the moment?

Base : Those who have considered switching their fixed line phone supplier in last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	142	-	2	3	7	2	2	-	-	71	63	1	-	91	111	134	142
Effective Weighted Sample	92	-	1	3	7	2	1	-	-	45	42	1	-	57	85	86	92
Total	110	-	*	1	3	1	4	-	-	59	43	1	-	66	65	101	110
Yes	46	-	*	-	2	-	-	-	-	24	18	-	-	24	29	41	46
	42%	-%	12%	-%	56%	-%	-%	-%	-%	40%	41%	-%	-%	37%	44%	41%	42%
No	61	-	*	1	1	1	4	-	-	33	25	1	-	40	34	57	61
	55%	-%	88%	100%	44%	100%	100%	-%	-%	55%	58%	100%	-%	61%	52%	56%	55%
Don't know	3	-	-	-	-	-	-	-	-	2	*	-	-	1	2	3	3
	3%	-%	-%	-%	-%	-%	-%	-%	-%	4%	1%	-%	-%	2%	4%	3%	3%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 491

QC2E. When do you expect to switch to another provider for the fixed line phone (calls)?

Base : Those actively looking for another supplier for their fixed line phone

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED								
	CONSI				SWITCHED & COVERED					COVERED				CONSIDERED & COVERED					COVERED			
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
						TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	*q	~r	~s	~t	~u	
Unweighted total	55	5	21	29	-	-	5	-	-	-	5	-	-	2	5	25	4	55	3	9	2	19
Effective Weighted Sample	38	4	13	23	-	-	4	-	-	-	4	-	-	2	5	20	3	38	3	8	1	12
Total	46	2	14	31	-	-	2	-	-	-	2	-	-	1	2	19	7	46	1	4	3	13
In the next month	8	*	*	8	-	-	*	-	-	-	*	-	-	-	1	2	3	8	*	-	-	-
	18%	21%	3%	24%	-%	-%	21%	-%	-%	-%	21%	-%	-%	-%	41%	8%	47%	18%	29%	-%	-%	-%
In the next 2-3 months	25	1	*	23	-	-	1	-	-	-	1	-	-	1	1	13	1	25	-	*	-	-
	54%	79%	2%	76%	-%	-%	79%	-%	-%	-%	79%	-%	-%	58%	28%	68%	12%	54%	-%	7%	-%	-%
In the next six months	9	-	9	-	-	-	-	-	-	-	-	-	-	*	1	3	3	9	1	3	3	9
	19%	-%	62%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	42%	31%	17%	41%	19%	71%	62%	100%	66%
In the next year	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	1	-	1
	1%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	1%	-%	14%	-%	5%
Don't know	4	-	4	-	-	-	-	-	-	-	-	-	-	-	-	1	-	4	-	1	-	4
	8%	-%	28%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	8%	-%	16%	-%	30%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 491

QC2E. When do you expect to switch to another provider for the fixed line phone (calls)?

Base : Those actively looking for another supplier for their fixed line phone

	TV PROCESSES	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	55	-	1	-	4	-	-	-	-	27	23	-	-	33	43	50	55
Effective Weighted Sample	38	-	1	-	4	-	-	-	-	18	15	-	-	23	34	34	38
Total	46	-	*	-	2	-	-	-	-	24	18	-	-	24	29	41	46
In the next month	8	-	-	-	*	-	-	-	-	4	2	-	-	3	3	6	8
	18%	-%	-%	-%	22%	-%	-%	-%	-%	18%	11%	-%	-%	12%	10%	15%	18%
In the next 2-3 months	25	-	*	-	1	-	-	-	-	13	10	-	-	15	18	23	25
	54%	-%	100%	-%	78%	-%	-%	-%	-%	57%	57%	-%	-%	61%	62%	57%	54%
In the next six months	9	-	-	-	-	-	-	-	-	4	5	-	-	6	6	9	9
	19%	-%	-%	-%	-%	-%	-%	-%	-%	15%	29%	-%	-%	24%	21%	21%	19%
In the next year	1	-	-	-	-	-	-	-	-	1	-	-	-	-	1	1	1
	1%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%	2%	1%	1%
Don't know	4	-	-	-	-	-	-	-	-	2	1	-	-	1	1	3	4
	8%	-%	-%	-%	-%	-%	-%	-%	-%	8%	4%	-%	-%	3%	5%	6%	8%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 492

QC3E. Why haven't you switched to another provider yet?

Base : Those who expect to switch supplier for their fixed line phone over 3 months from now

	ACTIONS TAKEN								SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI			SWITCHED & COVERED				FIXED LINE				FIXED LINE				FIXED LINE						
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD MOB.		PHONE	CALLS	BROAD MOB.		PHONE	CALLS	BUN- DLE	BROAD MOB.		PHONE	CALLS	BROAD MOB.		PHONE	CALLS
						TV	BAND			TV	BAND				TV	BAND						
		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Significance Level: 95%																						
Unweighted total	19	-	19	-	-	-	-	-	-	-	-	-	-	1	2	9	2	19	2	8	2	19
Effective Weighted Sample	12	-	12	-	-	-	-	-	-	-	-	-	-	1	2	8	1	12	2	7	1	12
Total	13	-	13	-	-	-	-	-	-	-	-	-	-	*	1	5	3	13	1	4	3	13
Need to wait until the end of my contract/ until I can switch without paying a penalty	6 42%	- -%	6 42%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 30%	3 92%	6 42%	- -%	* 10%	3 92%	6 42%
Just haven't had time/ haven't got around to it yet	4 28%	- -%	4 28%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 40%	* 8%	4 28%	- -%	1 30%	* 8%	4 28%
Haven't found out what's available from other suppliers	2 17%	- -%	2 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 35%	- -%	2 17%	- -%	2 39%	- -%	2 17%
Will see if my current provider offers me a better deal to stay with them	2 16%	- -%	2 16%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	* 48%	1 13%	- -%	2 16%	* 55%	* 12%	- -%	2 16%
Concerned about losing my email address/ having problems moving my email address	2 12%	- -%	2 12%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 48%	1 27%	- -%	2 12%	- -%	1 15%	- -%	2 12%
Concerned about having no service while switching to another supplier	1 10%	- -%	1 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	1 10%	* 45%	- -%	- -%	1 10%
Concerned about losing my phone number	1 8%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	* 48%	- -%	* 8%	1 8%	* 55%	* 12%	* 8%	1 8%
Don't want to have to tell my supplier I want to cancel their service	1 4%	- -%	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 13%	- -%	1 4%	- -%	- -%	- -%	1 4%
Other reasons	1 7%	- -%	1 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 22%	- -%	1 7%	- -%	1 24%	- -%	1 7%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Table 492

QC3E. Why haven't you switched to another provider yet?

Base : Those who expect to switch supplier for their fixed line phone over 3 months from now

	ACTIONS TAKEN								SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED						
	CONSI			SWITCHED & COVERED				FIXED LINE				BROAD MOB. PHONE					FIXED LINE				BROAD MOB. PHONE			
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN-DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u			
Unweighted total	19	-	19	-	-	-	-	-	-	-	-	-	1	2	9	2	19	2	8	2	19			
Effective Weighted Sample	12	-	12	-	-	-	-	-	-	-	-	-	1	2	8	1	12	2	7	1	12			
Total	13	-	13	-	-	-	-	-	-	-	-	-	*	1	5	3	13	1	4	3	13			
Don't know	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1			
	10%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	10%	-%	-%	-%	10%			

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 492

QC3E. Why haven't you switched to another provider yet?

Base : Those who expect to switch supplier for their fixed line phone over 3 months from now

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p	
Significance Level: 95%																		
Unweighted total	19	-	-	-	-	-	-	-	-	11	7	-	-	10	15	18	19	
Effective Weighted Sample	12	-	-	-	-	-	-	-	-	9	4	-	-	5	13	11	12	
Total	13	-	-	-	-	-	-	-	-	6	6	-	-	7	8	12	13	
Need to wait until the end of my contract/ until I can switch without paying a penalty	6 42%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 26%	4 69%	- -%	- -%	4 54%	3 39%	6 47%	6 42%	
Just haven't had time/ haven't got around to it yet	4 28%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 33%	* 6%	- -%	- -%	1 15%	2 28%	2 20%	4 28%	
Haven't found out what's available from other suppliers	2 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 24%	1 13%	- -%	- -%	1 11%	2 28%	2 19%	2 17%	
Will see if my current provider offers me a better deal to stay with them	2 16%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 27%	* 6%	- -%	- -%	1 22%	2 26%	2 17%	2 16%	
Concerned about losing my email address/ having problems moving my email address	2 12%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 14%	1 12%	- -%	- -%	2 24%	2 20%	2 13%	2 12%	
Concerned about having no service while switching to another supplier	1 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 16%	* 6%	- -%	- -%	1 12%	1 17%	1 12%	1 10%	
Concerned about losing my phone number	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 12%	* 6%	- -%	- -%	1 13%	1 11%	1 9%	1 8%	
Don't want to have to tell my supplier I want to cancel their service	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 10%	- -%	- -%	- -%	1 9%	1 7%	1 5%	1 4%	
Other reasons	1 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 16%	- -%	- -%	- -%	- -%	1 12%	1 8%	1 7%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 492

QC3E. Why haven't you switched to another provider yet?

Base : Those who expect to switch supplier for their fixed line phone over 3 months from now

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
											CON- TRACT				BROAD BAND	MOB. PHONE	FIXED LINE VOICE	
Significance Level: 95%	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	~j	PAC ~k	C&R ~l	TV ~m	~n	~o	~p	
Unweighted total	19	-	-	-	-	-	-	-	-	11	7	-	-	10	15	18	19	
Effective Weighted Sample	12	-	-	-	-	-	-	-	-	9	4	-	-	5	13	11	12	
Total	13	-	-	-	-	-	-	-	-	6	6	-	-	7	8	12	13	
Don't know	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1	1	
	10%	-%	-%	-%	-%	-%	-%	-%	-%	21%	-%	-%	-%	-%	-%	11%	10%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 493

QC4E. Which one of these best describes the process you would need to go through to switch your fixed line phone (calls) to another supplier, as far as you know?

Base : Those who have considered switching their fixed line phone supplier and will not switch soon (including those with fixed line phone in a bundle of services)

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	TV	BAND			TV	BAND	TV		BAND			
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	m	~n	*o	~p	q	*r	s	~t	u
Unweighted total	214	20	214	-	-	1	8	11	-	1	8	11	-	110	16	41	27	106	70	142	28	214
Effective Weighted Sample	146	10	146	-	-	1	7	6	-	1	7	6	-	82	10	33	17	66	50	110	19	146
Total	156	15	156	-	-	*	3	11	-	*	3	11	-	80	10	20	18	77	54	90	21	156
I contact my new supplier to start the switch. My new supplier then arranges the switch for me.	49 31%	4 24%	49 31%	- -%	- -%	* 100%	2 68%	1 7%	- -%	* 100%	2 68%	1 7%	- -%	22 28%	3 36%	8 42%	2 12%	27 35%	17 31%	28 31%	4 19%	49 31%
I need to get a code from my old supplier to start the switch. I get the code and contact my new supplier to give it to them. My new supplier then arranges the switch for me	15 10%	2 10%	15 10%	- -%	- -%	- -%	* 11%	1 10%	- -%	- -%	* 11%	1 10%	- -%	12 15%	1 11%	* 2%	3 14%	3 4%	6 11%	12 13%	3 12%	15 10%
I have to arrange when the old service stops and the new service starts. I contact my old supplier to tell them I want to cancel.I contact my new supplier to tell them I want to start using them for the service	31 20%	2 15%	31 20%	- -%	- -%	- -%	1 21%	2 14%	- -%	- -%	1 21%	2 14%	- -%	20 25%	1 12%	3 14%	5 27%	12 15%	12 23%	22 24%	5 26%	31 20%
Don't know	60 38%	8 51%	60 38%	- -%	- -%	- -%	- -%	8 68%	- -%	- -%	- -%	8 68%	- -%	24 31%	4 38%	8 42%	7 41%	35 46%	18 34%	27 30%	9 43%	60 38%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Table 493

QC4E. Which one of these best describes the process you would need to go through to switch your fixed line phone (calls) to another supplier, as far as you know?

Base : Those who have considered switching their fixed line phone supplier and will not switch soon (including those with fixed line phone in a bundle of services)

		TV PROCES S		BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	214	1	1	3	3	5	5	-	-	104	104	4	3	151	186	208	214
Effective Weighted Sample	146	1	1	3	3	2	3	-	-	72	70	2	2	99	144	142	146
Total	156	*	*	1	1	4	6	-	-	77	72	4	2	109	115	150	156
I contact my new supplier to start the switch. My new supplier then arranges the switch for me.	49 31%	* 100%	- -%	1 48%	1 100%	1 18%	- -%	- -%	- -%	30 39%	19 26%	* 11%	- -%	33 31%	40 34%	49 33%	49 31%
I need to get a code from my old supplier to start the switch. I get the code and contact my new supplier to give it to them. My new supplier then arranges the switch for me	15 10%	- -%	* 100%	- -%	- -%	- -%	* 7%	- -%	- -%	6 8%	9 12%	- -%	- -%	10 9%	15 13%	15 10%	15 10%
I have to arrange when the old service stops and the new service starts. I contact my old supplier to tell them I want to cancel. I contact my new supplier to tell them I want to start using them for the service	31 20%	- -%	- -%	1 52%	- -%	1 12%	1 18%	- -%	- -%	8 11%	19 27% i	1 13%	1 44%	22 20%	28 24%	28 18%	31 20%
Don't know	60 38%	- -%	- -%	- -%	- -%	3 70%	5 76%	- -%	- -%	33 42%	24 34%	3 76%	1 56%	43 39%	32 27%	57 38%	60 38%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 494

QC4E. Which one of these best describes the process you would need to go through to switch your fixed line phone (calls) to another supplier, as far as you know?
by CONSIDERED SWITCHING LANDLINE - BEHAVIOUR

Base : Those who have considered switching their fixed line phone supplier and will not switch soon (including those with fixed line phone in a bundle of services)

		ANY CONTACT	NO CONTACT	WILL SWITCH NEXT 3 MONTHS
Significance Level: 95%	Total	*a	*b	~c
Unweighted total	214	71	35	-
Effective Weighted Sample	146	47	20	-
Total	156	49	27	-
I contact my new supplier to start the switch. My new supplier then arranges the switch for me.	49 31%	22 45%	5 19%	- -%
I need to get a code from my old supplier to start the switch. I get the code and contact my new supplier to give it to them. My new supplier then arranges the switch for me	15 10%	3 5%	* 1%	- -%
I have to arrange when the old service stops and the new service starts. I contact my old supplier to tell them I want to cancel. I contact my new supplier to tell them I want to start using them for the service	31 20%	10 19%	2 8%	- -%
Don't know	60 38%	15 31%	20 72%	- -%

Columns Tested: None

Table 495

QC5E. Why did you decide not to switch to a different provider for your fixed line phone service

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

	ACTIONS TAKEN								SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED			
	CONSI			BUN-DLE	FIXED LINE				TV	MOB. PHONE			TV	MOB. PHONE			BUN-DLE	MOB. PHONE			TV	MOB. PHONE		
	SWIT-CHED	DERED	NEIT-HER		TV	BAND	PHONE	CALLS		BAND	PHONE	CALLS		BAND	PHONE	CALLS		BAND	PHONE	CALLS		BAND	PHONE	CALLS
Significance Level: 95%	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	*o	~p	q	~r	*s	~t	u			
Unweighted total	106	12	106	-	-	-	8	4	-	-	8	4	-	2	12	40	5	106	12	39	5	106		
Effective Weighted Sample	66	5	66	-	-	-	7	2	-	-	7	2	-	2	7	32	3	66	7	31	3	66		
Total	77	8	77	-	-	-	3	5	-	-	3	5	-	1	7	19	5	77	7	19	5	77		
Base for %	60	4	60	-	-	-	1	4	-	-	1	4	-	1	7	15	5	60	7	14	5	60		
Still within contract period/ waiting for contract to end	10	-	10	-	-	-	-	-	-	-	-	-	-	-	-	4	3	10	-	3	3	10		
	17%	-%	17%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	25%	48%	17%	-%	18%	48%	17%		
Current supplier cheaper/ most competitive/ no better/ cheaper deals available	8	-	8	-	-	-	-	-	-	-	-	-	-	-	3	2	-	8	3	2	-	8		
	14%	-%	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	37%	14%	-%	14%	36%	12%	-%	14%		
Too busy/ not had time to look/ research	5	3	5	-	-	-	-	3	-	-	-	3	-	-	-	-	*	5	-	-	*	5		
	8%	73%	8%	-%	-%	-%	-%	86%	-%	-%	-%	86%	-%	-%	-%	-%	6%	8%	-%	-%	6%	8%		
Lazy/ can't be bothered to switch	5	1	5	-	-	-	-	1	-	-	-	1	-	-	2	1	-	5	2	1	-	5		
	8%	12%	8%	-%	-%	-%	-%	14%	-%	-%	-%	14%	-%	-%	26%	7%	-%	8%	25%	7%	-%	8%		
Haven't got around to it	4	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	2	4	-	-	2	4		
	7%	-%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	32%	7%	-%	-%	32%	7%		
Want to keep my phone number/ would need to change phone number	3	-	3	-	-	-	-	-	-	-	-	-	-	*	1	-	-	3	1	*	-	3		
	6%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	53%	11%	-%	-%	6%	18%	3%	-%	6%		
Don't know process would need to go through	3	-	3	-	-	-	-	-	-	-	-	-	-	-	-	1	-	3	-	1	-	3		
	5%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	5%	-%	4%	-%	5%		
Hassle/ too much hassle - unspecified	3	-	3	-	-	-	-	-	-	-	-	-	-	-	-	1	-	3	-	1	-	3		
	5%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	8%	-%	5%	-%	8%	-%	5%		
Not enough difference between suppliers/ no benefit to move supplier	3	-	3	-	-	-	-	-	-	-	-	-	-	-	*	1	-	3	*	1	-	3		
	5%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	5%	-%	5%	5%	5%	-%	5%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 495

QC5E. Why did you decide not to switch to a different provider for your fixed line phone service

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	CONSI				SWITCHED & COVERED					COVERED				CONSIDERED & COVERED				COVERED				
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
						TV	BAND			TV	BAND			TV	BAND			TV	BAND			
		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	*o	~p	q	~r	*s	~t	u
Significance Level: 95%																						
Unweighted total	106	12	106	-	-	-	8	4	-	-	8	4	-	2	12	40	5	106	12	39	5	106
Effective Weighted Sample	66	5	66	-	-	-	7	2	-	-	7	2	-	2	7	32	3	66	7	31	3	66
Total	77	8	77	-	-	-	3	5	-	-	3	5	-	1	7	19	5	77	7	19	5	77
Current supplier offered a better/ improved/ enhanced deal/ package	3 4%	- -%	3 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	3 4%	- -%	1 8%	- -%	3 4%
Current supplier is reliable/ trustworthy/ other suppliers not as reliable	2 4%	- -%	2 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 53%	- -%	* 2%	- -%	2 4%	* 7%	1 6%	- -%	2 4%
Inconvenient / easier to stay with current supplier	2 4%	- -%	2 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 4%	- -%	- -%	- -%	2 4%
Happy/ satisfied with current supplier	1 2%	1 16%	1 2%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%	- -%	1 10%	1 2%	- -%	- -%	1 10%	1 2%
Decided to wait until we move house	1 2%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	1 2%	- -%	1 8%	- -%	1 2%
Process seems daunting/ messy/ complicated	1 2%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 47%	- -%	1 4%	- -%	1 2%	* 6%	1 7%	- -%	1 2%
Still making a decision/ need time to assess options available	1 2%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 6%	1 4%	- -%	1 2%	* 6%	1 4%	- -%	1 2%
Would need to pay to leave contract	1 1%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	1 1%
Waiting to see what offers/ deals become available/ if current supplier will offer a deal	1 1%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	* 4%	1 1%	* 5%	- -%	* 4%	1 1%
Current supplier offered a cheaper deal/ reduced price/ discounted price	* 1%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 1%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Table 495

QC5E. Why did you decide not to switch to a different provider for your fixed line phone service

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	CONSI				SWITCHED & COVERED					COVERED				CONSIDERED & COVERED				COVERED				
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
						TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	*o	~p	q	~r	*s	~t	u	
Unweighted total	106	12	106	-	-	-	8	4	-	-	8	4	-	2	12	40	5	106	12	39	5	106
Effective Weighted Sample	66	5	66	-	-	-	7	2	-	-	7	2	-	2	7	32	3	66	7	31	3	66
Total	77	8	77	-	-	-	3	5	-	-	3	5	-	1	7	19	5	77	7	19	5	77
Choice of new supplier - only one/ no others in our area	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	*	-	*	-	*
	1%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	1%	-%	3%	-%	1%
New supplier can't provide what I want - faster broadband/ TV channel choice/ bundle options	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	*	-	*	-	*
	1%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	1%	-%	3%	-%	1%
Still looking - haven't found a better deal yet	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	*	-	*	-	*
	1%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	1%	-%	2%	-%	1%
Current supplier matched offer from other supplier	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	*	-	*	-	*
	1%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	1%	-%	2%	-%	1%
Poor customer service from new supplier (e.g. failed appointments)	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	*	-	*	-	*
	1%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	1%	-%	2%	-%	1%
Current supplier offered a good deal/ price	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	*	*	-	-	*
	1%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%	1%	5%	-%	-%	1%
Other	2	-	2	-	-	-	-	-	-	-	-	-	-	-	1	-	-	2	*	-	-	2
	4%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	16%	-%	-%	4%	5%	-%	-%	4%
ANY PROCESS MENTIONS	11	-	11	-	-	-	-	-	-	-	-	-	-	1	1	2	-	11	2	3	-	11
	18%	-%	18%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	11%	16%	-%	18%	24%	23%	-%	18%
INERTIA	17	4	17	-	-	-	-	4	-	-	-	4	-	-	2	2	2	17	2	2	2	17
	29%	84%	29%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	26%	14%	38%	29%	25%	15%	38%	29%
STILL LOOKING	2	-	2	-	-	-	-	-	-	-	-	-	-	-	1	1	*	2	1	1	*	2
	3%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%	6%	4%	3%	10%	7%	4%	3%
CONTRACT ISSUES	11	-	11	-	-	-	-	-	-	-	-	-	-	-	-	4	3	11	-	3	3	11
	19%	-%	19%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	25%	48%	19%	-%	18%	48%	19%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 495

QC5E. Why did you decide not to switch to a different provider for your fixed line phone service

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
	Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	*o	~p	q	~r	*s	~t	u
Significance Level: 95%																						
Unweighted total	106	12	106	-	-	-	8	4	-	-	8	4	-	2	12	40	5	106	12	39	5	106
Effective Weighted Sample	66	5	66	-	-	-	7	2	-	-	7	2	-	2	7	32	3	66	7	31	3	66
Total	77	8	77	-	-	-	3	5	-	-	3	5	-	1	7	19	5	77	7	19	5	77
RETENTION OFFER	4	-	4	-	-	-	-	-	-	-	-	-	-	-	*	1	-	4	*	1	-	4
	6%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	10%	-%	6%	5%	10%	-%	6%
SATISFACTION	4	1	4	-	-	-	1	-	-	-	1	-	-	*	-	1	1	4	*	1	1	4
	7%	16%	7%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	53%	-%	4%	10%	7%	7%	8%	10%	7%
AVAILABILITY	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	1	-	1
	1%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	1%	-%	5%	-%	1%
NO BENEFIT	11	-	11	-	-	-	-	-	-	-	-	-	-	-	3	3	-	11	3	2	-	11
	19%	-%	19%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	43%	19%	-%	19%	41%	17%	-%	19%
Did not specify	17	3	17	-	-	-	3	1	-	-	3	1	-	-	-	5	-	17	-	5	-	17

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 495

QC5E. Why did you decide not to switch to a different provider for your fixed line phone service

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

		TV PROCES S		BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	106	-	1	3	3	2	2	-	-	55	47	1	-	68	83	102	106
Effective Weighted Sample	66	-	1	3	3	2	1	-	-	34	30	1	-	39	64	64	66
Total	77	-	*	1	1	1	4	-	-	41	31	1	-	48	44	72	77
Base for %	60	-	-	1	-	1	3	-	-	30	26	1	-	37	36	56	60
Still within contract period/ waiting for contract to end	10	-	-	-	-	-	-	-	-	5	5	-	-	5	6	10	10
	17%	-%	-%	-%	-%	-%	-%	-%	-%	18%	19%	-%	-%	14%	18%	19%	17%
Current supplier cheaper/ most competitive/ no better/ cheaper deals available	8	-	-	-	-	-	-	-	-	4	4	-	-	4	3	8	8
	14%	-%	-%	-%	-%	-%	-%	-%	-%	14%	16%	-%	-%	11%	8%	15%	14%
Too busy/ not had time to look/ research	5	-	-	-	-	-	3	-	-	3	2	-	-	5	1	5	5
	8%	-%	-%	-%	-%	-%	100%	-%	-%	11%	7%	-%	-%	13%	4%	9%	8%
Lazy/ can't be bothered to switch	5	-	-	-	-	1	-	-	-	1	2	1	-	3	2	3	5
	8%	-%	-%	-%	-%	100%	-%	-%	-%	5%	7%	100%	-%	7%	5%	6%	8%
Haven't got around to it	4	-	-	-	-	-	-	-	-	*	2	-	-	2	2	2	4
	7%	-%	-%	-%	-%	-%	-%	-%	-%	1%	6%	-%	-%	6%	6%	4%	7%
Want to keep my phone number/ would need to change phone number	3	-	-	-	-	-	-	-	-	1	2	-	-	3	2	3	3
	6%	-%	-%	-%	-%	-%	-%	-%	-%	4%	9%	-%	-%	9%	4%	6%	6%
Don't know process would need to go through	3	-	-	-	-	-	-	-	-	3	-	-	-	-	1	3	3
	5%	-%	-%	-%	-%	-%	-%	-%	-%	11%	-%	-%	-%	-%	2%	6%	5%
Hassle/ too much hassle - unspecified	3	-	-	-	-	-	-	-	-	1	2	-	-	2	3	3	3
	5%	-%	-%	-%	-%	-%	-%	-%	-%	3%	8%	-%	-%	5%	8%	5%	5%
Not enough difference between suppliers/ no benefit to move supplier	3	-	-	-	-	-	-	-	-	1	2	-	-	1	3	3	3
	5%	-%	-%	-%	-%	-%	-%	-%	-%	4%	7%	-%	-%	4%	8%	5%	5%
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Table 495

QC5E. Why did you decide not to switch to a different provider for your fixed line phone service

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	106	-	1	3	3	2	2	-	-	55	47	1	-	68	83	102	106
Effective Weighted Sample	66	-	1	3	3	2	1	-	-	34	30	1	-	39	64	64	66
Total	77	-	*	1	1	1	4	-	-	41	31	1	-	48	44	72	77
Current supplier offered a better/ improved/ enhanced deal/ package	3 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	2 6%	- -%	- -%	1 2%	1 3%	3 4%	3 4%
Current supplier is reliable/ trustworthy/ other suppliers not as reliable	2 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 8%	- -%	- -%	- -%	* 1%	1 2%	2 4%	2 4%
Inconvenient / easier to stay with current supplier	2 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%	2 6%	1 3%	1 2%	2 4%
Happy/ satisfied with current supplier	1 2%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%	1 3%	1 3%	1 2%	1 2%
Decided to wait until we move house	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	- -%	- -%	1 3%	1 3%	1 2%	1 2%
Process seems daunting/ messy/ complicated	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	- -%	- -%	1 2%	1 3%	1 2%	1 2%
Still making a decision/ need time to assess options available	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	* 1%	- -%	- -%	* 1%	1 3%	1 2%	1 2%
Would need to pay to leave contract	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	1 2%	1 2%	1 1%	1 1%
Waiting to see what offers/ deals become available/ if current supplier will offer a deal	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	* 1%	* 1%	1 1%	1 1%
Current supplier offered a cheaper deal/ reduced price/ discounted price	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	* 1%	* 1%	* 1%	* 1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 495

QC5E. Why did you decide not to switch to a different provider for your fixed line phone service

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	106	-	1	3	3	2	2	-	-	55	47	1	-	68	83	102	106
Effective Weighted Sample	66	-	1	3	3	2	1	-	-	34	30	1	-	39	64	64	66
Total	77	-	*	1	1	1	4	-	-	41	31	1	-	48	44	72	77
Choice of new supplier - only one/ no others in our area	*	-	-	-	-	-	-	-	-	*	-	-	-	*	*	*	*
	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%	1%	1%	1%
New supplier can't provide what I want - faster broadband/ TV channel choice/ bundle options	*	-	-	-	-	-	-	-	-	*	-	-	-	*	*	*	*
	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%	1%	1%	1%
Still looking - haven't found a better deal yet	*	-	-	-	-	-	-	-	-	-	*	-	-	-	*	*	*
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%	1%	1%
Current supplier matched offer from other supplier	*	-	-	-	-	-	-	-	-	-	*	-	-	*	*	*	*
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	1%	1%	1%	1%
Poor customer service from new supplier (e.g. failed appointments)	*	-	-	-	-	-	-	-	-	*	-	-	-	-	*	*	*
	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	1%	1%	1%
Current supplier offered a good deal/ price	*	-	-	-	-	-	-	-	-	*	-	-	-	*	*	*	*
	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%	1%	1%	1%
Other	2	-	-	-	-	-	-	-	-	1	1	-	-	2	2	2	2
	4%	-%	-%	-%	-%	-%	-%	-%	-%	4%	4%	-%	-%	6%	6%	4%	4%
ANY PROCESS MENTIONS	11	-	-	-	-	-	-	-	-	6	4	-	-	6	6	11	11
	18%	-%	-%	-%	-%	-%	-%	-%	-%	22%	16%	-%	-%	17%	18%	19%	18%
INERTIA	17	-	-	-	-	1	3	-	-	6	7	1	-	13	8	13	17
	29%	-%	-%	-%	-%	100%	100%	-%	-%	21%	25%	100%	-%	35%	22%	23%	29%
STILL LOOKING	2	-	-	-	-	-	-	-	-	1	1	-	-	1	2	2	2
	3%	-%	-%	-%	-%	-%	-%	-%	-%	4%	2%	-%	-%	2%	5%	3%	3%
CONTRACT ISSUES	11	-	-	-	-	-	-	-	-	6	5	-	-	6	7	11	11
	19%	-%	-%	-%	-%	-%	-%	-%	-%	21%	19%	-%	-%	16%	20%	20%	19%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 495

QC5E. Why did you decide not to switch to a different provider for your fixed line phone service

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	106	-	1	3	3	2	2	-	-	55	47	1	-	68	83	102	106
Effective Weighted Sample	66	-	1	3	3	2	1	-	-	34	30	1	-	39	64	64	66
Total	77	-	*	1	1	1	4	-	-	41	31	1	-	48	44	72	77
RETENTION OFFER	4	-	-	-	-	-	-	-	-	2	2	-	-	2	2	4	4
	6%	-%	-%	-%	-%	-%	-%	-%	-%	6%	8%	-%	-%	5%	6%	7%	6%
SATISFACTION	4	-	-	1	-	-	-	-	-	3	1	-	-	2	2	4	4
	7%	-%	-%	100%	-%	-%	-%	-%	-%	9%	5%	-%	-%	5%	7%	7%	7%
AVAILABILITY	1	-	-	-	-	-	-	-	-	1	-	-	-	1	1	1	1
	1%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%	2%	2%	1%	1%
NO BENEFIT	11	-	-	-	-	-	-	-	-	5	6	-	-	6	6	11	11
	19%	-%	-%	-%	-%	-%	-%	-%	-%	18%	23%	-%	-%	15%	17%	20%	19%
Did not specify	17	-	*	1	1	*	*	-	-	11	5	-	-	11	9	16	17

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 496

QC6EA. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE PHONE (CALLS) - Difficulty finding information about other suppliers you could use

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

	ACTIONS TAKEN								SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED			
	CONSI			BUN- DLE	FIXED LINE				TV	MOB. PHONE			TV	MOB. PHONE			BUN- DLE	MOB. PHONE			TV	MOB. PHONE		
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS		BAND	PHONE	CALLS		BAND	PHONE	CALLS		BAND	PHONE	CALLS		BAND	PHONE	CALLS
Significance Level: 95%	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	*o	~p	q	~r	*s	~t	u			
Unweighted total	106	12	106	-	-	-	8	4	-	-	8	4	-	2	12	40	5	106	12	39	5	106		
Effective Weighted Sample	66	5	66	-	-	-	7	2	-	-	7	2	-	2	7	32	3	66	7	31	3	66		
Total	77	8	77	-	-	-	3	5	-	-	3	5	-	1	7	19	5	77	7	19	5	77		
1 - Not at all important	22	1	22	-	-	-	-	1	-	-	-	1	-	-	2	5	-	22	2	4	-	22		
	29%	11%	29%	-%	-%	-%	-%	20%	-%	-%	-%	20%	-%	-%	36%	25%	-%	29%	30%	23%	-%	29%		
2	6	1	6	-	-	-	*	*	-	-	*	*	-	-	*	2	-	6	*	2	-	6		
	7%	9%	7%	-%	-%	-%	10%	9%	-%	-%	10%	9%	-%	-%	6%	12%	-%	7%	6%	12%	-%	7%		
TOTAL NOT IMPORTANT	28	2	28	-	-	-	*	1	-	-	*	1	-	-	3	7	-	28	3	7	-	28		
	36%	21%	36%	-%	-%	-%	10%	29%	-%	-%	10%	29%	-%	-%	42%	37%	-%	36%	35%	35%	-%	36%		
3 - Neither	16	2	16	-	-	-	2	-	-	-	2	-	-	-	1	4	*	16	1	4	*	16		
	21%	25%	21%	-%	-%	-%	60%	-%	-%	-%	60%	-%	-%	-%	16%	20%	4%	21%	15%	19%	4%	21%		
4	12	*	12	-	-	-	*	-	-	-	*	-	-	*	*	3	2	12	*	2	2	12		
	16%	4%	16%	-%	-%	-%	10%	-%	-%	-%	10%	-%	-%	53%	5%	13%	42%	16%	7%	13%	42%	16%		
5 - Very important	16	4	16	-	-	-	*	3	-	-	*	3	-	*	1	3	3	16	1	4	3	16		
	20%	45%	20%	-%	-%	-%	9%	71%	-%	-%	9%	71%	-%	47%	11%	17%	54%	20%	17%	20%	54%	20%		
TOTAL IMPORTANT	28	4	28	-	-	-	1	3	-	-	1	3	-	1	1	6	5	28	2	6	5	28		
	36%	49%	36%	-%	-%	-%	18%	71%	-%	-%	18%	71%	-%	100%	16%	30%	96%	36%	24%	32%	96%	36%		
Don't know	5	*	5	-	-	-	*	-	-	-	*	-	-	-	2	3	-	5	2	3	-	5		
	6%	5%	6%	-%	-%	-%	12%	-%	-%	-%	12%	-%	-%	-%	27%	13%	-%	6%	26%	13%	-%	6%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 496

QC6EA. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE PHONE (CALLS) - Difficulty finding information about other suppliers you could use

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	106	-	1	3	3	2	2	-	-	55	47	1	-	68	83	102	106	
Effective Weighted Sample	66	-	1	3	3	2	1	-	-	34	30	1	-	39	64	64	66	
Total	77	-	*	1	1	1	4	-	-	41	31	1	-	48	44	72	77	
1 - Not at all important	22	-	-	-	-	1	-	-	-	11	8	1	-	10	13	19	22	
	29%	-%	-%	-%	-%	100%	-%	-%	-%	27%	27%	100%	-%	22%	29%	27%	29%	
2	6	-	-	*	-	-	*	-	-	3	2	-	-	4	4	5	6	
	7%	-%	-%	24%	-%	-%	11%	-%	-%	7%	5%	-%	-%	8%	9%	6%	7%	
TOTAL NOT IMPORTANT	28	-	-	*	-	1	*	-	-	14	10	1	-	14	17	24	28	
	36%	-%	-%	24%	-%	100%	11%	-%	-%	34%	32%	100%	-%	30%	38%	33%	36%	
3 - Neither	16	-	*	1	1	-	-	-	-	10	7	-	-	13	11	16	16	
	21%	-%	100%	52%	70%	-%	-%	-%	-%	23%	22%	-%	-%	27%	24%	23%	21%	
4	12	-	-	*	-	-	-	-	-	7	6	-	-	8	8	12	12	
	16%	-%	-%	24%	-%	-%	-%	-%	-%	16%	19%	-%	-%	17%	19%	17%	16%	
5 - Very important	16	-	-	-	-	-	3	-	-	10	5	-	-	9	5	14	16	
	20%	-%	-%	-%	-%	-%	89%	-%	-%	23%	16%	-%	-%	19%	12%	20%	20%	
TOTAL IMPORTANT	28	-	-	*	-	-	3	-	-	16	10	-	-	17	14	27	28	
	36%	-%	-%	24%	-%	-%	89%	-%	-%	39%	34%	-%	-%	36%	31%	37%	36%	
Don't know	5	-	-	-	*	-	-	-	-	1	4	-	-	4	3	5	5	
	6%	-%	-%	-%	30%	-%	-%	-%	-%	3%	12%	-%	-%	7%	7%	7%	6%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 497

QC6EB. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE PHONE (CALLS) - Difficulty knowing what steps you needed to take to switch from one supplier to another

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.		FIXED LINE CALLS	BROAD MOB.		FIXED LINE CALLS	BROAD MOB.		FIXED LINE CALLS	BROAD MOB.		FIXED LINE CALLS	BROAD MOB.		FIXED LINE CALLS		
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND		PHONE	TV		BAND	PHONE		TV	BAND		PHONE	TV		BAND	PHONE
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	*o	~p	q	~r	*s	~t	u
Unweighted total	106	12	106	-	-	-	8	4	-	-	8	4	-	2	12	40	5	106	12	39	5	106
Effective Weighted Sample	66	5	66	-	-	-	7	2	-	-	7	2	-	2	7	32	3	66	7	31	3	66
Total	77	8	77	-	-	-	3	5	-	-	3	5	-	1	7	19	5	77	7	19	5	77
1 - Not at all important	16	*	16	-	-	-	-	*	-	-	-	*	-	-	2	5	-	16	2	4	-	16
	21%	5%	21%	-%	-%	-%	-%	8%	-%	-%	-%	8%	-%	-%	30%	25%	-%	21%	24%	24%	-%	21%
2	9	1	9	-	-	-	*	*	-	-	*	*	-	-	-	2	-	9	-	2	-	9
	11%	10%	11%	-%	-%	-%	12%	9%	-%	-%	12%	9%	-%	-%	-%	8%	-%	11%	-%	9%	-%	11%
TOTAL NOT IMPORTANT	25	1	25	-	-	-	*	1	-	-	*	1	-	-	2	7	-	25	2	6	-	25
	32%	15%	32%	-%	-%	-%	12%	17%	-%	-%	12%	17%	-%	-%	30%	34%	-%	32%	24%	32%	-%	32%
3 - Neither	17	2	17	-	-	-	2	-	-	-	2	-	-	*	1	4	2	17	2	4	2	17
	22%	22%	22%	-%	-%	-%	51%	-%	-%	-%	51%	-%	-%	53%	16%	22%	36%	22%	23%	23%	36%	22%
4	16	1	16	-	-	-	1	1	-	-	1	1	-	-	1	3	3	16	1	3	3	16
	21%	17%	21%	-%	-%	-%	25%	11%	-%	-%	25%	11%	-%	-%	16%	16%	58%	21%	11%	13%	58%	21%
5 - Very important	14	3	14	-	-	-	-	3	-	-	-	3	-	*	1	3	*	14	1	3	*	14
	18%	41%	18%	-%	-%	-%	-%	71%	-%	-%	-%	71%	-%	47%	11%	15%	6%	18%	17%	18%	6%	18%
TOTAL IMPORTANT	30	5	30	-	-	-	1	4	-	-	1	4	-	*	2	6	3	30	2	6	3	30
	39%	58%	39%	-%	-%	-%	25%	83%	-%	-%	25%	83%	-%	47%	27%	31%	64%	39%	27%	31%	64%	39%
Don't know	5	*	5	-	-	-	*	-	-	-	*	-	-	-	2	3	-	5	2	3	-	5
	6%	5%	6%	-%	-%	-%	12%	-%	-%	-%	12%	-%	-%	-%	27%	13%	-%	6%	26%	13%	-%	6%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 497

QC6EB. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE PHONE (CALLS) - Difficulty knowing what steps you needed to take to switch from one supplier to another

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	106	-	1	3	3	2	2	-	-	55	47	1	-	68	83	102	106	
Effective Weighted Sample	66	-	1	3	3	2	1	-	-	34	30	1	-	39	64	64	66	
Total	77	-	*	1	1	1	4	-	-	41	31	1	-	48	44	72	77	
1 - Not at all important	16	-	-	-	-	*	-	-	-	10	6	-	-	7	11	16	16	
	21%	-%	-%	-%	-%	41%	-%	-%	-%	24%	19%	-%	-%	15%	24%	22%	21%	
2	9	-	-	-	*	-	*	-	-	6	2	-	-	7	4	8	9	
	11%	-%	-%	-%	30%	-%	11%	-%	-%	14%	7%	-%	-%	15%	8%	11%	11%	
TOTAL NOT IMPORTANT	25	-	-	-	*	*	*	-	-	15	8	-	-	14	14	23	25	
	32%	-%	-%	-%	30%	41%	11%	-%	-%	38%	26%	-%	-%	30%	32%	33%	32%	
3 - Neither	17	-	*	1	-	-	-	-	-	8	7	-	-	13	14	15	17	
	22%	-%	100%	100%	-%	-%	-%	-%	-%	19%	23%	-%	-%	28%	31%	21%	22%	
4	16	-	-	-	1	1	-	-	-	6	10	1	-	9	9	16	16	
	21%	-%	-%	-%	39%	59%	-%	-%	-%	15%	33%	100%	-%	18%	21%	23%	21%	
5 - Very important	14	-	-	-	-	-	3	-	-	10	2	-	-	8	4	12	14	
	18%	-%	-%	-%	-%	-%	89%	-%	-%	25%	6%	-%	-%	16%	10%	17%	18%	
										j								
TOTAL IMPORTANT	30	-	-	-	1	1	3	-	-	17	12	1	-	16	14	29	30	
	39%	-%	-%	-%	39%	59%	89%	-%	-%	40%	39%	100%	-%	34%	31%	40%	39%	
Don't know	5	-	-	-	*	-	-	-	-	1	4	-	-	4	3	5	5	
	6%	-%	-%	-%	30%	-%	-%	-%	-%	3%	12%	-%	-%	7%	7%	7%	6%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 498

QC6EC. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE PHONE (CALLS) - Not knowing whether you needed to pay a cancellation or early termination charge to your existing supplier

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				CONSIDERED & COVERED					COVERED			
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	
						TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		
	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	*o	~p	q	~r	*s	~t	u	
Significance Level: 95%																						
Unweighted total	106	12	106	-	-	-	8	4	-	-	8	4	-	2	12	40	5	106	12	39	5	106
Effective Weighted Sample	66	5	66	-	-	-	7	2	-	-	7	2	-	2	7	32	3	66	7	31	3	66
Total	77	8	77	-	-	-	3	5	-	-	3	5	-	1	7	19	5	77	7	19	5	77
1 - Not at all important	21	4	21	-	-	-	*	4	-	-	*	4	-	*	2	5	-	21	3	6	-	21
	27%	51%	27%	-%	-%	-%	12%	79%	-%	-%	12%	79%	-%	53%	30%	28%	-%	27%	36%	31%	-%	27%
2	5	*	5	-	-	-	*	-	-	-	*	-	-	-	*	1	-	5	*	1	-	5
	6%	4%	6%	-%	-%	-%	10%	-%	-%	-%	10%	-%	-%	-%	6%	3%	-%	6%	6%	3%	-%	6%
TOTAL NOT IMPORTANT	25	4	25	-	-	-	1	4	-	-	1	4	-	*	2	6	-	25	3	6	-	25
	33%	55%	33%	-%	-%	-%	22%	79%	-%	-%	22%	79%	-%	53%	36%	30%	-%	33%	42%	34%	-%	33%
3 - Neither	20	1	20	-	-	-	1	-	-	-	1	-	-	-	3	4	2	20	3	4	2	20
	27%	18%	27%	-%	-%	-%	41%	-%	-%	-%	41%	-%	-%	-%	37%	20%	36%	27%	36%	19%	36%	27%
4	10	1	10	-	-	-	1	-	-	-	1	-	-	-	1	2	-	10	-	2	-	10
	13%	7%	13%	-%	-%	-%	16%	-%	-%	-%	16%	-%	-%	-%	11%	11%	-%	13%	-%	12%	-%	13%
5 - Very important	17	1	17	-	-	-	*	1	-	-	*	1	-	*	1	4	3	17	2	4	3	17
	22%	16%	22%	-%	-%	-%	9%	21%	-%	-%	9%	21%	-%	47%	16%	23%	64%	22%	22%	20%	64%	22%
TOTAL IMPORTANT	26	2	26	-	-	-	1	1	-	-	1	1	-	*	2	7	3	26	2	6	3	26
	34%	22%	34%	-%	-%	-%	25%	21%	-%	-%	25%	21%	-%	47%	27%	34%	64%	34%	22%	32%	64%	34%
Don't know	5	*	5	-	-	-	*	-	-	-	*	-	-	-	-	3	-	5	-	3	-	5
	6%	5%	6%	-%	-%	-%	12%	-%	-%	-%	12%	-%	-%	-%	-%	15%	-%	6%	-%	15%	-%	6%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 498

QC6EC. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE PHONE (CALLS) - Not knowing whether you needed to pay a cancellation or early termination charge to your existing supplier

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME		
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	106	-	1	3	3	2	2	-	-	55	47	1	-	68	83	102	106
Effective Weighted Sample	66	-	1	3	3	2	1	-	-	34	30	1	-	39	64	64	66
Total	77	-	*	1	1	1	4	-	-	41	31	1	-	48	44	72	77
1 - Not at all important	21	-	-	-	*	*	3	-	-	15	5	-	-	10	11	20	21
	27%	-%	-%	-%	30%	41%	89%	-%	-%	37%	16%	-%	-%	22%	25%	28%	27%
2	5	-	-	*	-	-	-	-	-	1	2	-	-	5	3	3	5
	6%	-%	-%	24%	-%	-%	-%	-%	-%	3%	8%	-%	-%	10%	8%	5%	6%
TOTAL NOT IMPORTANT	25	-	-	*	*	*	3	-	-	16	7	-	-	15	14	24	25
	33%	-%	-%	24%	30%	41%	89%	-%	-%	40%	24%	-%	-%	31%	33%	33%	33%
3 - Neither	20	-	*	1	-	-	-	-	-	6	11	-	-	13	12	17	20
	27%	-%	100%	76%	-%	-%	-%	-%	-%	14%	36%	-%	-%	28%	27%	24%	27%
4	10	-	-	-	1	-	-	-	-	7	3	-	-	6	4	10	10
	13%	-%	-%	-%	39%	-%	-%	-%	-%	16%	9%	-%	-%	13%	9%	13%	13%
5 - Very important	17	-	-	-	-	1	*	-	-	10	6	1	-	10	9	17	17
	22%	-%	-%	-%	-%	59%	11%	-%	-%	25%	21%	100%	-%	22%	21%	23%	22%
TOTAL IMPORTANT	26	-	-	-	1	1	*	-	-	17	9	1	-	16	13	26	26
	34%	-%	-%	-%	39%	59%	11%	-%	-%	42%	30%	100%	-%	34%	30%	37%	34%
Don't know	5	-	-	-	*	-	-	-	-	2	3	-	-	3	5	5	5
	6%	-%	-%	-%	30%	-%	-%	-%	-%	4%	10%	-%	-%	7%	10%	6%	6%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 499

QC6ED. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE PHONE (CALLS) - Having to tell your supplier that you want to cancel their service

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND		TV	BAND		TV	BAND			TV	BAND		TV	BAND		TV
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	*o	~p	q	~r	*s	~t	u
Unweighted total	106	12	106	-	-	-	8	4	-	-	8	4	-	2	12	40	5	106	12	39	5	106
Effective Weighted Sample	66	5	66	-	-	-	7	2	-	-	7	2	-	2	7	32	3	66	7	31	3	66
Total	77	8	77	-	-	-	3	5	-	-	3	5	-	1	7	19	5	77	7	19	5	77
1 - Not at all important	30	1	30	-	-	-	1	1	-	-	1	1	-	*	4	7	-	30	4	7	-	30
	39%	18%	39%	-%	-%	-%	16%	20%	-%	-%	16%	20%	-%	53%	56%	37%	-%	39%	62%	38%	-%	39%
2	5	1	5	-	-	-	1	-	-	-	1	-	-	-	1	3	-	5	1	3	-	5
	6%	8%	6%	-%	-%	-%	19%	-%	-%	-%	19%	-%	-%	-%	11%	15%	-%	6%	11%	14%	-%	6%
TOTAL NOT IMPORTANT	35	2	35	-	-	-	1	1	-	-	1	1	-	*	5	10	-	35	5	10	-	35
	45%	26%	45%	-%	-%	-%	35%	20%	-%	-%	35%	20%	-%	53%	67%	52%	-%	45%	72%	52%	-%	45%
3 - Neither	16	1	16	-	-	-	1	*	-	-	1	*	-	-	1	3	2	16	1	3	2	16
	20%	19%	20%	-%	-%	-%	32%	9%	-%	-%	32%	9%	-%	-%	11%	17%	36%	20%	10%	17%	36%	20%
4	11	1	11	-	-	-	1	-	-	-	1	-	-	*	1	1	1	11	*	2	1	11
	15%	9%	15%	-%	-%	-%	21%	-%	-%	-%	21%	-%	-%	47%	11%	6%	10%	15%	6%	9%	10%	15%
5 - Very important	13	3	13	-	-	-	-	3	-	-	-	3	-	-	1	3	3	13	1	3	3	13
	17%	41%	17%	-%	-%	-%	-%	71%	-%	-%	-%	71%	-%	-%	12%	16%	54%	17%	11%	13%	54%	17%
TOTAL IMPORTANT	24	4	24	-	-	-	1	3	-	-	1	3	-	*	2	4	3	24	1	4	3	24
	32%	50%	32%	-%	-%	-%	21%	71%	-%	-%	21%	71%	-%	47%	22%	22%	64%	32%	17%	22%	64%	32%
Don't know	2	*	2	-	-	-	*	-	-	-	*	-	-	-	-	2	-	2	-	2	-	2
	3%	5%	3%	-%	-%	-%	12%	-%	-%	-%	12%	-%	-%	-%	-%	8%	-%	3%	-%	8%	-%	3%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 499

QC6ED. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE PHONE (CALLS) - Having to tell your supplier that you want to cancel their service

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	106	-	1	3	3	2	2	-	-	55	47	1	-	68	83	102	106	
Effective Weighted Sample	66	-	1	3	3	2	1	-	-	34	30	1	-	39	64	64	66	
Total	77	-	*	1	1	1	4	-	-	41	31	1	-	48	44	72	77	
1 - Not at all important	30	-	-	-	1	1	-	-	-	19	8	1	-	16	17	27	30	
	39%	-%	-%	-%	39%	100%	-%	-%	-%	47%	26%	100%	-%	34%	39%	38%	39%	
2	5	-	-	1	-	-	-	-	-	1	4	-	-	3	5	5	5	
	6%	-%	-%	48%	-%	-%	-%	-%	-%	3%	12%	-%	-%	7%	11%	7%	6%	
TOTAL NOT IMPORTANT	35	-	-	1	1	1	-	-	-	20	12	1	-	20	22	32	35	
	45%	-%	-%	48%	39%	100%	-%	-%	-%	50%	38%	100%	-%	41%	50%	45%	45%	
3 - Neither	16	-	*	1	-	-	*	-	-	8	8	-	-	8	10	16	16	
	20%	-%	100%	52%	-%	-%	11%	-%	-%	19%	25%	-%	-%	18%	23%	22%	20%	
4	11	-	-	-	*	-	-	-	-	4	5	-	-	10	6	9	11	
	15%	-%	-%	-%	30%	-%	-%	-%	-%	10%	16%	-%	-%	21%	14%	13%	15%	
5 - Very important	13	-	-	-	-	-	3	-	-	7	6	-	-	9	4	13	13	
	17%	-%	-%	-%	-%	-%	89%	-%	-%	18%	19%	-%	-%	19%	9%	18%	17%	
TOTAL IMPORTANT	24	-	-	-	*	-	3	-	-	11	11	-	-	19	10	22	24	
	32%	-%	-%	-%	30%	-%	89%	-%	-%	28%	34%	-%	-%	40%	23%	31%	32%	
Don't know	2	-	-	-	*	-	-	-	-	1	1	-	-	1	2	2	2	
	3%	-%	-%	-%	30%	-%	-%	-%	-%	3%	2%	-%	-%	2%	5%	3%	3%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 500

QC6EE. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE PHONE (CALLS) - Having to contact more than one supplier to organise the switch

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

	ACTIONS TAKEN									SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED			
	CONSI				BUN- DLE	BROAD			MOB.	FIXED	TV	BROAD		MOB.	FIXED	BUN- DLE	BROAD		MOB.	FIXED	TV	BROAD		MOB.	FIXED
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND		PHONE	CALLS	TV	BAND		PHONE	CALLS	TV	BAND		PHONE	CALLS		
Significance Level: 95%	Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	*o	~p	q	~r	*s	~t	u			
Unweighted total	106	12	106	-	-	-	8	4	-	-	8	4	-	2	12	40	5	106	12	39	5	106			
Effective Weighted Sample	66	5	66	-	-	-	7	2	-	-	7	2	-	2	7	32	3	66	7	31	3	66			
Total	77	8	77	-	-	-	3	5	-	-	3	5	-	1	7	19	5	77	7	19	5	77			
1 - Not at all important	16	1	16	-	-	-	1	1	-	-	1	1	-	*	2	6	-	16	3	6	-	16			
	21%	18%	21%	-%	-%	-%	16%	20%	-%	-%	16%	20%	-%	53%	30%	29%	-%	21%	36%	30%	-%	21%			
2	9	1	9	-	-	-	1	-	-	-	1	-	-	-	*	3	2	9	*	2	2	9			
	12%	8%	12%	-%	-%	-%	19%	-%	-%	-%	19%	-%	-%	-%	6%	13%	32%	12%	6%	10%	32%	12%			
TOTAL NOT IMPORTANT	25	2	25	-	-	-	1	1	-	-	1	1	-	*	2	8	2	25	3	8	2	25			
	33%	26%	33%	-%	-%	-%	35%	20%	-%	-%	35%	20%	-%	53%	36%	42%	32%	33%	42%	40%	32%	33%			
3 - Neither	21	2	21	-	-	-	2	*	-	-	2	*	-	-	*	5	1	21	*	5	1	21			
	27%	28%	27%	-%	-%	-%	53%	9%	-%	-%	53%	9%	-%	-%	5%	26%	15%	27%	5%	25%	15%	27%			
4	9	-	9	-	-	-	-	-	-	-	-	-	-	-	3	2	-	9	2	2	-	9			
	11%	-%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	37%	13%	-%	11%	26%	13%	-%	11%			
5 - Very important	18	3	18	-	-	-	-	3	-	-	-	3	-	*	1	2	3	18	2	2	3	18			
	23%	41%	23%	-%	-%	-%	-%	71%	-%	-%	-%	71%	-%	47%	22%	8%	54%	23%	27%	10%	54%	23%			
TOTAL IMPORTANT	26	3	26	-	-	-	-	3	-	-	-	3	-	*	4	4	3	26	4	4	3	26			
	34%	41%	34%	-%	-%	-%	-%	71%	-%	-%	-%	71%	-%	47%	59%	21%	54%	34%	53%	23%	54%	34%			
Don't know	4	*	4	-	-	-	*	-	-	-	*	-	-	-	-	2	-	4	-	2	-	4			
	6%	5%	6%	-%	-%	-%	12%	-%	-%	-%	12%	-%	-%	-%	-%	11%	-%	6%	-%	11%	-%	6%			

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 500

QC6EE. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE PHONE (CALLS) - Having to contact more than one supplier to organise the switch

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	106	-	1	3	3	2	2	-	-	55	47	1	-	68	83	102	106	
Effective Weighted Sample	66	-	1	3	3	2	1	-	-	34	30	1	-	39	64	64	66	
Total	77	-	*	1	1	1	4	-	-	41	31	1	-	48	44	72	77	
1 - Not at all important	16	-	-	-	1	1	-	-	-	11	5	1	-	9	12	16	16	
	21%	-%	-%	-%	39%	100%	-%	-%	-%	26%	18%	100%	-%	18%	28%	22%	21%	
2	9	-	-	1	-	-	-	-	-	2	7	-	-	7	9	9	9	
	12%	-%	-%	48%	-%	-%	-%	-%	-%	6%	21%	-%	-%	15%	20%	12%	12%	
TOTAL NOT IMPORTANT	25	-	-	1	1	1	-	-	-	13	12	1	-	16	21	25	25	
	33%	-%	-%	48%	39%	100%	-%	-%	-%	32%	39%	100%	-%	33%	48%	35%	33%	
3 - Neither	21	-	*	1	*	-	*	-	-	11	7	-	-	13	9	18	21	
	27%	-%	100%	52%	30%	-%	11%	-%	-%	26%	23%	-%	-%	26%	19%	25%	27%	
4	9	-	-	-	-	-	-	-	-	6	3	-	-	5	6	9	9	
	11%	-%	-%	-%	-%	-%	-%	-%	-%	14%	9%	-%	-%	11%	13%	12%	11%	
5 - Very important	18	-	-	-	-	-	3	-	-	10	7	-	-	12	5	16	18	
	23%	-%	-%	-%	-%	-%	89%	-%	-%	24%	21%	-%	-%	24%	10%	23%	23%	
TOTAL IMPORTANT	26	-	-	-	-	-	3	-	-	15	9	-	-	17	10	25	26	
	34%	-%	-%	-%	-%	-%	89%	-%	-%	38%	31%	-%	-%	35%	23%	35%	34%	
Don't know	4	-	-	-	*	-	-	-	-	2	2	-	-	3	4	4	4	
	6%	-%	-%	-%	30%	-%	-%	-%	-%	5%	7%	-%	-%	5%	10%	6%	6%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 501

QC6EF. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE PHONE (CALLS) - Needing to change, return or pay for any equipment you have from your supplier

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				CONSIDERED & COVERED					COVERED			
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	
						TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		
	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	*o	~p	q	~r	*s	~t	u	
Significance Level: 95%																						
Unweighted total	106	12	106	-	-	-	8	4	-	-	8	4	-	2	12	40	5	106	12	39	5	106
Effective Weighted Sample	66	5	66	-	-	-	7	2	-	-	7	2	-	2	7	32	3	66	7	31	3	66
Total	77	8	77	-	-	-	3	5	-	-	3	5	-	1	7	19	5	77	7	19	5	77
1 - Not at all important	29	4	29	-	-	-	-	4	-	-	-	4	-	*	2	8	-	29	2	8	-	29
	38%	52%	38%	-%	-%	-%	-%	91%	-%	-%	-%	91%	-%	53%	30%	41%	-%	38%	31%	40%	-%	38%
2	8	1	8	-	-	-	1	-	-	-	1	-	-	-	1	1	-	8	1	*	-	8
	10%	8%	10%	-%	-%	-%	18%	-%	-%	-%	18%	-%	-%	-%	17%	5%	-%	10%	17%	2%	-%	10%
TOTAL NOT IMPORTANT	37	5	37	-	-	-	1	4	-	-	1	4	-	*	3	9	-	37	3	8	-	37
	48%	60%	48%	-%	-%	-%	18%	91%	-%	-%	18%	91%	-%	53%	47%	46%	-%	48%	48%	42%	-%	48%
3 - Neither	15	2	15	-	-	-	2	-	-	-	2	-	-	-	1	4	*	15	1	4	*	15
	19%	25%	19%	-%	-%	-%	60%	-%	-%	-%	60%	-%	-%	-%	16%	21%	4%	19%	10%	21%	4%	19%
4	8	*	8	-	-	-	*	-	-	-	*	-	-	*	-	2	3	8	*	2	3	8
	10%	4%	10%	-%	-%	-%	10%	-%	-%	-%	10%	-%	-%	47%	-%	8%	58%	10%	6%	11%	58%	10%
5 - Very important	8	-	8	-	-	-	-	-	-	-	-	-	-	-	1	2	2	8	1	2	2	8
	11%	-%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%	12%	38%	11%	10%	13%	38%	11%
TOTAL IMPORTANT	16	*	16	-	-	-	*	-	-	-	*	-	-	*	1	4	5	16	1	4	5	16
	21%	4%	21%	-%	-%	-%	10%	-%	-%	-%	10%	-%	-%	47%	11%	21%	96%	21%	17%	24%	96%	21%
Don't know	9	1	9	-	-	-	*	*	-	-	*	*	-	-	2	3	-	9	2	3	-	9
	12%	10%	12%	-%	-%	-%	12%	9%	-%	-%	12%	9%	-%	-%	27%	13%	-%	12%	26%	13%	-%	12%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 501

QC6EF. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE PHONE (CALLS) - Needing to change, return or pay for any equipment you have from your supplier

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	106	-	1	3	3	2	2	-	-	55	47	1	-	68	83	102	106	
Effective Weighted Sample	66	-	1	3	3	2	1	-	-	34	30	1	-	39	64	64	66	
Total	77	-	*	1	1	1	4	-	-	41	31	1	-	48	44	72	77	
1 - Not at all important	29	-	-	-	-	1	3	-	-	19	6	1	-	16	15	25	29	
	38%	-%	-%	-%	-%	100%	89%	-%	-%	47% j	21%	100%	-%	33%	33%	35%	38%	
2	8	-	-	*	-	-	-	-	-	4	4	-	-	7	4	8	8	
	10%	-%	-%	24%	-%	-%	-%	-%	-%	10%	12%	-%	-%	14%	10%	11%	10%	
TOTAL NOT IMPORTANT	37	-	-	*	-	1	3	-	-	23	10	1	-	22	19	33	37	
	48%	-%	-%	24%	-%	100%	89%	-%	-%	57%	32%	100%	-%	47%	43%	46%	48%	
3 - Neither	15	-	*	1	1	-	-	-	-	6	9	-	-	9	10	15	15	
	19%	-%	100%	52%	70%	-%	-%	-%	-%	14%	30%	-%	-%	19%	24%	20%	19%	
4	8	-	-	*	-	-	-	-	-	3	5	-	-	6	4	8	8	
	10%	-%	-%	24%	-%	-%	-%	-%	-%	6%	17%	-%	-%	13%	9%	11%	10%	
5 - Very important	8	-	-	-	-	-	-	-	-	4	3	-	-	5	5	7	8	
	11%	-%	-%	-%	-%	-%	-%	-%	-%	10%	8%	-%	-%	11%	12%	9%	11%	
TOTAL IMPORTANT	16	-	-	*	-	-	-	-	-	7	8	-	-	12	9	15	16	
	21%	-%	-%	24%	-%	-%	-%	-%	-%	17%	25%	-%	-%	24%	21%	20%	21%	
Don't know	9	-	-	-	*	-	*	-	-	5	4	-	-	5	6	9	9	
	12%	-%	-%	-%	30%	-%	11%	-%	-%	13%	13%	-%	-%	10%	13%	13%	12%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 502

QC6EG. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE PHONE (CALLS) - Difficulty keeping your current phone number

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED							
					SWITCHED & COVERED																					
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE CALLS					BUN- DLE	BROAD MOB.			FIXED LINE CALLS					TV	BAND	PHONE	CALLS
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS					
Significance Level: 95%	Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	*o	~p	q	~r	*s	~t	u				
Unweighted total	106	12	106	-	-	-	8	4	-	-	8	4	-	2	12	40	5	106	12	39	5	106				
Effective Weighted Sample	66	5	66	-	-	-	7	2	-	-	7	2	-	2	7	32	3	66	7	31	3	66				
Total	77	8	77	-	-	-	3	5	-	-	3	5	-	1	7	19	5	77	7	19	5	77				
1 - Not at all important	20	4	20	-	-	-	-	4	-	-	-	4	-	-	4	4	-	20	4	3	-	20				
	26%	52%	26%	-%	-%	-%	-%	91%	-%	-%	-%	91%	-%	-%	57%	18%	-%	26%	56%	15%	-%	26%				
2	2	-	2	-	-	-	-	-	-	-	-	-	-	-	*	1	-	2	*	1	-	2				
	2%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	6%	-%	2%	5%	6%	-%	2%				
TOTAL NOT IMPORTANT	22	4	22	-	-	-	-	4	-	-	-	4	-	-	4	5	-	22	4	4	-	22				
	29%	52%	29%	-%	-%	-%	-%	91%	-%	-%	-%	91%	-%	-%	62%	24%	-%	29%	61%	20%	-%	29%				
3 - Neither	13	1	13	-	-	-	1	-	-	-	1	-	-	-	1	2	2	13	*	2	2	13				
	17%	18%	17%	-%	-%	-%	41%	-%	-%	-%	41%	-%	-%	-%	11%	12%	32%	17%	5%	13%	32%	17%				
4	14	*	14	-	-	-	*	-	-	-	*	-	-	-	*	1	3	14	-	1	3	14				
	18%	5%	18%	-%	-%	-%	12%	-%	-%	-%	12%	-%	-%	-%	5%	4%	58%	18%	-%	4%	58%	18%				
5 - Very important	20	1	20	-	-	-	1	-	-	-	1	-	-	1	1	8	1	20	2	9	1	20				
	27%	15%	27%	-%	-%	-%	34%	-%	-%	-%	34%	-%	-%	100%	22%	42%	10%	27%	34%	48%	10%	27%				
																			u							
TOTAL IMPORTANT	34	2	34	-	-	-	2	-	-	-	2	-	-	1	2	9	4	34	2	10	4	34				
	45%	20%	45%	-%	-%	-%	46%	-%	-%	-%	46%	-%	-%	100%	27%	46%	68%	45%	34%	52%	68%	45%				
Don't know	8	1	8	-	-	-	*	*	-	-	*	*	-	-	-	3	-	8	-	3	-	8				
	10%	10%	10%	-%	-%	-%	12%	9%	-%	-%	12%	9%	-%	-%	-%	17%	-%	10%	-%	15%	-%	10%				

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 502

QC6EG. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE PHONE (CALLS) - Difficulty keeping your current phone number

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	106	-	1	3	3	2	2	-	-	55	47	1	-	68	83	102	106	
Effective Weighted Sample	66	-	1	3	3	2	1	-	-	34	30	1	-	39	64	64	66	
Total	77	-	*	1	1	1	4	-	-	41	31	1	-	48	44	72	77	
1 - Not at all important	20	-	-	-	-	1	3	-	-	13	7	1	-	13	9	20	20	
	26%	-%	-%	-%	-%	100%	89%	-%	-%	31%	23%	100%	-%	28%	21%	27%	26%	
2	2	-	-	-	-	-	-	-	-	2	*	-	-	1	2	2	2	
	2%	-%	-%	-%	-%	-%	-%	-%	-%	4%	1%	-%	-%	2%	4%	3%	2%	
TOTAL NOT IMPORTANT	22	-	-	-	-	1	3	-	-	14	7	1	-	14	11	21	22	
	29%	-%	-%	-%	-%	100%	89%	-%	-%	34%	24%	100%	-%	30%	25%	30%	29%	
3 - Neither	13	-	*	1	-	-	-	-	-	5	6	-	-	8	8	11	13	
	17%	-%	100%	76%	-%	-%	-%	-%	-%	13%	18%	-%	-%	17%	19%	15%	17%	
4	14	-	-	-	*	-	-	-	-	6	7	-	-	11	5	13	14	
	18%	-%	-%	-%	30%	-%	-%	-%	-%	14%	22%	-%	-%	23%	10%	18%	18%	
5 - Very important	20	-	-	*	1	-	-	-	-	11	9	-	-	10	14	19	20	
	27%	-%	-%	24%	39%	-%	-%	-%	-%	26%	28%	-%	-%	22%	32%	27%	27%	
TOTAL IMPORTANT	34	-	-	*	1	-	-	-	-	16	15	-	-	21	19	32	34	
	45%	-%	-%	24%	70%	-%	-%	-%	-%	40%	50%	-%	-%	44%	43%	44%	45%	
Don't know	8	-	-	-	*	-	*	-	-	5	2	-	-	4	6	8	8	
	10%	-%	-%	-%	30%	-%	11%	-%	-%	13%	8%	-%	-%	8%	13%	11%	10%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 503

QC6EH. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE PHONE (CALLS) - Difficulty getting through to your supplier to tell them you wanted to cancel their service

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

	ACTIONS TAKEN								SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE			
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS			
Significance Level: 95%	Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	*o	~p	q	~r	*s	~t	u		
Unweighted total	106	12	106	-	-	-	8	4	-	-	8	4	-	2	12	40	5	106	12	39	5	106		
Effective Weighted Sample	66	5	66	-	-	-	7	2	-	-	7	2	-	2	7	32	3	66	7	31	3	66		
Total	77	8	77	-	-	-	3	5	-	-	3	5	-	1	7	19	5	77	7	19	5	77		
1 - Not at all important	20	*	20	-	-	-	-	*	-	-	-	*	-	-	2	5	-	20	2	4	-	20		
	26%	5%	26%	-%	-%	-%	-%	8%	-%	-%	-%	8%	-%	-%	31%	24%	-%	26%	30%	22%	-%	26%		
2	4	*	4	-	-	-	*	-	-	-	*	-	-	*	*	2	-	4	1	2	-	4		
	6%	4%	6%	-%	-%	-%	10%	-%	-%	-%	10%	-%	-%	53%	5%	8%	-%	6%	12%	11%	-%	6%		
TOTAL NOT IMPORTANT	24	1	24	-	-	-	*	*	-	-	*	*	-	*	2	6	-	24	3	6	-	24		
	31%	9%	31%	-%	-%	-%	10%	8%	-%	-%	10%	8%	-%	53%	36%	32%	-%	31%	42%	33%	-%	31%		
3 - Neither	18	1	18	-	-	-	1	-	-	-	1	-	-	-	3	6	2	18	3	6	2	18		
	23%	18%	23%	-%	-%	-%	41%	-%	-%	-%	41%	-%	-%	-%	42%	30%	36%	23%	41%	30%	36%	23%		
4	17	1	17	-	-	-	*	*	-	-	*	*	-	*	1	5	3	17	1	4	3	17		
	22%	9%	22%	-%	-%	-%	9%	9%	-%	-%	9%	9%	-%	47%	16%	26%	48%	22%	12%	24%	48%	22%		
5 - Very important	15	5	15	-	-	-	1	4	-	-	1	4	-	-	*	1	1	15	*	1	1	15		
	20%	59%	20%	-%	-%	-%	28%	83%	-%	-%	28%	83%	-%	-%	6%	5%	16%	20%	6%	5%	16%	20%		
TOTAL IMPORTANT	32	5	32	-	-	-	1	4	-	-	1	4	-	*	2	6	3	32	1	5	3	32		
	42%	68%	42%	-%	-%	-%	37%	92%	-%	-%	37%	92%	-%	47%	22%	30%	64%	42%	17%	28%	64%	42%		
Don't know	3	*	3	-	-	-	*	-	-	-	*	-	-	-	-	2	-	3	-	2	-	3		
	4%	5%	4%	-%	-%	-%	12%	-%	-%	-%	12%	-%	-%	-%	-%	8%	-%	4%	-%	8%	-%	4%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 503

QC6EH. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE PHONE (CALLS) - Difficulty getting through to your supplier to tell them you wanted to cancel their service

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	106	-	1	3	3	2	2	-	-	55	47	1	-	68	83	102	106	
Effective Weighted Sample	66	-	1	3	3	2	1	-	-	34	30	1	-	39	64	64	66	
Total	77	-	*	1	1	1	4	-	-	41	31	1	-	48	44	72	77	
1 - Not at all important	20	-	-	-	-	*	-	-	-	13	4	-	-	9	11	17	20	
	26%	-%	-%	-%	-%	41%	-%	-%	-%	31%	13%	-%	-%	18%	24%	24%	26%	
2	4	-	-	*	-	-	-	-	-	1	3	-	-	4	3	4	4	
	6%	-%	-%	24%	-%	-%	-%	-%	-%	3%	10%	-%	-%	8%	6%	6%	6%	
TOTAL NOT IMPORTANT	24	-	-	*	-	*	-	-	-	14	7	-	-	12	13	21	24	
	31%	-%	-%	24%	-%	41%	-%	-%	-%	34%	24%	-%	-%	26%	30%	30%	31%	
3 - Neither	18	-	*	1	-	-	-	-	-	10	8	-	-	13	12	18	18	
	23%	-%	100%	76%	-%	-%	-%	-%	-%	24%	26%	-%	-%	28%	28%	25%	23%	
4	17	-	-	-	-	-	*	-	-	6	11	-	-	11	12	17	17	
	22%	-%	-%	-%	-%	-%	11%	-%	-%	14%	35%	-%	-%	23%	28%	23%	22%	
5 - Very important	15	-	-	-	1	1	3	-	-	9	4	1	-	10	3	13	15	
	20%	-%	-%	-%	70%	59%	89%	-%	-%	21%	13%	100%	-%	22% n	7%	18%	20% n	
TOTAL IMPORTANT	32	-	-	-	1	1	4	-	-	15	15	1	-	21	16	29	32	
	42%	-%	-%	-%	70%	59%	100%	-%	-%	36%	48%	100%	-%	45%	35%	41%	42%	
Don't know	3	-	-	-	*	-	-	-	-	2	1	-	-	1	3	3	3	
	4%	-%	-%	-%	30%	-%	-%	-%	-%	6%	2%	-%	-%	2%	7%	4%	4%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 504

QC6EI. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE PHONE (CALLS) - Difficulty getting your supplier to provide you with the information that you needed to be able to switch to another supplier

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	*o	~p	q	~r	*s	~t	u
Unweighted total	106	12	106	-	-	-	8	4	-	-	8	4	-	2	12	40	5	106	12	39	5	106
Effective Weighted Sample	66	5	66	-	-	-	7	2	-	-	7	2	-	2	7	32	3	66	7	31	3	66
Total	77	8	77	-	-	-	3	5	-	-	3	5	-	1	7	19	5	77	7	19	5	77
1 - Not at all important	15	*	15	-	-	-	-	*	-	-	-	*	-	-	2	4	-	15	2	4	-	15
	20%	5%	20%	-%	-%	-%	-%	8%	-%	-%	-%	8%	-%	-%	25%	20%	-%	20%	24%	20%	-%	20%
2	10	*	10	-	-	-	*	-	-	-	*	-	-	*	*	2	-	10	1	3	-	10
	13%	5%	13%	-%	-%	-%	12%	-%	-%	-%	12%	-%	-%	53%	6%	10%	-%	13%	13%	13%	-%	13%
TOTAL NOT IMPORTANT	25	1	25	-	-	-	*	*	-	-	*	*	-	*	2	6	-	25	3	6	-	25
	33%	10%	33%	-%	-%	-%	12%	8%	-%	-%	12%	8%	-%	53%	31%	30%	-%	33%	37%	34%	-%	33%
3 - Neither	17	2	17	-	-	-	2	-	-	-	2	-	-	-	1	4	*	17	1	4	*	17
	23%	22%	23%	-%	-%	-%	51%	-%	-%	-%	51%	-%	-%	-%	16%	22%	4%	23%	15%	19%	4%	23%
4	9	1	9	-	-	-	*	*	-	-	*	*	-	*	3	3	-	9	3	3	-	9
	12%	9%	12%	-%	-%	-%	9%	9%	-%	-%	9%	9%	-%	47%	48%	13%	-%	12%	43%	16%	-%	12%
5 - Very important	22	4	22	-	-	-	1	4	-	-	1	4	-	-	*	5	5	22	*	4	5	22
	28%	54%	28%	-%	-%	-%	16%	83%	-%	-%	16%	83%	-%	-%	6%	24%	96%	28%	6%	22%	96%	28%
TOTAL IMPORTANT	31	5	31	-	-	-	1	4	-	-	1	4	-	*	4	7	5	31	3	7	5	31
	41%	63%	41%	-%	-%	-%	25%	92%	-%	-%	25%	92%	-%	47%	54%	37%	96%	41%	48%	37%	96%	41%
Don't know	3	*	3	-	-	-	*	-	-	-	*	-	-	-	-	2	-	3	-	2	-	3
	4%	5%	4%	-%	-%	-%	12%	-%	-%	-%	12%	-%	-%	-%	-%	10%	-%	4%	-%	10%	-%	4%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 504

QC6EI. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE PHONE (CALLS) - Difficulty getting your supplier to provide you with the information that you needed to be able to switch to another supplier

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME		
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	106	-	1	3	3	2	2	-	-	55	47	1	-	68	83	102	106
Effective Weighted Sample	66	-	1	3	3	2	1	-	-	34	30	1	-	39	64	64	66
Total	77	-	*	1	1	1	4	-	-	41	31	1	-	48	44	72	77
1 - Not at all important	15	-	-	-	-	*	-	-	-	9	4	-	-	6	9	13	15
	20%	-%	-%	-%	-%	41%	-%	-%	-%	22%	12%	-%	-%	12%	21%	18%	20%
2	10	-	-	-	*	-	-	-	-	5	4	-	-	8	3	9	10
	13%	-%	-%	-%	30%	-%	-%	-%	-%	13%	12%	-%	-%	18%	8%	13%	13%
TOTAL NOT IMPORTANT	25	-	-	-	*	*	-	-	-	14	7	-	-	14	12	22	25
	33%	-%	-%	-%	30%	41%	-%	-%	-%	35%	24%	-%	-%	30%	28%	30%	33%
3 - Neither	17	-	*	1	-	-	-	-	-	12	5	-	-	12	12	17	17
	23%	-%	100%	100%	-%	-%	-%	-%	-%	30%	17%	-%	-%	25%	27%	24%	23%
4	9	-	-	-	-	-	*	-	-	3	6	-	-	8	7	9	9
	12%	-%	-%	-%	-%	-%	11%	-%	-%	8%	21%	-%	-%	16%	16%	13%	12%
5 - Very important	22	-	-	-	1	1	3	-	-	9	11	1	-	13	10	21	22
	28%	-%	-%	-%	39%	59%	89%	-%	-%	23%	36%	100%	-%	27%	22%	29%	28%
TOTAL IMPORTANT	31	-	-	-	1	1	4	-	-	13	18	1	-	21	17	30	31
	41%	-%	-%	-%	39%	59%	100%	-%	-%	30%	57%	100%	-%	43%	39%	42%	41%
Don't know	3	-	-	-	*	-	-	-	-	2	1	-	-	1	3	3	3
	4%	-%	-%	-%	30%	-%	-%	-%	-%	5%	2%	-%	-%	2%	6%	4%	4%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 505

QC6EJ. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE PHONE (CALLS) - Difficulty arranging for the old and new services to stop and start at the right time

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

	ACTIONS TAKEN								SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE			
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS			
Significance Level: 95%	Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	*o	~p	q	~r	*s	~t	u		
Unweighted total	106	12	106	-	-	-	8	4	-	-	8	4	-	2	12	40	5	106	12	39	5	106		
Effective Weighted Sample	66	5	66	-	-	-	7	2	-	-	7	2	-	2	7	32	3	66	7	31	3	66		
Total	77	8	77	-	-	-	3	5	-	-	3	5	-	1	7	19	5	77	7	19	5	77		
1 - Not at all important	14	*	14	-	-	-	-	*	-	-	-	*	-	-	2	3	-	14	2	3	-	14		
	18%	5%	18%	-%	-%	-%	-%	8%	-%	-%	-%	8%	-%	-%	25%	16%	-%	18%	24%	16%	-%	18%		
2	3	-	3	-	-	-	-	-	-	-	-	-	-	-	*	1	-	3	*	1	-	3		
	3%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	5%	-%	3%	6%	6%	-%	3%		
TOTAL NOT IMPORTANT	17	*	17	-	-	-	-	*	-	-	-	*	-	-	2	4	-	17	2	4	-	17		
	22%	5%	22%	-%	-%	-%	-%	8%	-%	-%	-%	8%	-%	-%	31%	21%	-%	22%	30%	22%	-%	22%		
3 - Neither	22	2	22	-	-	-	2	-	-	-	2	-	-	-	3	5	*	22	3	5	*	22		
	29%	27%	29%	-%	-%	-%	63%	-%	-%	-%	63%	-%	-%	-%	37%	28%	4%	29%	36%	26%	4%	29%		
4	12	1	12	-	-	-	1	-	-	-	1	-	-	*	1	2	2	12	1	2	2	12		
	16%	10%	16%	-%	-%	-%	25%	-%	-%	-%	25%	-%	-%	53%	11%	9%	42%	16%	13%	12%	42%	16%		
5 - Very important	20	4	20	-	-	-	-	4	-	-	-	4	-	*	1	5	3	20	2	4	3	20		
	26%	47%	26%	-%	-%	-%	-%	83%	-%	-%	-%	83%	-%	47%	21%	25%	54%	26%	22%	22%	54%	26%		
TOTAL IMPORTANT	32	5	32	-	-	-	1	4	-	-	1	4	-	1	2	7	5	32	2	7	5	32		
	42%	58%	42%	-%	-%	-%	25%	83%	-%	-%	25%	83%	-%	100%	32%	34%	96%	42%	34%	35%	96%	42%		
Don't know	6	1	6	-	-	-	*	*	-	-	*	*	-	-	-	3	-	6	-	3	-	6		
	7%	10%	7%	-%	-%	-%	12%	9%	-%	-%	12%	9%	-%	-%	-%	17%	-%	7%	-%	17%	-%	7%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 505

QC6EJ. IMPORTANT FACTORS FOR NOT SWITCHING SUPPLIER FOR FIXED LINE PHONE (CALLS) - Difficulty arranging for the old and new services to stop and start at the right time

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	106	-	1	3	3	2	2	-	-	55	47	1	-	68	83	102	106	
Effective Weighted Sample	66	-	1	3	3	2	1	-	-	34	30	1	-	39	64	64	66	
Total	77	-	*	1	1	1	4	-	-	41	31	1	-	48	44	72	77	
1 - Not at all important	14	-	-	-	-	*	-	-	-	8	3	-	-	5	8	12	14	
	18%	-%	-%	-%	-%	41%	-%	-%	-%	20%	11%	-%	-%	11%	18%	16%	18%	
2	3	-	-	-	-	-	-	-	-	-	1	-	-	3	1	1	3	
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%	5%	3%	2%	3%	
TOTAL NOT IMPORTANT	17	-	-	-	-	*	-	-	-	8	5	-	-	8	9	13	17	
	22%	-%	-%	-%	-%	41%	-%	-%	-%	20%	16%	-%	-%	16%	21%	18%	22%	
3 - Neither	22	-	*	1	*	-	-	-	-	13	9	-	-	16	10	22	22	
	29%	-%	100%	100%	30%	-%	-%	-%	-%	31%	31%	-%	-%	34%	24%	31%	29%	
4	12	-	-	-	1	-	-	-	-	7	5	-	-	9	9	12	12	
	16%	-%	-%	-%	39%	-%	-%	-%	-%	17%	18%	-%	-%	18%	20%	17%	16%	
5 - Very important	20	-	-	-	-	1	3	-	-	11	8	1	-	12	10	19	20	
	26%	-%	-%	-%	-%	59%	89%	-%	-%	26%	26%	100%	-%	25%	22%	26%	26%	
TOTAL IMPORTANT	32	-	-	-	1	1	3	-	-	18	14	1	-	21	19	31	32	
	42%	-%	-%	-%	39%	59%	89%	-%	-%	43%	44%	100%	-%	43%	42%	43%	42%	
Don't know	6	-	-	-	*	-	*	-	-	3	3	-	-	3	6	6	6	
	7%	-%	-%	-%	30%	-%	11%	-%	-%	7%	10%	-%	-%	7%	13%	8%	7%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 506

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH PACKAGE OF SERVICES

Base : Those who have considered switching their package of services supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI			BUN-DLE	BROAD MOB. LINE			PHONE CALLS	BROAD MOB. LINE			PHONE CALLS	BROAD MOB. LINE			PHONE CALLS	BROAD MOB. LINE			PHONE CALLS		
	SWIT-CHED	DERED	NEIT-HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND	TV		BAND					
																		Total	~a		b	~c
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	m	~n	~o	~p	~q	*r	s	~t	u
Unweighted total	114	8	114	-	-	1	-	7	-	1	-	7	-	114	4	1	23	2	64	109	24	110
Effective Weighted Sample	85	5	85	-	-	1	-	4	-	1	-	4	-	85	3	1	18	2	47	86	19	82
Total	83	7	83	-	-	*	-	7	-	*	-	7	-	83	3	*	13	1	50	75	16	80
ANY IMPORTANT	59	4	59	-	-	-	-	4	-	-	-	4	-	59	2	*	12	1	37	53	13	56
	71%	50%	71%	-%	-%	-%	-%	54%	-%	-%	-%	54%	-%	71%	64%	100%	88%	100%	74%	71%	82%	70%
NONE	24	4	24	-	-	*	-	3	-	*	-	3	-	24	1	-	2	-	13	21	3	24
	29%	50%	29%	-%	-%	100%	-%	46%	-%	100%	-%	46%	-%	29%	36%	-%	12%	-%	26%	29%	18%	30%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 506

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH PACKAGE OF SERVICES

Base : Those who have considered switching their package of services supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
											CON- TRACT				BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i			C&R ~l	TV m			
Unweighted total	114	1	-	-	-	3	3	-	-	52	59	3	3	89	109	111	113
Effective Weighted Sample	85	1	-	-	-	2	2	-	-	41	42	2	2	65	86	83	84
Total	83	*	-	-	-	4	2	-	-	38	43	4	2	64	75	81	82
ANY IMPORTANT	59	-	-	-	-	*	2	-	-	26	31	*	2	48	53	57	58
	71%	-%	-%	-%	-%	12%	100%	-%	-%	69%	71%	12%	100%	74%	71%	70%	71%
NONE	24	*	-	-	-	3	-	-	-	11	13	3	-	17	21	24	24
	29%	100%	-%	-%	-%	88%	-%	-%	-%	31%	29%	88%	-%	26%	29%	30%	29%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 507

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH PAY TV SERVICE

Base : Those who have considered switching their TV service supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE PHONE CALLS	BROAD MOB.			FIXED LINE PHONE CALLS	BROAD MOB.			FIXED LINE PHONE CALLS	BROAD MOB.			FIXED LINE PHONE CALLS	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	TV	BAND		PHONE	TV	BAND		PHONE	TV	BAND		PHONE	TV	BAND		PHONE
Significance Level: 95%	Total	~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	*n	~o	~p	~q	*r	~s	~t	~u
Unweighted total	63	13	63	-	1	-	6	5	1	-	7	5	2	4	63	9	1	11	63	11	1	13
Effective Weighted Sample	32	9	32	-	1	-	6	4	1	-	5	4	1	3	32	7	1	7	32	9	1	8
Total	39	7	39	-	1	-	2	3	*	-	4	3	2	3	39	7	1	7	39	9	1	9
ANY DIFFICULTIES	28	5	28	-	1	-	2	1	*	-	3	1	2	1	28	7	1	4	28	8	1	5
	72%	73%	72%	-%	100%	-%	86%	42%	100%	-%	91%	42%	100%	51%	72%	94%	100%	62%	72%	82%	100%	60%
NONE	11	2	11	-	-	-	*	1	-	-	*	1	-	1	11	*	-	2	11	2	-	3
	28%	27%	28%	-%	-%	-%	14%	58%	-%	-%	9%	58%	-%	49%	28%	6%	-%	38%	28%	18%	-%	40%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 507

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH PAY TV SERVICE

Base : Those who have considered switching their TV service supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	63	-	4	1	1	2	1	-	1	22	35	2	-	63	53	57	55
Effective Weighted Sample	32	-	4	1	1	2	1	-	1	10	23	2	-	32	37	30	34
Total	39	-	2	*	1	1	1	-	1	17	20	1	-	39	27	37	33
ANY DIFFICULTIES	28	-	2	*	1	1	-	-	1	9	18	1	-	28	21	27	27
	72%	-%	100%	100%	100%	100%	-%	-%	100%	51%	89%	100%	-%	72%	79%	72%	80%
NONE	11	-	-	-	-	-	1	-	-	8	2	-	-	11	6	11	7
	28%	-%	-%	-%	-%	-%	100%	-%	-%	49%	11%	-%	-%	28%	21%	28%	20%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 508

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH FIXED BROADBAND SERVICE

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
	CONSI			BUN- DLE	BROAD			MOB. PHONE	FIXED LINE CALLS	BROAD			MOB. PHONE	FIXED LINE CALLS	BROAD			MOB. PHONE	FIXED LINE CALLS	BROAD			MOB. PHONE	FIXED LINE CALLS
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV			BAND	TV	BAND			TV	BAND	TV			BAND				
Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	*q	~r	s	~t	*u			
Significance Level: 95%																								
Unweighted total	134	11	134	-	-	1	-	7	3	1	-	7	3	1	9	134	15	38	9	134	15	38		
Effective Weighted Sample	105	9	105	-	-	1	-	6	3	1	-	6	3	1	7	105	12	30	7	105	12	30		
Total	82	6	82	-	-	*	-	4	1	*	-	4	1	*	7	82	9	18	7	82	9	18		
ANY DIFFICULTIES	57	2	57	-	-	*	-	1	1	*	-	1	1	*	7	57	6	14	7	57	6	14		
	70%	40%	70%	-%	-%	100%	-%	30%	65%	100%	-%	30%	65%	100%	94%	70%	63%	78%	94%	70%	63%	78%		
NONE	24	3	24	-	-	-	-	3	*	-	-	3	*	-	*	24	3	4	*	24	3	4		
	30%	60%	30%	-%	-%	-%	-%	70%	35%	-%	-%	70%	35%	-%	6%	30%	37%	22%	6%	30%	37%	22%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 508

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH FIXED BROADBAND SERVICE

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	134	1	-	-	-	1	3	-	3	64	65	1	3	76	134	129	130
Effective Weighted Sample	105	1	-	-	-	1	2	-	3	51	51	1	2	59	105	101	101
Total	82	*	-	-	-	1	2	-	1	37	42	1	2	47	82	79	79
ANY DIFFICULTIES	57	*	-	-	-	-	1	-	1	25	32	-	1	35	57	57	55
	70%	100%	-%	-%	-%	-%	44%	-%	65%	67%	76%	-%	44%	75%	70%	72%	69%
NONE	24	-	-	-	-	1	1	-	*	12	10	1	1	12	24	22	24
	30%	-%	-%	-%	-%	100%	56%	-%	35%	33%	24%	100%	56%	25%	30%	28%	31%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 509

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH MOBILE PHONE NETWORK

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
	CONSI			BUN- DLE	BROAD			MOB. PHONE	FIXED LINE CALLS	BROAD			MOB. PHONE	FIXED LINE CALLS	BROAD			MOB. PHONE	FIXED LINE CALLS	BROAD			MOB. PHONE	FIXED LINE CALLS
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV			BAND	TV	BAND			TV	BAND	TV			BAND				
																					Total	~a		
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	p	~q	~r	*s	t	~u		
Unweighted total	145	21	145	-	7	2	7	-	5	8	14	-	12	22	2	17	145	5	13	35	145	24		
Effective Weighted Sample	92	17	92	-	7	2	5	-	4	7	12	-	11	17	2	13	92	3	10	28	92	15		
Total	104	15	104	-	7	1	4	-	3	7	11	-	10	13	1	9	104	5	8	21	104	17		
ANY DIFFICULTIES	77	11	77	-	5	*	3	-	3	4	8	-	8	10	1	6	77	5	7	15	77	14		
	74%	78%	74%	-%	67%	54%	83%	-%	100%	61%	73%	-%	77%	78%	100%	68%	74%	94%	78%	73%	74%	82%		
NONE	27	3	27	-	2	*	1	-	-	3	3	-	2	3	-	3	27	*	2	6	27	3		
	26%	22%	26%	-%	33%	46%	17%	-%	-%	39%	27%	-%	23%	22%	-%	32%	26%	6%	22%	27%	26%	18%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 509

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH MOBILE PHONE NETWORK

Base : Those who have considered switching their mobile phone supplier and will not switch soon

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			FIXED LINE VOICE
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o		
Significance Level: 95%																		
Unweighted total	145	6	2	3	5	-	-	3	8	52	93	-	-	89	121	145	124	
Effective Weighted Sample	92	5	2	2	4	-	-	3	7	37	55	-	-	59	88	92	82	
Total	104	5	2	3	4	-	-	3	7	41	63	-	-	55	69	104	75	
ANY DIFFICULTIES	77	3	1	2	3	-	-	3	4	27	50	-	-	41	50	77	55	
	74%	71%	51%	87%	71%	-%	-%	100%	65%	67%	79%	-%	-%	76%	73%	74%	72%	
NONE	27	1	1	*	1	-	-	-	2	13	13	-	-	13	19	27	21	
	26%	29%	49%	13%	29%	-%	-%	-%	35%	33%	21%	-%	-%	24%	27%	26%	28%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 510

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH FIXED LINE VOICE SERVICE

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

	ACTIONS TAKEN								SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED				
	CONSI			SWITCHED & COVERED				FIXED LINE				CONSIDERED & COVERED					FIXED LINE					
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD		MOB. PHONE	FIXED LINE CALLS	BROAD		MOB. PHONE	FIXED LINE CALLS	BUN-DLE	BROAD		MOB. PHONE	FIXED LINE CALLS	BROAD		MOB. PHONE	FIXED LINE CALLS
						TV	BAND	TV	BAND	TV	BAND	TV	BAND		TV	BAND						
						~a	b	~c	~d	~e	~f	~g	~h		~i	~j	~k	~l	~m	~n	*o	~p
Significance Level: 95%																						
Unweighted total	106	12	106	-	-	-	8	4	-	-	8	4	-	2	12	40	5	106	12	39	5	106
Effective Weighted Sample	66	5	66	-	-	-	7	2	-	-	7	2	-	2	7	32	3	66	7	31	3	66
Total	77	8	77	-	-	-	3	5	-	-	3	5	-	1	7	19	5	77	7	19	5	77
ANY DIFFICULTIES	54	6	54	-	-	-	2	4	-	-	2	4	-	1	4	13	5	54	4	13	5	54
	71%	73%	71%	-%	-%	-%	46%	92%	-%	-%	46%	92%	-%	100%	59%	68%	100%	71%	60%	69%	100%	71%
NONE	22	2	22	-	-	-	2	*	-	-	2	*	-	-	3	6	-	22	3	6	-	22
	29%	27%	29%	-%	-%	-%	54%	8%	-%	-%	54%	8%	-%	-%	41%	32%	-%	29%	40%	31%	-%	29%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 510

SUMMARY OF IMPORTANT FACTORS IN DECISION NOT TO SWITCH FIXED LINE VOICE SERVICE

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	*i	*j	~k	~l	*m	n	o	p
Unweighted total	106	-	1	3	3	2	2	-	-	55	47	1	-	68	83	102	106
Effective Weighted Sample	66	-	1	3	3	2	1	-	-	34	30	1	-	39	64	64	66
Total	77	-	*	1	1	1	4	-	-	41	31	1	-	48	44	72	77
ANY DIFFICULTIES	54	-	-	*	1	1	4	-	-	29	23	1	-	37	31	52	54
	71%	-%	-%	24%	70%	59%	100%	-%	-%	71%	74%	100%	-%	77%	69%	73%	71%
NONE	22	-	*	1	*	*	-	-	-	12	8	-	-	11	14	20	22
	29%	-%	100%	76%	30%	41%	-%	-%	-%	29%	26%	-%	-%	23%	31%	27%	29%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 511

QC7E. Was there going to be a period of time in the switching process where you would have chosen to or had to pay more than one company to provide a service, to make sure you didn't lose that service?

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD MOB.		FIXED LINE					BUN- DLE	BROAD MOB.		FIXED LINE						
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS					
Significance Level: 95%	Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	*o	~p	q	~r	*s	~t	u
Unweighted total	106	12	106	-	-	-	8	4	-	-	8	4	-	2	12	40	5	106	12	39	5	106
Effective Weighted Sample	66	5	66	-	-	-	7	2	-	-	7	2	-	2	7	32	3	66	7	31	3	66
Total	77	8	77	-	-	-	3	5	-	-	3	5	-	1	7	19	5	77	7	19	5	77
Yes	3	1	3	-	-	-	1	-	-	-	1	-	-	-	1	*	-	3	*	*	-	3
	3%	9%	3%	-%	-%	-%	21%	-%	-%	-%	21%	-%	-%	-%	11%	1%	-%	3%	6%	1%	-%	3%
No	27	6	27	-	-	-	2	4	-	-	2	4	-	-	2	8	1	27	2	8	1	27
	35%	77%	35%	-%	-%	-%	58%	92%	-%	-%	58%	92%	-%	-%	35%	42%	15%	35%	34%	43%	15%	35%
Don't know	47	1	47	-	-	-	1	*	-	-	1	*	-	1	4	11	4	47	4	11	4	47
	61%	14%	61%	-%	-%	-%	22%	8%	-%	-%	22%	8%	-%	100%	54%	57%	85%	61%	60%	56%	85%	61%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 511

QC7E. Was there going to be a period of time in the switching process where you would have chosen to or had to pay more than one company to provide a service, to make sure you didn't lose that service?

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
	Total	~a	~b	~c	~d	~e	~f	~g	~h	*i	*j	~k	~l	*m	n	o	p
Significance Level: 95%																	
Unweighted total	106	-	1	3	3	2	2	-	-	55	47	1	-	68	83	102	106
Effective Weighted Sample	66	-	1	3	3	2	1	-	-	34	30	1	-	39	64	64	66
Total	77	-	*	1	1	1	4	-	-	41	31	1	-	48	44	72	77
Yes	3	-	-	1	-	-	-	-	-	1	2	-	-	2	3	3	3
	3%	-%	-%	52%	-%	-%	-%	-%	-%	2%	6%	-%	-%	5%	6%	4%	3%
No	27	-	*	*	1	1	4	-	-	14	11	1	-	17	18	25	27
	35%	-%	100%	24%	70%	59%	100%	-%	-%	33%	36%	100%	-%	36%	40%	34%	35%
Don't know	47	-	-	*	*	*	-	-	-	27	18	-	-	28	24	45	47
	61%	-%	-%	24%	30%	41%	-%	-%	-%	65%	58%	-%	-%	59%	54%	62%	61%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 512

QC8E. How long for?

Base : Those who would have had to pay more than one company during the switching process to provide a fixed line phone service

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN-DLE	BROAD			FIXED	TV	BROAD			FIXED	BUN-DLE	BROAD			FIXED	TV	BROAD			FIXED
		SWIT-CHED	DERED	NEIT-HER		MOB. PHONE	LINE CALLS	MOB. PHONE	LINE CALLS		MOB. PHONE	LINE CALLS	MOB. PHONE	LINE CALLS		MOB. PHONE	LINE CALLS							
																		~a	~b		~c	~d	~e	~f
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u		
Unweighted total	6	1	6	-	-	-	1	-	-	-	1	-	-	-	2	1	-	6	1	1	-	6		
Effective Weighted Sample	5	1	5	-	-	-	1	-	-	-	1	-	-	-	2	1	-	5	1	1	-	5		
Total	3	1	3	-	-	-	1	-	-	-	1	-	-	-	1	*	-	3	*	*	-	3		
2-3 days	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	*	*	-	-	*		
	16%	-%	16%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	53%	-%	-%	16%	100%	-%	-%	16%		
4-7 days	1	1	1	-	-	-	1	-	-	-	1	-	-	-	-	-	-	1	-	-	-	1		
	27%	100%	27%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	27%	-%	-%	-%	27%		
8-14 days	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	*	-	-	-	*		
	14%	-%	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	47%	-%	-%	14%	-%	-%	-%	14%		
More than 30 days	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1		
	35%	-%	35%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	35%	-%	-%	-%	35%		
Don't know	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	*	-	*	-	*		
	9%	-%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	9%	-%	100%	-%	9%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 512

QC8E. How long for?

Base : Those who would have had to pay more than one company during the switching process to provide a fixed line phone service

	TV PROCESSES	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	6	-	-	1	-	-	-	-	-	2	4	-	-	5	6	6	6
Effective Weighted Sample	5	-	-	1	-	-	-	-	-	2	3	-	-	4	5	5	5
Total	3	-	-	1	-	-	-	-	-	1	2	-	-	2	3	3	3
2-3 days	*	-	-	-	-	-	-	-	-	-	*	-	-	*	*	*	*
	16%	-%	-%	-%	-%	-%	-%	-%	-%	-%	24%	-%	-%	19%	16%	16%	16%
4-7 days	1	-	-	1	-	-	-	-	-	-	1	-	-	1	1	1	1
	27%	-%	-%	100%	-%	-%	-%	-%	-%	-%	41%	-%	-%	31%	27%	27%	27%
8-14 days	*	-	-	-	-	-	-	-	-	-	*	-	-	*	*	*	*
	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%	22%	-%	-%	17%	14%	14%	14%
More than 30 days	1	-	-	-	-	-	-	-	-	1	-	-	-	*	1	1	1
	35%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	22%	35%	35%	35%
Don't know	*	-	-	-	-	-	-	-	-	-	*	-	-	*	*	*	*
	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	13%	-%	-%	10%	9%	9%	9%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 513

QC9E. Was there going to be a period of time in the switching process where there was an unwanted break where you were not receiving a service from either company?

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI			SWITCHED & COVERED					COVERED				COVERED					COVERED				
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	TV	BROAD MOB. PHONE		FIXED LINE CALLS	BUN-DLE	TV	BROAD MOB. PHONE		FIXED LINE CALLS	TV	BROAD MOB. PHONE		FIXED LINE CALLS
						~a	b	~c			~d	~e				~f	~g			~h	~i	
Significance Level: 95%	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	q	~r	~s	~t	u	
Unweighted total	106	12	106	-	-	-	8	4	-	-	8	4	-	2	12	40	5	106	12	39	5	106
Effective Weighted Sample	66	5	66	-	-	-	7	2	-	-	7	2	-	2	7	32	3	66	7	31	3	66
Total	77	8	77	-	-	-	3	5	-	-	3	5	-	1	7	19	5	77	7	19	5	77
Yes	*	*	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	*	-	-	-	*
	%	4%	%	-%	-%	-%	10%	-%	-%	-%	10%	-%	-%	-%	-%	-%	-%	%	-%	-%	-%	%
No	28	6	28	-	-	-	2	4	-	-	2	4	-	*	3	7	2	28	3	7	2	28
	37%	82%	37%	-%	-%	-%	69%	92%	-%	-%	69%	92%	-%	53%	42%	35%	42%	37%	48%	36%	42%	37%
Don't know	48	1	48	-	-	-	1	*	-	-	1	*	-	*	4	13	3	48	4	12	3	48
	63%	14%	63%	-%	-%	-%	22%	8%	-%	-%	22%	8%	-%	47%	58%	65%	58%	63%	52%	64%	58%	63%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 513

QC9E. Was there going to be a period of time in the switching process where there was an unwanted break where you were not receiving a service from either company?

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	106	-	1	3	3	2	2	-	-	55	47	1	-	68	83	102	106
Effective Weighted Sample	66	-	1	3	3	2	1	-	-	34	30	1	-	39	64	64	66
Total	77	-	*	1	1	1	4	-	-	41	31	1	-	48	44	72	77
Yes	*	-	-	*	-	-	-	-	-	-	*	-	-	*	*	*	*
	*%	-%	-%	24%	-%	-%	-%	-%	-%	-%	1%	-%	-%	1%	1%	*%	*%
No	28	-	*	1	1	1	4	-	-	12	14	1	-	21	18	26	28
	37%	-%	100%	52%	70%	59%	100%	-%	-%	30%	44%	100%	-%	43%	41%	36%	37%
Don't know	48	-	-	*	*	*	-	-	-	29	17	-	-	27	26	45	48
	63%	-%	-%	24%	30%	41%	-%	-%	-%	70%	55%	-%	-%	56%	58%	63%	63%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 514

QC10E. How long for?

Base : Those who would have had an unwanted break in service when switching their fixed line phone service

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				BUN- DLE	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	TV	BAND		TV	BAND	TV		BAND	TV	BAND		TV	BAND	TV		BAND
	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Significance Level: 95%																						
Unweighted total	1	1	1	-	-	-	1	-	-	-	1	-	-	-	-	-	1	-	-	-	1	
Effective Weighted Sample	1	1	1	-	-	-	1	-	-	-	1	-	-	-	-	-	1	-	-	-	1	
Total	*	*	*	-	-	-	*	-	-	-	*	-	-	-	-	-	*	-	-	-	*	
8-14 days	*	*	*	-	-	-	*	-	-	-	*	-	-	-	-	-	*	-	-	-	*	
	100%	100%	100%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%	100%	-%	-%	-%	100%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 514

QC10E. How long for?

Base : Those who would have had an unwanted break in service when switching their fixed line phone service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p
Significance Level: 95%																	
Unweighted total	1	-	-	1	-	-	-	-	-	-	1	-	-	1	1	1	1
Effective Weighted Sample	1	-	-	1	-	-	-	-	-	-	1	-	-	1	1	1	1
Total	*	-	-	*	-	-	-	-	-	-	*	-	-	*	*	*	*
8-14 days	*	-	-	*	-	-	-	-	-	-	*	-	-	*	*	*	*
	100%	-%	-%	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	100%	100%	100%	100%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 515

QC11E. While you had this unwanted break with no service from your old or new supplier, which of these would have applied to you?

Base : Those who would have had an unwanted break in service when switching their fixed line phone service

	ACTIONS TAKEN								SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE			
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS			
Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u			
Significance Level: 95%																								
Unweighted total	1	1	1	-	-	-	1	-	-	-	1	-	-	-	-	-	-	1	-	-	-	1		
Effective Weighted Sample	1	1	1	-	-	-	1	-	-	-	1	-	-	-	-	-	-	1	-	-	-	1		
Total	*	*	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	*	-	-	-	*		
Used another service instead which you already own	*	*	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	*	-	-	-	*		
	100%	100%	100%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	100%		
Used a service from your workplace	*	*	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	*	-	-	-	*		
	100%	100%	100%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	100%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 515

QC11E. While you had this unwanted break with no service from your old or new supplier, which of these would have applied to you?

Base : Those who would have had an unwanted break in service when switching their fixed line phone service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	1	-	-	1	-	-	-	-	-	-	1	-	-	1	1	1	1
Effective Weighted Sample	1	-	-	1	-	-	-	-	-	-	1	-	-	1	1	1	1
Total	*	-	-	*	-	-	-	-	-	-	*	-	-	*	*	*	*
Used another service instead which you already own	*	-	-	*	-	-	-	-	-	-	*	-	-	*	*	*	*
	100%	-%	-%	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	100%	100%	100%	100%
Used a service from your workplace	*	-	-	*	-	-	-	-	-	-	*	-	-	*	*	*	*
	100%	-%	-%	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	100%	100%	100%	100%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 516

QC12E. Would this have resulted in any additional costs for you?

Base : Those who would have had an unwanted break in service when switching their fixed line phone service

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	~g	~h	TV	BAND	~k	~l	BUN- DLE	TV	BAND	~p	~q	TV	BAND	~t	~u	
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	1	1	1	-	-	-	1	-	-	-	1	-	-	-	-	-	-	1	-	-	-	1
Effective Weighted Sample	1	1	1	-	-	-	1	-	-	-	1	-	-	-	-	-	-	1	-	-	-	1
Total	*	*	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	*	-	-	-	*
Yes	*	*	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	*	-	-	-	*
	100%	100%	100%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	100%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 516

QC12E. Would this have resulted in any additional costs for you?

Base : Those who would have had an unwanted break in service when switching their fixed line phone service

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p	
Significance Level: 95%																		
Unweighted total	1	-	-	1	-	-	-	-	-	-	1	-	-	1	1	1	1	
Effective Weighted Sample	1	-	-	1	-	-	-	-	-	-	1	-	-	1	1	1	1	
Total	*	-	-	*	-	-	-	-	-	-	*	-	-	*	*	*	*	
Yes	*	-	-	*	-	-	-	-	-	-	*	-	-	*	*	*	*	
	100%	-%	-%	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	100%	100%	100%	100%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 517

QC13E. How much extra would you have spent?

Base : Those whose unwanted break would have resulted in additional costs when switching their fixed line phone service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	CONSI				SWITCHED & COVERED					COVERED				CONSIDERED & COVERED				COVERED				
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD MOB.			FIXED LINE	TV	BAND	PHONE	FIXED LINE	BUN- DLE	TV	BAND	PHONE	FIXED LINE	TV	BAND	PHONE	FIXED LINE
						TV	BAND	PHONE	CALLS				CALLS									
																		CALLS				
~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r		~s	~t	~u	
Significance Level: 95%																						
Unweighted total	1	1	1	-	-	-	1	-	-	-	1	-	-	-	-	-	-	1	-	-	-	1
Effective Weighted Sample	1	1	1	-	-	-	1	-	-	-	1	-	-	-	-	-	-	1	-	-	-	1
Total	*	*	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	*	-	-	-	*
Up to £19.99	*	*	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	*	-	-	-	*
	100%	100%	100%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	100%

Table 517

QC13E. How much extra would you have spent?

Base : Those whose unwanted break would have resulted in additional costs when switching their fixed line phone service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	1	-	-	1	-	-	-	-	-	-	1	-	-	1	1	1	1
Effective Weighted Sample	1	-	-	1	-	-	-	-	-	-	1	-	-	1	1	1	1
Total	*	-	-	*	-	-	-	-	-	-	*	-	-	*	*	*	*
Up to £19.99	*	-	-	*	-	-	-	-	-	-	*	-	-	*	*	*	*
	100%	-%	-%	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	100%	100%	100%	100%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 518

QC14. Do you use an email address form your broadband provider - so the company aname would be part of the email address?

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon (including those with broadband in a bundle of services)

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI			BUN- DLE	FIXED			FIXED			FIXED			FIXED			FIXED					
	SWIT- CHED	DERED	NEIT- HER		BROAD	MOB.	PHONE	LINE	BROAD	MOB.	PHONE	LINE	BROAD	MOB.	PHONE	LINE	BROAD	MOB.	PHONE	LINE		
Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	m	~n	o	*p	*q	*r	s	*t	u	
Significance Level: 95%																						
Unweighted total	242	17	242	-	-	2	-	12	3	2	-	12	3	109	13	134	38	40	67	242	39	142
Effective Weighted Sample	189	13	189	-	-	2	-	10	3	2	-	10	3	86	10	105	30	32	54	189	31	110
Total	156	10	156	-	-	1	-	8	1	1	-	8	1	75	10	82	22	19	49	156	25	90
No, do not use this at all	69	*	69	-	-	*	-	-	-	*	-	-	-	35	4	34	10	8	20	69	13	39
	44%	3%	44%	-%	-%	42%	-%	-%	-%	42%	-%	-%	-%	47%	40%	42%	44%	39%	40%	44%	53%	44%
Main email address	58	5	58	-	-	-	-	4	*	-	-	4	*	30	4	28	8	10	22	58	9	39
	37%	49%	37%	-%	-%	-%	-%	56%	33%	-%	-%	56%	33%	40%	35%	35%	38%	51%	45%	37%	36%	44%
Only used for certain tasks - such as buying online or registering on websites	3	-	3	-	-	-	-	-	-	-	-	-	-	2	-	1	*	*	1	3	*	2
	2%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	1%	2%	1%	2%	2%	1%	2%
Only used as a back-up to your main email address	8	2	8	-	-	*	-	1	*	*	-	1	*	4	-	3	3	1	3	8	2	5
	5%	18%	5%	-%	-%	58%	-%	12%	31%	58%	-%	12%	31%	6%	-%	4%	13%	5%	7%	5%	8%	5%
Something else	2	1	2	-	-	-	-	1	*	-	-	1	*	2	-	1	1	-	1	2	1	2
	1%	10%	1%	-%	-%	-%	-%	8%	35%	-%	-%	8%	35%	2%	-%	1%	2%	-%	1%	1%	2%	2%
Don't know	18	2	18	-	-	-	-	2	-	-	-	2	-	3	2	15	1	1	3	18	1	4
	12%	20%	12%	-%	-%	-%	-%	24%	-%	-%	-%	24%	-%	4%	25%	18%	5%	3%	7%	12%	4%	4%
																mq				u		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 518

QC14. Do you use an email address form your broadband provider - so the company aname would be part of the email address?

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon (including those with broadband in a bundle of services)

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	242	2	-	-	-	2	6	-	3	112	122	2	6	159	242	234	237
Effective Weighted Sample	189	2	-	-	-	2	5	-	3	92	93	2	5	125	189	183	185
Total	156	1	-	-	-	1	5	-	1	69	82	1	5	103	156	151	152
No, do not use this at all	69	*	-	-	-	-	-	-	-	29	39	-	-	43	69	67	66
	44%	42%	-%	-%	-%	-%	-%	-%	-%	41%	47%	-%	-%	42%	44%	44%	44%
Main email address	58	-	-	-	-	*	3	-	*	27	28	*	3	41	58	55	57
	37%	-%	-%	-%	-%	31%	65%	-%	33%	40%	34%	31%	65%	39%	37%	37%	37%
Only used for certain tasks - such as buying online or registering on websites	3	-	-	-	-	-	-	-	-	1	1	-	-	1	3	3	3
	2%	-%	-%	-%	-%	-%	-%	-%	-%	2%	2%	-%	-%	1%	2%	2%	2%
Only used as a back-up to your main email address	8	*	-	-	-	-	1	-	*	4	4	-	1	6	8	8	8
	5%	58%	-%	-%	-%	-%	21%	-%	31%	6%	5%	-%	21%	6%	5%	5%	5%
Something else	2	-	-	-	-	-	1	-	*	1	2	-	1	2	2	2	2
	1%	-%	-%	-%	-%	-%	14%	-%	35%	1%	2%	-%	14%	2%	1%	1%	1%
Don't know	18	-	-	-	-	1	-	-	-	9	9	1	-	11	18	18	18
	12%	-%	-%	-%	-%	69%	-%	-%	-%	12%	11%	69%	-%	11%	12%	12%	12%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 519

QC15. Did you want to continue to use the email address from your previous broadband provider when you changed to your new broadband provider?

Base : Those who used the email address from their previous broadband supplier

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS		
	Total	SWIT- CHED	DERED		NEIT- HER	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND	PHONE		
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	*m	~n	o	~p	*q	*r	s	~t	u
Unweighted total	159	18	131	23	-	1	-	12	5	1	-	12	5	73	7	87	28	35	38	124	23	84
Effective Weighted Sample	123	12	99	22	-	1	-	8	4	1	-	8	4	56	6	69	24	28	30	94	19	63
Total	90	9	71	18	-	*	-	6	2	*	-	6	2	45	5	46	14	18	26	69	12	48
Yes	16	1	16	-	-	-	-	1	-	-	-	1	-	8	1	7	1	2	6	16	1	10
	17%	14%	22%	-%	-%	-%	-%	19%	-%	-%	-%	19%	-%	18%	22%	16%	8%	10%	21%	23%	10%	20%
No	10	2	10	-	-	-	-	2	-	-	-	2	-	8	1	2	-	1	5	10	-	9
	11%	23%	14%	-%	-%	-%	-%	31%	-%	-%	-%	31%	-%	18%	23%	4%	-%	6%	20%	15%	-%	19%
Don't know	6	-	6	-	-	-	-	-	-	-	-	-	-	2	1	4	2	2	3	6	2	4
	6%	-%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	17%	8%	16%	9%	11%	8%	20%	7%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 519

QC15. Did you want to continue to use the email address from your previous broadband provider when you changed to your new broadband provider?

Base : Those who used the email address from their previous broadband supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
	Total	~a	~b	~c	~d	~e	~f	~g	~h	*i	j	~k	~l	m	n	o	p
Significance Level: 95%																	
Unweighted total	159	1	-	-	-	3	7	-	4	69	83	3	6	101	159	152	156
Effective Weighted Sample	123	1	-	-	-	2	5	-	4	54	63	2	5	78	123	117	120
Total	90	*	-	-	-	1	5	-	2	38	49	1	5	60	90	87	88
Yes	16	-	-	-	-	-	1	-	-	6	8	-	1	12	16	15	16
	17%	-%	-%	-%	-%	-%	26%	-%	-%	17%	17%	-%	27%	20%	17%	17%	18%
No	10	-	-	-	-	-	2	-	-	4	6	-	2	9	10	10	10
	11%	-%	-%	-%	-%	-%	43%	-%	-%	10%	13%	-%	43%	14%	11%	12%	11%
Don't know	6	-	-	-	-	-	-	-	-	2	4	-	-	3	6	5	5
	6%	-%	-%	-%	-%	-%	-%	-%	-%	4%	8%	-%	-%	5%	6%	6%	6%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 520

Base : Those who used the email address from their previous broadband supplier

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		
Significance Level: 95%	Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	*m	~n	o	~p	*q	*r	s	~t	u
Unweighted total	159	18	131	23	-	1	-	12	5	1	-	12	5	73	7	87	28	35	38	124	23	84
Effective Weighted Sample	123	12	99	22	-	1	-	8	4	1	-	8	4	56	6	69	24	28	30	94	19	63
Total	90	9	71	18	-	*	-	6	2	*	-	6	2	45	5	46	14	18	26	69	12	48
Yes	28	-	17	10	-	-	-	-	-	-	-	-	-	9	1	19	5	9	4	15	5	10
	31%	-%	24%	58%	-%	-%	-%	-%	-%	-%	-%	-%	-%	19%	14%	42% m	35%	51% m	15%	22%	41%	21%
No	15	-	12	3	-	-	-	-	-	-	-	-	-	9	*	7	4	3	4	12	2	9
	17%	-%	17%	18%	-%	-%	-%	-%	-%	-%	-%	-%	-%	19%	6%	15%	28%	18%	15%	17%	16%	18%
Don't know	10	-	6	4	-	-	-	-	-	-	-	-	-	6	1	4	2	1	3	6	2	4
	11%	-%	8%	24%	-%	-%	-%	-%	-%	-%	-%	-%	-%	14%	14%	8%	13%	7%	10%	8%	14%	8%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 520

Base : Those who used the email address from their previous broadband supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	159	1	-	-	-	3	7	-	4	69	83	3	6	101	159	152	156
Effective Weighted Sample	123	1	-	-	-	2	5	-	4	54	63	2	5	78	123	117	120
Total	90	*	-	-	-	1	5	-	2	38	49	1	5	60	90	87	88
Yes	28	-	-	-	-	-	-	-	-	11	15	-	-	15	28	26	27
	31%	-%	-%	-%	-%	-%	-%	-%	-%	28%	32%	-%	-%	24%	31%	30%	31%
No	15	-	-	-	-	-	-	-	-	9	6	-	-	9	15	15	14
	17%	-%	-%	-%	-%	-%	-%	-%	-%	23%	13%	-%	-%	16%	17%	18%	16%
Don't know	10	-	-	-	-	-	-	-	-	4	5	-	-	7	10	9	10
	11%	-%	-%	-%	-%	-%	-%	-%	-%	10%	11%	-%	-%	12%	11%	11%	11%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 521

Base : Those who used the email address from their previous broadband supplier

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				BUN-DLE	BROAD MOB. LINE			TV	BROAD MOB. LINE			BUN-DLE	BROAD MOB. LINE			TV	BROAD MOB. LINE				
	SWIT-CHED	DERED	NEIT-HER	TV		BAND	PHONE	CALLS		TV	BAND	PHONE		CALLS	TV	BAND		PHONE	CALLS			
Significance Level: 95%	Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	*m	~n	o	~p	*q	*r	s	~t	u
Unweighted total	159	18	131	23	-	1	-	12	5	1	-	12	5	73	7	87	28	35	38	124	23	84
Effective Weighted Sample	123	12	99	22	-	1	-	8	4	1	-	8	4	56	6	69	24	28	30	94	19	63
Total	90	9	71	18	-	*	-	6	2	*	-	6	2	45	5	46	14	18	26	69	12	48
Yes	2	2	1	-	-	-	-	1	1	-	-	1	1	*	-	1	-	-	-	1	-	-
	2%	18%	2%	-%	-%	-%	-%	11%	47%	-%	-%	11%	47%	1%	-%	3%	-%	-%	-%	2%	-%	-%
No	4	3	4	-	-	*	-	2	*	*	-	2	*	2	*	2	-	-	2	4	-	2
	4%	38%	5%	-%	-%	100%	-%	39%	18%	100%	-%	39%	18%	5%	4%	4%	-%	-%	8%	5%	-%	5%
Don't know	1	1	-	-	-	-	-	-	1	-	-	-	1	1	-	-	-	-	-	-	-	-
	1%	7%	-%	-%	-%	-%	-%	-%	34%	-%	-%	-%	34%	1%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 521

Base : Those who used the email address from their previous broadband supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	159	1	-	-	-	3	7	-	4	69	83	3	6	101	159	152	156
Effective Weighted Sample	123	1	-	-	-	2	5	-	4	54	63	2	5	78	123	117	120
Total	90	*	-	-	-	1	5	-	2	38	49	1	5	60	90	87	88
Yes	2	-	-	-	-	*	*	-	1	*	1	*	*	1	2	2	2
	2%	-%	-%	-%	-%	39%	9%	-%	43%	1%	2%	39%	9%	2%	2%	2%	2%
No	4	*	-	-	-	*	1	-	*	2	2	*	1	4	4	4	4
	4%	100%	-%	-%	-%	61%	21%	-%	20%	5%	4%	61%	21%	7%	4%	4%	4%
Don't know	1	-	-	-	-	-	-	-	1	-	1	-	-	1	1	1	1
	1%	-%	-%	-%	-%	-%	-%	-%	37%	-%	1%	-%	-%	1%	1%	1%	1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 522

QC16. What did you do in order to continue using this email address?

Base : Those who wanted to continue using the email address from their previous broadband supplier

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS		
		SWIT-CHED	DERED	NEIT-HER		TV	BAND	TV		BAND	PHONE	TV		BAND	PHONE	TV		BAND	PHONE	TV		BAND	PHONE
Significance Level: 95%		~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	*o	~p	~q	~r	*s	~t	*u	
Unweighted total	77	7	61	13	-	-	-	4	3	-	-	4	3	26	2	51	13	21	12	56	13	34	
Effective Weighted Sample	58	4	44	13	-	-	-	2	3	-	-	2	3	19	2	39	10	17	10	41	10	25	
Total	45	3	34	10	-	-	-	2	1	-	-	2	1	17	2	28	6	11	9	32	6	20	
Tried to move it, but gave up	6	*	5	1	-	-	-	*	-	-	-	*	-	4	-	2	2	2	1	4	2	4	
	14%	5%	15%	8%	-%	-%	-%	7%	-%	-%	-%	7%	-%	25%	-%	7%	28%	14%	12%	13%	30%	22%	
Used software to help manage my accounts	2	-	1	1	-	-	-	-	-	-	-	-	-	-	-	2	-	*	-	1	-	*	
	4%	-%	3%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%	3%	-%	3%	-%	1%	
Agreed with my old supplier that they would forward the account	1	-	1	-	-	-	-	-	-	-	-	-	-	*	-	1	1	-	-	*	1	-	
	2%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	2%	16%	-%	-%	1%	17%	-%	
Something else	13	1	11	2	-	-	-	-	1	-	-	-	1	5	1	8	-	3	5	11	-	7	
	29%	31%	33%	16%	-%	-%	-%	-%	100%	-%	-%	-%	100%	30%	62%	28%	-%	30%	57%	33%	-%	34%	
Don't know	23	2	16	7	-	-	-	2	-	-	-	2	-	7	1	16	3	6	3	16	3	9	
	52%	64%	47%	68%	-%	-%	-%	93%	-%	-%	-%	93%	-%	43%	38%	57%	55%	53%	31%	49%	53%	42%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 522

QC16. What did you do in order to continue using this email address?

Base : Those who wanted to continue using the email address from their previous broadband supplier

		TV PROCES S		BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	77	-	-	-	-	2	2	-	2	31	42	2	2	46	77	73	76
Effective Weighted Sample	58	-	-	-	-	2	2	-	2	24	31	2	2	35	58	54	57
Total	45	-	-	-	-	*	2	-	1	18	25	*	2	27	45	42	44
Tried to move it, but gave up	6	-	-	-	-	*	-	-	-	2	4	*	-	3	6	6	6
	14%	-%	-%	-%	-%	52%	-%	-%	-%	14%	15%	52%	-%	11%	14%	14%	14%
Used software to help manage my accounts	2	-	-	-	-	-	-	-	-	1	1	-	-	1	2	2	2
	4%	-%	-%	-%	-%	-%	-%	-%	-%	5%	3%	-%	-%	3%	4%	4%	4%
Agreed with my old supplier that they would forward the account	1	-	-	-	-	-	-	-	-	*	1	-	-	-	1	1	1
	2%	-%	-%	-%	-%	-%	-%	-%	-%	2%	3%	-%	-%	-%	2%	2%	2%
Something else	13	-	-	-	-	-	-	-	1	7	6	-	-	11	13	13	13
	29%	-%	-%	-%	-%	-%	-%	-%	100%	42%	22%	-%	-%	39%	29%	30%	29%
Don't know	23	-	-	-	-	*	2	-	-	7	14	*	2	13	23	21	22
	52%	-%	-%	-%	-%	48%	100%	-%	-%	37%	57%	48%	100%	47%	52%	49%	51%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 523

QC17. How easy or difficult did you find this?

Base : Those who wanted to continue using the email address from their previous broadband supplier

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED							
	CONSI				BUN- DLE	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS					
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	TV	BAND		PHONE	TV	BAND		PHONE	TV	BAND		PHONE	TV	BAND		PHONE	TV	BAND	PHONE	LINE CALLS
Total																										
Significance Level: 95%		~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	*o	~p	~q	~r	*s	~t	*u				
Unweighted total	77	7	61	13	-	-	-	4	3	-	-	4	3	26	2	51	13	21	12	56	13	34				
Effective Weighted Sample	58	4	44	13	-	-	-	2	3	-	-	2	3	19	2	39	10	17	10	41	10	25				
Total	45	3	34	10	-	-	-	2	1	-	-	2	1	17	2	28	6	11	9	32	6	20				
3 - Neither	3	-	3	-	-	-	-	-	-	-	-	-	-	2	1	1	-	-	1	3	-	2				
	7%	-%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%	62%	4%	-%	-%	12%	9%	-%	9%				
Don't know	13	1	13	-	-	-	-	1	-	-	-	1	-	6	-	6	1	2	4	13	1	8				
	28%	44%	37%	-%	-%	-%	-%	64%	-%	-%	-%	64%	-%	37%	-%	23%	18%	16%	47%	39%	19%	40%				

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 523

QC17. How easy or difficult did you find this?

Base : Those who wanted to continue using the email address from their previous broadband supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	77	-	-	-	-	2	2	-	2	31	42	2	2	46	77	73	76
Effective Weighted Sample	58	-	-	-	-	2	2	-	2	24	31	2	2	35	58	54	57
Total	45	-	-	-	-	*	2	-	1	18	25	*	2	27	45	42	44
3 - Neither	3	-	-	-	-	-	-	-	-	-	3	-	-	1	3	3	3
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	12%	-%	-%	4%	7%	7%	7%
Don't know	13	-	-	-	-	-	1	-	-	6	5	-	1	11	13	12	13
	28%	-%	-%	-%	-%	-%	74%	-%	-%	36%	21%	-%	74%	39%	28%	28%	29%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 524

Base : Those who wanted to continue using the email address from their previous broadband supplier

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED							
	CONSI				SWITCHED & COVERED					FIXED				FIXED					FIXED							
	Total	SWIT-CHER	DERED	NEIT-HER	BUN-DLE	BROAD			MOB. PHONE	FIXED LINE CALLS	BROAD			MOB. PHONE	FIXED LINE CALLS	BUN-DLE	BROAD			MOB. PHONE	FIXED LINE CALLS	BROAD			MOB. PHONE	FIXED LINE CALLS
						TV	BAND				TV	BAND					TV	BAND				TV	BAND			
Significance Level: 95%	~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	*o	~p	~q	~r	*s	~t	*u					
Unweighted total	77	7	61	13	-	-	-	4	3	-	-	4	3	26	2	51	13	21	12	56	13	34				
Effective Weighted Sample	58	4	44	13	-	-	-	2	3	-	-	2	3	19	2	39	10	17	10	41	10	25				
Total	45	3	34	10	-	-	-	2	1	-	-	2	1	17	2	28	6	11	9	32	6	20				
1 - Very difficult	4	-	3	1	-	-	-	-	-	-	-	-	-	3	-	1	2	1	2	3	2	3				
	9%	-%	10%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	19%	-%	3%	30%	9%	17%	8%	31%	15%				
2	4	-	2	2	-	-	-	-	-	-	-	-	-	1	-	3	2	2	-	1	1	2				
	8%	-%	6%	16%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	10%	26%	16%	-%	4%	14%	8%				
3 - Neither easy nor difficult	7	-	4	4	-	-	-	-	-	-	-	-	-	2	-	5	*	3	1	3	*	3				
	16%	-%	11%	35%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%	-%	20%	5%	28%	13%	11%	6%	15%				
4	1	-	*	1	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	*	-	-				
	2%	-%	1%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	7%	-%	1%	-%	-%				
5 - Very easy	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	2	1	-	-	1	1	-				
	3%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	11%	-%	-%	4%	12%	-%				
Don't know	10	-	6	4	-	-	-	-	-	-	-	-	-	3	1	7	1	3	1	6	1	3				
	22%	-%	19%	35%	-%	-%	-%	-%	-%	-%	-%	-%	-%	16%	38%	26%	10%	24%	10%	20%	19%	13%				

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 524

Base : Those who wanted to continue using the email address from their previous broadband supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	77	-	-	-	-	2	2	-	2	31	42	2	2	46	77	73	76
Effective Weighted Sample	58	-	-	-	-	2	2	-	2	24	31	2	2	35	58	54	57
Total	45	-	-	-	-	*	2	-	1	18	25	*	2	27	45	42	44
1 - Very difficult	4	-	-	-	-	-	-	-	-	3	1	-	-	2	4	4	4
	9%	-%	-%	-%	-%	-%	-%	-%	-%	16%	6%	-%	-%	8%	9%	10%	9%
2	4	-	-	-	-	-	-	-	-	1	3	-	-	3	4	4	4
	8%	-%	-%	-%	-%	-%	-%	-%	-%	6%	10%	-%	-%	11%	8%	8%	8%
3 - Neither easy nor difficult	7	-	-	-	-	-	-	-	-	4	3	-	-	4	7	7	7
	16%	-%	-%	-%	-%	-%	-%	-%	-%	24%	13%	-%	-%	13%	16%	17%	17%
4	1	-	-	-	-	-	-	-	-	-	1	-	-	-	1	1	1
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	2%	3%	2%
5 - Very easy	2	-	-	-	-	-	-	-	-	1	1	-	-	1	2	2	2
	3%	-%	-%	-%	-%	-%	-%	-%	-%	3%	4%	-%	-%	3%	3%	4%	3%
Don't know	10	-	-	-	-	-	-	-	-	2	6	-	-	5	10	8	9
	22%	-%	-%	-%	-%	-%	-%	-%	-%	12%	26%	-%	-%	17%	22%	20%	21%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 525

Base : Those who wanted to continue using the email address from their previous broadband supplier

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED											
					SWITCHED & COVERED					COVERED				CONSIDERED & COVERED					COVERED						
	CONSI				BUN- DLE	BROAD			MOB.	FIXED	TV	BROAD		MOB.	FIXED	BUN- DLE	BROAD		MOB.	FIXED	TV	BROAD		MOB.	FIXED
	SWIT- CHED	DERED	NEIT- HER					PHONE	LINE				PHONE	CALLS				PHONE	CALLS				PHONE	CALLS	
Total	~a	*b	~c	~d	~e	BAND	~f	~g	~h	~i	BAND	~j	~k	~l	~m	~n	*o	~p	~q	~r	BAND	*s	~t	*u	
Significance Level: 95%																									
Unweighted total	77	7	61	13	-	-	-	4	3	-	-	4	3	26	2	51	13	21	12	56	13	34			
Effective Weighted Sample	58	4	44	13	-	-	-	2	3	-	-	2	3	19	2	39	10	17	10	41	10	25			
Total	45	3	34	10	-	-	-	2	1	-	-	2	1	17	2	28	6	11	9	32	6	20			
1 - Very difficult	1	1	*	-	-	-	-	1	-	-	-	1	-	*	-	*	-	-	-	*	-	-			
	1%	20%	1%	-%	-%	-%	-%	29%	-%	-%	-%	29%	-%	1%	-%	1%	-%	-%	-%	1%	-%	-%			
2	*	*	*	-	-	-	-	-	*	-	-	-	*	-	-	*	-	-	-	*	-	-			
	1%	13%	1%	-%	-%	-%	-%	-%	44%	-%	-%	-%	44%	-%	-%	1%	-%	-%	-%	1%	-%	-%			
3 - Neither easy nor difficult	*	*	-	-	-	-	-	*	-	-	-	*	-	*	-	-	-	-	-	-	-	-			
	*%	5%	-%	-%	-%	-%	-%	7%	-%	-%	-%	7%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%			
5 - Very easy	*	*	*	-	-	-	-	-	*	-	-	-	*	-	-	*	-	-	-	*	-	-			
	1%	13%	1%	-%	-%	-%	-%	-%	41%	-%	-%	-%	41%	-%	-%	1%	-%	-%	-%	1%	1%	-%	-%		
Don't know	*	*	-	-	-	-	-	-	*	-	-	-	*	-	-	*	-	-	-	-	-	-			
	*%	5%	-%	-%	-%	-%	-%	-%	15%	-%	-%	-%	15%	-%	-%	*%	-%	-%	-%	-%	-%	-%			

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 525

Base : Those who wanted to continue using the email address from their previous broadband supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	77	-	-	-	-	2	2	-	2	31	42	2	2	46	77	73	76
Effective Weighted Sample	58	-	-	-	-	2	2	-	2	24	31	2	2	35	58	54	57
Total	45	-	-	-	-	*	2	-	1	18	25	*	2	27	45	42	44
1 - Very difficult	1	-	-	-	-	*	*	-	-	-	1	*	*	*	1	1	1
	1%	-%	-%	-%	-%	52%	26%	-%	-%	-%	2%	52%	26%	2%	1%	1%	1%
2	*	-	-	-	-	-	-	-	*	-	*	-	-	*	*	*	*
	1%	-%	-%	-%	-%	-%	-%	-%	52%	-%	1%	-%	-%	1%	1%	1%	1%
3 - Neither easy nor difficult	*	-	-	-	-	*	-	-	-	-	*	*	-	*	*	*	*
	*%	-%	-%	-%	-%	48%	-%	-%	-%	-%	1%	48%	-%	*%	*%	*%	*%
5 - Very easy	*	-	-	-	-	-	-	-	*	*	-	-	-	-	*	*	*
	1%	-%	-%	-%	-%	-%	-%	-%	48%	2%	-%	-%	-%	-%	1%	1%	1%
Don't know	*	-	-	-	-	-	-	-	-	*	-	-	-	*	*	*	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	*%	*%	*%	*%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 526

QC18. Were these issues with moving your email address important in your decision not to switch to another provider?

Base : Those who wanted to continue using the email address from their previous broadband supplier

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		
																						~a
Significance Level: 95%		~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	*o	~p	~q	~r	*s	~t	*u
Unweighted total	77	7	61	13	-	-	-	4	3	-	-	4	3	26	2	51	13	21	12	56	13	34
Effective Weighted Sample	58	4	44	13	-	-	-	2	3	-	-	2	3	19	2	39	10	17	10	41	10	25
Total	45	3	34	10	-	-	-	2	1	-	-	2	1	17	2	28	6	11	9	32	6	20
Yes, very important	16	1	12	4	-	-	-	*	*	-	-	*	*	4	-	12	4	5	2	11	4	8
	36%	28%	37%	36%	-%	-%	-%	22%	41%	-%	-%	22%	41%	26%	-%	42%	72%	46%	23%	35%	63%	38%
Yes, fairly important	11	1	7	3	-	-	-	*	*	-	-	*	*	6	1	5	1	2	2	7	2	5
	24%	23%	22%	31%	-%	-%	-%	7%	59%	-%	-%	7%	59%	35%	38%	18%	22%	21%	25%	21%	31%	23%
No, not important	7	-	4	3	-	-	-	-	-	-	-	-	-	2	-	5	*	3	2	4	*	3
	15%	-%	12%	26%	-%	-%	-%	-%	-%	-%	-%	-%	-%	10%	-%	18%	6%	26%	19%	13%	6%	15%
Don't know	11	1	10	1	-	-	-	1	-	-	-	1	-	5	1	6	-	1	3	10	-	5
	24%	49%	29%	7%	-%	-%	-%	71%	-%	-%	-%	71%	-%	29%	62%	22%	-%	7%	34%	31%	-%	24%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 526

QC18. Were these issues with moving your email address important in your decision not to switch to another provider?

Base : Those who wanted to continue using the email address from their previous broadband supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	77	-	-	-	-	2	2	-	2	31	42	2	2	46	77	73	76
Effective Weighted Sample	58	-	-	-	-	2	2	-	2	24	31	2	2	35	58	54	57
Total	45	-	-	-	-	*	2	-	1	18	25	*	2	27	45	42	44
Yes, very important	16	-	-	-	-	-	*	-	*	4	10	-	*	11	16	14	15
	36%	-%	-%	-%	-%	-%	26%	-%	48%	24%	40%	-%	26%	40%	36%	33%	35%
Yes, fairly important	11	-	-	-	-	*	-	-	*	6	5	*	-	6	11	11	11
	24%	-%	-%	-%	-%	52%	-%	-%	52%	32%	21%	52%	-%	22%	24%	26%	25%
No, not important	7	-	-	-	-	-	-	-	-	3	3	-	-	4	7	7	7
	15%	-%	-%	-%	-%	-%	-%	-%	-%	19%	14%	-%	-%	14%	15%	16%	15%
Don't know	11	-	-	-	-	*	1	-	-	4	6	*	1	7	11	11	11
	24%	-%	-%	-%	-%	48%	74%	-%	-%	24%	25%	48%	74%	24%	24%	25%	25%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 527

QC19A. In considering switching your package of services, did you contact...

Base : Those who have considered switching their package of services supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV	BAND	TV	BAND	TV	BAND	TV	BAND	TV	BAND	TV	BAND	TV	BAND	
	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	m	~n	~o	~p	~q	*r	s	~t	u	
Significance Level: 95%																						
Unweighted total	114	8	114	-	-	1	-	7	-	1	-	7	-	114	4	1	23	2	64	109	24	110
Effective Weighted Sample	85	5	85	-	-	1	-	4	-	1	-	4	-	85	3	1	18	2	47	86	19	82
Total	83	7	83	-	-	*	-	7	-	*	-	7	-	83	3	*	13	1	50	75	16	80
Both your current supplier and a new supplier	19	3	19	-	-	*	-	3	-	*	-	3	-	19	1	*	3	-	12	19	5	19
	23%	44%	23%	-%	-%	100%	-%	40%	-%	100%	-%	40%	-%	23%	41%	100%	25%	-%	24%	25%	29%	24%
Only your current supplier	16	-	16	-	-	-	-	-	-	-	-	-	-	16	-	-	2	-	13	14	1	14
	19%	-%	19%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	19%	-%	-%	13%	-%	25%	18%	8%	17%
Only a new supplier	24	3	24	-	-	-	-	3	-	-	-	3	-	24	2	-	4	*	12	21	5	23
	29%	38%	29%	-%	-%	-%	-%	40%	-%	-%	-%	40%	-%	29%	59%	-%	31%	53%	23%	28%	28%	29%
Can't remember	24	1	24	-	-	-	-	1	-	-	-	1	-	24	-	-	4	*	14	21	5	24
	29%	19%	29%	-%	-%	-%	-%	20%	-%	-%	-%	20%	-%	29%	-%	-%	30%	47%	28%	29%	34%	30%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 527

QC19A. In considering switching your package of services, did you contact...

Base : Those who have considered switching their package of services supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	114	1	-	-	-	3	3	-	-	52	59	3	3	89	109	111	113
Effective Weighted Sample	85	1	-	-	-	2	2	-	-	41	42	2	2	65	86	83	84
Total	83	*	-	-	-	4	2	-	-	38	43	4	2	64	75	81	82
Both your current supplier and a new supplier	19	*	-	-	-	1	1	-	-	6	13	1	1	14	19	19	19
	23%	100%	-%	-%	-%	24%	44%	-%	-%	16%	30%	24%	44%	22%	25%	23%	23%
Only your current supplier	16	-	-	-	-	-	-	-	-	9	7	-	-	13	14	15	15
	19%	-%	-%	-%	-%	-%	-%	-%	-%	23%	15%	-%	-%	20%	18%	19%	19%
Only a new supplier	24	-	-	-	-	3	-	-	-	9	13	3	-	17	21	22	24
	29%	-%	-%	-%	-%	76%	-%	-%	-%	24%	31%	76%	-%	26%	28%	28%	29%
Can't remember	24	-	-	-	-	-	1	-	-	14	10	-	1	20	21	24	24
	29%	-%	-%	-%	-%	-%	56%	-%	-%	37%	24%	-%	56%	31%	29%	30%	29%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 528

QC20A. Did you contact your current supplier or your new supplier first?

Base : Those who contacted both their current and a new supplier for their package of services

	ACTIONS TAKEN								SERVICES SWITCHED & COVERED								SERVICES CONSIDERED & COVERED							
					SWITCHED & COVERED				COVERED				CONSIDERED & COVERED				COVERED							
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE		
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS			
Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u			
Significance Level: 95%																								
Unweighted total	30	6	30	-	-	1	-	5	-	1	-	5	-	30	1	1	6	-	19	29	7	30		
Effective Weighted Sample	24	6	24	-	-	1	-	5	-	1	-	5	-	24	1	1	5	-	16	23	6	24		
Total	19	3	19	-	-	*	-	3	-	*	-	3	-	19	1	*	3	-	12	19	5	19		
Previous supplier	3	2	3	-	-	-	-	2	-	-	-	2	-	3	-	*	1	-	3	3	1	3		
	16%	51%	16%	-%	-%	-%	-%	60%	-%	-%	-%	60%	-%	16%	-%	100%	17%	-%	26%	14%	12%	16%		
New supplier	15	2	15	-	-	*	-	1	-	*	-	1	-	15	1	-	3	-	8	15	4	15		
	77%	49%	77%	-%	-%	100%	-%	40%	-%	100%	-%	40%	-%	77%	100%	-%	83%	-%	71%	79%	88%	77%		
Can't remember	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	*	1	-	1		
	7%	-%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	7%	-%	-%	-%	-%	4%	7%	-%	7%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 528

QC20A. Did you contact your current supplier or your new supplier first?

Base : Those who contacted both their current and a new supplier for their package of services

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p	
Significance Level: 95%																		
Unweighted total	30	1	-	-	-	2	2	-	-	10	20	2	2	24	29	30	30	
Effective Weighted Sample	24	1	-	-	-	2	2	-	-	9	15	2	2	19	23	24	24	
Total	19	*	-	-	-	1	1	-	-	6	13	1	1	14	19	19	19	
Previous supplier	3	-	-	-	-	*	*	-	-	1	2	*	*	3	3	3	3	
	16%	-%	-%	-%	-%	52%	38%	-%	-%	19%	15%	52%	38%	22%	14%	16%	16%	
New supplier	15	*	-	-	-	*	1	-	-	5	10	*	1	11	15	15	15	
	77%	100%	-%	-%	-%	48%	62%	-%	-%	81%	75%	48%	62%	75%	79%	77%	77%	
Can't remember	1	-	-	-	-	-	-	-	-	-	1	-	-	*	1	1	1	
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	10%	-%	-%	3%	7%	7%	7%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 529

QC21A. Why did you contact this supplier first?

Base : Those aware who they contacted first when considering switching their package of services

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	FIXED			PHONE	FIXED			PHONE	FIXED			PHONE	FIXED					
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	MOB.		LINE	CALLS	TV		BAND	MOB.	LINE		CALLS	TV	BAND	MOB.	LINE	CALLS
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	28	6	28	-	-	1	-	5	-	1	-	5	-	28	1	1	6	-	18	27	7	28	
Effective Weighted Sample	22	6	22	-	-	1	-	5	-	1	-	5	-	22	1	1	5	-	15	22	6	22	
Total	18	3	18	-	-	*	-	3	-	*	-	3	-	18	1	*	3	-	12	17	5	18	
To see what they could offer me	13	2	13	-	-	*	-	2	-	*	-	2	-	13	1	*	2	-	9	12	4	13	
	73%	66%	73%	-%	-%	100%	-%	60%	-%	100%	-%	60%	-%	73%	100%	100%	71%	-%	74%	72%	79%	73%	
To find out what I needed to do to make the switch	10	2	10	-	-	*	-	2	-	*	-	2	-	10	1	-	2	-	6	10	3	10	
	58%	76%	58%	-%	-%	100%	-%	72%	-%	100%	-%	72%	-%	58%	100%	-%	74%	-%	55%	57%	71%	58%	
Something else	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	*	1	-	1	
	5%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%	-%	-%	4%	5%	-%	5%	
Don't know	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1	1	-	1	
	7%	-%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	7%	-%	-%	-%	-%	10%	7%	-%	7%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 529

QC21A. Why did you contact this supplier first?

Base : Those aware who they contacted first when considering switching their package of services

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	28	1	-	-	-	2	2	-	-	10	18	2	2	23	27	28	28
Effective Weighted Sample	22	1	-	-	-	2	2	-	-	9	14	2	2	19	22	22	22
Total	18	*	-	-	-	1	1	-	-	6	12	1	1	14	17	18	18
To see what they could offer me	13 73%	* 100%	- -%	- -%	- -%	* 52%	* 38%	- -%	- -%	4 62%	9 78%	* 52%	* 38%	10 73%	12 72%	13 73%	13 73%
To find out what I needed to do to make the switch	10 58%	* 100%	- -%	- -%	- -%	1 100%	1 100%	- -%	- -%	4 66%	6 54%	1 100%	1 100%	8 57%	10 57%	10 58%	10 58%
Something else	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 8%	* 3%	- -%	- -%	* 4%	1 5%	1 5%	1 5%
Don't know	1 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 10%	- -%	- -%	1 9%	1 7%	1 7%	1 7%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 530

QC22A. How easy or difficult did you find the process of making contact with suppliers in order to make the switch?

Base : Those who contacted any suppliers when considering switching their package of services

	ACTIONS TAKEN								SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS			
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		CALLS	TV	BAND		PHONE	CALLS	TV		BAND	PHONE	CALLS				
																						~a	b	~c
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	m	~n	~o	~p	~q	*r	s	~t	u		
Unweighted total	89	7	89	-	-	1	-	6	-	1	-	6	-	89	4	1	19	1	51	86	19	85		
Effective Weighted Sample	64	4	64	-	-	1	-	3	-	1	-	3	-	64	3	1	17	1	36	68	17	61		
Total	58	6	58	-	-	*	-	5	-	*	-	5	-	58	3	*	9	*	36	53	10	56		
1 - Very difficult	1	*	1	-	-	-	-	*	-	-	-	*	-	1	-	-	-	-	1	1	1	1		
	2%	7%	2%	-%	-%	-%	-%	8%	-%	-%	-%	8%	-%	2%	-%	-%	-%	-%	2%	3%	7%	2%		
2	9	*	9	-	-	-	-	*	-	-	-	*	-	9	-	-	3	-	6	9	3	9		
	15%	7%	15%	-%	-%	-%	-%	8%	-%	-%	-%	8%	-%	15%	-%	-%	37%	-%	16%	16%	26%	15%		
TOTAL DIFFICULT	10	1	10	-	-	-	-	1	-	-	-	1	-	10	-	-	3	-	6	10	3	10		
	17%	14%	17%	-%	-%	-%	-%	15%	-%	-%	-%	15%	-%	17%	-%	-%	37%	-%	18%	19%	33%	17%		
3 - Neither	13	1	13	-	-	-	-	1	-	-	-	1	-	13	*	*	4	-	9	13	4	13		
	23%	13%	23%	-%	-%	-%	-%	14%	-%	-%	-%	14%	-%	23%	12%	100%	42%	-%	25%	25%	37%	23%		
4	15	*	15	-	-	-	-	*	-	-	-	*	-	15	1	-	2	*	9	15	1	15		
	26%	8%	26%	-%	-%	-%	-%	8%	-%	-%	-%	8%	-%	26%	41%	-%	21%	100%	25%	28%	14%	27%		
5 - Very easy	16	4	16	-	-	*	-	3	-	*	-	3	-	16	1	-	-	-	8	13	2	15		
	27%	66%	27%	-%	-%	100%	-%	63%	-%	100%	-%	63%	-%	27%	47%	-%	-%	-%	22%	25%	16%	26%		
TOTAL EASY	31	4	31	-	-	*	-	4	-	*	-	4	-	31	2	-	2	*	17	28	3	30		
	53%	73%	53%	-%	-%	100%	-%	71%	-%	100%	-%	71%	-%	53%	88%	-%	21%	100%	47%	53%	30%	53%		
Don't know	4	-	4	-	-	-	-	-	-	-	-	-	-	4	-	-	-	-	4	2	-	4		
	6%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%	-%	-%	-%	10%	3%	-%	7%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 530

QC22A. How easy or difficult did you find the process of making contact with suppliers in order to make the switch?

Base : Those who contacted any suppliers when considering switching their package of services

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	89	1	-	-	-	3	2	-	-	37	49	3	2	68	86	86	88	
Effective Weighted Sample	64	1	-	-	-	2	2	-	-	28	34	2	2	48	68	62	63	
Total	58	*	-	-	-	4	1	-	-	24	33	4	1	44	53	57	58	
1 - Very difficult	1	-	-	-	-	*	-	-	-	*	1	*	-	1	1	1	1	
	2%	-%	-%	-%	-%	11%	-%	-%	-%	1%	3%	11%	-%	3%	3%	2%	2%	
2	9	-	-	-	-	-	*	-	-	2	7	-	*	7	9	8	9	
	15%	-%	-%	-%	-%	-%	38%	-%	-%	7%	21%	-%	38%	16%	16%	15%	15%	
TOTAL DIFFICULT	10	-	-	-	-	*	*	-	-	2	8	*	*	9	10	10	10	
	17%	-%	-%	-%	-%	11%	38%	-%	-%	8%	24%	11%	38%	19%	19%	17%	17%	
3 - Neither	13	-	-	-	-	-	-	-	-	8	5	-	-	9	13	13	13	
	23%	-%	-%	-%	-%	-%	-%	-%	-%	35%	14%	-%	-%	21%	25%	23%	23%	
4	15	-	-	-	-	*	-	-	-	5	9	*	-	11	15	14	15	
	26%	-%	-%	-%	-%	12%	-%	-%	-%	21%	28%	12%	-%	25%	28%	25%	26%	
5 - Very easy	16	*	-	-	-	3	1	-	-	5	11	3	1	11	13	16	16	
	27%	100%	-%	-%	-%	76%	62%	-%	-%	22%	32%	76%	62%	26%	25%	28%	27%	
TOTAL EASY	31	*	-	-	-	3	1	-	-	10	20	3	1	22	28	30	31	
	53%	100%	-%	-%	-%	89%	62%	-%	-%	43%	60%	89%	62%	51%	53%	53%	54%	
Don't know	4	-	-	-	-	-	-	-	-	3	*	-	-	4	2	4	4	
	6%	-%	-%	-%	-%	-%	-%	-%	-%	14%	1%	-%	-%	8%	3%	7%	6%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 531

QC23A. Would you have needed to pay an early termination charge or cancellation charge in order to leave your contract with your supplier?

Base : Those who have considered switching their package of services supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED						
	Total	CONSI			BUN- DLE	BROAD MOB. LINE			PHONE	FIXED CALLS	BROAD MOB. LINE			PHONE	FIXED CALLS	BROAD MOB. LINE			PHONE	FIXED CALLS	BROAD MOB. LINE			PHONE	FIXED CALLS
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV			BAND	TV	BAND			TV	BAND	TV			BAND	TV	BAND		
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	m	~n	~o	~p	~q	*r	s	~t	u			
Unweighted total	114	8	114	-	-	1	-	7	-	1	-	7	-	114	4	1	23	2	64	109	24	110			
Effective Weighted Sample	85	5	85	-	-	1	-	4	-	1	-	4	-	85	3	1	18	2	47	86	19	82			
Total	83	7	83	-	-	*	-	7	-	*	-	7	-	83	3	*	13	1	50	75	16	80			
Yes	18	*	18	-	-	*	-	-	-	*	-	-	-	18	-	*	4	-	12	16	4	17			
	22%	6%	22%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	22%	-%	100%	31%	-%	24%	22%	24%	21%			
No	45	7	45	-	-	-	-	7	-	-	-	7	-	45	3	-	5	*	23	41	8	45			
	54%	94%	54%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	54%	100%	-%	39%	53%	46%	55%	52%	56%			
Don't know	19	-	19	-	-	-	-	-	-	-	-	-	-	19	-	-	4	*	15	18	4	18			
	23%	-%	23%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	23%	-%	-%	30%	47%	30%	24%	25%	23%			

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 531

QC23A. Would you have needed to pay an early termination charge or cancellation charge in order to leave your contract with your supplier?

Base : Those who have considered switching their package of services supplier and will not switch soon

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
											CON- TRACT				BROAD BAND	MOB. PHONE	FIXED LINE VOICE	
Significance Level: 95%	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i				PAC ~k	C&R ~l	TV m		
Unweighted total	114	1	-	-	-	3	3	-	-	52	59	3	3	89	109	111	113	
Effective Weighted Sample	85	1	-	-	-	2	2	-	-	41	42	2	2	65	86	83	84	
Total	83	*	-	-	-	4	2	-	-	38	43	4	2	64	75	81	82	
Yes	18	*	-	-	-	-	-	-	-	8	10	-	-	15	16	18	18	
	22%	100%	-%	-%	-%	-%	-%	-%	-%	21%	24%	-%	-%	23%	22%	23%	22%	
No	45	-	-	-	-	4	2	-	-	18	26	4	2	33	41	44	45	
	54%	-%	-%	-%	-%	100%	100%	-%	-%	49%	59%	100%	100%	52%	55%	54%	55%	
Don't know	19	-	-	-	-	-	-	-	-	11	7	-	-	16	18	19	19	
	23%	-%	-%	-%	-%	-%	-%	-%	-%	30%	17%	-%	-%	25%	24%	23%	23%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 532

QC24A. How much would you have had to pay to leave your contract?

Base : Those who would have to pay a charge to leave the contract for their package of services

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED						
	Total	CONSI			BUN- DLE	FIXED			TV	FIXED			BUN- DLE	FIXED			TV	FIXED					
		SWIT- CHED	DERED	NEIT- HER		MOB. PHONE	MOB. PHONE	LINE CALLS		MOB. PHONE	MOB. PHONE	LINE CALLS		MOB. PHONE	MOB. PHONE	LINE CALLS		MOB. PHONE	MOB. PHONE	LINE CALLS			
																					~a	~b	~c
Significance Level: 95%																							
Unweighted total	26	1	26	-	-	1	-	-	-	1	-	-	-	26	-	1	9	-	15	25	8	25	
Effective Weighted Sample	18	1	18	-	-	1	-	-	-	1	-	-	-	18	-	1	8	-	11	19	8	17	
Total	18	*	18	-	-	*	-	-	-	*	-	-	-	18	-	*	4	-	12	16	4	17	
Up to £19.99	*	*	*	-	-	*	-	-	-	*	-	-	-	*	-	-	-	-	-	*	-	*	
	2%	100%	2%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	2%	-%	-%	-%	-%	-%	3%	-%	3%	
£20.00-£29.99	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	1	1	1	1	
	6%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%	-%	18%	-%	6%	7%	20%	6%	
£30.00-£39.99	3	-	3	-	-	-	-	-	-	-	-	-	-	3	-	*	1	-	3	3	1	2	
	18%	-%	18%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	18%	-%	100%	26%	-%	24%	20%	20%	12%	
£40.00-£49.99	*	-	*	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	*	*	*	*	
	3%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%	4%	3%	13%	3%	
£50.00-£59.99	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	1	1	*	1	
	5%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%	21%	-%	7%	5%	11%	5%	
£60 or more	7	-	7	-	-	-	-	-	-	-	-	-	-	7	-	-	*	-	3	7	*	7	
	38%	-%	38%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	38%	-%	-%	11%	-%	27%	43%	12%	41%	
Don't know	5	-	5	-	-	-	-	-	-	-	-	-	-	5	-	-	1	-	4	3	1	5	
	29%	-%	29%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	29%	-%	-%	23%	-%	32%	20%	25%	31%	
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																							

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 532

QC24A. How much would you have had to pay to leave your contract?

Base : Those who would have to pay a charge to leave the contract for their package of services

	TV PROCESSES	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	26	1	-	-	-	-	-	-	-	11	15	-	-	21	25	26	26
Effective Weighted Sample	18	1	-	-	-	-	-	-	-	7	11	-	-	15	19	18	18
Total	18	*	-	-	-	-	-	-	-	8	10	-	-	15	16	18	18
Up to £19.99	*	*	-	-	-	-	-	-	-	*	-	-	-	*	*	*	*
	2%	100%	-%	-%	-%	-%	-%	-%	-%	6%	-%	-%	-%	3%	3%	2%	2%
£20.00-£29.99	1	-	-	-	-	-	-	-	-	1	-	-	-	1	1	1	1
	6%	-%	-%	-%	-%	-%	-%	-%	-%	14%	-%	-%	-%	7%	7%	6%	6%
£30.00-£39.99	3	-	-	-	-	-	-	-	-	1	2	-	-	3	3	3	3
	18%	-%	-%	-%	-%	-%	-%	-%	-%	12%	22%	-%	-%	22%	20%	18%	18%
£40.00-£49.99	*	-	-	-	-	-	-	-	-	-	*	-	-	*	*	*	*
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%	3%	3%	3%	3%
£50.00-£59.99	1	-	-	-	-	-	-	-	-	-	1	-	-	1	1	1	1
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	8%	-%	-%	6%	5%	5%	5%
£60 or more	7	-	-	-	-	-	-	-	-	2	5	-	-	4	7	7	7
	38%	-%	-%	-%	-%	-%	-%	-%	-%	29%	45%	-%	-%	30%	43%	38%	38%
Don't know	5	-	-	-	-	-	-	-	-	3	2	-	-	4	3	5	5
	29%	-%	-%	-%	-%	-%	-%	-%	-%	39%	21%	-%	-%	29%	20%	29%	29%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 533

QC25A. Which of these best describes when you were told about the cancellation charge?

Base : Those who would have to pay a charge to leave the contract for their package of services

	ACTIONS TAKEN			SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI			BUN- DLE	BROAD MOB.		FIXED LINE PHONE CALLS		BROAD MOB.		FIXED LINE PHONE CALLS		BROAD MOB.		FIXED LINE PHONE CALLS			BROAD MOB.		FIXED LINE PHONE CALLS	
	SWIT- CHED	DERED	NEIT- HER		TV	BAND			TV	BAND			TV	BAND				TV	BAND		
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	26	1	26	-	-	1	-	-	1	-	-	-	26	-	1	9	-	15	25	8	25
Effective Weighted Sample	18	1	18	-	-	1	-	-	1	-	-	-	18	-	1	8	-	11	19	8	17
Total	18	*	18	-	-	*	-	-	*	-	-	-	18	-	*	4	-	12	16	4	17
I already knew from the information I was given when I first took the service	9	*	9	-	-	*	-	-	*	-	-	-	9	-	-	-	-	5	7	-	9
	48%	100%	48%	-%	-%	100%	-%	-%	100%	-%	-%	-%	48%	-%	-%	-%	-%	39%	41%	-%	51%
When I first contacted my current supplier about cancelling their service	6	-	6	-	-	-	-	-	-	-	-	-	6	-	-	3	-	5	6	3	6
	34%	-%	34%	-%	-%	-%	-%	-%	-%	-%	-%	-%	34%	-%	-%	70%	-%	42%	38%	68%	36%
When I first contacted the new supplier about using the service	1	-	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1	1	-	-
	7%	-%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	7%	-%	-%	-%	-%	10%	7%	-%	-%
At a later point, but before I agreed to switch over	1	-	1	-	-	-	-	-	-	-	-	-	1	-	-	1	-	1	1	1	1
	4%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	18%	-%	6%	4%	19%	4%
Only after I had agreed to switch the service over	*	-	*	-	-	-	-	-	-	-	-	-	*	-	*	-	-	*	*	-	*
	2%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	100%	-%	-%	3%	2%	-%	2%
Can't remember	1	-	1	-	-	-	-	-	-	-	-	-	1	-	-	*	-	-	1	*	1
	6%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%	-%	12%	-%	-%	6%	13%	6%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 533

QC25A. Which of these best describes when you were told about the cancellation charge?

Base : Those who would have to pay a charge to leave the contract for their package of services

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	26	1	-	-	-	-	-	-	-	11	15	-	-	21	25	26	26
Effective Weighted Sample	18	1	-	-	-	-	-	-	-	7	11	-	-	15	19	18	18
Total	18	*	-	-	-	-	-	-	-	8	10	-	-	15	16	18	18
I already knew from the information I was given when I first took the service	9 48%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 58%	4 41%	- -%	- -%	6 42%	7 41%	9 48%	9 48%
When I first contacted my current supplier about cancelling their service	6 34%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 31%	4 36%	- -%	- -%	6 38%	6 38%	6 34%	6 34%
When I first contacted the new supplier about using the service	1 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 12%	- -%	- -%	1 8%	1 7%	1 7%	1 7%
At a later point, but before I agreed to switch over	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 7%	- -%	- -%	1 5%	1 4%	1 4%	1 4%
Only after I had agreed to switch the service over	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	- -%	* 3%	* 2%	* 2%	* 2%
Can't remember	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 6%	1 5%	- -%	- -%	1 4%	1 6%	1 6%	1 6%
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Table 534

QC26A. Were these cancellation charges important in your decision not to switch to another provider?

Base : Those who would have to pay a charge to leave the contract for their package of services

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED				
		SWIT- CHED	DERED	NEIT- HER		BROAD	MOB.	LINE		BROAD	MOB.	LINE		BROAD	MOB.	LINE		BROAD	MOB.	LINE		
																					PHONE	CALLS
	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	26	1	26	-	-	1	-	-	-	1	-	-	-	26	-	1	9	-	15	25	8	25
Effective Weighted Sample	18	1	18	-	-	1	-	-	-	1	-	-	-	18	-	1	8	-	11	19	8	17
Total	18	*	18	-	-	*	-	-	-	*	-	-	-	18	-	*	4	-	12	16	4	17
Yes, very important	9	*	9	-	-	*	-	-	-	*	-	-	-	9	-	*	1	-	5	9	1	7
	47%	100%	47%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	47%	-%	100%	29%	-%	43%	53%	23%	43%
Yes, fairly important	6	-	6	-	-	-	-	-	-	-	-	-	-	6	-	-	3	-	4	6	2	6
	33%	-%	33%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	33%	-%	-%	71%	-%	35%	37%	65%	35%
No, not important	4	-	4	-	-	-	-	-	-	-	-	-	-	4	-	-	-	-	3	2	*	4
	21%	-%	21%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	21%	-%	-%	-%	-%	22%	11%	13%	22%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 534

QC26A. Were these cancellation charges important in your decision not to switch to another provider?

Base : Those who would have to pay a charge to leave the contract for their package of services

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	26	1	-	-	-	-	-	-	-	11	15	-	-	21	25	26	26
Effective Weighted Sample	18	1	-	-	-	-	-	-	-	7	11	-	-	15	19	18	18
Total	18	*	-	-	-	-	-	-	-	8	10	-	-	15	16	18	18
Yes, very important	9	*	-	-	-	-	-	-	-	3	6	-	-	6	9	9	9
	47%	100%	-%	-%	-%	-%	-%	-%	-%	36%	55%	-%	-%	43%	53%	47%	47%
Yes, fairly important	6	-	-	-	-	-	-	-	-	3	3	-	-	5	6	6	6
	33%	-%	-%	-%	-%	-%	-%	-%	-%	33%	32%	-%	-%	32%	37%	33%	33%
No, not important	4	-	-	-	-	-	-	-	-	2	1	-	-	4	2	4	4
	21%	-%	-%	-%	-%	-%	-%	-%	-%	31%	13%	-%	-%	26%	11%	21%	21%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 535

QC27A. When you were in contact with your current supplier, did they make you any kind of offer to stay with them?

Base : Those who had contact with their current supplier when considering switching their package of services

	ACTIONS TAKEN								SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED				SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED				
	CONSI			SWITCHED & COVERED			FIXED			CONSIDERED & COVERED			CONSIDERED & COVERED			CONSIDERED & COVERED			CONSIDERED & COVERED			CONSIDERED & COVERED			
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD MOB. PHONE		FIXED LINE CALLS	TV	BAND	PHONE	CALLS	FIXED LINE CALLS	BUN-DLE	TV	BAND	PHONE	CALLS	FIXED LINE CALLS	BUN-DLE	TV	BAND	PHONE	CALLS	FIXED LINE CALLS
						TV	BAND																		
Significance Level: 95%	~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	*m	~n	~o	~p	~q	*r	*s	~t	*u				
Unweighted total	54	6	54	-	-	1	-	5	-	1	-	5	-	54	1	1	10	-	36	52	10	51			
Effective Weighted Sample	41	6	41	-	-	1	-	5	-	1	-	5	-	41	1	1	9	-	27	42	8	39			
Total	35	3	35	-	-	*	-	3	-	*	-	3	-	35	1	*	5	-	25	32	6	33			
Yes they made me an offer which I listened to	19	3	19	-	-	*	-	3	-	*	-	3	-	19	-	-	2	-	12	18	3	17			
	54%	100%	54%	-%	-%	100%	-%	100%	-%	100%	-%	100%	-%	54%	-%	-%	44%	-%	48%	56%	53%	52%			
They wanted to make me an offer, but I wasn't interested in listening to it	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	*	-	*	1	*	1			
	3%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	8%	-%	2%	4%	7%	4%			
No, they didn't make me an offer	13	-	13	-	-	-	-	-	-	-	-	-	-	13	1	*	1	-	10	11	1	13			
	36%	-%	36%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	36%	100%	100%	29%	-%	41%	33%	24%	38%			
Can't remember	2	-	2	-	-	-	-	-	-	-	-	-	-	2	-	-	1	-	2	2	1	2			
	7%	-%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	7%	-%	-%	19%	-%	9%	7%	16%	6%			

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 535

QC27A. When you were in contact with your current supplier, did they make you any kind of offer to stay with them?

Base : Those who had contact with their current supplier when considering switching their package of services

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE	CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	54	1	-	-	-	2	2	-	-	23	30	2	2	43	52	53	53
Effective Weighted Sample	41	1	-	-	-	2	2	-	-	17	23	2	2	32	42	41	41
Total	35	*	-	-	-	1	1	-	-	15	20	1	1	27	32	34	34
Yes they made me an offer which I listened to	19	*	-	-	-	1	1	-	-	7	12	1	1	15	18	19	19
	54%	100%	-%	-%	-%	100%	100%	-%	-%	46%	60%	100%	100%	53%	56%	54%	54%
They wanted to make me an offer, but I wasn't interested in listening to it	1	-	-	-	-	-	-	-	-	-	1	-	-	*	1	1	1
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%	-%	1%	4%	3%	3%
No, they didn't make me an offer	13	-	-	-	-	-	-	-	-	7	6	-	-	10	11	13	13
	36%	-%	-%	-%	-%	-%	-%	-%	-%	47%	29%	-%	-%	37%	33%	37%	37%
Can't remember	2	-	-	-	-	-	-	-	-	1	1	-	-	2	2	2	2
	7%	-%	-%	-%	-%	-%	-%	-%	-%	7%	5%	-%	-%	8%	7%	6%	6%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 536

QC28A. How did this offer compare to the package or plan you already had with them and the price you paid?

Base : Those who listened to an offer from their current package of services supplier

	ACTIONS TAKEN								SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED						
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	MOB. PHONE		LINE CALLS	TV	BAND		MOB. PHONE	LINE CALLS	TV		BAND	MOB. PHONE	LINE CALLS				
Significance Level: 95%	~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	*m	~n	~o	~p	~q	~r	*s	~t	~u			
Unweighted total	32	6	32	-	-	1	-	5	-	1	-	5	-	32	-	-	5	-	20	31	5	30		
Effective Weighted Sample	25	6	25	-	-	1	-	5	-	1	-	5	-	25	-	-	4	-	16	24	4	24		
Total	19	3	19	-	-	*	-	3	-	*	-	3	-	19	-	-	2	-	12	18	3	17		
The same package or plan at a lower price	9	1	9	-	-	*	-	*	-	*	-	*	-	9	-	-	*	-	5	9	*	8		
	47%	28%	47%	-%	-%	100%	-%	15%	-%	100%	-%	15%	-%	47%	-%	-%	14%	-%	41%	48%	10%	49%		
A more basic package or plan at a lower price	1	1	1	-	-	-	-	1	-	-	-	1	-	1	-	-	-	-	1	1	-	1		
	7%	21%	7%	-%	-%	-%	-%	25%	-%	-%	-%	25%	-%	7%	-%	-%	-%	-%	5%	7%	-%	7%		
An improved package or plan at the same price	6	2	6	-	-	-	-	2	-	-	-	2	-	6	-	-	2	-	5	6	2	5		
	35%	51%	35%	-%	-%	-%	-%	60%	-%	-%	-%	60%	-%	35%	-%	-%	86%	-%	46%	33%	52%	31%		
An improved package or plan at a higher price	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1	1	1		
	6%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%	-%	-%	-%	-%	7%	38%	7%		
Can't remember the details	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1	1	-	1		
	5%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%	-%	-%	9%	6%	-%	6%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 536

QC28A. How did this offer compare to the package or plan you already had with them and the price you paid?

Base : Those who listened to an offer from their current package of services supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	32	1	-	-	-	2	2	-	-	14	18	2	2	27	31	32	32
Effective Weighted Sample	25	1	-	-	-	2	2	-	-	13	14	2	2	22	24	25	25
Total	19	*	-	-	-	1	1	-	-	7	12	1	1	15	18	19	19
The same package or plan at a lower price	9 47%	* 100%	- -%	- -%	- -%	- -%	* 38%	- -%	- -%	2 30%	7 56%	- -%	* 38%	7 45%	9 48%	9 47%	9 47%
A more basic package or plan at a lower price	1 7%	- -%	- -%	- -%	- -%	- -%	1 62%	- -%	- -%	1 8%	1 5%	- -%	1 62%	1 8%	1 7%	1 7%	1 7%
An improved package or plan at the same price	6 35%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	3 47%	3 28%	1 100%	- -%	6 40%	6 33%	6 35%	6 35%
An improved package or plan at a higher price	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 10%	- -%	- -%	- -%	1 7%	1 6%	1 6%
Can't remember the details	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 15%	- -%	- -%	- -%	1 7%	1 6%	1 5%	1 5%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 537

QC29A. What was covered in the improved package or plan your previous supplier offered?

Base : Those offered an improved package or plan from their current package of services supplier

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED									
	Total	CONSI			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED			TV	FIXED								
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		MOB.	LINE	CALLS		TV	BAND	PHONE		MOB.	LINE	CALLS	TV	BAND	PHONE	MOB.	LINE	CALLS
		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u				
Significance Level: 95%																										
Unweighted total	13	3	13	-	-	-	-	3	-	-	-	3	-	13	-	-	4	-	9	12	4	12				
Effective Weighted Sample	10	3	10	-	-	-	-	3	-	-	-	3	-	10	-	-	4	-	8	10	3	10				
Total	8	2	8	-	-	-	-	2	-	-	-	2	-	8	-	-	2	-	5	7	3	6				
Higher/ faster broadband speed	5	1	5	-	-	-	-	1	-	-	-	1	-	5	-	-	2	-	3	5	2	5				
	68%	75%	68%	-%	-%	-%	-%	75%	-%	-%	-%	75%	-%	68%	-%	-%	79%	-%	62%	66%	69%	80%				
Free additional channels	3	*	3	-	-	-	-	*	-	-	-	*	-	3	-	-	*	-	1	2	1	3				
	33%	28%	33%	-%	-%	-%	-%	28%	-%	-%	-%	28%	-%	33%	-%	-%	23%	-%	25%	29%	43%	40%				
Discounted movie package	2	1	2	-	-	-	-	1	-	-	-	1	-	2	-	-	1	-	2	1	1	2				
	25%	75%	25%	-%	-%	-%	-%	75%	-%	-%	-%	75%	-%	25%	-%	-%	39%	-%	35%	20%	26%	30%				
Discounted sports package	1	*	1	-	-	-	-	*	-	-	-	*	-	1	-	-	-	-	1	*	*	1				
	12%	28%	12%	-%	-%	-%	-%	28%	-%	-%	-%	28%	-%	12%	-%	-%	-%	-%	17%	7%	17%	14%				
More minutes for calls	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	1	1	1	1				
	10%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	10%	-%	-%	39%	-%	14%	10%	26%	11%				
Something else	2	*	2	-	-	-	-	*	-	-	-	*	-	2	-	-	*	-	1	2	1	2				
	23%	25%	23%	-%	-%	-%	-%	25%	-%	-%	-%	25%	-%	23%	-%	-%	21%	-%	25%	25%	31%	27%				
Can't remember	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1	1	-	-				
	16%	-%	16%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	16%	-%	-%	-%	-%	22%	17%	-%	-%				

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 537

QC29A. What was covered in the improved package or plan your previous supplier offered?

Base : Those offered an improved package or plan from their current package of services supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	13	-	-	-	-	2	-	-	-	6	7	2	-	10	12	13	13
Effective Weighted Sample	10	-	-	-	-	2	-	-	-	6	5	2	-	8	10	10	10
Total	8	-	-	-	-	1	-	-	-	3	4	1	-	6	7	8	8
Higher/ faster broadband speed	5	-	-	-	-	*	-	-	-	3	2	*	-	4	5	5	5
	68%	-%	-%	-%	-%	52%	-%	-%	-%	87%	53%	52%	-%	64%	66%	68%	68%
Free additional channels	3	-	-	-	-	*	-	-	-	*	2	*	-	1	2	3	3
	33%	-%	-%	-%	-%	52%	-%	-%	-%	15%	46%	52%	-%	24%	29%	33%	33%
Discounted movie package	2	-	-	-	-	*	-	-	-	1	*	*	-	2	1	2	2
	25%	-%	-%	-%	-%	52%	-%	-%	-%	46%	10%	52%	-%	33%	20%	25%	25%
Discounted sports package	1	-	-	-	-	*	-	-	-	-	1	*	-	1	*	1	1
	12%	-%	-%	-%	-%	52%	-%	-%	-%	-%	20%	52%	-%	16%	7%	12%	12%
More minutes for calls	1	-	-	-	-	-	-	-	-	1	-	-	-	1	1	1	1
	10%	-%	-%	-%	-%	-%	-%	-%	-%	23%	-%	-%	-%	13%	10%	10%	10%
Something else	2	-	-	-	-	*	-	-	-	1	1	*	-	1	2	2	2
	23%	-%	-%	-%	-%	48%	-%	-%	-%	28%	20%	48%	-%	24%	25%	23%	23%
Can't remember	1	-	-	-	-	-	-	-	-	-	1	-	-	1	1	1	1
	16%	-%	-%	-%	-%	-%	-%	-%	-%	-%	27%	-%	-%	21%	17%	16%	16%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 538

QC30A. Did you talk to your supplier about the best offer you had found from another supplier?

Base : Those who listened to an offer from their current package of services supplier

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED						
	Total	CONSI			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED					
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		LINE	CALLS	TV		BAND	PHONE	LINE		CALLS	TV	BAND	PHONE	LINE	CALLS
Significance Level: 95%		~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	*m	~n	~o	~p	~q	~r	*s	~t	~u	
Unweighted total	32	6	32	-	-	1	-	5	-	1	-	5	-	32	-	-	5	-	20	31	5	30	
Effective Weighted Sample	25	6	25	-	-	1	-	5	-	1	-	5	-	25	-	-	4	-	16	24	4	24	
Total	19	3	19	-	-	*	-	3	-	*	-	3	-	19	-	-	2	-	12	18	3	17	
No, I did not	6	*	6	-	-	-	-	*	-	-	-	*	-	6	-	-	-	-	5	6	-	4	
	31%	13%	31%	-%	-%	-%	-%	15%	-%	-%	-%	15%	-%	31%	-%	-%	-%	-%	39%	32%	-%	25%	
Their offer matched the best offer I had found	5	1	5	-	-	*	-	1	-	*	-	1	-	5	-	-	*	-	3	5	*	5	
	25%	39%	25%	-%	-%	100%	-%	28%	-%	100%	-%	28%	-%	25%	-%	-%	18%	-%	26%	25%	13%	27%	
Their offer was better than the best offer I had found	6	1	6	-	-	-	-	1	-	-	-	1	-	6	-	-	2	-	4	6	2	6	
	34%	27%	34%	-%	-%	-%	-%	32%	-%	-%	-%	32%	-%	34%	-%	-%	82%	-%	35%	33%	49%	38%	
Can't remember	2	1	2	-	-	-	-	1	-	-	-	1	-	2	-	-	-	-	-	2	1	2	
	10%	21%	10%	-%	-%	-%	-%	25%	-%	-%	-%	25%	-%	10%	-%	-%	-%	-%	-%	10%	38%	11%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 538

QC30A. Did you talk to your supplier about the best offer you had found from another supplier?

Base : Those who listened to an offer from their current package of services supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	32	1	-	-	-	2	2	-	-	14	18	2	2	27	31	32	32
Effective Weighted Sample	25	1	-	-	-	2	2	-	-	13	14	2	2	22	24	25	25
Total	19	*	-	-	-	1	1	-	-	7	12	1	1	15	18	19	19
No, I did not	6	-	-	-	-	*	-	-	-	2	4	*	-	5	6	6	6
	31%	-%	-%	-%	-%	48%	-%	-%	-%	33%	30%	48%	-%	31%	32%	31%	31%
Their offer matched the best offer I had found	5	*	-	-	-	-	-	-	-	3	2	-	-	4	5	5	5
	25%	100%	-%	-%	-%	-%	-%	-%	-%	38%	17%	-%	-%	29%	25%	25%	25%
Their offer was better than the best offer I had found	6	-	-	-	-	*	*	-	-	2	4	*	*	5	6	6	6
	34%	-%	-%	-%	-%	52%	38%	-%	-%	29%	37%	52%	38%	36%	33%	34%	34%
Can't remember	2	-	-	-	-	-	1	-	-	-	2	-	1	1	2	2	2
	10%	-%	-%	-%	-%	-%	62%	-%	-%	-%	16%	-%	62%	4%	10%	10%	10%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 539

QC31A. How happy or unhappy were you with how this offer was made to you?

Base : Those who listened to an offer from their current package of services supplier

	ACTIONS TAKEN								SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED				SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	SWITCHED & COVERED			FIXED LINE CALLS	CONSIDERED & COVERED			FIXED LINE CALLS	CONSIDERED & COVERED			FIXED LINE CALLS	CONSIDERED & COVERED			FIXED LINE CALLS			
		SWIT- CHED	DERED	NEIT- HER		BROAD	MOB.	PHONE		BROAD	MOB.	PHONE		BROAD	MOB.	PHONE		BROAD	MOB.	PHONE				
		~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	*m	~n	~o	~p	~q	~r	*s	~t	~u		
Significance Level: 95%																								
Unweighted total	32	6	32	-	-	1	-	5	-	1	-	5	-	32	-	-	5	-	20	31	5	30		
Effective Weighted Sample	25	6	25	-	-	1	-	5	-	1	-	5	-	25	-	-	4	-	16	24	4	24		
Total	19	3	19	-	-	*	-	3	-	*	-	3	-	19	-	-	2	-	12	18	3	17		
1 - Very unhappy	*	-	*	-	-	-	-	-	-	-	-	-	-	*	-	-	*	-	-	*	*	*		
	2%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	18%	-%	-%	2%	13%	2%		
2	3	*	3	-	-	-	-	*	-	-	-	*	-	3	-	-	-	-	3	3	-	3		
	17%	13%	17%	-%	-%	-%	-%	15%	-%	-%	-%	15%	-%	17%	-%	-%	-%	-%	26%	17%	-%	16%		
TOTAL UNHAPPY	3	*	3	-	-	-	-	*	-	-	-	*	-	3	-	-	*	-	3	3	*	3		
	19%	13%	19%	-%	-%	-%	-%	15%	-%	-%	-%	15%	-%	19%	-%	-%	18%	-%	26%	19%	13%	19%		
3 - Neither	5	1	5	-	-	-	-	1	-	-	-	1	-	5	-	-	-	-	3	5	1	3		
	25%	24%	25%	-%	-%	-%	-%	28%	-%	-%	-%	28%	-%	25%	-%	-%	-%	-%	24%	26%	38%	20%		
4	6	2	6	-	-	*	-	1	-	*	-	1	-	6	-	-	1	-	5	6	1	6		
	33%	63%	33%	-%	-%	100%	-%	57%	-%	100%	-%	57%	-%	33%	-%	-%	34%	-%	43%	32%	39%	36%		
5 - Very happy	4	-	4	-	-	-	-	-	-	-	-	-	-	4	-	-	1	-	1	4	*	4		
	23%	-%	23%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	23%	-%	-%	48%	-%	6%	23%	10%	25%		
TOTAL HAPPY	10	2	10	-	-	*	-	1	-	*	-	1	-	10	-	-	2	-	6	10	2	10		
	56%	63%	56%	-%	-%	100%	-%	57%	-%	100%	-%	57%	-%	56%	-%	-%	82%	-%	50%	55%	49%	61%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 539

QC31A. How happy or unhappy were you with how this offer was made to you?

Base : Those who listened to an offer from their current package of services supplier

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p	
Significance Level: 95%																		
Unweighted total	32	1	-	-	-	2	2	-	-	14	18	2	2	27	31	32	32	
Effective Weighted Sample	25	1	-	-	-	2	2	-	-	13	14	2	2	22	24	25	25	
Total	19	*	-	-	-	1	1	-	-	7	12	1	1	15	18	19	19	
1 - Very unhappy	*	-	-	-	-	-	-	-	-	*	-	-	-	-	*	*	*	
	2%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%	-%	-%	-%	2%	2%	2%	
2	3	-	-	-	-	-	*	-	-	1	2	-	*	3	3	3	3	
	17%	-%	-%	-%	-%	-%	38%	-%	-%	13%	19%	-%	38%	21%	17%	17%	17%	
TOTAL UNHAPPY	3	-	-	-	-	-	*	-	-	1	2	-	*	3	3	3	3	
	19%	-%	-%	-%	-%	-%	38%	-%	-%	19%	19%	-%	38%	21%	19%	19%	19%	
3 - Neither	5	-	-	-	-	-	-	-	-	2	3	-	-	3	5	5	5	
	25%	-%	-%	-%	-%	-%	-%	-%	-%	29%	23%	-%	-%	22%	26%	25%	25%	
4	6	*	-	-	-	1	1	-	-	3	3	1	1	6	6	6	6	
	33%	100%	-%	-%	-%	100%	62%	-%	-%	47%	26%	100%	62%	43%	32%	33%	33%	
5 - Very happy	4	-	-	-	-	-	-	-	-	*	4	-	-	2	4	4	4	
	23%	-%	-%	-%	-%	-%	-%	-%	-%	5%	33%	-%	-%	14%	23%	23%	23%	
TOTAL HAPPY	10	*	-	-	-	1	1	-	-	4	7	1	1	8	10	10	10	
	56%	100%	-%	-%	-%	100%	62%	-%	-%	52%	58%	100%	62%	57%	55%	56%	56%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 540

QC32A. Did you accept the offer from your supplier?

Base : Those who listened to an offer from their current package of services supplier

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED			TV	FIXED				
		SWIT- CHED	DERED	NEIT- HER		MOB.	PHONE	LINE		MOB.	PHONE	LINE		MOB.	PHONE	LINE		MOB.	PHONE	LINE		
																					TV	BAND
Significance Level: 95%	~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	*m	~n	~o	~p	~q	~r	*s	~t	~u	
Unweighted total	32	6	32	-	-	1	-	5	-	1	-	5	-	32	-	-	5	-	20	31	5	30
Effective Weighted Sample	25	6	25	-	-	1	-	5	-	1	-	5	-	25	-	-	4	-	16	24	4	24
Total	19	3	19	-	-	*	-	3	-	*	-	3	-	19	-	-	2	-	12	18	3	17
No, did not accept	3	*	3	-	-	-	-	*	-	-	-	*	-	3	-	-	-	-	3	3	-	2
	18%	14%	18%	-%	-%	-%	-%	17%	-%	-%	-%	17%	-%	18%	-%	-%	-%	-%	25%	16%	-%	12%
Accepted offer, but did not say I needed to sign a new contract	10	2	10	-	-	-	-	2	-	-	-	2	-	10	-	-	1	-	6	10	2	10
	54%	58%	54%	-%	-%	-%	-%	68%	-%	-%	-%	68%	-%	54%	-%	-%	52%	-%	48%	56%	75%	57%
Accepted offer, and signed a new contract	4	1	4	-	-	*	-	*	-	*	-	*	-	4	-	-	1	-	2	4	1	4
	22%	28%	22%	-%	-%	100%	-%	15%	-%	100%	-%	15%	-%	22%	-%	-%	48%	-%	18%	23%	25%	24%
Can't remember	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1	1	-	1
	5%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%	-%	-%	9%	6%	-%	6%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 540

QC32A. Did you accept the offer from your supplier?

Base : Those who listened to an offer from their current package of services supplier

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p	
Significance Level: 95%																		
Unweighted total	32	1	-	-	-	2	2	-	-	14	18	2	2	27	31	32	32	
Effective Weighted Sample	25	1	-	-	-	2	2	-	-	13	14	2	2	22	24	25	25	
Total	19	*	-	-	-	1	1	-	-	7	12	1	1	15	18	19	19	
No, did not accept	3	-	-	-	-	*	-	-	-	*	3	*	-	3	3	3	3	
	18%	-%	-%	-%	-%	52%	-%	-%	-%	5%	25%	52%	-%	21%	16%	18%	18%	
Accepted offer, but did not say I needed to sign a new contract	10	-	-	-	-	-	1	-	-	5	6	-	1	7	10	10	10	
	54%	-%	-%	-%	-%	-%	100%	-%	-%	68%	47%	-%	100%	50%	56%	54%	54%	
Accepted offer, and signed a new contract	4	*	-	-	-	*	-	-	-	1	3	*	-	3	4	4	4	
	22%	100%	-%	-%	-%	48%	-%	-%	-%	19%	24%	48%	-%	22%	23%	22%	22%	
Can't remember	1	-	-	-	-	-	-	-	-	1	*	-	-	1	1	1	1	
	5%	-%	-%	-%	-%	-%	-%	-%	-%	8%	4%	-%	-%	7%	6%	5%	5%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 541

QC33A. Having accepted this offer, would you say that you are now better off as a result?

Base : Those who accepted this improved offer from their current package of services supplier

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND							
																~a		~b	~c	~d		~e
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	26	5	26	-	-	1	-	4	-	1	-	4	-	26	-	-	5	-	15	26	5	25
Effective Weighted Sample	21	5	21	-	-	1	-	4	-	1	-	4	-	21	-	-	4	-	13	21	4	20
Total	14	3	14	-	-	*	-	2	-	*	-	2	-	14	-	-	2	-	8	14	3	14
Yes, now better off	12	2	12	-	-	*	-	1	-	*	-	1	-	12	-	-	2	-	6	12	3	12
	83%	72%	83%	-%	-%	100%	-%	66%	-%	100%	-%	66%	-%	83%	-%	-%	85%	-%	77%	83%	100%	83%
No difference	2	1	2	-	-	-	-	1	-	-	-	1	-	2	-	-	-	-	1	2	-	2
	11%	28%	11%	-%	-%	-%	-%	34%	-%	-%	-%	34%	-%	11%	-%	-%	-%	-%	16%	11%	-%	11%
No, now worse off	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	*	-	1	1	-	1
	6%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%	-%	15%	-%	7%	6%	-%	6%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 541

QC33A. Having accepted this offer, would you say that you are now better off as a result?

Base : Those who accepted this improved offer from their current package of services supplier

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
											CON- TRACT				BROAD BAND	MOB. PHONE	FIXED LINE VOICE	
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i		~j	PAC ~k	C&R ~l	TV ~m	~n	~o	~p
Significance Level: 95%																		
Unweighted total	26	1	-	-	-	1	2	-	-	12	14	1	2	22	26	26	26	
Effective Weighted Sample	21	1	-	-	-	1	2	-	-	11	11	1	2	19	21	21	21	
Total	14	*	-	-	-	*	1	-	-	6	8	*	1	11	14	14	14	
Yes, now better off	12	*	-	-	-	*	1	-	-	4	8	*	1	8	12	12	12	
	83%	100%	-%	-%	-%	100%	100%	-%	-%	70%	92%	100%	100%	77%	83%	83%	83%	
No difference	2	-	-	-	-	-	-	-	-	1	*	-	-	2	2	2	2	
	11%	-%	-%	-%	-%	-%	-%	-%	-%	21%	4%	-%	-%	15%	11%	11%	11%	
No, now worse off	1	-	-	-	-	-	-	-	-	1	*	-	-	1	1	1	1	
	6%	-%	-%	-%	-%	-%	-%	-%	-%	9%	4%	-%	-%	8%	6%	6%	6%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 542

QC34A. How much less do you think you are paying each month?

Base : Those who think they are paying less each month for their package of services

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED						
	Total	CONSI			BUN- DLE	FIXED			PHONE	CALLS	FIXED			BUN- DLE	FIXED			PHONE	CALLS	BUN- DLE	PHONE	CALLS	
		SWIT- CHED	DERED	NEIT- HER		BROAD	MOB.	LINE			BROAD	MOB.	LINE		BROAD	MOB.	LINE						
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	21	4	21	-	-	1	-	3	-	1	-	3	-	21	-	-	4	-	12	21	5	20	
Effective Weighted Sample	17	4	17	-	-	1	-	3	-	1	-	3	-	17	-	-	4	-	10	17	4	16	
Total	12	2	12	-	-	*	-	1	-	*	-	1	-	12	-	-	2	-	6	12	3	12	
Under £5	1	*	1	-	-	-	-	*	-	-	-	*	-	1	-	-	*	-	1	1	*	1	
	10%	21%	10%	-%	-%	-%	-%	28%	-%	-%	-%	28%	-%	10%	-%	-%	21%	-%	14%	10%	13%	11%	
£5.00-£9.99	5	1	5	-	-	-	-	1	-	-	-	1	-	5	-	-	1	-	2	5	3	4	
	40%	34%	40%	-%	-%	-%	-%	45%	-%	-%	-%	45%	-%	40%	-%	-%	56%	-%	31%	40%	87%	38%	
£10.00-£14.99	2	*	2	-	-	*	-	-	-	*	-	-	-	2	-	-	-	-	2	2	-	2	
	17%	24%	17%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	17%	-%	-%	-%	-%	25%	17%	-%	17%	
£15.00-£19.99	3	-	3	-	-	-	-	-	-	-	-	-	-	3	-	-	*	-	*	3	-	3	
	22%	-%	22%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	22%	-%	-%	23%	-%	7%	22%	-%	22%	
£20 or more	1	*	1	-	-	-	-	*	-	-	-	*	-	1	-	-	-	-	1	1	-	1	
	8%	21%	8%	-%	-%	-%	-%	28%	-%	-%	-%	28%	-%	8%	-%	-%	-%	-%	15%	8%	-%	8%	
Don't know	*	-	*	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	*	*	-	*	
	4%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%	7%	4%	-%	4%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 542

QC34A. How much less do you think you are paying each month?

Base : Those who think they are paying less each month for their package of services

		TV PROCES S		BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	21	1	-	-	-	1	2	-	-	9	12	1	2	17	21	21	21
Effective Weighted Sample	17	1	-	-	-	1	2	-	-	8	9	1	2	15	17	17	17
Total	12	*	-	-	-	*	1	-	-	4	8	*	1	8	12	12	12
Under £5	1	-	-	-	-	*	-	-	-	1	*	*	-	1	1	1	1
	10%	-%	-%	-%	-%	100%	-%	-%	-%	20%	5%	100%	-%	10%	10%	10%	10%
£5.00-£9.99	5	-	-	-	-	-	1	-	-	1	3	-	1	4	5	5	5
	40%	-%	-%	-%	-%	-%	62%	-%	-%	35%	43%	-%	62%	43%	40%	40%	40%
£10.00-£14.99	2	*	-	-	-	-	-	-	-	1	1	-	-	2	2	2	2
	17%	100%	-%	-%	-%	-%	-%	-%	-%	22%	14%	-%	-%	24%	17%	17%	17%
£15.00-£19.99	3	-	-	-	-	-	-	-	-	-	3	-	-	*	3	3	3
	22%	-%	-%	-%	-%	-%	-%	-%	-%	-%	33%	-%	-%	5%	22%	22%	22%
£20 or more	1	-	-	-	-	-	*	-	-	*	*	-	*	1	1	1	1
	8%	-%	-%	-%	-%	-%	38%	-%	-%	12%	5%	-%	38%	11%	8%	8%	8%
Don't know	*	-	-	-	-	-	-	-	-	*	-	-	-	*	*	*	*
	4%	-%	-%	-%	-%	-%	-%	-%	-%	11%	-%	-%	-%	6%	4%	4%	4%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 543

QC35A. Which one of these statements best describes how you felt about the contact you had with your current supplier?

Base : Those who had contact with their current supplier when considering switching their package of services

	ACTIONS TAKEN								SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED				SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED			
	CONSI			SWITCHED & COVERED			FIXED			CONSIDERED & COVERED			FIXED			CONSIDERED & COVERED			FIXED					
	Total	SWIT-CHD	DERED	NEIT-HER	BUN-DLE	BROAD MOB. PHONE		MOB. CALLS	LINE CALLS	TV	BAND	PHONE	CALLS	BUN-DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		
						TV	BAND																TV	BAND
		~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	*m	~n	~o	~p	~q	*r	*s	~t	*u		
Significance Level: 95%																								
Unweighted total	54	6	54	-	-	1	-	5	-	1	-	5	-	54	1	1	10	-	36	52	10	51		
Effective Weighted Sample	41	6	41	-	-	1	-	5	-	1	-	5	-	41	1	1	9	-	27	42	8	39		
Total	35	3	35	-	-	*	-	3	-	*	-	3	-	35	1	*	5	-	25	32	6	33		
They did not try to persuade me to stay with them	10	1	10	-	-	-	-	1	-	-	-	1	-	10	-	*	1	-	9	7	1	10		
	27%	24%	27%	-%	-%	-%	-%	28%	-%	-%	-%	28%	-%	27%	-%	100%	28%	-%	37%	23%	24%	29%		
They talked about me staying, but did not put me under any pressure to stay	19	1	19	-	-	-	-	1	-	-	-	1	-	19	-	-	2	-	11	18	3	17		
	53%	48%	53%	-%	-%	-%	-%	57%	-%	-%	-%	57%	-%	53%	-%	-%	45%	-%	47%	56%	53%	51%		
They put me under pressure to stay with them	3	1	3	-	-	*	-	*	-	*	-	*	-	3	-	-	*	-	1	3	*	3		
	9%	28%	9%	-%	-%	100%	-%	15%	-%	100%	-%	15%	-%	9%	-%	-%	8%	-%	6%	9%	7%	9%		
Can't remember	4	-	4	-	-	-	-	-	-	-	-	-	-	4	1	-	1	-	3	4	1	4		
	10%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	10%	100%	-%	19%	-%	11%	11%	16%	11%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 543

QC35A. Which one of these statements best describes how you felt about the contact you had with your current supplier?

Base : Those who had contact with their current supplier when considering switching their package of services

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	54	1	-	-	-	2	2	-	-	23	30	2	2	43	52	53	53
Effective Weighted Sample	41	1	-	-	-	2	2	-	-	17	23	2	2	32	42	41	41
Total	35	*	-	-	-	1	1	-	-	15	20	1	1	27	32	34	34
They did not try to persuade me to stay with them	10 27%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	6 39%	4 19%	- -%	- -%	9 33%	7 23%	10 28%	10 28%
They talked about me staying, but did not put me under any pressure to stay	19 53%	- -%	- -%	- -%	- -%	1 100%	1 62%	- -%	- -%	6 41%	12 62%	1 100%	1 62%	14 50%	18 56%	18 53%	18 53%
They put me under pressure to stay with them	3 9%	* 100%	- -%	- -%	- -%	- -%	* 38%	- -%	- -%	1 10%	2 8%	- -%	* 38%	2 7%	3 9%	3 9%	3 9%
Can't remember	4 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 10%	2 10%	- -%	- -%	3 10%	4 11%	4 10%	4 10%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 544

QC36A. Can you tell me how you felt put under pressure to stay?

Base : Those who felt under pressure to stay with their current package of services supplier

	ACTIONS TAKEN								SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	FIXED			PHONE	FIXED			PHONE	FIXED			PHONE	FIXED			PHONE			
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	MOB.		LINE	TV	BAND		MOB.	LINE	TV		BAND	MOB.	LINE				
		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u		
Significance Level: 95%																								
Unweighted total	6	2	6	-	-	1	-	1	-	1	-	1	-	6	-	-	1	-	3	6	1	6		
Effective Weighted Sample	6	2	6	-	-	1	-	1	-	1	-	1	-	6	-	-	1	-	3	6	1	6		
Total	3	1	3	-	-	*	-	*	-	*	-	*	-	3	-	-	*	-	1	3	*	3		
I was told it would take a long time to make a switch to a new supplier	1 26%	- -%	1 26%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 26%	- -%	- -%	- -%	- -%	- -%	1 26%	- -%	1 26%		
I was told that their service was better than other suppliers/ I wouldn't do better anywhere else	1 26%	- -%	1 26%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 26%	- -%	- -%	- -%	- -%	- -%	1 26%	- -%	1 26%		
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																								

Table 544

QC36A. Can you tell me how you felt put under pressure to stay?

Base : Those who felt under pressure to stay with their current package of services supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	6	1	-	-	-	-	1	-	-	3	3	-	1	4	6	6	6
Effective Weighted Sample	6	1	-	-	-	-	1	-	-	3	3	-	1	4	6	6	6
Total	3	*	-	-	-	-	*	-	-	1	2	-	*	2	3	3	3
I was told it would take a long time to make a switch to a new supplier	1 26%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 48%	- -%	- -%	- -%	1 26%	1 26%	1 26%
I was told that their service was better than other suppliers/ I wouldn't do better anywhere else	1 26%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 48%	- -%	- -%	- -%	1 26%	1 26%	1 26%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 545

QC37A. If you were thinking about changing supplier for your package of services in the future, has your overall experience of the process made you more likely or less likely to make this change, or has it made no difference?

Base : Those who have considered switching their package of services supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
	CONSI			BUN- DLE	BROAD			MOB.	FIXED	BROAD			MOB.	FIXED	BROAD			MOB.	FIXED	BROAD			MOB.	FIXED
	Total	SWIT- CHED	DERED		NEIT- HER	TV	BAND	PHONE	LINE CALLS	TV	BAND	PHONE	LINE CALLS	BUN- DLE	TV	BAND	PHONE	LINE CALLS	TV	BAND	PHONE	LINE CALLS		
																							~a	b
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	m	~n	~o	~p	~q	*r	s	~t	u		
Unweighted total	114	8	114	-	-	1	-	7	-	1	-	7	-	114	4	1	23	2	64	109	24	110		
Effective Weighted Sample	85	5	85	-	-	1	-	4	-	1	-	4	-	85	3	1	18	2	47	86	19	82		
Total	83	7	83	-	-	*	-	7	-	*	-	7	-	83	3	*	13	1	50	75	16	80		
More likely	6 7%	2 23%	6 7%	- -%	- -%	* 100%	- -%	1 17%	- -%	* 100%	- -%	1 17%	- -%	6 7%	- -%	- -%	* 4%	- -%	4 7%	6 8%	* 3%	6 7%		
Made no difference	57 69%	5 72%	57 69%	- -%	- -%	- -%	- -%	5 77%	- -%	- -%	- -%	5 77%	- -%	57 69%	2 59%	* 100%	9 69%	- -%	36 71%	49 66%	11 72%	55 68%		
Less likely	17 21%	- -%	17 21%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	17 21%	1 41%	- -%	4 27%	1 100%	8 17%	17 23%	4 25%	17 22%		
Don't know	2 3%	* 6%	2 3%	- -%	- -%	- -%	- -%	* 6%	- -%	- -%	- -%	* 6%	- -%	2 3%	- -%	- -%	- -%	- -%	2 5%	2 3%	- -%	2 3%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 545

QC37A. If you were thinking about changing supplier for your package of services in the future, has your overall experience of the process made you more likely or less likely to make this change, or has it made no difference?

Base : Those who have considered switching their package of services supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	
Significance Level: 95%																	
Unweighted total	114	1	-	-	-	3	3	-	-	52	59	3	3	89	109	111	113
Effective Weighted Sample	85	1	-	-	-	2	2	-	-	41	42	2	2	65	86	83	84
Total	83	*	-	-	-	4	2	-	-	38	43	4	2	64	75	81	82
More likely	6 7%	* 100%	- -%	- -%	- -%	* 11%	- -%	- -%	- -%	4 12%	2 4%	* 11%	- -%	4 6%	6 8%	6 7%	6 7%
Made no difference	57 69%	- -%	- -%	- -%	- -%	3 89%	2 83%	- -%	- -%	26 69%	29 68%	3 89%	2 83%	46 72%	49 66%	55 68%	57 69%
Less likely	17 21%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	7 19%	10 23%	- -%	- -%	11 18%	17 23%	17 21%	17 21%
Don't know	2 3%	- -%	- -%	- -%	- -%	- -%	* 17%	- -%	- -%	- -%	2 6%	- -%	* 17%	2 4%	2 3%	2 3%	2 3%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 546

QC19B. In considering switching your TV service, did you contact...

Base : Those who have considered switching their TV service supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	FIXED			FIXED	FIXED			FIXED	FIXED			FIXED	FIXED					
		SWIT- CHED	DERED	NEIT- HER		BROAD	MOB.	PHONE		LINE	CALLS	BROAD		MOB.	PHONE	LINE		CALLS	BROAD	MOB.	PHONE	LINE	CALLS
Significance Level: 95%	~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	*n	~o	~p	~q	*r	~s	~t	~u		
Unweighted total	63	13	63	-	1	-	6	5	1	-	7	5	2	4	63	9	1	11	63	11	1	13	
Effective Weighted Sample	32	9	32	-	1	-	6	4	1	-	5	4	1	3	32	7	1	7	32	9	1	8	
Total	39	7	39	-	1	-	2	3	*	-	4	3	2	3	39	7	1	7	39	9	1	9	
Both your current supplier and a new supplier	4	*	4	-	-	-	-	*	-	-	-	*	-	1	4	*	-	*	4	2	-	2	
	10%	5%	10%	-%	-%	-%	-%	13%	-%	-%	-%	13%	-%	43%	10%	6%	-%	6%	10%	17%	-%	18%	
Only your current supplier	7	3	7	-	1	-	*	1	-	-	2	1	1	-	7	-	1	1	7	-	1	1	
	17%	44%	17%	-%	100%	-%	14%	45%	-%	-%	47%	45%	80%	-%	17%	-%	100%	17%	17%	-%	100%	13%	
Only a new supplier	18	2	18	-	-	-	2	-	*	-	2	-	*	1	18	4	-	4	18	5	-	5	
	46%	30%	46%	-%	-%	-%	71%	-%	100%	-%	44%	-%	20%	46%	46%	62%	-%	67%	46%	58%	-%	58%	
Can't remember	11	1	11	-	-	-	*	1	-	-	*	1	-	*	11	2	-	1	11	2	-	1	
	27%	21%	27%	-%	-%	-%	14%	42%	-%	-%	9%	42%	-%	11%	27%	33%	-%	11%	27%	26%	-%	12%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 546

QC19B. In considering switching your TV service, did you contact...

Base : Those who have considered switching their TV service supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	63	-	4	1	1	2	1	-	1	22	35	2	-	63	53	57	55
Effective Weighted Sample	32	-	4	1	1	2	1	-	1	10	23	2	-	32	37	30	34
Total	39	-	2	*	1	1	1	-	1	17	20	1	-	39	27	37	33
Both your current supplier and a new supplier	4	-	-	-	-	-	-	-	-	1	3	-	-	4	3	3	3
	10%	-%	-%	-%	-%	-%	-%	-%	-%	3%	14%	-%	-%	10%	13%	9%	9%
Only your current supplier	7	-	*	-	1	1	-	-	1	2	4	1	-	7	6	6	6
	17%	-%	20%	-%	100%	100%	-%	-%	100%	11%	19%	100%	-%	17%	23%	16%	17%
Only a new supplier	18	-	1	*	-	-	-	-	-	9	9	-	-	18	11	18	14
	46%	-%	80%	100%	-%	-%	-%	-%	-%	50%	45%	-%	-%	46%	41%	47%	42%
Can't remember	11	-	-	-	-	-	1	-	-	6	4	-	-	11	6	11	10
	27%	-%	-%	-%	-%	-%	100%	-%	-%	36%	21%	-%	-%	27%	23%	28%	31%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 547

QC20B. Did you contact your current supplier or your new supplier first?

Base : Those who contacted both their current and a new TV service supplier

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN- DLE	BROAD		MOB.	FIXED	TV	BROAD		MOB.	FIXED	BUN- DLE	BROAD		MOB.	FIXED	TV	BROAD		MOB.	FIXED
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	LINE CALLS		TV	BAND	PHONE	LINE CALLS		TV	BAND	PHONE	LINE CALLS					
																					~a	~b	~c	~d
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u		
Unweighted total	10	1	10	-	-	-	-	1	-	-	-	1	-	1	10	1	-	1	10	2	-	2		
Effective Weighted Sample	6	1	6	-	-	-	-	1	-	-	-	1	-	1	6	1	-	1	6	2	-	2		
Total	4	*	4	-	-	-	-	*	-	-	-	*	-	1	4	*	-	*	4	2	-	2		
Previous supplier	1	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	*	1	-	-	*		
	24%	-%	24%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	24%	-%	-%	100%	24%	-%	-%	24%		
New supplier	2	*	2	-	-	-	-	*	-	-	-	*	-	1	2	*	-	-	2	2	-	1		
	64%	100%	64%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	100%	64%	100%	-%	-%	64%	100%	-%	76%		
Can't remember	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	*	-	-	-		
	12%	-%	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	12%	-%	-%	-%	12%	-%	-%	-%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 547

QC20B. Did you contact your current supplier or your new supplier first?

Base : Those who contacted both their current and a new TV service supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	10	-	-	-	-	-	-	-	-	2	7	-	-	10	9	9	8
Effective Weighted Sample	6	-	-	-	-	-	-	-	-	2	4	-	-	6	6	6	5
Total	4	-	-	-	-	-	-	-	-	1	3	-	-	4	3	3	3
Previous supplier	1	-	-	-	-	-	-	-	-	-	1	-	-	1	1	1	1
	24%	-%	-%	-%	-%	-%	-%	-%	-%	-%	30%	-%	-%	24%	25%	25%	28%
New supplier	2	-	-	-	-	-	-	-	-	*	2	-	-	2	2	2	2
	64%	-%	-%	-%	-%	-%	-%	-%	-%	60%	70%	-%	-%	64%	68%	68%	65%
Can't remember	*	-	-	-	-	-	-	-	-	*	-	-	-	*	*	*	*
	12%	-%	-%	-%	-%	-%	-%	-%	-%	40%	-%	-%	-%	12%	6%	6%	7%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 548

QC21B. Why did you contact this supplier first?

Base : Those aware who they contacted first when considering switching their TV service

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED												
	Total	CONSI			BUN- DLE	BROAD		MOB. PHONE	FIXED LINE CALLS	BROAD		MOB. PHONE	FIXED LINE CALLS	BROAD		MOB. PHONE	FIXED LINE CALLS	BROAD		MOB. PHONE	FIXED LINE CALLS										
		SWIT- CHED	DERED	NEIT- HER		TV	BAND			TV	BAND			TV	BAND			TV	BAND												
		~a	~b	~c		~d	~e			~f	~g			~h	~i			~j	~k			~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
		~a	~b	~c		~d	~e			~f	~g			~h	~i			~j	~k			~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Significance Level: 95%																															
Unweighted total	8	1	8	-	-	-	-	1	-	-	-	1	-	1	8	1	-	1	8	2	-	2									
Effective Weighted Sample	5	1	5	-	-	-	-	1	-	-	-	1	-	1	5	1	-	1	5	2	-	2									
Total	3	*	3	-	-	-	-	*	-	-	-	*	-	1	3	*	-	*	3	2	-	2									
To see what they could offer me	3	-	3	-	-	-	-	-	-	-	-	-	-	1	3	*	-	-	3	2	-	1									
	78%	-%	78%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	78%	100%	-%	-%	78%	100%	-%	76%									
To find out what I needed to do to make the switch	2	-	2	-	-	-	-	-	-	-	-	-	-	1	2	-	-	-	2	1	-	1									
	47%	-%	47%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	47%	-%	-%	-%	47%	75%	-%	76%									
To get the code I needed to make the switch	1	*	1	-	-	-	-	*	-	-	-	*	-	-	1	-	-	*	1	-	-	*									
	22%	100%	22%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	22%	-%	-%	100%	22%	-%	-%	24%									
Something else	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	*	-	-	-									
	11%	-%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%	-%	-%	-%	11%	-%	-%	-%									

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 548

QC21B. Why did you contact this supplier first?

Base : Those aware who they contacted first when considering switching their TV service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	8	-	-	-	-	-	-	-	-	1	7	-	-	8	8	8	7
Effective Weighted Sample	5	-	-	-	-	-	-	-	-	1	4	-	-	5	5	5	4
Total	3	-	-	-	-	-	-	-	-	*	3	-	-	3	3	3	3
To see what they could offer me	3	-	-	-	-	-	-	-	-	-	3	-	-	3	3	3	3
	78%	-%	-%	-%	-%	-%	-%	-%	-%	-%	87%	-%	-%	78%	78%	78%	87%
To find out what I needed to do to make the switch	2	-	-	-	-	-	-	-	-	-	2	-	-	2	2	2	2
	47%	-%	-%	-%	-%	-%	-%	-%	-%	-%	53%	-%	-%	47%	47%	47%	53%
To get the code I needed to make the switch	1	-	-	-	-	-	-	-	-	*	*	-	-	1	1	1	*
	22%	-%	-%	-%	-%	-%	-%	-%	-%	100%	13%	-%	-%	22%	22%	22%	13%
Something else	*	-	-	-	-	-	-	-	-	-	*	-	-	*	*	*	*
	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	13%	-%	-%	11%	11%	11%	13%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 549

QC22B. How easy or difficult did you find the process of making contact with suppliers in order to make the switch?

Base : Those who contacted any suppliers when considering switching their TV service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	*n	~o	~p	~q	*r	~s	~t	~u
Unweighted total	50	11	50	-	1	-	5	4	1	-	6	4	2	3	50	6	1	9	50	8	1	10
Effective Weighted Sample	24	8	24	-	1	-	5	4	1	-	4	4	1	2	24	5	1	5	24	7	1	7
Total	28	5	28	-	1	-	2	1	*	-	3	1	2	2	28	5	1	6	28	7	1	8
1 - Very difficult	1	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	*	1	-	-	*
	4%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	6%	4%	-%	-%	5%
2	2	-	2	-	-	-	-	-	-	-	-	-	-	-	2	-	1	1	2	-	1	1
	9%	-%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	9%	-%	100%	19%	9%	-%	100%	14%
TOTAL DIFFICULT	4	-	4	-	-	-	-	-	-	-	-	-	-	-	4	-	1	1	4	-	1	1
	13%	-%	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	13%	-%	100%	25%	13%	-%	100%	19%
3 - Neither	5	1	5	-	-	-	1	-	-	-	1	-	-	*	5	2	-	1	5	2	-	*
	16%	13%	16%	-%	-%	-%	34%	-%	-%	-%	20%	-%	-%	9%	16%	33%	-%	13%	16%	23%	-%	5%
4	8	3	8	-	1	-	*	1	-	-	2	1	1	1	8	1	-	2	8	2	-	3
	27%	54%	27%	-%	100%	-%	18%	72%	-%	-%	53%	72%	80%	48%	27%	16%	-%	38%	27%	27%	-%	44%
5 - Very easy	12	2	12	-	-	-	1	*	*	-	1	*	*	1	12	2	-	1	12	3	-	2
	43%	33%	43%	-%	-%	-%	47%	28%	100%	-%	27%	28%	20%	42%	43%	51%	-%	24%	43%	50%	-%	31%
TOTAL EASY	20	5	20	-	1	-	1	1	*	-	3	1	2	2	20	3	-	4	20	5	-	6
	70%	87%	70%	-%	100%	-%	66%	100%	100%	-%	80%	100%	100%	91%	70%	67%	-%	62%	70%	77%	-%	76%
Don't know	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	*	-	-	-
	1%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 549

QC22B. How easy or difficult did you find the process of making contact with suppliers in order to make the switch?

Base : Those who contacted any suppliers when considering switching their TV service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	50	-	4	1	1	2	-	-	1	16	28	2	-	50	43	44	43
Effective Weighted Sample	24	-	4	1	1	2	-	-	1	6	18	2	-	24	30	22	28
Total	28	-	2	*	1	1	-	-	1	11	16	1	-	28	21	27	23
1 - Very difficult	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 6%	* 2%	- -%	- -%	1 4%	1 5%	1 4%	1 5%
2	2 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	2 10%	- -%	- -%	2 9%	2 11%	2 8%	2 10%
TOTAL DIFFICULT	4 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 11%	2 13%	- -%	- -%	4 13%	3 16%	3 12%	3 14%
3 - Neither	5 16%	- -%	* 20%	* 100%	- -%	- -%	- -%	- -%	- -%	1 8%	3 20%	- -%	- -%	5 16%	4 21%	4 15%	4 17%
4	8 27%	- -%	* 22%	- -%	1 100%	1 100%	- -%	- -%	1 100%	1 9%	7 41%	1 100%	- -%	8 27%	6 28%	8 28%	7 31%
5 - Very easy	12 43%	- -%	1 57%	- -%	- -%	- -%	- -%	- -%	- -%	8 71%	4 26%	- -%	- -%	12 43%	7 34%	12 45%	8 36%
TOTAL EASY	20 70%	- -%	1 80%	- -%	1 100%	1 100%	- -%	- -%	1 100%	9 81%	11 67%	1 100%	- -%	20 70%	13 62%	20 73%	15 67%
Don't know	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	* 1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 550

QC23B. Would you have needed to pay an early termination charge or cancellation charge in order to leave your contract with your supplier?

Base : Those who have considered switching their TV service supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS		
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	PHONE	TV		BAND	PHONE	TV		BAND	PHONE	TV		BAND	PHONE
Significance Level: 95%																							
Unweighted total	63	13	63	-	1	-	6	5	1	-	7	5	2	4	63	9	1	11	63	11	1	13	
Effective Weighted Sample	32	9	32	-	1	-	6	4	1	-	5	4	1	3	32	7	1	7	32	9	1	8	
Total	39	7	39	-	1	-	2	3	*	-	4	3	2	3	39	7	1	7	39	9	1	9	
Yes	3	1	3	-	-	-	*	*	-	-	*	*	-	-	3	1	-	*	3	1	-	*	
	7%	10%	7%	-%	-%	-%	14%	14%	-%	-%	9%	14%	-%	-%	7%	18%	-%	6%	7%	14%	-%	4%	
No	23	3	23	-	-	-	1	2	*	-	1	2	*	2	23	3	-	5	23	6	-	6	
	60%	43%	60%	-%	-%	-%	30%	73%	100%	-%	18%	73%	20%	89%	60%	49%	-%	71%	60%	60%	-%	75%	
Don't know	13	3	13	-	1	-	1	*	-	-	3	*	1	*	13	2	1	2	13	2	1	2	
	32%	46%	32%	-%	100%	-%	56%	13%	-%	-%	73%	13%	80%	11%	32%	33%	100%	23%	32%	26%	100%	21%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 550

QC23B. Would you have needed to pay an early termination charge or cancellation charge in order to leave your contract with your supplier?

Base : Those who have considered switching their TV service supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	63	-	4	1	1	2	1	-	1	22	35	2	-	63	53	57	55
Effective Weighted Sample	32	-	4	1	1	2	1	-	1	10	23	2	-	32	37	30	34
Total	39	-	2	*	1	1	1	-	1	17	20	1	-	39	27	37	33
Yes	3 7%	- -%	* 20%	- -%	- -%	* 50%	- -%	- -%	- -%	- -%	2 11%	* 50%	- -%	3 7%	3 10%	2 6%	2 7%
No	23 60%	- -%	1 42%	- -%	- -%	* 50%	1 100%	- -%	- -%	14 80%	9 46%	* 50%	- -%	23 60%	14 53%	23 62%	19 58%
Don't know	13 32%	- -%	1 38%	* 100%	1 100%	- -%	- -%	- -%	1 100%	3 20%	9 43%	- -%	- -%	13 32%	10 37%	12 32%	12 35%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 551

QC24B. How much would you have had to pay to leave your contract?

Base : Those who would have to pay a charge to leave the contract for their TV service

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND	TV		BAND	TV	BAND		
		~a	~b	~c		~d	~e	~f		~g	~h	~i		~j	~k	~l		~m	~n	~o		~p
Significance Level: 95%																						
Unweighted total	6	2	6	-	-	-	1	1	-	-	1	1	-	-	6	1	-	1	6	1	-	1
Effective Weighted Sample	4	2	4	-	-	-	1	1	-	-	1	1	-	-	4	1	-	1	4	1	-	1
Total	3	1	3	-	-	-	*	*	-	-	*	*	-	-	3	1	-	*	3	1	-	*
Up to £19.99	1	*	1	-	-	-	-	*	-	-	-	*	-	-	1	-	-	*	1	-	-	*
	26%	52%	26%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	26%	-%	-%	100%	26%	-%	-%	100%
£30.00-£39.99	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	*	-	-	-
	9%	-%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	9%	-%	-%	-%	9%	-%	-%	-%
Don't know	2	*	2	-	-	-	*	-	-	-	*	-	-	-	2	1	-	-	2	1	-	-
	66%	48%	66%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	66%	100%	-%	-%	66%	100%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 551

QC24B. How much would you have had to pay to leave your contract?

Base : Those who would have to pay a charge to leave the contract for their TV service

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p	
Significance Level: 95%																		
Unweighted total	6	-	1	-	-	1	-	-	-	-	4	1	-	6	5	4	4	
Effective Weighted Sample	4	-	1	-	-	1	-	-	-	-	3	1	-	4	3	3	3	
Total	3	-	*	-	-	*	-	-	-	-	2	*	-	3	3	2	2	
Up to £19.99	1	-	-	-	-	*	-	-	-	-	1	*	-	1	1	1	1	
	26%	-%	-%	-%	-%	100%	-%	-%	-%	-%	32%	100%	-%	26%	28%	32%	32%	
£30.00-£39.99	*	-	-	-	-	-	-	-	-	-	*	-	-	*	*	*	*	
	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%	-%	-%	9%	9%	11%	11%	
Don't know	2	-	*	-	-	-	-	-	-	-	1	-	-	2	2	1	1	
	66%	-%	100%	-%	-%	-%	-%	-%	-%	-%	57%	-%	-%	66%	62%	57%	57%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 552

QC25B. Which of these best describes when you were told about the cancellation charge?

Base : Those who would have to pay a charge to leave the contract for their TV service

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED						
	Total	CONSI			BUN- DLE	FIXED			TV	FIXED			TV	FIXED			TV	FIXED			TV	FIXED			
		SWIT- CHED	DERED	NEIT- HER		BROAD	MOB.	PHONE		LINE CALLS	BROAD	MOB.		PHONE	LINE CALLS	BROAD		MOB.	PHONE	LINE CALLS		BROAD	MOB.	PHONE	LINE CALLS
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u			
Unweighted total	6	2	6	-	-	-	1	1	-	-	1	1	-	-	6	1	-	1	6	1	-	1			
Effective Weighted Sample	4	2	4	-	-	-	1	1	-	-	1	1	-	-	4	1	-	1	4	1	-	1			
Total	3	1	3	-	-	-	*	*	-	-	*	*	-	-	3	1	-	*	3	1	-	*			
When I first contacted my current supplier about cancelling their service	2 54%	- -%	2 54%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 54%	1 100%	- -%	- -%	2 54%	1 100%	- -%	- -%			
I already knew from the information I was given when I first took the service	1 20%	* 48%	1 20%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	1 20%	- -%	- -%	- -%	1 20%	- -%	- -%	- -%			
When I first contacted the new supplier about using the service	* 13%	- -%	* 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 13%	- -%	- -%	* 100%	* 13%	- -%	- -%	* 100%			
Only after I had agreed to switch the service over	* 13%	* 52%	* 13%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	* 13%	- -%	- -%	- -%	* 13%	- -%	- -%	- -%			
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																									

Table 552

QC25B. Which of these best describes when you were told about the cancellation charge?

Base : Those who would have to pay a charge to leave the contract for their TV service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	6	-	1	-	-	1	-	-	-	-	4	1	-	6	5	4	4
Effective Weighted Sample	4	-	1	-	-	1	-	-	-	-	3	1	-	4	3	3	3
Total	3	-	*	-	-	*	-	-	-	-	2	*	-	3	3	2	2
When I first contacted my current supplier about cancelling their service	2 54%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 68%	- -%	- -%	2 54%	2 59%	2 68%	2 68%
I already knew from the information I was given when I first took the service	1 20%	- -%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 20%	* 13%	- -%	- -%
When I first contacted the new supplier about using the service	* 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 16%	- -%	- -%	* 13%	* 14%	* 16%	* 16%
Only after I had agreed to switch the service over	* 13%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	* 16%	* 100%	- -%	* 13%	* 14%	* 16%	* 16%
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Table 553

QC26B. Were these cancellation charges important in your decision not to switch to another provider?

Base : Those who would have to pay a charge to leave the contract for their TV service

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED					
	SWIT- CHED	DERED	NEIT- HER		BROAD	MOB.	LINE		BROAD	MOB.	LINE		BROAD	MOB.	LINE		BROAD	MOB.	LINE			
																				PHONE	CALLS	PHONE
Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	6	2	6	-	-	-	1	1	-	-	1	1	-	-	6	1	-	1	6	1	-	1
Effective Weighted Sample	4	2	4	-	-	-	1	1	-	-	1	1	-	-	4	1	-	1	4	1	-	1
Total	3	1	3	-	-	-	*	*	-	-	*	*	-	-	3	1	-	*	3	1	-	*
Yes, very important	2	*	2	-	-	-	*	-	-	-	*	-	-	-	2	1	-	*	2	1	-	*
	70%	48%	70%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	70%	100%	-%	100%	70%	100%	-%	100%
Yes, fairly important	1	*	1	-	-	-	-	*	-	-	-	*	-	-	1	-	-	-	1	-	-	-
	30%	52%	30%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	30%	-%	-%	-%	30%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 553

QC26B. Were these cancellation charges important in your decision not to switch to another provider?

Base : Those who would have to pay a charge to leave the contract for their TV service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	6	-	1	-	-	1	-	-	-	-	4	1	-	6	5	4	4
Effective Weighted Sample	4	-	1	-	-	1	-	-	-	-	3	1	-	4	3	3	3
Total	3	-	*	-	-	*	-	-	-	-	2	*	-	3	3	2	2
Yes, very important	2	-	*	-	-	-	-	-	-	-	2	-	-	2	2	2	2
	70%	-%	100%	-%	-%	-%	-%	-%	-%	-%	73%	-%	-%	70%	77%	73%	73%
Yes, fairly important	1	-	-	-	-	*	-	-	-	-	1	*	-	1	1	1	1
	30%	-%	-%	-%	-%	100%	-%	-%	-%	-%	27%	100%	-%	30%	23%	27%	27%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 554

QC27B. When you were in contact with your current supplier, did they make you any kind of offer to stay with them?

Base : Those who had contact with their current supplier when considering switching their TV service

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED									
	Total	CONSI			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED			TV	FIXED								
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		MOB.	LINE	CALLS		TV	BAND	PHONE		MOB.	LINE	CALLS	TV	BAND	PHONE	MOB.	LINE	CALLS
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u				
Unweighted total	25	6	25	-	1	-	1	4	-	-	2	4	1	1	25	1	1	4	25	2	1	5				
Effective Weighted Sample	17	4	17	-	1	-	1	4	-	-	1	4	1	1	17	1	1	4	17	2	1	4				
Total	10	3	10	-	1	-	*	1	-	-	2	1	1	1	10	*	1	1	10	2	1	3				
Yes they made me an offer which I listened to	4	*	4	-	-	-	-	*	-	-	-	*	-	-	4	*	1	1	4	*	1	1				
	39%	13%	39%	-%	-%	-%	-%	28%	-%	-%	-%	28%	-%	-%	39%	100%	100%	77%	39%	25%	100%	43%				
They wanted to make me an offer, but I wasn't interested in listening to it	*	*	*	-	-	-	*	-	-	-	*	-	-	-	*	-	-	-	*	-	-	-				
	3%	10%	3%	-%	-%	-%	100%	-%	-%	-%	19%	-%	-%	-%	3%	-%	-%	-%	3%	-%	-%	-%				
No, they didn't make me an offer	5	2	5	-	1	-	-	1	-	-	1	1	1	1	5	-	-	*	5	1	-	2				
	51%	77%	51%	-%	100%	-%	-%	72%	-%	-%	81%	72%	100%	100%	51%	-%	-%	23%	51%	75%	-%	57%				
Can't remember	1	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	-				
	7%	-%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	7%	-%	-%	-%	7%	-%	-%	-%				

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 554

QC27B. When you were in contact with your current supplier, did they make you any kind of offer to stay with them?

Base : Those who had contact with their current supplier when considering switching their TV service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	25	-	1	-	1	2	-	-	1	6	15	2	-	25	22	21	20
Effective Weighted Sample	17	-	1	-	1	2	-	-	1	5	9	2	-	17	15	14	13
Total	10	-	*	-	1	1	-	-	1	2	7	1	-	10	10	9	9
Yes they made me an offer which I listened to	4 39%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 59%	2 34%	- -%	- -%	4 39%	4 39%	4 41%	4 42%
They wanted to make me an offer, but I wasn't interested in listening to it	* 3%	- -%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	* 3%	- -%	- -%
No, they didn't make me an offer	5 51%	- -%	- -%	- -%	1 100%	1 100%	- -%	- -%	1 100%	1 41%	4 59%	1 100%	- -%	5 51%	5 53%	5 55%	5 53%
Can't remember	1 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 7%	- -%	- -%	1 7%	* 5%	* 5%	* 5%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 555

QC28B. How did this offer compare to the package or plan you already had with them and the price you paid?

Base : Those who listened to an offer from their current TV service supplier

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED				
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		LINE CALLS	TV	BAND		PHONE	LINE CALLS	TV		BAND	PHONE	LINE CALLS		
																					~a	~b
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	10	1	10	-	-	-	-	1	-	-	-	1	-	-	10	1	1	3	10	1	1	3
Effective Weighted Sample	9	1	9	-	-	-	-	1	-	-	-	1	-	-	9	1	1	3	9	1	1	3
Total	4	*	4	-	-	-	-	*	-	-	-	*	-	-	4	*	1	1	4	*	1	1
The same package or plan at a lower price	1	*	1	-	-	-	-	*	-	-	-	*	-	-	1	-	-	-	1	-	-	-
	21%	100%	21%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	21%	-%	-%	-%	21%	-%	-%	-%
An improved package or plan at the same price	2	-	2	-	-	-	-	-	-	-	-	-	-	-	2	*	-	1	2	*	-	1
	54%	-%	54%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	54%	100%	-%	63%	54%	100%	-%	63%
An improved package or plan at a higher price	1	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	1	-	1	-
	14%	-%	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	14%	-%	100%	-%	14%	-%	100%	-%
Can't remember the details	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	*	*	-	-	*
	10%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	10%	-%	-%	37%	10%	-%	-%	37%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 555

QC28B. How did this offer compare to the package or plan you already had with them and the price you paid?

Base : Those who listened to an offer from their current TV service supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	10	-	-	-	-	-	-	-	-	3	6	-	-	10	9	9	9
Effective Weighted Sample	9	-	-	-	-	-	-	-	-	3	6	-	-	9	8	8	8
Total	4	-	-	-	-	-	-	-	-	1	2	-	-	4	4	4	4
The same package or plan at a lower price	1 21%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 29%	* 10%	- -%	- -%	1 21%	1 17%	1 17%	1 17%
An improved package or plan at the same price	2 54%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 71%	1 49%	- -%	- -%	2 54%	2 58%	2 58%	2 58%
An improved package or plan at a higher price	1 14%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 24%	- -%	- -%	1 14%	1 15%	1 15%	1 15%
Can't remember the details	* 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 18%	- -%	- -%	* 10%	* 11%	* 11%	* 11%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 556

QC29B. What was covered in the improved package or plan your previous supplier offered?

Base : Those offered an improved package or plan from their current TV service supplier

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	FIXED			TV	FIXED			BUN- DLE	FIXED			TV	FIXED				
		SWIT- CHED	DERED	NEIT- HER		MOB.	PHONE	LINE		MOB.	PHONE	LINE		MOB.	PHONE	LINE						
																		BROAD	MOB.	LINE	BROAD	MOB.
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	6	-	6	-	-	-	-	-	-	-	-	-	-	-	6	1	1	2	6	1	1	2
Effective Weighted Sample	6	-	6	-	-	-	-	-	-	-	-	-	-	-	6	1	1	2	6	1	1	2
Total	3	-	3	-	-	-	-	-	-	-	-	-	-	-	3	*	1	1	3	*	1	1
Discounted sports package	1	-	1	-	-	-	-	-	-	-	-	-	-	-	1	*	-	*	1	*	-	*
	28%	-%	28%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	28%	100%	-%	52%	28%	100%	-%	52%
Discounted movie package	1	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	*	1	-	-	*
	27%	-%	27%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	27%	-%	-%	52%	27%	-%	-%	52%
More minutes for calls	1	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	1	-	1	-
	20%	-%	20%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	20%	-%	100%	-%	20%	-%	100%	-%
Free additional channels	1	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	1	-	1	-
	20%	-%	20%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	20%	-%	100%	-%	20%	-%	100%	-%
Higher/ faster broadband speed	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	*	*	-	-	*
	12%	-%	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	12%	-%	-%	48%	12%	-%	-%	48%
Something else	1	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	-
	39%	-%	39%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	39%	-%	-%	-%	39%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 556

QC29B. What was covered in the improved package or plan your previous supplier offered?

Base : Those offered an improved package or plan from their current TV service supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	6	-	-	-	-	-	-	-	-	2	4	-	-	6	6	6	6
Effective Weighted Sample	6	-	-	-	-	-	-	-	-	2	4	-	-	6	6	6	6
Total	3	-	-	-	-	-	-	-	-	1	2	-	-	3	3	3	3
Discounted sports package	1 28%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 46%	- -%	- -%	1 28%	1 28%	1 28%	1 28%
Discounted movie package	1 27%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 44%	- -%	- -%	1 27%	1 27%	1 27%	1 27%
More minutes for calls	1 20%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 33%	- -%	- -%	1 20%	1 20%	1 20%	1 20%
Free additional channels	1 20%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 33%	- -%	- -%	1 20%	1 20%	1 20%	1 20%
Higher/ faster broadband speed	* 12%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 33%	- -%	- -%	- -%	* 12%	* 12%	* 12%	* 12%
Something else	1 39%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 67%	* 22%	- -%	- -%	1 39%	1 39%	1 39%	1 39%
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Table 557

QC30B. Did you talk to your supplier about the best offer you had found from another supplier?

Base : Those who listened to an offer from their current TV service supplier

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	TV	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	TV	BROAD MOB. PHONE			FIXED LINE CALLS
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	LINE		TV	BAND	PHONE	LINE		TV	BAND	PHONE	LINE					
																					~a	~b	~c	~d
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u		
Unweighted total	10	1	10	-	-	-	-	1	-	-	-	1	-	-	10	1	1	3	10	1	1	3		
Effective Weighted Sample	9	1	9	-	-	-	-	1	-	-	-	1	-	-	9	1	1	3	9	1	1	3		
Total	4	*	4	-	-	-	-	*	-	-	-	*	-	-	4	*	1	1	4	*	1	1		
No, I did not	3	*	3	-	-	-	-	*	-	-	-	*	-	-	3	*	1	1	3	*	1	1		
	80%	100%	80%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	80%	100%	100%	63%	80%	100%	100%	63%		
Their offer matched the best offer I had found	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	*	-	-	-		
	9%	-%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	9%	-%	-%	-%	9%	-%	-%	-%		
Can't remember	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	*	*	-	-	*		
	10%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	10%	-%	-%	37%	10%	-%	-%	37%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 557

QC30B. Did you talk to your supplier about the best offer you had found from another supplier?

Base : Those who listened to an offer from their current TV service supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	10	-	-	-	-	-	-	-	-	3	6	-	-	10	9	9	9
Effective Weighted Sample	9	-	-	-	-	-	-	-	-	3	6	-	-	9	8	8	8
Total	4	-	-	-	-	-	-	-	-	1	2	-	-	4	4	4	4
No, I did not	3	-	-	-	-	-	-	-	-	1	2	-	-	3	3	3	3
	80%	-%	-%	-%	-%	-%	-%	-%	-%	100%	66%	-%	-%	80%	79%	79%	79%
Their offer matched the best offer I had found	*	-	-	-	-	-	-	-	-	-	*	-	-	*	*	*	*
	9%	-%	-%	-%	-%	-%	-%	-%	-%	-	16%	-%	-%	9%	10%	10%	10%
Can't remember	*	-	-	-	-	-	-	-	-	-	*	-	-	*	*	*	*
	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	18%	-%	-%	10%	11%	11%	11%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 558

QC31B. How happy or unhappy were you with how this offer was made to you?

Base : Those who listened to an offer from their current TV service supplier

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN-DLE	FIXED LINE			BUN-DLE	FIXED LINE			BUN-DLE	FIXED LINE			BUN-DLE	FIXED LINE				
		SWIT-CHED	DERED	NEIT-HER		TV	BAND	PHONE		MOB.	TV	BAND		PHONE	MOB.	TV		BAND	PHONE	MOB.		
																					~a	~b
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	10	1	10	-	-	-	-	1	-	-	-	1	-	-	10	1	1	3	10	1	1	3
Effective Weighted Sample	9	1	9	-	-	-	-	1	-	-	-	1	-	-	9	1	1	3	9	1	1	3
Total	4	*	4	-	-	-	-	*	-	-	-	*	-	-	4	*	1	1	4	*	1	1
1 - Very unhappy	1	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	-
	27%	-%	27%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	27%	-%	-%	-%	27%	-%	-%	-%
2	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	*	-	-	-
	5%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%	-%	5%	-%	-%	-%
TOTAL UNHAPPY	1	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	-
	32%	-%	32%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	32%	-%	-%	-%	32%	-%	-%	-%
3 - Neither	2	-	2	-	-	-	-	-	-	-	-	-	-	-	2	*	1	1	2	*	1	1
	52%	-%	52%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	52%	100%	100%	100%	52%	100%	100%	100%
4	1	*	1	-	-	-	-	*	-	-	-	*	-	-	1	-	-	-	1	-	-	-
	16%	100%	16%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	16%	-%	-%	-%	16%	-%	-%	-%
TOTAL HAPPY	1	*	1	-	-	-	-	*	-	-	-	*	-	-	1	-	-	-	1	-	-	-
	16%	100%	16%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	16%	-%	-%	-%	16%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 558

QC31B. How happy or unhappy were you with how this offer was made to you?

Base : Those who listened to an offer from their current TV service supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	10	-	-	-	-	-	-	-	-	3	6	-	-	10	9	9	9
Effective Weighted Sample	9	-	-	-	-	-	-	-	-	3	6	-	-	9	8	8	8
Total	4	-	-	-	-	-	-	-	-	1	2	-	-	4	4	4	4
1 - Very unhappy	1	-	-	-	-	-	-	-	-	1	*	-	-	1	1	1	1
	27%	-%	-%	-%	-%	-%	-%	-%	-%	48%	16%	-%	-%	27%	28%	28%	28%
2	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%	-%
TOTAL UNHAPPY	1	-	-	-	-	-	-	-	-	1	*	-	-	1	1	1	1
	32%	-%	-%	-%	-%	-%	-%	-%	-%	48%	16%	-%	-%	32%	28%	28%	28%
3 - Neither	2	-	-	-	-	-	-	-	-	*	2	-	-	2	2	2	2
	52%	-%	-%	-%	-%	-%	-%	-%	-%	23%	74%	-%	-%	52%	55%	55%	55%
4	1	-	-	-	-	-	-	-	-	*	*	-	-	1	1	1	1
	16%	-%	-%	-%	-%	-%	-%	-%	-%	29%	10%	-%	-%	16%	17%	17%	17%
TOTAL HAPPY	1	-	-	-	-	-	-	-	-	*	*	-	-	1	1	1	1
	16%	-%	-%	-%	-%	-%	-%	-%	-%	29%	10%	-%	-%	16%	17%	17%	17%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 559

QC32B. Did you accept the offer from your supplier?

Base : Those who listened to an offer from their current TV service supplier

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED				
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		CALLS	TV	BAND		PHONE	CALLS	TV		BAND	PHONE	CALLS		
																					BROAD	MOB.
		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Significance Level: 95%																						
Unweighted total	10	1	10	-	-	-	-	1	-	-	-	1	-	-	10	1	1	3	10	1	1	3
Effective Weighted Sample	9	1	9	-	-	-	-	1	-	-	-	1	-	-	9	1	1	3	9	1	1	3
Total	4	*	4	-	-	-	-	*	-	-	-	*	-	-	4	*	1	1	4	*	1	1
No, did not accept	3	-	3	-	-	-	-	-	-	-	-	-	-	-	3	*	1	1	3	*	1	1
	65%	-%	65%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	65%	100%	100%	63%	65%	100%	100%	63%
Accepted offer, but did not say I needed to sign a new contract	1	*	1	-	-	-	-	*	-	-	-	*	-	-	1	-	-	*	1	-	-	*
	26%	100%	26%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	26%	-%	-%	37%	26%	-%	-%	37%
Accepted offer, and signed a new contract	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	*	-	-	-
	9%	-%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	9%	-%	-%	-%	9%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 559

QC32B. Did you accept the offer from your supplier?

Base : Those who listened to an offer from their current TV service supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p
Unweighted total	10	-	-	-	-	-	-	-	-	3	6	-	-	10	9	9	9
Effective Weighted Sample	9	-	-	-	-	-	-	-	-	3	6	-	-	9	8	8	8
Total	4	-	-	-	-	-	-	-	-	1	2	-	-	4	4	4	4
No, did not accept	3	-	-	-	-	-	-	-	-	1	2	-	-	3	3	3	3
	65%	-%	-%	-%	-%	-%	-%	-%	-%	71%	66%	-%	-%	65%	68%	68%	68%
Accepted offer, but did not say I needed to sign a new contract	1	-	-	-	-	-	-	-	-	*	*	-	-	1	1	1	1
	26%	-%	-%	-%	-%	-%	-%	-%	-%	29%	18%	-%	-%	26%	22%	22%	22%
Accepted offer, and signed a new contract	*	-	-	-	-	-	-	-	-	-	*	-	-	*	*	*	*
	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	16%	-%	-%	9%	10%	10%	10%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 560

QC33B. Having accepted this offer, would you say that you are now better off as a result?

Base : Those who accepted this improved offer from their current TV service supplier

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED							
	CONSI				BUN- DLE	BROAD MOB. LINE			TV	BROAD MOB. LINE			BUN- DLE	BROAD MOB. LINE			TV	BROAD MOB. LINE						
	SWIT- CHED	DERED	NEIT- HER	PHONE		CALLS	PHONE	CALLS		PHONE	CALLS	PHONE		CALLS										
															~a	~b		~c	~d	~e	~f	~g	~h	~i
Significance Level: 95%	Total																							
Unweighted total	4	1	4	-	-	-	-	1	-	-	-	1	-	-	4	-	-	1	4	-	-	1		
Effective Weighted Sample	4	1	4	-	-	-	-	1	-	-	-	1	-	-	4	-	-	1	4	-	-	1		
Total	1	*	1	-	-	-	-	*	-	-	-	*	-	-	1	-	-	*	1	-	-	*		
Yes, now better off	1	*	1	-	-	-	-	*	-	-	-	*	-	-	1	-	-	-	1	-	-	-		
	71%	100%	71%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	71%	-%	-%	-%	71%	-%	-%	-%		
No difference	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	*	*	-	-	*		
	29%	-%	29%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	29%	-%	-%	100%	29%	-%	-%	100%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 560

QC33B. Having accepted this offer, would you say that you are now better off as a result?

Base : Those who accepted this improved offer from their current TV service supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	4	-	-	-	-	-	-	-	-	1	2	-	-	4	3	3	3
Effective Weighted Sample	4	-	-	-	-	-	-	-	-	1	2	-	-	4	3	3	3
Total	1	-	-	-	-	-	-	-	-	*	1	-	-	1	1	1	1
Yes, now better off	1	-	-	-	-	-	-	-	-	*	*	-	-	1	1	1	1
	71%	-%	-%	-%	-%	-%	-%	-%	-%	100%	47%	-%	-%	71%	65%	65%	65%
No difference	*	-	-	-	-	-	-	-	-	-	*	-	-	*	*	*	*
	29%	-%	-%	-%	-%	-%	-%	-%	-%	-%	53%	-%	-%	29%	35%	35%	35%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 561

QC34B. How much less do you think you are paying each month?

Base : Those who think they are paying less each month for their TV service

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN-DLE	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	
		SWIT-CH	DERED	NEIT-HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND	TV		BAND	TV	BAND		
		~a	~b	~c		~d	~e	~f		~g	~h	~i		~j	~k	~l		~m	~n	~o		~p
Significance Level: 95%																						
Unweighted total	3	1	3	-	-	-	-	1	-	-	-	1	-	-	3	-	-	-	3	-	-	-
Effective Weighted Sample	3	1	3	-	-	-	-	1	-	-	-	1	-	-	3	-	-	-	3	-	-	-
Total	1	*	1	-	-	-	-	*	-	-	-	*	-	-	1	-	-	-	1	-	-	-
Under £5	1	*	1	-	-	-	-	*	-	-	-	*	-	-	1	-	-	-	1	-	-	-
	78%	100%	78%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	78%	-%	-%	-%	78%	-%	-%	-%
£5.00-£9.99	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	*	-	-	-
	22%	-%	22%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	22%	-%	-%	-%	22%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 561

QC34B. How much less do you think you are paying each month?

Base : Those who think they are paying less each month for their TV service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	3	-	-	-	-	-	-	-	-	1	1	-	-	3	2	2	2
Effective Weighted Sample	3	-	-	-	-	-	-	-	-	1	1	-	-	3	2	2	2
Total	1	-	-	-	-	-	-	-	-	*	*	-	-	1	1	1	1
Under £5	1	-	-	-	-	-	-	-	-	*	*	-	-	1	1	1	1
	78%	-%	-%	-%	-%	-%	-%	-%	-%	100%	100%	-%	-%	78%	100%	100%	100%
£5.00-£9.99	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-
	22%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	22%	-%	-%	-%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 562

QC35B. Which one of these statements best describes how you felt about the contact you had with your current supplier?

Base : Those who had contact with their current supplier when considering switching their TV service

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED				
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	MOB. PHONE		LINE CALLS	TV	BAND		MOB. PHONE	LINE CALLS	TV		BAND	MOB. PHONE	LINE CALLS		
																					~a	~b
Significance Level: 95%																						
Unweighted total	25	6	25	-	1	-	1	4	-	-	2	4	1	1	25	1	1	4	25	2	1	5
Effective Weighted Sample	17	4	17	-	1	-	1	4	-	-	1	4	1	1	17	1	1	4	17	2	1	4
Total	10	3	10	-	1	-	*	1	-	-	2	1	1	1	10	*	1	1	10	2	1	3
They did not try to persuade me to stay with them	3	2	3	-	1	-	-	*	-	-	1	*	1	-	3	-	-	*	3	-	-	*
	26%	55%	26%	-%	100%	-%	-%	25%	-%	-%	81%	25%	100%	-%	26%	-%	-%	23%	26%	-%	-%	13%
They talked about me staying, but did not put me under any pressure to stay	5	1	5	-	-	-	*	1	-	-	*	1	-	-	5	*	1	*	5	*	1	*
	47%	34%	47%	-%	-%	-%	100%	53%	-%	-%	19%	53%	-%	-%	47%	100%	100%	23%	47%	25%	100%	13%
They put me under pressure to stay with them	1	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	1	-	-	1
	10%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	10%	-%	-%	54%	10%	-%	-%	30%
Can't remember	2	*	2	-	-	-	-	*	-	-	-	*	-	1	2	-	-	-	2	1	-	1
	17%	10%	17%	-%	-%	-%	-%	23%	-%	-%	-%	23%	-%	100%	17%	-%	-%	-%	17%	75%	-%	45%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Table 562

QC35B. Which one of these statements best describes how you felt about the contact you had with your current supplier?

Base : Those who had contact with their current supplier when considering switching their TV service

		TV PROCES S		BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	25	-	1	-	1	2	-	-	1	6	15	2	-	25	22	21	20
Effective Weighted Sample	17	-	1	-	1	2	-	-	1	5	9	2	-	17	15	14	13
Total	10	-	*	-	1	1	-	-	1	2	7	1	-	10	10	9	9
They did not try to persuade me to stay with them	3 26%	- -%	- -%	- -%	1 100%	* 50%	- -%	- -%	1 100%	1 23%	2 28%	* 50%	- -%	3 26%	3 26%	3 27%	3 28%
They talked about me staying, but did not put me under any pressure to stay	5 47%	- -%	* 100%	- -%	- -%	* 50%	- -%	- -%	- -%	2 64%	3 40%	* 50%	- -%	5 47%	5 48%	4 46%	4 48%
They put me under pressure to stay with them	1 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 11%	- -%	- -%	1 10%	1 8%	1 8%	1 9%
Can't remember	2 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 14%	1 20%	- -%	- -%	2 17%	2 18%	2 19%	1 16%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 563

QC36B. Can you tell me how you felt put under pressure to stay?

Base : Those who felt under pressure to stay with their current TV service supplier

	ACTIONS TAKEN								SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED										
	CONSI			SWITCHED & COVERED				CONSIDERED & COVERED				CONSIDERED & COVERED											
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD TV	MOB. BAND	FIXED PHONE	LINE CALLS	BROAD TV	MOB. BAND	FIXED PHONE	LINE CALLS	BUN-DLE	BROAD TV	MOB. BAND	FIXED PHONE	LINE CALLS	BUN-DLE	BROAD TV	MOB. BAND	FIXED PHONE	LINE CALLS
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u		
Unweighted total	3	-	3	-	-	-	-	-	-	-	-	-	-	3	-	-	2	3	-	-	2		
Effective Weighted Sample	3	-	3	-	-	-	-	-	-	-	-	-	-	3	-	-	2	3	-	-	2		
Total	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	1	1	-	-	1		
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																							

Table 563

QC36B. Can you tell me how you felt put under pressure to stay?

Base : Those who felt under pressure to stay with their current TV service supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	
Significance Level: 95%																	
Unweighted total	3	-	-	-	-	-	-	-	-	-	2	-	-	3	2	2	2
Effective Weighted Sample	3	-	-	-	-	-	-	-	-	-	2	-	-	3	2	2	2
Total	1	-	-	-	-	-	-	-	-	-	1	-	-	1	1	1	1
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 564

QC37B. If you were thinking about changing supplier for your TV service with a monthly subscription in the future, has your overall experience of the process made you more likely or less likely to make this change, or has it made no difference?

Base : Those who have considered switching their TV service supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV	BAND	TV	BAND	TV	BAND	TV	BAND	TV	BAND	TV	BAND	TV	BAND	
Significance Level: 95%		~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	*n	~o	~p	~q	*r	~s	~t	~u
Unweighted total	63	13	63	-	1	-	6	5	1	-	7	5	2	4	63	9	1	11	63	11	1	13
Effective Weighted Sample	32	9	32	-	1	-	6	4	1	-	5	4	1	3	32	7	1	7	32	9	1	8
Total	39	7	39	-	1	-	2	3	*	-	4	3	2	3	39	7	1	7	39	9	1	9
More likely	2 4%	1 15%	2 4%	- -%	- -%	- -%	1 42%	- -%	- -%	- -%	1 26%	- -%	- -%	- -%	2 4%	- -%	- -%	- -%	2 4%	- -%	- -%	- -%
Made no difference	27 68%	5 80%	27 68%	- -%	1 100%	- -%	1 43%	3 100%	* 100%	- -%	2 65%	3 100%	2 100%	2 57%	27 68%	6 78%	1 100%	3 49%	27 68%	7 71%	1 100%	4 48%
Less likely	7 17%	- -%	7 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 43%	7 17%	* 5%	- -%	1 22%	7 17%	2 16%	- -%	3 30%
Don't know	4 11%	* 5%	4 11%	- -%	- -%	- -%	* 14%	- -%	- -%	- -%	* 9%	- -%	- -%	- -%	4 11%	1 17%	- -%	2 28%	4 11%	1 13%	- -%	2 21%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 564

QC37B. If you were thinking about changing supplier for your TV service with a monthly subscription in the future, has your overall experience of the process made you more likely or less likely to make this change, or has it made no difference?

Base : Those who have considered switching their TV service supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	63	-	4	1	1	2	1	-	1	22	35	2	-	63	53	57	55
Effective Weighted Sample	32	-	4	1	1	2	1	-	1	10	23	2	-	32	37	30	34
Total	39	-	2	*	1	1	1	-	1	17	20	1	-	39	27	37	33
More likely	2 4%	- -%	1 60%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	1 6%	- -%	- -%	2 4%	2 6%	2 4%	2 5%
Made no difference	27 68%	- -%	1 40%	* 100%	1 100%	1 100%	1 100%	- -%	1 100%	13 73%	13 63%	1 100%	- -%	27 68%	19 71%	25 68%	21 65%
Less likely	7 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 20%	3 14%	- -%	- -%	7 17%	4 15%	6 17%	6 19%
Don't know	4 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	3 17%	- -%	- -%	4 11%	2 9%	4 11%	4 12%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 565

QC19C. In considering switching your fixed line broadband, did you contact...

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI			SWITCHED & COVERED					COVERED				CONSIDERED & COVERED					COVERED				
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD			FIXED LINE PHONE CALLS	BROAD			FIXED LINE PHONE CALLS	BROAD			FIXED LINE PHONE CALLS	BROAD			FIXED LINE PHONE CALLS	
						TV	BAND			TV	BAND			TV	BAND			TV	BAND			
		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	*q	~r	s	~t	*u
Significance Level: 95%																						
Unweighted total	134	11	134	-	-	1	-	7	3	1	-	7	3	1	9	134	15	38	9	134	15	38
Effective Weighted Sample	105	9	105	-	-	1	-	6	3	1	-	6	3	1	7	105	12	30	7	105	12	30
Total	82	6	82	-	-	*	-	4	1	*	-	4	1	*	7	82	9	18	7	82	9	18
Both your current supplier and a new supplier	15	1	15	-	-	*	-	-	*	*	-	-	*	*	1	15	3	4	1	15	3	4
	18%	12%	18%	-%	-%	100%	-%	-%	33%	100%	-%	-%	33%	100%	9%	18%	37%	20%	11%	18%	37%	20%
Only your current supplier	18	1	18	-	-	-	-	1	*	-	-	1	*	-	-	18	2	1	-	18	2	1
	22%	21%	22%	-%	-%	-%	-%	20%	31%	-%	-%	20%	31%	-%	-%	22%	23%	7%	-%	22%	23%	7%
Only a new supplier	21	2	21	-	-	-	-	1	*	-	-	1	*	-	4	21	2	5	4	21	2	5
	26%	29%	26%	-%	-%	-%	-%	30%	35%	-%	-%	30%	35%	-%	61%	26%	19%	28%	60%	26%	19%	28%
Can't remember	28	2	28	-	-	-	-	2	-	-	-	2	-	-	2	28	2	8	2	28	2	8
	34%	38%	34%	-%	-%	-%	-%	50%	-%	-%	-%	50%	-%	-%	30%	34%	21%	45%	29%	34%	21%	45%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 565

QC19C. In considering switching your fixed line broadband, did you contact...

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	134	1	-	-	-	1	3	-	3	64	65	1	3	76	134	129	130
Effective Weighted Sample	105	1	-	-	-	1	2	-	3	51	51	1	2	59	105	101	101
Total	82	*	-	-	-	1	2	-	1	37	42	1	2	47	82	79	79
Both your current supplier and a new supplier	15 18%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	* 33%	8 21%	7 17%	- -%	- -%	6 13%	15 18%	15 18%	13 17%
Only your current supplier	18 22%	- -%	- -%	- -%	- -%	- -%	1 25%	- -%	* 31%	10 26%	8 19%	- -%	1 25%	9 18%	18 22%	18 22%	17 21%
Only a new supplier	21 26%	- -%	- -%	- -%	- -%	1 100%	* 19%	- -%	* 35%	10 26%	11 25%	1 100%	* 19%	18 38%	21 26%	20 26%	21 27%
Can't remember	28 34%	- -%	- -%	- -%	- -%	- -%	1 56%	- -%	- -%	10 27%	16 39%	- -%	1 56%	14 30%	28 34%	26 33%	27 34%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 566

QC20C. Did you contact your current supplier or your new supplier first?

Base : Those who contacted both their current and a new fixed line broadband supplier

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	FIXED			PHONE CALLS	FIXED			PHONE CALLS	FIXED			PHONE CALLS	FIXED			PHONE CALLS	
		SWIT- CHED	DERED	NEIT- HER		BROAD	MOB.	LINE		BROAD	MOB.	LINE		BROAD	MOB.	LINE		BROAD	MOB.	LINE		
																						TV
~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u		
Significance Level: 95%																						
Unweighted total	28	2	28	-	-	1	-	-	1	1	-	-	1	1	2	28	5	9	2	28	5	9
Effective Weighted Sample	22	2	22	-	-	1	-	-	1	1	-	-	1	1	2	22	4	7	2	22	4	7
Total	15	1	15	-	-	*	-	-	*	*	-	-	*	*	1	15	3	4	1	15	3	4
Previous supplier	4	-	4	-	-	-	-	-	-	-	-	-	-	-	4	1	*	-	4	1	*	
	28%	-%	28%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	28%	29%	6%	-%	28%	29%	6%	
New supplier	9	1	9	-	-	*	-	-	*	*	-	-	*	*	1	9	2	3	1	9	2	3
	60%	100%	60%	-%	-%	100%	-%	-%	100%	100%	-%	-%	100%	100%	100%	60%	48%	76%	100%	60%	48%	76%
Can't remember	2	-	2	-	-	-	-	-	-	-	-	-	-	-	2	1	1	-	2	1	1	
	12%	-%	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	12%	23%	18%	-%	12%	23%	18%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 566

QC20C. Did you contact your current supplier or your new supplier first?

Base : Those who contacted both their current and a new fixed line broadband supplier

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE	
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o		
Significance Level: 95%																		
Unweighted total	28	1	-	-	-	-	-	-	1	14	14	-	-	14	28	28	26	
Effective Weighted Sample	22	1	-	-	-	-	-	-	1	11	11	-	-	11	22	22	20	
Total	15	*	-	-	-	-	-	-	*	8	7	-	-	6	15	15	13	
Previous supplier	4	-	-	-	-	-	-	-	-	3	1	-	-	1	4	4	3	
	28%	-%	-%	-%	-%	-%	-%	-%	-%	38%	17%	-%	-%	13%	28%	28%	24%	
New supplier	9	*	-	-	-	-	-	-	*	4	4	-	-	5	9	9	8	
	60%	100%	-%	-%	-%	-%	-%	-%	100%	58%	62%	-%	-%	76%	60%	60%	63%	
Can't remember	2	-	-	-	-	-	-	-	-	*	1	-	-	1	2	2	2	
	12%	-%	-%	-%	-%	-%	-%	-%	-%	4%	21%	-%	-%	11%	12%	12%	13%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 567

QC21C. Why did you contact this supplier first?

Base : Those aware who they contacted first when considering switching their fixed line broadband service

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE						
		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Significance Level: 95%																						
Unweighted total	24	2	24	-	-	1	-	-	1	1	-	-	1	1	2	24	4	7	2	24	4	7
Effective Weighted Sample	19	2	19	-	-	1	-	-	1	1	-	-	1	1	2	19	3	6	2	19	3	6
Total	13	1	13	-	-	*	-	-	*	*	-	-	*	*	1	13	3	3	1	13	3	3
To see what they could offer me	10	*	10	-	-	*	-	-	-	*	-	-	-	*	1	10	2	3	1	10	2	3
	74%	50%	74%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	100%	100%	74%	62%	92%	100%	74%	62%	92%
To find out what I needed to do to make the switch	2	*	2	-	-	-	-	-	*	-	-	-	*	-	-	2	-	*	-	2	-	*
	17%	50%	17%	-%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	17%	-%	8%	-%	17%	-%	8%
To get the code I needed to make the switch	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-
	11%	-%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%	-%	-%	-%	11%	-%	-%
Don't know	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	1	1	-
	8%	-%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	8%	38%	-%	-%	8%	38%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 567

QC21C. Why did you contact this supplier first?

Base : Those aware who they contacted first when considering switching their fixed line broadband service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	24	1	-	-	-	-	-	-	1	13	11	-	-	12	24	24	22
Effective Weighted Sample	19	1	-	-	-	-	-	-	1	10	8	-	-	9	19	19	17
Total	13	*	-	-	-	-	-	-	*	7	5	-	-	6	13	13	12
To see what they could offer me	10 74%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 68%	5 83%	- -%	- -%	6 100%	10 74%	10 74%	9 80%
To find out what I needed to do to make the switch	2 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	1 16%	1 17%	- -%	- -%	1 11%	2 17%	2 17%	1 10%
To get the code I needed to make the switch	1 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 19%	- -%	- -%	- -%	1 11%	1 11%	1 11%	1 12%
Don't know	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 13%	- -%	- -%	- -%	- -%	1 8%	1 8%	1 8%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 568

QC22C. How easy or difficult did you find the process of making contact with suppliers in order to make the switch?

Base : Those who contacted any suppliers when considering switching their fixed line broadband service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED					COVERED				COVERED				COVERED				
	CONSI				BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND		TV	BAND		TV	BAND			TV	BAND		TV	BAND		
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	~q	~r	s	~t	~u
Unweighted total	94	8	94	-	-	1	-	4	3	1	-	4	3	1	7	94	13	22	7	94	13	22
Effective Weighted Sample	74	7	74	-	-	1	-	3	3	1	-	3	3	1	5	74	10	17	5	74	10	18
Total	54	4	54	-	-	*	-	2	1	*	-	2	1	*	5	54	7	10	5	54	7	10
1 - Very difficult	5	-	5	-	-	-	-	-	-	-	-	-	-	-	-	5	1	*	-	5	1	*
	9%	-%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	9%	10%	2%	-%	9%	10%	2%
2	8	*	8	-	-	-	-	-	*	-	-	-	*	-	1	8	1	2	*	8	1	2
	14%	10%	14%	-%	-%	-%	-%	-%	33%	-%	-%	-%	33%	-%	13%	14%	15%	18%	8%	14%	15%	15%
TOTAL DIFFICULT	13	*	13	-	-	-	-	-	*	-	-	-	*	-	1	13	2	2	*	13	2	2
	24%	10%	24%	-%	-%	-%	-%	-%	33%	-%	-%	-%	33%	-%	13%	24%	25%	20%	8%	24%	25%	17%
3 - Neither	13	2	13	-	-	*	-	1	*	*	-	1	*	*	1	13	*	2	2	13	*	3
	23%	46%	23%	-%	-%	100%	-%	43%	35%	100%	-%	43%	35%	100%	24%	23%	4%	23%	31%	23%	4%	27%
4	12	-	12	-	-	-	-	-	-	-	-	-	-	-	1	12	3	3	1	12	3	3
	23%	-%	23%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	15%	23%	46%	32%	14%	23%	46%	32%
5 - Very easy	15	2	15	-	-	-	-	1	*	-	-	1	*	-	2	15	2	2	2	15	2	2
	29%	44%	29%	-%	-%	-%	-%	57%	31%	-%	-%	57%	31%	-%	48%	29%	25%	24%	47%	29%	25%	24%
TOTAL EASY	28	2	28	-	-	-	-	1	*	-	-	1	*	-	3	28	5	6	3	28	5	6
	52%	44%	52%	-%	-%	-%	-%	57%	31%	-%	-%	57%	31%	-%	63%	52%	71%	56%	61%	52%	71%	56%
Don't know	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-
	1%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 568

QC22C. How easy or difficult did you find the process of making contact with suppliers in order to make the switch?

Base : Those who contacted any suppliers when considering switching their fixed line broadband service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	94	1	-	-	-	1	2	-	3	46	45	1	2	56	94	91	91
Effective Weighted Sample	74	1	-	-	-	1	2	-	3	37	34	1	2	44	74	71	71
Total	54	*	-	-	-	1	1	-	1	27	26	1	1	33	54	53	52
1 - Very difficult	5 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	4 16%	- -%	- -%	2 6%	5 9%	5 10%	3 6%
2	8 14%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 33%	4 15%	3 13%	- -%	- -%	5 14%	8 14%	7 14%	7 14%
TOTAL DIFFICULT	13 24%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 33%	5 18%	7 28%	- -%	- -%	7 21%	13 24%	12 23%	10 20%
3 - Neither	13 23%	* 100%	- -%	- -%	- -%	- -%	1 100%	- -%	* 35%	7 26%	5 20%	- -%	1 100%	10 29%	13 23%	12 23%	13 24%
4	12 23%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	6 23%	6 22%	- -%	- -%	6 19%	12 23%	12 23%	12 24%
5 - Very easy	15 29%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	* 31%	8 29%	8 30%	1 100%	- -%	10 29%	15 29%	15 29%	15 30%
TOTAL EASY	28 52%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	* 31%	14 52%	13 52%	1 100%	- -%	16 48%	28 52%	27 52%	28 54%
Don't know	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	1 2%	1 1%	1 1%	1 2%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 569

QC23C. Would you have needed to pay an early termination charge or cancellation charge in order to leave your contract with your supplier?

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
	CONSI			SWITCHED & COVERED					COVERED				COVERED					COVERED						
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD		MOB. PHONE	FIXED LINE CALLS	TV	BROAD		MOB. PHONE	FIXED LINE CALLS	BUN-DLE	BROAD		MOB. PHONE	FIXED LINE CALLS	TV	BROAD		MOB. PHONE	FIXED LINE CALLS
						~a	b				~c	~d				~e	~f				~g	~h		
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	*q	~r	s	~t	*u		
Unweighted total	134	11	134	-	-	1	-	7	3	1	-	7	3	1	9	134	15	38	9	134	15	38		
Effective Weighted Sample	105	9	105	-	-	1	-	6	3	1	-	6	3	1	7	105	12	30	7	105	12	30		
Total	82	6	82	-	-	*	-	4	1	*	-	4	1	*	7	82	9	18	7	82	9	18		
Yes	16	1	16	-	-	-	-	1	*	-	-	1	*	-	2	16	2	3	1	16	2	3		
	20%	22%	20%	-%	-%	-%	-%	22%	33%	-%	-%	22%	33%	-%	22%	20%	18%	15%	18%	20%	18%	14%		
No	45	3	45	-	-	*	-	2	1	*	-	2	1	-	4	45	6	9	4	45	6	9		
	55%	60%	55%	-%	-%	100%	-%	55%	67%	100%	-%	55%	67%	-%	51%	55%	63%	47%	50%	55%	63%	47%		
Don't know	20	1	20	-	-	-	-	1	-	-	-	1	-	*	2	20	2	7	2	20	2	7		
	25%	18%	25%	-%	-%	-%	-%	23%	-%	-%	-%	23%	-%	100%	28%	25%	19%	37%	32%	25%	19%	39%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 569

QC23C. Would you have needed to pay an early termination charge or cancellation charge in order to leave your contract with your supplier?

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			FIXED LINE VOICE
		C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND n	MOB. PHONE o		
Significance Level: 95%	Total																	
Unweighted total	134	1	-	-	-	1	3	-	3	64	65	1	3	76	134	129	130	
Effective Weighted Sample	105	1	-	-	-	1	2	-	3	51	51	1	2	59	105	101	101	
Total	82	*	-	-	-	1	2	-	1	37	42	1	2	47	82	79	79	
Yes	16	-	-	-	-	-	1	-	*	7	8	-	1	7	16	15	15	
	20%	-%	-%	-%	-%	-%	44%	-%	33%	19%	19%	-%	44%	15%	20%	19%	19%	
No	45	*	-	-	-	1	1	-	1	20	24	1	1	28	45	44	44	
	55%	100%	-%	-%	-%	100%	56%	-%	67%	54%	58%	100%	56%	59%	55%	56%	56%	
Don't know	20	-	-	-	-	-	-	-	-	10	9	-	-	12	20	19	20	
	25%	-%	-%	-%	-%	-%	-%	-%	-%	27%	23%	-%	-%	26%	25%	25%	25%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 570

QC24C. How much would you have had to pay to leave your contract?

Base : Those who would have to pay a charge to leave the contract for their fixed line broadband service

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED															
	Total	CONSI			BUN- DLE	FIXED			TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS							
		SWIT- CHED	DERED	NEIT- HER		MOB.	LINE	MOB.																		LINE	MOB.	LINE	MOB.	LINE	MOB.	LINE
~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u												
Significance Level: 95%																																
Unweighted total	28	3	28	-	-	-	-	2	1	-	-	2	1	-	2	28	4	7	1	28	4	6										
Effective Weighted Sample	21	3	21	-	-	-	-	2	1	-	-	2	1	-	1	21	4	5	1	21	4	4										
Total	16	1	16	-	-	-	-	1	*	-	-	1	*	-	2	16	2	3	1	16	2	3										
Up to £19.99	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	*	-	1	-	*										
	7%	-%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	7%	-%	10%	-%	7%	-%	12%										
£20.00-£29.99	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	*	*	-	1	*	-										
	7%	-%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	7%	22%	11%	-%	7%	22%	-%										
£30.00-£39.99	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	2	1	-	-	2	1	-										
	14%	-%	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	14%	39%	-%	-%	14%	39%	-%										
£40.00-£49.99	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-										
	6%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%	-%	-%	6%	-%	-%										
£60 or more	3	1	3	-	-	-	-	1	-	-	-	1	-	-	*	3	-	*	-	3	-	*										
	16%	42%	16%	-%	-%	-%	-%	57%	-%	-%	-%	57%	-%	-%	16%	16%	-%	8%	-%	16%	-%	9%										
Don't know	8	1	8	-	-	-	-	*	*	-	-	*	*	-	1	8	1	2	1	8	1	2										
	50%	58%	50%	-%	-%	-%	-%	43%	100%	-%	-%	43%	100%	-%	84%	50%	38%	70%	100%	50%	38%	79%										

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 570

QC24C. How much would you have had to pay to leave your contract?

Base : Those who would have to pay a charge to leave the contract for their fixed line broadband service

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p	
Significance Level: 95%																		
Unweighted total	28	-	-	-	-	-	2	-	1	13	13	-	2	15	28	26	26	
Effective Weighted Sample	21	-	-	-	-	-	2	-	1	10	10	-	2	11	21	19	19	
Total	16	-	-	-	-	-	1	-	*	7	8	-	1	7	16	15	15	
Up to £19.99	1 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 4%	1 10%	- -%	- -%	- -%	1 7%	1 8%	1 8%	
£20.00-£29.99	1 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	1 11%	1 7%	1 5%	1 8%	
£30.00-£39.99	2 14%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 13%	1 16%	- -%	- -%	1 13%	2 14%	2 15%	1 8%	
£40.00-£49.99	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 13%	- -%	- -%	- -%	1 12%	1 6%	1 6%	1 6%	
£60 or more	3 16%	- -%	- -%	- -%	- -%	- -%	1 57%	- -%	- -%	1 20%	1 10%	- -%	1 57%	1 17%	3 16%	2 15%	2 16%	
Don't know	8 50%	- -%	- -%	- -%	- -%	- -%	* 43%	- -%	* 100%	4 50%	5 56%	- -%	* 43%	3 47%	8 50%	8 53%	8 54%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 571

QC25C. Which of these best describes when you were told about the cancellation charge?

Base : Those who would have to pay a charge to leave the contract for their fixed line broadband service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED					COVERED												
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	28	3	28	-	-	-	-	2	1	-	-	2	1	-	2	28	4	7	1	28	4	6
Effective Weighted Sample	21	3	21	-	-	-	-	2	1	-	-	2	1	-	1	21	4	5	1	21	4	4
Total	16	1	16	-	-	-	-	1	*	-	-	1	*	-	2	16	2	3	1	16	2	3
When I first contacted my current supplier about cancelling their service	6 39%	1 68%	6 39%	- -%	- -%	- -%	- -%	1 57%	* 100%	- -%	- -%	1 57%	* 100%	- -%	2 100%	6 39%	* 22%	* 16%	1 100%	6 39%	* 22%	* 18%
I already knew from the information I was given when I first took the service	5 34%	- -%	5 34%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 34%	1 58%	1 22%	- -%	5 34%	1 58%	1 25%
When I first contacted the new supplier about using the service	1 7%	- -%	1 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 7%	- -%	- -%	- -%	1 7%	- -%	- -%
At a later point, but before I agreed to switch over	1 4%	- -%	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	1 23%	- -%	1 4%	- -%	* 13%
Can't remember	3 16%	* 32%	3 16%	- -%	- -%	- -%	- -%	* 43%	- -%	- -%	- -%	* 43%	- -%	- -%	- -%	3 16%	* 20%	1 38%	- -%	3 16%	* 20%	1 43%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 571

QC25C. Which of these best describes when you were told about the cancellation charge?

Base : Those who would have to pay a charge to leave the contract for their fixed line broadband service

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p	
Significance Level: 95%																		
Unweighted total	28	-	-	-	-	-	2	-	1	13	13	-	2	15	28	26	26	
Effective Weighted Sample	21	-	-	-	-	-	2	-	1	10	10	-	2	11	21	19	19	
Total	16	-	-	-	-	-	1	-	*	7	8	-	1	7	16	15	15	
When I first contacted my current supplier about cancelling their service	6 39%	- -%	- -%	- -%	- -%	- -%	1 57%	- -%	* 100%	1 21%	5 59%	- -%	1 57%	3 45%	6 39%	6 41%	5 34%	
I already knew from the information I was given when I first took the service	5 34%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 48%	1 14%	- -%	- -%	2 31%	5 34%	5 30%	5 36%	
When I first contacted the new supplier about using the service	1 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 17%	- -%	- -%	- -%	- -%	1 7%	1 8%	1 8%	
At a later point, but before I agreed to switch over	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	1 9%	1 4%	1 4%	1 4%	
Can't remember	3 16%	- -%	- -%	- -%	- -%	- -%	* 43%	- -%	- -%	1 14%	2 18%	- -%	* 43%	1 15%	3 16%	3 16%	3 17%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 572

QC26C. Were these cancellation charges important in your decision not to switch to another provider?

Base : Those who would have to pay a charge to leave the contract for their fixed line broadband service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	CONSI			SWITCHED & COVERED						COVERED				COVERED				COVERED				
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD		MOB. PHONE	FIXED LINE CALLS	BROAD		MOB. PHONE	FIXED LINE CALLS	BUN-DLE	BROAD		MOB. PHONE	FIXED LINE CALLS	BROAD		MOB. PHONE	FIXED LINE CALLS
						TV	BAND			TV	BAND				TV	BAND			TV	BAND		
	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	28	3	28	-	-	-	-	2	1	-	-	2	1	-	2	28	4	7	1	28	4	6
Effective Weighted Sample	21	3	21	-	-	-	-	2	1	-	-	2	1	-	1	21	4	5	1	21	4	4
Total	16	1	16	-	-	-	-	1	*	-	-	1	*	-	2	16	2	3	1	16	2	3
Yes, very important	6	1	6	-	-	-	-	1	*	-	-	1	*	-	1	6	-	1	1	6	-	*
	40%	68%	40%	-%	-%	-%	-%	57%	100%	-%	-%	57%	100%	-%	84%	40%	-%	20%	100%	40%	-%	9%
Yes, fairly important	7	*	7	-	-	-	-	*	-	-	-	*	-	-	*	7	1	2	-	7	1	2
	42%	32%	42%	-%	-%	-%	-%	43%	-%	-%	-%	43%	-%	-%	16%	42%	80%	70%	-%	42%	80%	79%
No, not important	3	-	3	-	-	-	-	-	-	-	-	-	-	-	-	3	*	*	-	3	*	*
	18%	-%	18%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	18%	20%	10%	-%	18%	20%	12%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 572

QC26C. Were these cancellation charges important in your decision not to switch to another provider?

Base : Those who would have to pay a charge to leave the contract for their fixed line broadband service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	28	-	-	-	-	-	2	-	1	13	13	-	2	15	28	26	26
Effective Weighted Sample	21	-	-	-	-	-	2	-	1	10	10	-	2	11	21	19	19
Total	16	-	-	-	-	-	1	-	*	7	8	-	1	7	16	15	15
Yes, very important	6	-	-	-	-	-	1	-	*	3	3	-	1	3	6	6	5
	40%	-%	-%	-%	-%	-%	57%	-%	100%	47%	38%	-%	57%	36%	40%	42%	37%
Yes, fairly important	7	-	-	-	-	-	*	-	-	2	4	-	*	3	7	6	6
	42%	-%	-%	-%	-%	-%	43%	-%	-%	28%	47%	-%	43%	43%	42%	38%	43%
No, not important	3	-	-	-	-	-	-	-	-	2	1	-	-	1	3	3	3
	18%	-%	-%	-%	-%	-%	-%	-%	-%	25%	14%	-%	-%	21%	18%	19%	20%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 573

QC27C. When you were in contact with your current supplier, did they make you any kind of offer to stay with them?

Base : Those who had contact with their current supplier when considering switching their fixed line broadband service

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED							
	CONSI			BUN- DLE	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS				
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		CALLS	TV	BAND		PHONE	CALLS	TV		BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS
Significance Level: 95%		~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	*o	~p	~q	~r	*s	~t	~u		
Unweighted total	62	5	62	-	-	1	-	2	2	1	-	2	2	1	2	62	11	12	2	62	11	12		
Effective Weighted Sample	49	5	49	-	-	1	-	2	2	1	-	2	2	1	2	49	9	10	2	49	9	10		
Total	32	2	32	-	-	*	-	1	1	*	-	1	1	*	1	32	5	5	1	32	5	5		
Yes they made me an offer which I listened to	19	2	19	-	-	*	-	1	*	*	-	1	*	*	*	19	1	3	1	19	1	3		
	59%	82%	59%	-%	-%	100%	-%	100%	49%	100%	-%	100%	49%	100%	62%	59%	26%	56%	100%	59%	26%	57%		
They wanted to make me an offer, but I wasn't interested in listening to it	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	*	-	-	1	*	-		
	4%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	6%	-%	-%	4%	6%	-%		
No, they didn't make me an offer	12	*	12	-	-	-	-	-	*	-	-	-	*	-	*	12	4	2	-	12	4	2		
	37%	18%	37%	-%	-%	-%	-%	-%	51%	-%	-%	-%	51%	-%	38%	37%	69%	44%	-%	37%	69%	43%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 573

QC27C. When you were in contact with your current supplier, did they make you any kind of offer to stay with them?

Base : Those who had contact with their current supplier when considering switching their fixed line broadband service

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p	
Significance Level: 95%																		
Unweighted total	62	1	-	-	-	-	1	-	2	31	31	-	1	32	62	62	59	
Effective Weighted Sample	49	1	-	-	-	-	1	-	2	25	25	-	1	26	49	49	47	
Total	32	*	-	-	-	-	1	-	1	17	15	-	1	15	32	32	30	
Yes they made me an offer which I listened to	19	*	-	-	-	-	1	-	*	10	9	-	1	10	19	19	18	
	59%	100%	-%	-%	-%	-%	100%	-%	49%	58%	61%	-%	100%	68%	59%	59%	60%	
They wanted to make me an offer, but I wasn't interested in listening to it	1	-	-	-	-	-	-	-	-	*	1	-	-	-	1	1	*	
	4%	-%	-%	-%	-%	-%	-%	-%	-%	2%	6%	-%	-%	-%	4%	4%	1%	
No, they didn't make me an offer	12	-	-	-	-	-	-	-	*	7	5	-	-	5	12	12	12	
	37%	-%	-%	-%	-%	-%	-%	-%	51%	40%	33%	-%	-%	32%	37%	37%	39%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 574

QC28C. How did this offer compare to the package or plan you already had with them and the price you paid?

Base : Those who listened to an offer from their current fixed line broadband supplier

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND	TV		BAND				
																			~a	*b		~c
Significance Level: 95%		~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	*o	~p	~q	~r	*s	~t	~u
Unweighted total	42	4	42	-	-	1	-	2	1	1	-	2	1	1	1	42	4	8	2	42	4	8
Effective Weighted Sample	35	4	35	-	-	1	-	2	1	1	-	2	1	1	1	35	4	8	2	35	4	8
Total	19	2	19	-	-	*	-	1	*	*	-	1	*	*	*	19	1	3	1	19	1	3
The same package or plan at a lower price	12	*	12	-	-	-	-	*	-	-	-	*	-	*	*	12	1	2	1	12	1	2
	61%	23%	61%	-%	-%	-%	-%	40%	-%	-%	-%	40%	-%	100%	100%	61%	74%	68%	100%	61%	74%	80%
A more basic package or plan at a lower price	2	1	2	-	-	-	-	1	*	-	-	1	*	-	-	2	-	-	-	2	-	-
	9%	56%	9%	-%	-%	-%	-%	60%	100%	-%	-%	60%	100%	-%	-%	9%	-%	-%	-%	9%	-%	-%
An improved package or plan at the same price	6	*	6	-	-	*	-	-	-	*	-	-	-	-	-	6	*	1	-	6	*	1
	29%	22%	29%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%	29%	26%	32%	-%	29%	26%	20%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 574

QC28C. How did this offer compare to the package or plan you already had with them and the price you paid?

Base : Those who listened to an offer from their current fixed line broadband supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	42	1	-	-	-	-	1	-	1	20	22	-	1	24	42	42	41
Effective Weighted Sample	35	1	-	-	-	-	1	-	1	17	19	-	1	20	35	35	35
Total	19	*	-	-	-	-	1	-	*	10	9	-	1	10	19	19	18
The same package or plan at a lower price	12	-	-	-	-	-	-	-	-	7	5	-	-	6	12	12	12
	61%	-%	-%	-%	-%	-%	-%	-%	-%	71%	51%	-%	-%	55%	61%	61%	64%
A more basic package or plan at a lower price	2	-	-	-	-	-	1	-	*	-	2	-	1	1	2	2	1
	9%	-%	-%	-%	-%	-%	100%	-%	100%	-%	20%	-%	100%	8%	9%	9%	5%
An improved package or plan at the same price	6	*	-	-	-	-	-	-	-	3	3	-	-	4	6	6	6
	29%	100%	-%	-%	-%	-%	-%	-%	-%	29%	30%	-%	-%	36%	29%	29%	31%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 575

QC29C. What was covered in the improved package or plan your previous supplier offered?

Base : Those offered an improved package or plan from their current fixed line broadband supplier

	ACTIONS TAKEN								SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED				SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED					
					SWITCHED & COVERED				COVERED				CONSIDERED & COVERED				COVERED				COVERED					
	CONSI				FIXED				FIXED				FIXED				FIXED				FIXED					
					BROAD MOB. PHONE				BROAD MOB. PHONE				BROAD MOB. PHONE				BROAD MOB. PHONE				BROAD MOB. PHONE					
	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN-DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u					
Unweighted total	13	1	13	-	-	1	-	-	-	1	-	-	-	-	-	13	1	3	-	13	1	2				
Effective Weighted Sample	10	1	10	-	-	1	-	-	-	1	-	-	-	-	-	10	1	3	-	10	1	2				
Total	6	*	6	-	-	*	-	-	-	*	-	-	-	-	-	6	*	1	-	6	*	1				
Higher/ faster broadband speed	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	2	*	*	-	2	*	*				
	42%	-%	42%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	42%	100%	39%	-%	42%	100%	61%				
More minutes for calls	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	*	-	1	-	-				
	13%	-%	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	13%	-%	36%	-%	13%	-%	-%				
Free additional channels	*	*	*	-	-	*	-	-	-	*	-	-	-	-	-	*	-	-	-	*	-	-				
	6%	100%	6%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%	6%	-%	-%	-%	6%	-%	-%				
New handset	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	*	-	-				
	4%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	4%	-%	-%				
Something else	3	-	3	-	-	-	-	-	-	-	-	-	-	-	-	3	*	1	-	3	*	1				
	48%	-%	48%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	48%	100%	64%	-%	48%	100%	100%				
Can't remember	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-				
	11%	-%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%	-%	-%	-%	11%	-%	-%				

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 575

QC29C. What was covered in the improved package or plan your previous supplier offered?

Base : Those offered an improved package or plan from their current fixed line broadband supplier

	TV PROCESSES	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	13	1	-	-	-	-	-	-	-	5	8	-	-	8	13	13	13
Effective Weighted Sample	10	1	-	-	-	-	-	-	-	4	7	-	-	6	10	10	10
Total	6	*	-	-	-	-	-	-	-	3	3	-	-	4	6	6	6
Higher/ faster broadband speed	2 42%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 28%	2 58%	- -%	- -%	1 23%	2 42%	2 42%	2 42%
More minutes for calls	1 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 13%	* 12%	- -%	- -%	* 9%	1 13%	1 13%	1 13%
Free additional channels	* 6%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 12%	- -%	- -%	* 9%	* 6%	* 6%	* 6%
New handset	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 9%	- -%	- -%	* 6%	* 4%	* 4%	* 4%
Something else	3 48%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 51%	1 44%	- -%	- -%	2 43%	3 48%	3 48%	3 48%
Can't remember	1 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 21%	- -%	- -%	- -%	1 16%	1 11%	1 11%	1 11%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 576

QC30C. Did you talk to your supplier about the best offer you had found from another supplier?

Base : Those who listened to an offer from their current fixed line broadband supplier

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI			BUN- DLE	BROAD			FIXED LINE CALLS	BROAD			FIXED LINE CALLS	BROAD			FIXED LINE CALLS	BROAD			FIXED LINE CALLS		
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE			
																					Total	~a
Significance Level: 95%		~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	*o	~p	~q	~r	*s	~t	~u
Unweighted total	42	4	42	-	-	1	-	2	1	1	-	2	1	1	1	42	4	8	2	42	4	8
Effective Weighted Sample	35	4	35	-	-	1	-	2	1	1	-	2	1	1	1	35	4	8	2	35	4	8
Total	19	2	19	-	-	*	-	1	*	*	-	1	*	*	*	19	1	3	1	19	1	3
No, I did not	10	1	10	-	-	-	-	1	*	-	-	1	*	*	-	10	*	1	*	10	*	1
	52%	78%	52%	-%	-%	-%	-%	100%	100%	-%	-%	100%	100%	100%	-%	52%	26%	35%	49%	52%	26%	48%
Their offer matched the best offer I had found	2	-	2	-	-	-	-	-	-	-	-	-	-	-	*	2	*	-	*	2	*	-
	11%	-%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	11%	24%	-%	51%	11%	24%	-%
Their offer was better than the best offer I had found	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	2	-	1	-	2	-	1
	13%	-%	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	13%	-%	39%	-%	13%	-%	27%
Their offer was worse than the best offer I had found	3	*	3	-	-	*	-	-	-	*	-	-	-	-	-	3	*	*	-	3	*	*
	18%	22%	18%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%	18%	26%	14%	-%	18%	26%	14%
Can't remember	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	*	*	-	1	*	*
	6%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	23%	12%	-%	6%	23%	12%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 576

QC30C. Did you talk to your supplier about the best offer you had found from another supplier?

Base : Those who listened to an offer from their current fixed line broadband supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	42	1	-	-	-	-	1	-	1	20	22	-	1	24	42	42	41
Effective Weighted Sample	35	1	-	-	-	-	1	-	1	17	19	-	1	20	35	35	35
Total	19	*	-	-	-	-	1	-	*	10	9	-	1	10	19	19	18
No, I did not	10	-	-	-	-	-	1	-	*	6	4	-	1	5	10	10	10
	52%	-%	-%	-%	-%	-%	100%	-%	100%	65%	39%	-%	100%	50%	52%	52%	55%
Their offer matched the best offer I had found	2	-	-	-	-	-	-	-	-	1	1	-	-	1	2	2	2
	11%	-%	-%	-%	-%	-%	-%	-%	-%	12%	11%	-%	-%	10%	11%	11%	12%
Their offer was better than the best offer I had found	2	-	-	-	-	-	-	-	-	*	2	-	-	2	2	2	2
	13%	-%	-%	-%	-%	-%	-%	-%	-%	4%	22%	-%	-%	17%	13%	13%	14%
Their offer was worse than the best offer I had found	3	*	-	-	-	-	-	-	-	1	2	-	-	2	3	3	2
	18%	100%	-%	-%	-%	-%	-%	-%	-%	15%	21%	-%	-%	20%	18%	18%	13%
Can't remember	1	-	-	-	-	-	-	-	-	*	1	-	-	*	1	1	1
	6%	-%	-%	-%	-%	-%	-%	-%	-%	5%	7%	-%	-%	3%	6%	6%	6%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 577

QC31C. How happy or unhappy were you with how this offer was made to you?

Base : Those who listened to an offer from their current fixed line broadband supplier

	ACTIONS TAKEN								SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS			
		SWIT- CHED	DERED	NEIT- HER		TV	BAND			TV	BAND			TV	BAND			TV	BAND					
																						~a	*b	~c
Significance Level: 95%		~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	*o	~p	~q	~r	*s	~t	~u		
Unweighted total	42	4	42	-	-	1	-	2	1	1	-	2	1	1	1	42	4	8	2	42	4	8		
Effective Weighted Sample	35	4	35	-	-	1	-	2	1	1	-	2	1	1	1	35	4	8	2	35	4	8		
Total	19	2	19	-	-	*	-	1	*	*	-	1	*	*	*	19	1	3	1	19	1	3		
1 - Very unhappy	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	2	*	-	-	2	*	-		
	13%	-%	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	13%	24%	-%	-%	13%	24%	-%		
2	1	*	1	-	-	*	-	-	-	*	-	-	-	-	-	1	*	-	-	1	*	-		
	4%	22%	4%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%	4%	26%	-%	-%	4%	26%	-%		
TOTAL UNHAPPY	3	*	3	-	-	*	-	-	-	*	-	-	-	-	-	3	1	-	-	3	1	-		
	16%	22%	16%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%	16%	50%	-%	-%	16%	50%	-%		
3 - Neither	7	1	7	-	-	-	-	1	*	-	-	1	*	*	-	7	1	-	*	7	1	*		
	35%	56%	35%	-%	-%	-%	-%	60%	100%	-%	-%	60%	100%	100%	-%	35%	50%	-%	49%	35%	50%	14%		
4	6	-	6	-	-	-	-	-	-	-	-	-	-	-	-	6	-	1	-	6	-	1		
	32%	-%	32%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	32%	-%	50%	-%	32%	-%	38%		
5 - Very happy	3	*	3	-	-	-	-	*	-	-	-	*	-	-	*	3	-	1	*	3	-	1		
	16%	23%	16%	-%	-%	-%	-%	40%	-%	-%	-%	40%	-%	-%	100%	16%	-%	50%	51%	16%	-%	48%		
TOTAL HAPPY	9	*	9	-	-	-	-	*	-	-	-	*	-	-	*	9	-	3	*	9	-	2		
	48%	23%	48%	-%	-%	-%	-%	40%	-%	-%	-%	40%	-%	-%	100%	48%	-%	100%	51%	48%	-%	86%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 577

QC31C. How happy or unhappy were you with how this offer was made to you?

Base : Those who listened to an offer from their current fixed line broadband supplier

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p	
Significance Level: 95%																		
Unweighted total	42	1	-	-	-	-	1	-	1	20	22	-	1	24	42	42	41	
Effective Weighted Sample	35	1	-	-	-	-	1	-	1	17	19	-	1	20	35	35	35	
Total	19	*	-	-	-	-	1	-	*	10	9	-	1	10	19	19	18	
1 - Very unhappy	2	-	-	-	-	-	-	-	-	1	1	-	-	*	2	2	1	
	13%	-%	-%	-%	-%	-%	-%	-%	-%	12%	14%	-%	-%	3%	13%	13%	8%	
2	1	*	-	-	-	-	-	-	-	-	1	-	-	*	1	1	1	
	4%	100%	-%	-%	-%	-%	-%	-%	-%	-%	8%	-%	-%	3%	4%	4%	4%	
TOTAL UNHAPPY	3	*	-	-	-	-	-	-	-	1	2	-	-	1	3	3	2	
	16%	100%	-%	-%	-%	-%	-%	-%	-%	12%	22%	-%	-%	6%	16%	16%	12%	
3 - Neither	7	-	-	-	-	-	1	-	*	5	2	-	1	4	7	7	7	
	35%	-%	-%	-%	-%	-%	100%	-%	100%	46%	23%	-%	100%	40%	35%	35%	37%	
4	6	-	-	-	-	-	-	-	-	3	3	-	-	3	6	6	6	
	32%	-%	-%	-%	-%	-%	-%	-%	-%	30%	34%	-%	-%	30%	32%	32%	34%	
5 - Very happy	3	-	-	-	-	-	-	-	-	1	2	-	-	2	3	3	3	
	16%	-%	-%	-%	-%	-%	-%	-%	-%	12%	21%	-%	-%	24%	16%	16%	17%	
TOTAL HAPPY	9	-	-	-	-	-	-	-	-	4	5	-	-	5	9	9	9	
	48%	-%	-%	-%	-%	-%	-%	-%	-%	42%	55%	-%	-%	53%	48%	48%	51%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 578

QC32C. Did you accept the offer from your supplier?

Base : Those who listened to an offer from their current fixed line broadband supplier

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
																						~a
Significance Level: 95%		~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	*o	~p	~q	~r	*s	~t	~u
Unweighted total	42	4	42	-	-	1	-	2	1	1	-	2	1	1	1	42	4	8	2	42	4	8
Effective Weighted Sample	35	4	35	-	-	1	-	2	1	1	-	2	1	1	1	35	4	8	2	35	4	8
Total	19	2	19	-	-	*	-	1	*	*	-	1	*	*	*	19	1	3	1	19	1	3
No, did not accept	3	*	3	-	-	*	-	-	-	*	-	-	-	-	-	3	-	-	-	3	-	-
	16%	22%	16%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%	16%	-%	-%	-%	16%	-%	-%
Accepted offer, but did not say I needed to sign a new contract	9	1	9	-	-	-	-	1	*	-	-	1	*	-	-	9	*	1	-	9	*	1
	48%	56%	48%	-%	-%	-%	-%	60%	100%	-%	-%	60%	100%	-%	-%	48%	24%	27%	-%	48%	24%	26%
Accepted offer, and signed a new contract	6	*	6	-	-	-	-	*	-	-	-	*	-	*	*	6	1	2	1	6	1	2
	33%	23%	33%	-%	-%	-%	-%	40%	-%	-%	-%	40%	-%	100%	100%	33%	50%	61%	100%	33%	50%	62%
Accepted offer, but refused to sign new contract	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*	*	-	-	*	*	-
	2%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	26%	-%	-%	2%	26%	-%
Can't remember	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	*	-	*	-	*
	2%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	12%	-%	2%	-%	12%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 578

QC32C. Did you accept the offer from your supplier?

Base : Those who listened to an offer from their current fixed line broadband supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	42	1	-	-	-	-	1	-	1	20	22	-	1	24	42	42	41
Effective Weighted Sample	35	1	-	-	-	-	1	-	1	17	19	-	1	20	35	35	35
Total	19	*	-	-	-	-	1	-	*	10	9	-	1	10	19	19	18
No, did not accept	3	*	-	-	-	-	-	-	-	1	2	-	-	2	3	3	2
	16%	100%	-%	-%	-%	-%	-%	-%	-%	15%	17%	-%	-%	17%	16%	16%	11%
Accepted offer, but did not say I needed to sign a new contract	9	-	-	-	-	-	1	-	*	5	4	-	1	5	9	9	9
	48%	-%	-%	-%	-%	-%	100%	-%	100%	51%	45%	-%	100%	46%	48%	48%	50%
Accepted offer, and signed a new contract	6	-	-	-	-	-	-	-	-	3	3	-	-	3	6	6	6
	33%	-%	-%	-%	-%	-%	-%	-%	-%	34%	31%	-%	-%	34%	33%	33%	34%
Accepted offer, but refused to sign new contract	*	-	-	-	-	-	-	-	-	-	*	-	-	-	*	*	*
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	2%	2%	2%
Can't remember	*	-	-	-	-	-	-	-	-	-	*	-	-	*	*	*	*
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	3%	2%	2%	2%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 579

QC33C. Having accepted this offer, would you say that you are now better off as a result?

Base : Those who accepted this improved offer from their current fixed line broadband supplier

	ACTIONS TAKEN			SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI			BUN- DLE	BROAD MOB.		FIXED LINE PHONE CALLS		BROAD MOB.		FIXED LINE PHONE CALLS		BROAD MOB.		FIXED LINE PHONE CALLS			BROAD MOB.		FIXED LINE PHONE CALLS	
	SWIT- CHED	DERED	NEIT- HER		TV	BAND			TV	BAND			TV	BAND				TV	BAND		
Significance Level: 95%	~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	*o	~p	~q	~r	*s	~t	~u
Unweighted total	35	3	35	-	-	-	2	1	-	-	2	1	1	1	35	4	7	2	35	4	7
Effective Weighted Sample	30	3	30	-	-	-	2	1	-	-	2	1	1	1	30	4	7	2	30	4	7
Total	16	1	16	-	-	-	1	*	-	-	1	*	*	*	16	1	2	1	16	1	3
Yes, now better off	12	1	12	-	-	-	1	*	-	-	1	*	*	*	12	1	2	1	12	1	3
	77%	100%	77%	-%	-%	-%	100%	100%	-%	-%	100%	100%	100%	100%	77%	47%	100%	100%	77%	47%	100%
No difference	3	-	3	-	-	-	-	-	-	-	-	-	-	-	3	*	-	-	3	*	-
	21%	-%	21%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	21%	26%	-%	-%	21%	26%	-%
No, now worse off	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	*	-	-	*	*	-
	2%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	26%	-%	-%	2%	26%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 579

QC33C. Having accepted this offer, would you say that you are now better off as a result?

Base : Those who accepted this improved offer from their current fixed line broadband supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	35	-	-	-	-	-	1	-	1	17	18	-	1	19	35	35	35
Effective Weighted Sample	30	-	-	-	-	-	1	-	1	14	16	-	1	16	30	30	30
Total	16	-	-	-	-	-	1	-	*	8	7	-	1	8	16	16	16
Yes, now better off	12	-	-	-	-	-	1	-	*	6	6	-	1	7	12	12	12
	77%	-%	-%	-%	-%	-%	100%	-%	100%	73%	82%	-%	100%	82%	77%	77%	77%
No difference	3	-	-	-	-	-	-	-	-	2	1	-	-	1	3	3	3
	21%	-%	-%	-%	-%	-%	-%	-%	-%	27%	13%	-%	-%	18%	21%	21%	21%
No, now worse off	*	-	-	-	-	-	-	-	-	-	*	-	-	-	*	*	*
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%	-%	2%	2%	2%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 580

QC34C. How much less do you think you are paying each month?

Base : Those who think they are paying less each month for their fixed line broadband service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.		FIXED LINE PHONE CALLS	BROAD MOB.		FIXED LINE PHONE CALLS	BROAD MOB.		FIXED LINE PHONE CALLS	BROAD MOB.		FIXED LINE PHONE CALLS	BROAD MOB.		FIXED LINE PHONE CALLS		
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	TV		BAND	TV		BAND	TV		BAND	TV		BAND	TV		BAND	
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	28	3	28	-	-	-	-	2	1	-	-	2	1	1	1	28	2	7	2	28	2	7
Effective Weighted Sample	25	3	25	-	-	-	-	2	1	-	-	2	1	1	1	25	2	7	2	25	2	7
Total	12	1	12	-	-	-	-	1	*	-	-	1	*	*	*	12	1	2	1	12	1	3
Under £5	4	*	4	-	-	-	-	-	*	-	-	-	*	-	-	4	*	*	-	4	*	*
	34%	26%	34%	-%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	34%	50%	17%	-%	34%	50%	16%
£5.00-£9.99	7	1	7	-	-	-	-	1	-	-	-	1	-	*	*	7	*	1	1	7	*	2
	56%	74%	56%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	100%	100%	56%	50%	58%	100%	56%	50%	59%
£10.00-£14.99	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	1	-	1
	5%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	25%	-%	5%	-%	25%
£15.00-£19.99	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-
	5%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%	-%	5%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 580

QC34C. How much less do you think you are paying each month?

Base : Those who think they are paying less each month for their fixed line broadband service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	28	-	-	-	-	-	1	-	1	13	15	-	1	17	28	28	28
Effective Weighted Sample	25	-	-	-	-	-	1	-	1	12	13	-	1	16	25	25	25
Total	12	-	-	-	-	-	1	-	*	6	6	-	1	7	12	12	12
Under £5	4	-	-	-	-	-	-	-	*	2	2	-	-	2	4	4	4
	34%	-%	-%	-%	-%	-%	-%	-%	100%	39%	29%	-%	-%	25%	34%	34%	34%
£5.00-£9.99	7	-	-	-	-	-	1	-	-	3	3	-	1	4	7	7	7
	56%	-%	-%	-%	-%	-%	100%	-%	-%	55%	57%	-%	100%	57%	56%	56%	56%
£10.00-£14.99	1	-	-	-	-	-	-	-	-	*	*	-	-	1	1	1	1
	5%	-%	-%	-%	-%	-%	-%	-%	-%	6%	4%	-%	-%	9%	5%	5%	5%
£15.00-£19.99	1	-	-	-	-	-	-	-	-	-	1	-	-	1	1	1	1
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	10%	-%	-%	9%	5%	5%	5%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 581

QC35C. Which one of these statements best describes how you felt about the contact you had with your current supplier?

Base : Those who had contact with their current supplier when considering switching their fixed line broadband service

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	FIXED			PHONE	FIXED			BUN- DLE	FIXED			PHONE	FIXED					
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	MOB.		LINE	CALLS	TV		BAND	MOB.	LINE		CALLS	TV	BAND	MOB.	LINE	CALLS
		~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	*o	~p	~q	~r	*s	~t	~u	
Significance Level: 95%																							
Unweighted total	62	5	62	-	-	1	-	2	2	1	-	2	2	1	2	62	11	12	2	62	11	12	
Effective Weighted Sample	49	5	49	-	-	1	-	2	2	1	-	2	2	1	2	49	9	10	2	49	9	10	
Total	32	2	32	-	-	*	-	1	1	*	-	1	1	*	1	32	5	5	1	32	5	5	
They did not try to persuade me to stay with them	7	*	7	-	-	*	-	-	-	*	-	-	-	-	*	7	2	2	-	7	2	2	
	20%	18%	20%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	38%	20%	37%	32%	-%	20%	37%	32%	
They talked about me staying, but did not put me under any pressure to stay	18	1	18	-	-	-	-	*	1	-	-	*	1	*	*	18	2	3	1	18	2	3	
	56%	54%	56%	-%	-%	-%	-%	40%	100%	-%	-%	40%	100%	100%	62%	56%	44%	55%	100%	56%	44%	55%	
They put me under pressure to stay with them	6	1	6	-	-	-	-	1	-	-	-	1	-	-	-	6	1	1	-	6	1	1	
	20%	29%	20%	-%	-%	-%	-%	60%	-%	-%	-%	60%	-%	-%	-%	20%	19%	13%	-%	20%	19%	13%	
Can't remember	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	
	3%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%	3%	-%	-%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 581

QC35C. Which one of these statements best describes how you felt about the contact you had with your current supplier?

Base : Those who had contact with their current supplier when considering switching their fixed line broadband service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	62	1	-	-	-	-	1	-	2	31	31	-	1	32	62	62	59
Effective Weighted Sample	49	1	-	-	-	-	1	-	2	25	25	-	1	26	49	49	47
Total	32	*	-	-	-	-	1	-	1	17	15	-	1	15	32	32	30
They did not try to persuade me to stay with them	7 20%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 22%	3 19%	- -%	- -%	3 20%	7 20%	7 20%	6 21%
They talked about me staying, but did not put me under any pressure to stay	18 56%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	10 59%	8 53%	- -%	- -%	10 64%	18 56%	18 56%	18 60%
They put me under pressure to stay with them	6 20%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	3 17%	4 24%	- -%	1 100%	2 11%	6 20%	6 20%	5 15%
Can't remember	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	1 4%	- -%	- -%	1 4%	1 3%	1 3%	1 4%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 582

QC36C. Can you tell me how you felt put under pressure to stay?

Base : Those who felt under pressure to stay with their current fixed line broadband supplier

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND	TV		BAND	TV	BAND		
																						~a
Significance Level: 95%																						
Unweighted total	12	1	12	-	-	-	-	1	-	-	-	1	-	-	-	12	3	2	-	12	3	2
Effective Weighted Sample	9	1	9	-	-	-	-	1	-	-	-	1	-	-	-	9	3	2	-	9	3	2
Total	6	1	6	-	-	-	-	1	-	-	-	1	-	-	-	6	1	1	-	6	1	1
I was told it wasn't possible to leave my contract with them	3 48%	- -%	3 48%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 48%	- -%	- -%	- -%	3 48%	- -%	- -%
I was told I would have to pay a cancellation/ early termination charge to leave the contract with them	3 48%	- -%	3 48%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 48%	- -%	- -%	- -%	3 48%	- -%	- -%
They told me the amount I would have to pay as a cancellation/ early termination charge to leave the contract with them	2 33%	- -%	2 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 33%	- -%	- -%	- -%	2 33%	- -%	- -%
I waited in a queue on the telephone for a long time to tell them I wanted to cancel	1 15%	- -%	1 15%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 15%	- -%	- -%	- -%	1 15%	- -%	- -%
I was told that their service was better than other suppliers/ I wouldn't do better anywhere else	1 15%	- -%	1 15%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 15%	- -%	- -%	- -%	1 15%	- -%	- -%
I had to push them to give me the information/ code I need to make the switch	1 15%	- -%	1 15%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 15%	- -%	- -%	- -%	1 15%	- -%	- -%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Table 582

QC36C. Can you tell me how you felt put under pressure to stay?

Base : Those who felt under pressure to stay with their current fixed line broadband supplier

		TV PROCES S		BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	12	-	-	-	-	-	1	-	-	6	6	-	1	4	12	12	10
Effective Weighted Sample	9	-	-	-	-	-	1	-	-	4	5	-	1	4	9	9	8
Total	6	-	-	-	-	-	1	-	-	3	4	-	1	2	6	6	5
I was told it wasn't possible to leave my contract with them	3 48%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 41%	2 53%	- -%	- -%	- -%	3 48%	3 48%	1 26%
I was told I would have to pay a cancellation/ early termination charge to leave the contract with them	3 48%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 41%	2 53%	- -%	- -%	- -%	3 48%	3 48%	1 26%
They told me the amount I would have to pay as a cancellation/ early termination charge to leave the contract with them	2 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 41%	1 27%	- -%	- -%	- -%	2 33%	2 33%	1 26%
I waited in a queue on the telephone for a long time to tell them I wanted to cancel	1 15%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 27%	- -%	- -%	- -%	1 15%	1 15%	- -%
I was told that their service was better than other suppliers/ I wouldn't do better anywhere else	1 15%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 27%	- -%	- -%	- -%	1 15%	1 15%	- -%
I had to push them to give me the information/ code I need to make the switch	1 15%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 27%	- -%	- -%	- -%	1 15%	1 15%	- -%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 583

QC37C. If you were thinking about changing supplier for your fixed line broadband in the future, has your overall experience of the process made you more likely or less likely to make this change, or has it made no difference?

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

	ACTIONS TAKEN								SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED			
	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE				
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS			
Significance Level: 95%	Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	o	~p	*q	~r	s	~t	*u		
Unweighted total	134	11	134	-	-	1	-	7	3	1	-	7	3	1	9	134	15	38	9	134	15	38		
Effective Weighted Sample	105	9	105	-	-	1	-	6	3	1	-	6	3	1	7	105	12	30	7	105	12	30		
Total	82	6	82	-	-	*	-	4	1	*	-	4	1	*	7	82	9	18	7	82	9	18		
More likely	7 9%	1 15%	7 9%	- -%	- -%	* 100%	- -%	1 12%	- -%	* 100%	- -%	1 12%	- -%	- -%	* 3%	7 9%	* 4%	3 18%	- -%	7 9%	* 4%	3 18%		
Made no difference	53 65%	3 44%	53 65%	- -%	- -%	- -%	- -%	2 43%	1 65%	- -%	- -%	2 43%	1 65%	* 100%	5 70%	53 65%	8 86%	12 64%	5 74%	53 65%	8 86%	12 64%		
Less likely	11 14%	1 13%	11 14%	- -%	- -%	- -%	- -%	* 9%	* 35%	- -%	- -%	* 9%	* 35%	- -%	1 10%	11 14%	1 10%	3 15%	1 10%	11 14%	1 10%	3 15%		
Don't know	10 12%	2 27%	10 12%	- -%	- -%	- -%	- -%	2 35%	- -%	- -%	- -%	2 35%	- -%	- -%	1 17%	10 12%	- -%	1 3%	1 16%	10 12%	- -%	1 3%		
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																								

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 583

QC37C. If you were thinking about changing supplier for your fixed line broadband in the future, has your overall experience of the process made you more likely or less likely to make this change, or has it made no difference?

Base : Those who have considered switching their fixed line broadband supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND n	MOB. PHONE o	
Significance Level: 95%																	
Unweighted total	134	1	-	-	-	1	3	-	3	64	65	1	3	76	134	129	130
Effective Weighted Sample	105	1	-	-	-	1	2	-	3	51	51	1	2	59	105	101	101
Total	82	*	-	-	-	1	2	-	1	37	42	1	2	47	82	79	79
More likely	7 9%	* 100%	- -%	- -%	- -%	- -%	1 25%	- -%	- -%	4 12%	3 7%	- -%	1 25%	3 6%	7 9%	7 9%	7 9%
Made no difference	53 65%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	1 65%	25 67%	26 63%	1 100%	- -%	33 70%	53 65%	51 65%	50 64%
Less likely	11 14%	- -%	- -%	- -%	- -%	- -%	* 19%	- -%	* 35%	5 13%	5 13%	- -%	* 19%	6 14%	11 14%	10 13%	11 14%
Don't know	10 12%	- -%	- -%	- -%	- -%	- -%	1 56%	- -%	- -%	3 8%	7 17%	- -%	1 56%	5 11%	10 12%	10 13%	10 13%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 584

QC19D. In considering switching your Mobile phone network, did you contact...

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	ACTIONS TAKEN								SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED			
	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS				
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE					
																					Total	~a	b	~c
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	p	~q	~r	*s	t	~u		
Unweighted total	145	21	145	-	7	2	7	-	5	8	14	-	12	22	2	17	145	5	13	35	145	24		
Effective Weighted Sample	92	17	92	-	7	2	5	-	4	7	12	-	11	17	2	13	92	3	10	28	92	15		
Total	104	15	104	-	7	1	4	-	3	7	11	-	10	13	1	9	104	5	8	21	104	17		
Both your current supplier and a new supplier	22	6	22	-	3	1	1	-	1	2	4	-	4	3	1	2	22	3	3	5	22	5		
	21%	40%	21%	-%	41%	100%	39%	-%	29%	37%	40%	-%	37%	25%	100%	20%	21%	48%	31%	22%	21%	32%		
Only your current supplier	15	-	15	-	-	-	-	-	-	-	-	-	-	1	-	3	15	1	1	4	15	1		
	14%	-%	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	7%	-%	29%	14%	10%	10%	17%	14%	8%		
Only a new supplier	39	5	39	-	2	-	2	-	1	2	4	-	3	4	-	4	39	2	2	7	39	5		
	38%	35%	38%	-%	31%	-%	42%	-%	42%	33%	35%	-%	34%	30%	-%	43%	38%	38%	19%	34%	38%	29%		
Can't remember	28	4	28	-	2	-	1	-	1	2	3	-	3	5	-	1	28	*	3	6	28	5		
	27%	25%	27%	-%	28%	-%	20%	-%	29%	30%	25%	-%	29%	38%	-%	8%	27%	4%	40%	27%	27%	30%		
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																								

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 584

QC19D. In considering switching your Mobile phone network, did you contact...

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	TV PROCESSES	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON-TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	145	6	2	3	5	-	-	3	8	52	93	-	-	89	121	145	124
Effective Weighted Sample	92	5	2	2	4	-	-	3	7	37	55	-	-	59	88	92	82
Total	104	5	2	3	4	-	-	3	7	41	63	-	-	55	69	104	75
Both your current supplier and a new supplier	22 21%	2 37%	2 100%	* 13%	2 43%	- -%	- -%	1 28%	3 44%	4 10%	18 28% i	- -%	- -%	17 31%	16 23%	22 21%	18 24%
Only your current supplier	15 14%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 6%	12 19%	- -%	- -%	8 15%	12 17%	15 14%	12 16%
Only a new supplier	39 38%	1 20%	- -%	1 37%	2 50%	- -%	- -%	1 31%	3 38%	18 44%	21 33%	- -%	- -%	18 34%	26 37%	39 38%	29 38%
Can't remember	28 27%	2 43%	- -%	1 50%	* 8%	- -%	- -%	1 41%	1 18%	16 39%	12 19% j	- -%	- -%	11 20%	16 22%	28 27%	16 21%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 585

QC20D. Did you contact your current supplier or your new supplier first?

Base : Those who contacted both their current and a new mobile phone network supplier

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED				
	CONSI				BUN- DLE	BROAD MOB. LINE			PHONE	CALLS	BROAD MOB. LINE			PHONE	CALLS	BROAD MOB. LINE			PHONE	CALLS			
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	TV	BAND			PHONE	CALLS	TV			BAND	PHONE	CALLS					
																					~a	*b	~c
Significance Level: 95%	Total																						
Unweighted total	34	8	34	-	3	2	2	-	1	4	5	-	4	7	2	4	34	1	5	9	34	7	
Effective Weighted Sample	19	7	19	-	3	2	2	-	1	3	4	-	4	6	2	3	19	1	5	8	19	4	
Total	22	6	22	-	3	1	1	-	1	2	4	-	4	3	1	2	22	3	3	5	22	5	
Previous supplier	8	1	8	-	1	*	*	-	-	1	1	-	1	1	1	-	8	3	2	1	8	4	
	37%	23%	37%	-%	26%	46%	22%	-%	-%	42%	25%	-%	20%	40%	68%	-%	37%	100%	71%	29%	37%	70%	
New supplier	10	5	10	-	2	*	1	-	1	1	3	-	3	2	*	2	10	-	1	3	10	2	
	46%	77%	46%	-%	74%	54%	78%	-%	100%	58%	75%	-%	80%	51%	32%	100%	46%	-%	29%	71%	46%	30%	
Can't remember	4	-	4	-	-	-	-	-	-	-	-	-	-	*	-	-	4	-	-	-	4	-	
	17%	-%	17%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	9%	-%	-%	17%	-%	-%	-%	17%	-%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 585

QC20D. Did you contact your current supplier or your new supplier first?

Base : Those who contacted both their current and a new mobile phone network supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	*n	*o	*p
Significance Level: 95%																	
Unweighted total	34	3	2	1	2	-	-	1	3	6	28	-	-	29	31	34	32
Effective Weighted Sample	19	2	2	1	2	-	-	1	3	5	14	-	-	18	24	19	20
Total	22	2	2	*	2	-	-	1	3	4	18	-	-	17	16	22	18
Previous supplier	8	*	-	*	1	-	-	-	1	2	6	-	-	8	6	8	8
	37%	17%	-%	100%	41%	-%	-%	-%	26%	50%	34%	-%	-%	48%	36%	37%	45%
New supplier	10	1	2	-	1	-	-	1	2	2	8	-	-	8	9	10	9
	46%	83%	100%	-%	59%	-%	-%	100%	74%	50%	45%	-%	-%	46%	58%	46%	50%
Can't remember	4	-	-	-	-	-	-	-	-	-	4	-	-	1	1	4	1
	17%	-%	-%	-%	-%	-%	-%	-%	-%	-%	21%	-%	-%	6%	6%	17%	5%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 586

QC21D. Why did you contact this supplier first?

Base : Those aware who they contacted first when considering switching their mobile phone network

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN-DLE	BROAD		MOB.	FIXED	BROAD		MOB.	FIXED	BUN-DLE	BROAD		MOB.	FIXED	BROAD		MOB.	FIXED
	SWIT-CHERED	DERED	NEIT-HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	30	8	30	-	3	2	2	-	1	4	5	-	4	6	2	4	30	1	5	9	30	7
Effective Weighted Sample	19	7	19	-	3	2	2	-	1	3	4	-	4	6	2	3	19	1	5	8	19	4
Total	18	6	18	-	3	1	1	-	1	2	4	-	4	3	1	2	18	3	3	5	18	5
To see what they could offer me	11	4	11	-	2	1	1	-	-	2	3	-	2	3	1	2	11	-	3	5	11	3
	61%	67%	61%	-%	74%	100%	78%	-%	-%	70%	75%	-%	57%	100%	100%	100%	61%	-%	100%	100%	61%	54%
To find out what I needed to do to make the switch	6	2	6	-	1	-	-	-	1	1	1	-	2	2	-	-	6	3	1	2	6	4
	35%	33%	35%	-%	38%	-%	-%	-%	100%	44%	25%	-%	52%	55%	-%	-%	35%	100%	45%	35%	35%	76%
To get the code I needed to make the switch	4	2	4	-	2	*	*	-	-	2	2	-	2	1	1	-	4	-	1	1	4	1
	21%	42%	21%	-%	63%	46%	22%	-%	-%	86%	50%	-%	49%	25%	68%	-%	21%	-%	50%	16%	21%	14%
Something else	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-
	8%	-%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	8%	-%	-%	-%	8%	-%
Don't know	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-
	5%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%	-%	5%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 586

QC21D. Why did you contact this supplier first?

Base : Those aware who they contacted first when considering switching their mobile phone network

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p
Unweighted total	30	3	2	1	2	-	-	1	3	6	24	-	-	26	28	30	29
Effective Weighted Sample	19	2	2	1	2	-	-	1	3	5	14	-	-	16	22	19	18
Total	18	2	2	*	2	-	-	1	3	4	14	-	-	16	15	18	17
To see what they could offer me	11 61%	2 100%	2 100%	- -%	1 59%	- -%	- -%	- -%	2 74%	3 62%	9 61%	- -%	- -%	9 56%	11 75%	11 61%	11 64%
To find out what I needed to do to make the switch	6 35%	1 63%	1 49%	- -%	- -%	- -%	- -%	1 100%	1 38%	2 38%	5 34%	- -%	- -%	6 37%	4 26%	6 35%	6 37%
To get the code I needed to make the switch	4 21%	1 80%	1 49%	* 100%	1 41%	- -%	- -%	- -%	2 63%	1 35%	2 16%	- -%	- -%	4 23%	4 25%	4 21%	4 22%
Something else	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 11%	- -%	- -%	1 9%	1 10%	1 8%	1 9%
Don't know	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 6%	- -%	- -%	1 6%	- -%	1 5%	- -%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 587

QC22D. How easy or difficult did you find the process of making contact with suppliers in order to make the switch?

Base : Those who contacted any suppliers when considering switching their mobile phone service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED																	
	CONSI				BUN-DLE	BROAD		MOB.	FIXED LINE	BROAD		MOB.	FIXED LINE	BUN-DLE	BROAD		MOB.	FIXED LINE	BROAD		MOB.	FIXED LINE
	Total	SWIT-CHED	DERED	NEIT-HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	p	~q	~r	~s	t	~u
Unweighted total	113	15	113	-	5	2	5	-	3	6	10	-	8	17	2	16	113	4	10	29	113	18
Effective Weighted Sample	70	12	70	-	5	2	4	-	3	5	9	-	7	16	2	12	70	3	9	24	70	11
Total	76	11	76	-	5	1	3	-	2	5	8	-	7	8	1	9	76	5	5	15	76	12
1 - Very difficult	4	1	4	-	1	*	-	-	-	1	1	-	1	-	-	-	4	3	-	-	4	3
	5%	10%	5%	-%	15%	46%	-%	-%	-%	22%	9%	-%	10%	-%	-%	-%	5%	50%	-%	-%	5%	21%
2	8	-	8	-	-	-	-	-	-	-	-	-	-	2	*	2	8	1	1	3	8	2
	10%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	21%	32%	17%	10%	17%	23%	20%	10%	21%
TOTAL DIFFICULT	11	1	11	-	1	*	-	-	-	1	1	-	1	2	*	2	11	3	1	3	11	5
	15%	10%	15%	-%	15%	46%	-%	-%	-%	22%	9%	-%	10%	21%	32%	17%	15%	67%	23%	20%	15%	42%
3 - Neither	13	2	13	-	1	*	-	-	1	*	1	-	2	3	-	1	13	2	2	4	13	4
	17%	21%	17%	-%	21%	54%	-%	-%	41%	7%	13%	-%	27%	39%	-%	14%	17%	33%	46%	24%	17%	38%
4	17	2	17	-	-	-	*	-	1	-	*	-	1	1	1	4	17	-	2	4	17	1
	22%	15%	22%	-%	-%	-%	11%	-%	59%	-%	4%	-%	17%	17%	68%	41%	22%	-%	31%	28%	22%	5%
5 - Very easy	27	6	27	-	3	-	3	-	-	3	6	-	3	2	-	2	27	-	-	4	27	2
	35%	55%	35%	-%	64%	-%	89%	-%	-%	70%	74%	-%	45%	23%	-%	28%	35%	-%	-%	28%	35%	15%
TOTAL EASY	44	8	44	-	3	-	3	-	1	3	6	-	5	3	1	6	44	-	2	9	44	2
	57%	70%	57%	-%	64%	-%	100%	-%	59%	70%	78%	-%	63%	40%	68%	69%	57%	-%	31%	55%	57%	20%
Don't know	8	-	8	-	-	-	-	-	-	-	-	-	-	-	-	-	8	-	-	-	8	-
	11%	-%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%	-%	-%	-%	11%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 587

QC22D. How easy or difficult did you find the process of making contact with suppliers in order to make the switch?

Base : Those who contacted any suppliers when considering switching their mobile phone service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	113	4	2	2	4	-	-	2	6	35	78	-	-	72	97	113	100
Effective Weighted Sample	70	3	2	2	4	-	-	2	5	25	45	-	-	47	70	70	65
Total	76	3	2	1	4	-	-	2	5	25	51	-	-	44	54	76	59
1 - Very difficult	4	*	-	-	1	-	-	-	1	1	3	-	-	4	1	4	4
	5%	11%	-%	-%	19%	-%	-%	-%	14%	3%	6%	-%	-%	9%	2%	5%	6%
2	8	-	-	-	-	-	-	-	-	1	6	-	-	5	5	8	5
	10%	-%	-%	-%	-%	-%	-%	-%	-%	6%	12%	-%	-%	11%	10%	10%	9%
TOTAL DIFFICULT	11	*	-	-	1	-	-	-	1	2	9	-	-	8	6	11	9
	15%	11%	-%	-%	19%	-%	-%	-%	14%	9%	18%	-%	-%	19%	12%	15%	16%
3 - Neither	13	*	-	-	1	-	-	1	1	4	9	-	-	11	12	13	12
	17%	13%	-%	-%	27%	-%	-%	48%	20%	14%	18%	-%	-%	25%	21%	17%	19%
4	17	-	-	*	-	-	-	-	1	4	13	-	-	10	13	17	12
	22%	-%	-%	26%	-%	-%	-%	-%	23%	17%	25%	-%	-%	23%	24%	22%	21%
5 - Very easy	27	2	2	1	2	-	-	1	2	12	14	-	-	12	21	27	20
	35%	76%	100%	74%	54%	-%	-%	52%	43%	49%	28%	-%	-%	28%	39%	35%	35%
TOTAL EASY	44	2	2	1	2	-	-	1	4	17	27	-	-	22	34	44	33
	57%	76%	100%	100%	54%	-%	-%	52%	66%	66%	53%	-%	-%	51%	63%	57%	56%
Don't know	8	-	-	-	-	-	-	-	-	3	6	-	-	2	2	8	6
	11%	-%	-%	-%	-%	-%	-%	-%	-%	11%	11%	-%	-%	4%	3%	11%	9%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 588

QC23D. Would you have needed to pay an early termination charge or cancellation charge in order to leave your contract with your supplier?

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND							
		~a	b	~c		~d	~e	~f		~g	~h	~i		~j	~k	~l		~m	~n	~o		p
Significance Level: 95%																						
Unweighted total	145	21	145	-	7	2	7	-	5	8	14	-	12	22	2	17	145	5	13	35	145	24
Effective Weighted Sample	92	17	92	-	7	2	5	-	4	7	12	-	11	17	2	13	92	3	10	28	92	15
Total	104	15	104	-	7	1	4	-	3	7	11	-	10	13	1	9	104	5	8	21	104	17
Yes	26	1	26	-	-	-	-	-	1	-	-	-	1	2	-	2	26	3	1	3	26	4
	25%	6%	25%	-%	-%	-%	-%	-%	29%	-%	-%	-%	9%	15%	-%	19%	25%	48%	13%	17%	25%	26%
No	62	10	62	-	4	1	3	-	2	5	7	-	6	6	1	6	62	3	4	12	62	8
	60%	68%	60%	-%	57%	100%	80%	-%	71%	70%	65%	-%	61%	50%	100%	67%	60%	48%	50%	58%	60%	48%
Don't know	16	4	16	-	3	-	1	-	-	2	4	-	3	4	-	1	16	*	3	5	16	4
	16%	26%	16%	-%	43%	-%	20%	-%	-%	30%	35%	-%	31%	35%	-%	14%	16%	4%	38%	26%	16%	25%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 588

QC23D. Would you have needed to pay an early termination charge or cancellation charge in order to leave your contract with your supplier?

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
	Total	~a	~b	~c	~d	~e	~f	~g	~h	*i	j	~k	~l	m	n	o	p
Significance Level: 95%																	
Unweighted total	145	6	2	3	5	-	-	3	8	52	93	-	-	89	121	145	124
Effective Weighted Sample	92	5	2	2	4	-	-	3	7	37	55	-	-	59	88	92	82
Total	104	5	2	3	4	-	-	3	7	41	63	-	-	55	69	104	75
Yes	26	-	-	-	-	-	-	1	-	4	22	-	-	11	12	26	12
	25%	~a	~b	~c	~d	~e	~f	28%	~h	9%	35%	~k	~l	19%	17%	25%	16%
No	62	3	2	1	3	-	-	1	5	28	34	-	-	34	45	62	49
	60%	57%	100%	50%	67%	~e	~f	31%	72%	68%	54%	~k	~l	62%	65%	60%	65%
Don't know	16	2	-	1	1	-	-	1	2	10	7	-	-	10	13	16	14
	16%	43%	~b	50%	33%	~e	~f	41%	28%	23%	11%	~k	~l	19%	18%	16%	19%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 589

QC24D. How much would you have had to pay to leave your contract?

Base : Those who would have to pay a charge to leave the contract for their mobile phone service

	ACTIONS TAKEN								SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED				SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED				COVERED				CONSIDERED & COVERED				COVERED				COVERED			
	CONSI				BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS		
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	TV	BAND		PHONE	TV	BAND			PHONE	TV	BAND		PHONE	TV	BAND		PHONE	
Total	~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	*p	~q	~r	~s	*t	~u			
Significance Level: 95%																								
Unweighted total	32	1	32	-	-	-	-	-	1	-	-	-	1	4	-	4	32	3	2	7	32	7		
Effective Weighted Sample	18	1	18	-	-	-	-	-	1	-	-	-	1	4	-	3	18	2	2	6	18	5		
Total	26	1	26	-	-	-	-	-	1	-	-	-	1	2	-	2	26	3	1	3	26	4		
£20.00-£29.99	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	*	-		
	1%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%	-%		
£30.00-£39.99	1	-	1	-	-	-	-	-	-	-	-	-	-	*	-	-	1	-	*	*	1	*		
	4%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	22%	-%	-%	4%	-%	41%	13%	4%	10%		
£40.00-£49.99	1	1	1	-	-	-	-	-	1	-	-	-	1	-	-	-	1	-	-	-	1	-		
	3%	100%	3%	-%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	3%	-%	-%	-%	3%	-%		
£50.00-£59.99	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	1	1		
	2%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	22%	-%	-%	2%	12%		
£60 or more	8	-	8	-	-	-	-	-	-	-	-	-	-	*	-	2	8	-	-	2	8	*		
	32%	-%	32%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	22%	-%	100%	32%	-%	-%	56%	32%	10%		
Don't know	15	-	15	-	-	-	-	-	-	-	-	-	-	1	-	-	15	2	1	1	15	3		
	57%	-%	57%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	55%	-%	-%	57%	78%	59%	31%	57%	68%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 589

QC24D. How much would you have had to pay to leave your contract?

Base : Those who would have to pay a charge to leave the contract for their mobile phone service

	TV PROCESSES	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	32	-	-	-	-	-	-	1	-	3	29	-	-	19	23	32	24
Effective Weighted Sample	18	-	-	-	-	-	-	1	-	2	16	-	-	13	16	18	17
Total	26	-	-	-	-	-	-	1	-	4	22	-	-	11	12	26	12
£20.00-£29.99	*	-	-	-	-	-	-	-	-	-	*	-	-	*	*	*	*
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	3%	3%	1%	3%
£30.00-£39.99	1	-	-	-	-	-	-	-	-	-	1	-	-	1	1	1	1
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%	10%	9%	4%	9%
£40.00-£49.99	1	-	-	-	-	-	-	1	-	1	-	-	-	1	1	1	1
	3%	-%	-%	-%	-%	-%	-%	100%	-%	25%	-%	-%	-%	8%	7%	3%	7%
£50.00-£59.99	1	-	-	-	-	-	-	-	-	-	1	-	-	1	1	1	1
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	5%	5%	2%	4%
£60 or more	8	-	-	-	-	-	-	-	-	2	6	-	-	2	4	8	4
	32%	-%	-%	-%	-%	-%	-%	-%	-%	57%	28%	-%	-%	21%	33%	32%	32%
Don't know	15	-	-	-	-	-	-	-	-	1	14	-	-	5	5	15	6
	57%	-%	-%	-%	-%	-%	-%	-%	-%	18%	63%	-%	-%	52%	44%	57%	45%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 590

QC25D. Which of these best describes when you were told about the cancellation charge?

Base : Those who would have to pay a charge to leave the contract for their mobile phone service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				CONSIDERED & COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	TV		BAND	PHONE	TV		BAND	PHONE	TV		BAND	PHONE			
Total	~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	*p	~q	~r	~s	*t	~u	
Significance Level: 95%																						
Unweighted total	32	1	32	-	-	-	-	-	1	-	-	-	1	4	-	4	32	3	2	7	32	7
Effective Weighted Sample	18	1	18	-	-	-	-	-	1	-	-	-	1	4	-	3	18	2	2	6	18	5
Total	26	1	26	-	-	-	-	-	1	-	-	-	1	2	-	2	26	3	1	3	26	4
I already knew from the information I was given when I first took the service	11 42%	1 100%	11 42%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	1 100%	* 23%	- -%	* 17%	11 42%	* 12%	- -%	* 13%	11 42%	1 17%
When I first contacted my current supplier about cancelling their service	5 20%	- -%	5 20%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 45%	- -%	2 83%	5 20%	1 22%	* 41%	2 69%	5 20%	1 32%
When I first contacted the new supplier about using the service	2 9%	- -%	2 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 9%	- -%	- -%	- -%	2 9%	- -%
At a later point, but before I agreed to switch over	1 2%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	1 2%	- -%
Only after I had agreed to switch the service over	* 1%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 1%	- -%
Can't remember	7 26%	- -%	7 26%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 33%	- -%	- -%	7 26%	2 67%	1 59%	1 18%	7 26%	2 52%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 590

QC25D. Which of these best describes when you were told about the cancellation charge?

Base : Those who would have to pay a charge to leave the contract for their mobile phone service

		TV PROCES S		BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	32	-	-	-	-	-	-	1	-	3	29	-	-	19	23	32	24
Effective Weighted Sample	18	-	-	-	-	-	-	1	-	2	16	-	-	13	16	18	17
Total	26	-	-	-	-	-	-	1	-	4	22	-	-	11	12	26	12
I already knew from the information I was given when I first took the service	11 42%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	1 25%	10 45%	- -%	- -%	4 39%	5 39%	11 42%	5 40%
When I first contacted my current supplier about cancelling their service	5 20%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 23%	- -%	- -%	4 33%	4 33%	5 20%	4 32%
When I first contacted the new supplier about using the service	2 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 11%	- -%	- -%	- -%	* 2%	2 9%	* 2%
At a later point, but before I agreed to switch over	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	* 3%	1 5%	1 2%	1 4%
Only after I had agreed to switch the service over	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* 2%	* 2%	* 1%	* 2%
Can't remember	7 26%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 75%	4 18%	- -%	- -%	2 22%	2 19%	7 26%	2 19%
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Table 591

QC26D. Were these cancellation charges important in your decision not to switch to another provider?

Base : Those who would have to pay a charge to leave the contract for their mobile phone service

	ACTIONS TAKEN			SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI			BUN- DLE	BROAD MOB.		FIXED LINE PHONE CALLS		BROAD MOB.		FIXED LINE PHONE CALLS		BROAD MOB.		FIXED LINE PHONE CALLS			BROAD MOB.		FIXED LINE PHONE CALLS	
	SWIT- CHED	DERED	NEIT- HER		TV	BAND			TV	BAND			TV	BAND				TV	BAND		
Significance Level: 95%	~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	*p	~q	~r	~s	*t	~u
Unweighted total	32	1	32	-	-	-	-	1	-	-	-	1	4	-	4	32	3	2	7	32	7
Effective Weighted Sample	18	1	18	-	-	-	-	1	-	-	-	1	4	-	3	18	2	2	6	18	5
Total	26	1	26	-	-	-	-	1	-	-	-	1	2	-	2	26	3	1	3	26	4
Yes, very important	14	1	14	-	-	-	-	1	-	-	-	1	1	-	2	14	3	-	2	14	3
	55%	100%	55%	-%	-%	-%	-%	100%	-%	-%	-%	100%	45%	-%	100%	55%	100%	-%	69%	55%	76%
Yes, fairly important	2	-	2	-	-	-	-	-	-	-	-	-	*	-	-	2	-	*	*	2	*
	7%	-%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	22%	-%	-%	7%	-%	41%	13%	7%	10%
No, not important	3	-	3	-	-	-	-	-	-	-	-	-	-	-	-	3	-	-	-	3	-
	12%	-%	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	12%	-%	-%	-%	12%	-%
Don't know	6	-	6	-	-	-	-	-	-	-	-	-	1	-	-	6	-	1	1	6	1
	25%	-%	25%	-%	-%	-%	-%	-%	-%	-%	-%	-%	33%	-%	-%	25%	-%	59%	18%	25%	14%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 591

QC26D. Were these cancellation charges important in your decision not to switch to another provider?

Base : Those who would have to pay a charge to leave the contract for their mobile phone service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	32	-	-	-	-	-	-	1	-	3	29	-	-	19	23	32	24
Effective Weighted Sample	18	-	-	-	-	-	-	1	-	2	16	-	-	13	16	18	17
Total	26	-	-	-	-	-	-	1	-	4	22	-	-	11	12	26	12
Yes, very important	14	-	-	-	-	-	-	1	-	1	13	-	-	8	9	14	9
	55%	-%	-%	-%	-%	-%	-%	100%	-%	25%	60%	-%	-%	76%	76%	55%	77%
Yes, fairly important	2	-	-	-	-	-	-	-	-	-	2	-	-	2	2	2	2
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	9%	-%	-%	15%	16%	7%	15%
No, not important	3	-	-	-	-	-	-	-	-	-	3	-	-	*	*	3	*
	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%	14%	-%	-%	3%	3%	12%	3%
Don't know	6	-	-	-	-	-	-	-	-	3	4	-	-	1	1	6	1
	25%	-%	-%	-%	-%	-%	-%	-%	-%	75%	17%	-%	-%	6%	5%	25%	5%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 592

QC27D. When you were in contact with your current supplier, did they make you any kind of offer to stay with them?

Base : Those who had contact with their current supplier when considering switching their mobile phone service

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED						
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS				
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND										
																~a		*b	~c	~d		~e	~f	~g	~h
Significance Level: 95%																									
Unweighted total	61	8	61	-	3	2	2	-	1	4	5	-	4	9	2	9	61	2	7	16	61	10			
Effective Weighted Sample	35	7	35	-	3	2	2	-	1	3	4	-	4	8	2	7	35	1	7	14	35	5			
Total	37	6	37	-	3	1	1	-	1	2	4	-	4	4	1	5	37	3	3	8	37	7			
Yes they made me an offer which I listened to	19	4	19	-	2	1	1	-	-	1	3	-	2	3	1	2	19	1	3	4	19	3			
	52%	67%	52%	-%	62%	100%	100%	-%	-%	56%	75%	-%	48%	68%	68%	40%	52%	18%	76%	50%	52%	44%			
They wanted to make me an offer, but I wasn't interested in listening to it	3	-	3	-	-	-	-	-	-	-	-	-	-	*	*	-	3	3	*	*	3	3			
	9%	-%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	10%	32%	-%	9%	82%	12%	5%	9%	43%			
No, they didn't make me an offer	10	2	10	-	1	-	-	-	1	1	1	-	2	*	-	3	10	-	*	3	10	*			
	27%	33%	27%	-%	38%	-%	-%	-%	100%	44%	25%	-%	52%	11%	-%	60%	27%	-%	13%	40%	27%	6%			
Can't remember	4	-	4	-	-	-	-	-	-	-	-	-	-	*	-	-	4	-	-	*	4	*			
	12%	-%	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%	-%	-%	12%	-%	-%	5%	12%	7%			

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 592

QC27D. When you were in contact with your current supplier, did they make you any kind of offer to stay with them?

Base : Those who had contact with their current supplier when considering switching their mobile phone service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	61	3	2	1	2	-	-	1	3	10	51	-	-	45	54	61	56
Effective Weighted Sample	35	2	2	1	2	-	-	1	3	9	26	-	-	28	38	35	35
Total	37	2	2	*	2	-	-	1	3	7	30	-	-	25	28	37	31
Yes they made me an offer which I listened to	19	1	1	*	2	-	-	-	2	3	16	-	-	15	18	19	18
	52%	37%	51%	100%	100%	-%	-%	-%	62%	46%	53%	-%	-%	61%	63%	52%	58%
They wanted to make me an offer, but I wasn't interested in listening to it	3	-	-	-	-	-	-	-	-	-	3	-	-	3	1	3	3
	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%	-%	-%	14%	3%	9%	11%
No, they didn't make me an offer	10	1	1	-	-	-	-	1	1	3	7	-	-	5	8	10	8
	27%	63%	49%	-%	-%	-%	-%	100%	38%	41%	24%	-%	-%	21%	28%	27%	25%
Can't remember	4	-	-	-	-	-	-	-	-	1	4	-	-	1	2	4	2
	12%	-%	-%	-%	-%	-%	-%	-%	-%	13%	12%	-%	-%	5%	6%	12%	5%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 593

QC28D. How did this offer compare to the package or plan you already had with them and the price you paid?

Base : Those who listened to an offer from their current mobile phone supplier

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED																																																																																																																																																																																																																																																																																																																																																																																																																																																																							
	Total	CONSI			BUN- DLE	FIXED			TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS																																																																																																																																																																																																																																																																																																																																																																																																																																																																			
		SWIT- CHED	DERED	NEIT- HER		BROAD	MOB.	LINE														BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	BROAD	MOB.	LINE	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 593

QC28D. How did this offer compare to the package or plan you already had with them and the price you paid?

Base : Those who listened to an offer from their current mobile phone supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	*j	~k	~l	~m	*n	*o	*p
Unweighted total	37	2	1	1	2	-	-	-	2	5	32	-	-	29	34	37	35
Effective Weighted Sample	26	2	1	1	2	-	-	-	2	4	21	-	-	20	23	26	24
Total	19	1	1	*	2	-	-	-	2	3	16	-	-	15	18	19	18
The same package or plan at a lower price	6 32%	* 54%	- -	- -	- -	- -	- -	- -	- -	1 23%	5 34%	- -	- -	5 32%	6 35%	6 32%	6 35%
A more basic package or plan at a lower price	2 8%	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 10%	- -	- -	1 4%	2 9%	2 8%	2 9%
An improved package or plan at the same price	8 43%	* 46%	1 100%	* 100%	1 59%	- -	- -	- -	1 59%	1 22%	8 47%	- -	- -	8 50%	7 38%	8 43%	7 39%
An improved package or plan at a higher price	2 13%	- -	- -	- -	- -	- -	- -	- -	- -	1 31%	1 9%	- -	- -	1 9%	2 14%	2 13%	2 13%
Can't remember the details	1 4%	- -	- -	- -	1 41%	- -	- -	- -	1 41%	1 24%	- -	- -	- -	1 5%	1 4%	1 4%	1 4%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 594

QC29D. What was covered in the improved package or plan your previous supplier offered?

Base : Those offered an improved package or plan from their current mobile phone supplier

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND							
																~a		~b	~c	~d		~e
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	20	4	20	-	1	1	2	-	-	1	3	-	1	3	-	2	20	-	3	4	20	3
Effective Weighted Sample	15	3	15	-	1	1	2	-	-	1	3	-	1	3	-	2	15	-	3	3	15	3
Total	11	3	11	-	1	*	1	-	-	*	3	-	1	1	-	1	11	-	1	2	11	1
More texts	8	3	8	-	1	*	1	-	-	*	2	-	1	1	-	1	8	-	1	2	8	1
	74%	88%	74%	-%	100%	100%	78%	-%	-%	100%	87%	-%	100%	57%	-%	100%	74%	-%	57%	75%	74%	57%
More minutes for calls	6	2	6	-	-	*	1	-	-	*	1	-	-	1	-	*	6	-	1	1	6	1
	61%	63%	61%	-%	-%	100%	100%	-%	-%	100%	58%	-%	-%	57%	-%	22%	61%	-%	57%	33%	61%	57%
New handset	6	1	6	-	-	-	1	-	-	-	1	-	-	1	-	1	6	-	1	2	6	1
	54%	52%	54%	-%	-%	-%	100%	-%	-%	-%	58%	-%	-%	66%	-%	78%	54%	-%	66%	81%	54%	66%
Free broadband	2	-	2	-	-	-	-	-	-	-	-	-	-	*	-	-	2	-	*	*	2	*
	16%	-%	16%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	24%	-%	-%	16%	-%	24%	14%	16%	24%
Higher/ faster broadband speed	*	-	*	-	-	-	-	-	-	-	-	-	-	*	-	-	*	-	*	*	*	*
	3%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	24%	-%	-%	3%	-%	24%	14%	3%	24%
Something else	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	2	-
	21%	-%	21%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	21%	-%	-%	-%	21%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 594

QC29D. What was covered in the improved package or plan your previous supplier offered?

Base : Those offered an improved package or plan from their current mobile phone supplier

	TV PROCESSES	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	20	1	1	1	1	-	-	-	1	3	17	-	-	17	17	20	18
Effective Weighted Sample	15	1	1	1	1	-	-	-	1	2	13	-	-	13	13	15	13
Total	11	*	1	*	1	-	-	-	1	2	9	-	-	9	9	11	9
More texts	8	*	1	-	1	-	-	-	1	2	6	-	-	6	7	8	7
	74%	100%	100%	-%	100%	-%	-%	-%	100%	100%	69%	-%	-%	70%	79%	74%	80%
More minutes for calls	6	*	1	*	-	-	-	-	-	1	6	-	-	6	6	6	6
	61%	100%	100%	100%	-%	-%	-%	-%	-%	42%	65%	-%	-%	65%	64%	61%	65%
New handset	6	-	1	*	-	-	-	-	-	1	5	-	-	5	6	6	6
	54%	-%	100%	100%	-%	-%	-%	-%	-%	58%	53%	-%	-%	53%	64%	54%	62%
Free broadband	2	-	-	-	-	-	-	-	-	-	2	-	-	2	2	2	2
	16%	-%	-%	-%	-%	-%	-%	-%	-%	-%	19%	-%	-%	19%	19%	16%	19%
Higher/ faster broadband speed	*	-	-	-	-	-	-	-	-	-	*	-	-	*	*	*	*
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	3%	3%	3%	3%
Something else	2	-	-	-	-	-	-	-	-	-	2	-	-	2	1	2	1
	21%	-%	-%	-%	-%	-%	-%	-%	-%	-%	25%	-%	-%	23%	15%	21%	15%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 595

QC30D. Did you talk to your supplier about the best offer you had found from another supplier?

Base : Those who listened to an offer from their current mobile phone supplier

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%		~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	*p	~q	~r	~s	*t	~u
Unweighted total	37	6	37	-	2	2	2	-	-	3	4	-	2	6	1	4	37	1	5	8	37	6
Effective Weighted Sample	26	5	26	-	2	2	2	-	-	2	3	-	2	5	1	3	26	1	5	7	26	6
Total	19	4	19	-	2	1	1	-	-	1	3	-	2	3	1	2	19	1	3	4	19	3
No, I did not	5	1	5	-	1	-	-	-	-	-	1	-	1	-	1	-	5	1	1	-	5	1
	28%	27%	28%	-%	59%	-%	-%	-%	-%	-%	32%	-%	59%	-%	100%	-%	28%	100%	21%	-%	28%	18%
Their offer matched the best offer I had found	4	1	4	-	-	-	1	-	-	-	1	-	-	*	-	1	4	-	-	1	4	-
	21%	38%	21%	-%	-%	-%	100%	-%	-%	-%	45%	-%	-%	10%	-%	51%	21%	-%	-%	24%	21%	-%
Their offer was better than the best offer I had found	8	*	8	-	-	*	-	-	-	*	-	-	-	2	-	1	8	-	2	3	8	2
	43%	9%	43%	-%	-%	54%	-%	-%	-%	25%	-%	-%	-%	90%	-%	35%	43%	-%	79%	76%	43%	82%
Their offer was worse than the best offer I had found	1	*	1	-	-	*	-	-	-	*	-	-	-	-	-	-	1	-	-	-	1	-
	3%	7%	3%	-%	-%	46%	-%	-%	-%	21%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%	3%	-%
Can't remember	1	1	1	-	1	-	-	-	-	1	1	-	1	-	-	*	1	-	-	-	1	-
	5%	19%	5%	-%	41%	-%	-%	-%	-%	54%	23%	-%	41%	-%	-%	14%	5%	-%	-%	-%	5%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 595

QC30D. Did you talk to your supplier about the best offer you had found from another supplier?

Base : Those who listened to an offer from their current mobile phone supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT *j	PAC ~k	C&R ~l	TV ~m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	37	2	1	1	2	-	-	-	2	5	32	-	-	29	34	37	35
Effective Weighted Sample	26	2	1	1	2	-	-	-	2	4	21	-	-	20	23	26	24
Total	19	1	1	*	2	-	-	-	2	3	16	-	-	15	18	19	18
No, I did not	5	-	-	-	1	-	-	-	1	-	5	-	-	4	4	5	4
	28%	-%	-%	-%	59%	-%	-%	-%	59%	-%	34%	-%	-%	27%	25%	28%	25%
Their offer matched the best offer I had found	4	-	1	*	-	-	-	-	-	1	3	-	-	2	4	4	4
	21%	-%	100%	100%	-%	-%	-%	-%	-%	44%	16%	-%	-%	15%	20%	21%	20%
Their offer was better than the best offer I had found	8	*	-	-	-	-	-	-	-	1	7	-	-	7	8	8	8
	43%	54%	-%	-%	-%	-%	-%	-%	-%	23%	47%	-%	-%	49%	45%	43%	46%
Their offer was worse than the best offer I had found	1	*	-	-	-	-	-	-	-	-	1	-	-	*	1	1	1
	3%	46%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	2%	3%	3%	3%
Can't remember	1	-	-	-	1	-	-	-	1	1	-	-	-	1	1	1	1
	5%	-%	-%	-%	41%	-%	-%	-%	41%	32%	-%	-%	-%	7%	6%	5%	6%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 596

QC31D. How happy or unhappy were you with how this offer was made to you?

Base : Those who listened to an offer from their current mobile phone supplier

	ACTIONS TAKEN								SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED									
					SWITCHED & COVERED				COVERED				CONSIDERED & COVERED				COVERED					
	CONSI				BUN-DLE	BROAD MOB.		FIXED LINE PHONE CALLS	BROAD MOB.		FIXED LINE PHONE CALLS	BUN-DLE	BROAD MOB.		FIXED LINE PHONE CALLS	BROAD MOB.		FIXED LINE PHONE CALLS				
	SWIT-CHERED	DERED	NEIT-HER	TV		BAND	TV		BAND	TV			BAND									
Total	~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	*p	~q	~r	~s	*t	~u	
Significance Level: 95%																						
Unweighted total	37	6	37	-	2	2	2	-	-	3	4	-	2	6	1	4	37	1	5	8	37	6
Effective Weighted Sample	26	5	26	-	2	2	2	-	-	2	3	-	2	5	1	3	26	1	5	7	26	6
Total	19	4	19	-	2	1	1	-	-	1	3	-	2	3	1	2	19	1	3	4	19	3
1 - Very unhappy	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	*	1	-	-	*	1	-
	4%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	17%	4%	-%	-%	8%	4%	-%
2	3	1	3	-	1	*	-	-	-	1	1	-	1	-	-	*	3	-	-	*	3	-
	13%	27%	13%	-%	41%	46%	-%	-%	-%	75%	23%	-%	41%	-%	-%	17%	13%	-%	-%	8%	13%	-%
TOTAL UNHAPPY	3	1	3	-	1	*	-	-	-	1	1	-	1	-	-	1	3	-	-	1	3	-
	17%	27%	17%	-%	41%	46%	-%	-%	-%	75%	23%	-%	41%	-%	-%	35%	17%	-%	-%	16%	17%	-%
3 - Neither	4	1	4	-	1	-	-	-	-	-	1	-	1	1	1	1	4	-	1	2	4	1
	21%	27%	21%	-%	59%	-%	-%	-%	-%	-%	32%	-%	59%	31%	100%	65%	21%	-%	43%	37%	21%	19%
4	6	1	6	-	-	*	*	-	-	*	*	-	-	1	-	-	6	-	1	1	6	1
	30%	17%	30%	-%	-%	54%	22%	-%	-%	25%	10%	-%	-%	27%	-%	-%	30%	-%	29%	18%	30%	25%
5 - Very happy	6	1	6	-	-	-	1	-	-	-	1	-	-	1	-	-	6	1	1	1	6	2
	32%	29%	32%	-%	-%	-%	78%	-%	-%	-%	35%	-%	-%	42%	-%	-%	32%	100%	29%	29%	32%	57%
TOTAL HAPPY	12	2	12	-	-	*	1	-	-	*	1	-	-	2	-	-	12	1	1	2	12	2
	62%	46%	62%	-%	-%	54%	100%	-%	-%	25%	45%	-%	-%	69%	-%	-%	62%	100%	57%	47%	62%	81%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 596

QC31D. How happy or unhappy were you with how this offer was made to you?

Base : Those who listened to an offer from their current mobile phone supplier

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE	
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	*j	~k	~l	~m	*n	*o	*p	
Unweighted total	37	2	1	1	2	-	-	-	2	5	32	-	-	29	34	37	35	
Effective Weighted Sample	26	2	1	1	2	-	-	-	2	4	21	-	-	20	23	26	24	
Total	19	1	1	*	2	-	-	-	2	3	16	-	-	15	18	19	18	
1 - Very unhappy	1	-	-	-	-	-	-	-	-	-	1	-	-	*	1	1	1	
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%	3%	4%	4%	4%	
2	3	*	-	-	1	-	-	-	1	1	2	-	-	2	2	3	2	
	13%	46%	-%	-%	41%	-%	-%	-%	41%	24%	11%	-%	-%	15%	9%	13%	9%	
TOTAL UNHAPPY	3	*	-	-	1	-	-	-	1	1	3	-	-	3	2	3	2	
	17%	46%	-%	-%	41%	-%	-%	-%	41%	24%	16%	-%	-%	18%	14%	17%	13%	
3 - Neither	4	-	-	-	1	-	-	-	1	1	3	-	-	3	4	4	4	
	21%	-%	-%	-%	59%	-%	-%	-%	59%	39%	17%	-%	-%	20%	23%	21%	22%	
4	6	*	-	*	-	-	-	-	-	*	5	-	-	4	5	6	5	
	30%	54%	-%	100%	-%	-%	-%	-%	-%	14%	34%	-%	-%	27%	31%	30%	30%	
5 - Very happy	6	-	1	-	-	-	-	-	-	1	5	-	-	5	6	6	6	
	32%	-%	100%	-%	-%	-%	-%	-%	-%	23%	33%	-%	-%	35%	33%	32%	34%	
TOTAL HAPPY	12	*	1	*	-	-	-	-	-	1	11	-	-	10	11	12	11	
	62%	54%	100%	100%	-%	-%	-%	-%	-%	37%	67%	-%	-%	62%	64%	62%	64%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 597

QC32D. Did you accept the offer from your supplier?

Base : Those who listened to an offer from their current mobile phone supplier

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN- DLE	FIXED			TV	FIXED			BUN- DLE	FIXED			TV	FIXED				
		SWIT- CHED	DERED	NEIT- HER		MOB.	PHONE	LINE		MOB.	PHONE	LINE		MOB.	PHONE	LINE		MOB.	PHONE	LINE		
																					BAND	CALLS
	~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	*p	~q	~r	~s	*t	~u	
Significance Level: 95%																						
Unweighted total	37	6	37	-	2	2	2	-	-	3	4	-	2	6	1	4	37	1	5	8	37	6
Effective Weighted Sample	26	5	26	-	2	2	2	-	-	2	3	-	2	5	1	3	26	1	5	7	26	6
Total	19	4	19	-	2	1	1	-	-	1	3	-	2	3	1	2	19	1	3	4	19	3
No, did not accept	4	1	4	-	1	*	-	-	-	*	1	-	1	*	1	1	4	-	1	1	4	*
	23%	34%	23%	-%	59%	46%	-%	-%	-%	21%	32%	-%	59%	16%	100%	51%	23%	-%	21%	34%	23%	14%
Accepted offer, but did not say I needed to sign a new contract	6	-	6	-	-	-	-	-	-	-	-	-	-	1	-	*	6	-	1	1	6	1
	30%	-%	30%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	36%	-%	14%	30%	-%	39%	24%	30%	33%
Accepted offer, and signed a new contract	8	2	8	-	-	*	1	-	-	*	1	-	-	1	-	1	8	1	1	2	8	2
	42%	46%	42%	-%	-%	54%	100%	-%	-%	25%	45%	-%	-%	48%	-%	35%	42%	100%	40%	41%	42%	53%
Accepted offer, but refused to sign new contract	1	1	1	-	1	-	-	-	-	1	1	-	1	-	-	-	1	-	-	-	1	-
	4%	19%	4%	-%	41%	-%	-%	-%	-%	54%	23%	-%	41%	-%	-%	-%	4%	-%	-%	-%	4%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 597

QC32D. Did you accept the offer from your supplier?

Base : Those who listened to an offer from their current mobile phone supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	*j	~k	~l	~m	*n	*o	*p
Unweighted total	37	2	1	1	2	-	-	-	2	5	32	-	-	29	34	37	35
Effective Weighted Sample	26	2	1	1	2	-	-	-	2	4	21	-	-	20	23	26	24
Total	19	1	1	*	2	-	-	-	2	3	16	-	-	15	18	19	18
No, did not accept	4	*	-	-	1	-	-	-	1	1	3	-	-	3	4	4	4
	23%	46%	-%	-%	59%	-%	-%	-%	59%	31%	22%	-%	-%	18%	25%	23%	25%
Accepted offer, but did not say I needed to sign a new contract	6	-	-	-	-	-	-	-	-	1	5	-	-	4	5	6	5
	30%	-%	-%	-%	-%	-%	-%	-%	-%	22%	32%	-%	-%	27%	31%	30%	30%
Accepted offer, and signed a new contract	8	*	1	*	-	-	-	-	-	1	7	-	-	8	7	8	7
	42%	54%	100%	100%	-%	-%	-%	-%	-%	23%	46%	-%	-%	50%	40%	42%	41%
Accepted offer, but refused to sign new contract	1	-	-	-	1	-	-	-	1	1	-	-	-	1	1	1	1
	4%	-%	-%	-%	41%	-%	-%	-%	41%	24%	-%	-%	-%	5%	4%	4%	4%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 598

QC33D. Having accepted this offer, would you say that you are now better off as a result?

Base : Those who accepted this improved offer from their current mobile phone supplier

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD MOB.		FIXED LINE PHONE CALLS	BROAD MOB.		FIXED LINE PHONE CALLS	BROAD MOB.		FIXED LINE PHONE CALLS	BROAD MOB.		FIXED LINE PHONE CALLS	BROAD MOB.		FIXED LINE PHONE CALLS		
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	TV		BAND	TV		BAND	TV		BAND	TV		BAND				
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	30	4	30	-	1	1	2	-	-	2	3	-	1	5	-	3	30	1	4	6	30	5
Effective Weighted Sample	20	3	20	-	1	1	2	-	-	2	2	-	1	4	-	3	20	1	4	5	20	5
Total	15	3	15	-	1	*	1	-	-	1	2	-	1	2	-	1	15	1	2	3	15	3
Yes, now better off	10	1	10	-	-	-	1	-	-	-	1	-	-	2	-	1	10	1	1	2	10	2
	69%	45%	69%	-%	-%	-%	78%	-%	-%	-%	52%	-%	-%	76%	-%	71%	69%	100%	73%	79%	69%	78%
No difference	4	1	4	-	1	-	*	-	-	1	1	-	1	1	-	*	4	-	1	1	4	1
	29%	42%	29%	-%	100%	-%	22%	-%	-%	69%	48%	-%	100%	24%	-%	29%	29%	-%	27%	21%	29%	22%
No, now worse off	*	*	*	-	-	*	-	-	-	*	-	-	-	-	-	-	*	-	-	-	*	-
	2%	13%	2%	-%	-%	100%	-%	-%	-%	31%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	2%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 598

QC33D. Having accepted this offer, would you say that you are now better off as a result?

Base : Those who accepted this improved offer from their current mobile phone supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	30	1	1	1	1	-	-	-	1	4	26	-	-	25	27	30	28
Effective Weighted Sample	20	1	1	1	1	-	-	-	1	3	17	-	-	17	18	20	18
Total	15	*	1	*	1	-	-	-	1	2	13	-	-	13	13	15	13
Yes, now better off	10 69%	- -%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	1 54%	9 71%	- -%	- -%	9 71%	9 72%	10 69%	10 72%
No difference	4 29%	- -%	- -%	* 100%	1 100%	- -%	- -%	- -%	1 100%	1 46%	3 26%	- -%	- -%	3 26%	3 26%	4 29%	3 25%
No, now worse off	* 2%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	* 3%	* 3%	* 2%	* 3%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 599

QC34D. How much less do you think you are paying each month?

Base : Those who think they are paying less each month for their mobile phone service

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED												
	Total	CONSI			BUN- DLE	BROAD		MOB. PHONE	FIXED LINE CALLS	BROAD		MOB. PHONE	FIXED LINE CALLS	BROAD		MOB. PHONE	FIXED LINE CALLS	BROAD		MOB. PHONE	FIXED LINE CALLS										
		SWIT- CHED	DERED	NEIT- HER		TV	BAND			TV	BAND			TV	BAND			TV	BAND												
		~a	~b	~c		~d	~e			~f	~g			~h	~i			~j	~k			~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
		~a	~b	~c		~d	~e			~f	~g			~h	~i			~j	~k			~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Significance Level: 95%																															
Unweighted total	22	1	22	-	-	-	1	-	-	-	1	-	-	4	-	2	22	1	3	5	22	4									
Effective Weighted Sample	13	1	13	-	-	-	1	-	-	-	1	-	-	3	-	2	13	1	3	4	13	4									
Total	10	1	10	-	-	-	1	-	-	-	1	-	-	2	-	1	10	1	1	2	10	2									
Under £5	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	2	-									
	16%	-%	16%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	16%	-%	-%	-%	16%	-%									
£5.00-£9.99	4	1	4	-	-	-	1	-	-	-	1	-	-	1	-	*	4	1	1	1	4	1									
	41%	100%	41%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	42%	-%	50%	41%	100%	50%	50%	41%	64%									
£10.00-£14.99	2	-	2	-	-	-	-	-	-	-	-	-	-	1	-	-	2	-	1	1	2	1									
	18%	-%	18%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	58%	-%	-%	18%	-%	50%	35%	18%	36%									
£15.00-£19.99	3	-	3	-	-	-	-	-	-	-	-	-	-	-	-	*	3	-	-	*	3	-									
	25%	-%	25%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	50%	25%	-%	-%	15%	25%	-%									

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 599

QC34D. How much less do you think you are paying each month?

Base : Those who think they are paying less each month for their mobile phone service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	22	-	1	-	-	-	-	-	-	2	20	-	-	18	20	22	21
Effective Weighted Sample	13	-	1	-	-	-	-	-	-	2	12	-	-	11	12	13	13
Total	10	-	1	-	-	-	-	-	-	1	9	-	-	9	9	10	10
Under £5	2	-	-	-	-	-	-	-	-	*	1	-	-	1	1	2	1
	16%	-%	-%	-%	-%	-%	-%	-%	-%	37%	14%	-%	-%	14%	10%	16%	13%
£5.00-£9.99	4	-	1	-	-	-	-	-	-	-	4	-	-	4	4	4	4
	41%	-%	100%	-%	-%	-%	-%	-%	-%	-%	47%	-%	-%	42%	44%	41%	43%
£10.00-£14.99	2	-	-	-	-	-	-	-	-	1	1	-	-	2	2	2	2
	18%	-%	-%	-%	-%	-%	-%	-%	-%	63%	12%	-%	-%	20%	19%	18%	19%
£15.00-£19.99	3	-	-	-	-	-	-	-	-	-	3	-	-	2	3	3	3
	25%	-%	-%	-%	-%	-%	-%	-%	-%	-%	28%	-%	-%	24%	27%	25%	26%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 600

QC35D. Which one of these statements best describes how you felt about the contact you had with your current supplier?

Base : Those who had contact with their current supplier when considering switching their mobile phone service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE CALLS					BUN- DLE	BROAD MOB.			FIXED LINE CALLS				
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	TV		BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS
	Total	~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	*p	~q	~r	~s	*t	~u
Significance Level: 95%																						
Unweighted total	61	8	61	-	3	2	2	-	1	4	5	-	4	9	2	9	61	2	7	16	61	10
Effective Weighted Sample	35	7	35	-	3	2	2	-	1	3	4	-	4	8	2	7	35	1	7	14	35	5
Total	37	6	37	-	3	1	1	-	1	2	4	-	4	4	1	5	37	3	3	8	37	7
They did not try to persuade me to stay with them	10	2	10	-	1	-	*	-	1	1	1	-	2	*	-	2	10	-	*	2	10	*
	26%	39%	26%	-%	38%	-%	22%	-%	100%	44%	32%	-%	52%	11%	-%	35%	26%	-%	13%	26%	26%	6%
They talked about me staying, but did not put me under any pressure to stay	18	3	18	-	1	*	1	-	-	*	2	-	1	4	*	2	18	1	2	5	18	4
	50%	43%	50%	-%	37%	54%	78%	-%	-%	14%	50%	-%	28%	89%	32%	40%	50%	18%	71%	60%	50%	57%
They put me under pressure to stay with them	7	1	7	-	1	*	-	-	-	1	1	-	1	-	1	1	7	3	1	1	7	3
	18%	18%	18%	-%	26%	46%	-%	-%	-%	42%	17%	-%	20%	-%	68%	24%	18%	82%	16%	14%	18%	37%
Can't remember	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	2	-
	5%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%	-%	5%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 600

QC35D. Which one of these statements best describes how you felt about the contact you had with your current supplier?

Base : Those who had contact with their current supplier when considering switching their mobile phone service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	61	3	2	1	2	-	-	1	3	10	51	-	-	45	54	61	56
Effective Weighted Sample	35	2	2	1	2	-	-	1	3	9	26	-	-	28	38	35	35
Total	37	2	2	*	2	-	-	1	3	7	30	-	-	25	28	37	31
They did not try to persuade me to stay with them	10 26%	1 63%	1 49%	* 100%	- -%	- -%	- -%	1 100%	1 38%	2 31%	8 25%	- -%	- -%	4 15%	5 18%	10 26%	5 16%
They talked about me staying, but did not put me under any pressure to stay	18 50%	* 20%	1 51%	- -%	1 59%	- -%	- -%	- -%	1 37%	3 38%	16 53%	- -%	- -%	14 57%	18 65%	18 50%	18 60%
They put me under pressure to stay with them	7 18%	* 17%	- -%	- -%	1 41%	- -%	- -%	- -%	1 26%	1 17%	6 19%	- -%	- -%	5 21%	3 11%	7 18%	5 18%
Can't remember	2 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 13%	1 3%	- -%	- -%	2 8%	2 7%	2 5%	2 6%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 601

QC36D. Can you tell me how you felt put under pressure to stay?

Base : Those who felt under pressure to stay with their current mobile phone supplier

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	CONSI				SWITCHED & COVERED					COVERED				COVERED				COVERED				
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
						TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN-DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	9	2	9	-	1	1	-	-	-	2	1	-	1	-	1	2	9	1	1	2	9	1
Effective Weighted Sample	5	2	5	-	1	1	-	-	-	2	1	-	1	-	1	2	5	1	1	2	5	1
Total	7	1	7	-	1	*	-	-	-	1	1	-	1	-	1	1	7	3	1	1	7	3
I waited in a queue on the telephone for a long time to tell them I wanted to cancel	1 11%	1 72%	1 11%	- -%	1 100%	- -%	- -%	- -%	- -%	1 72%	1 100%	- -%	1 100%	- -%	- -%	- -%	1 11%	- -%	- -%	- -%	1 11%	- -%
I was told it would take a long time to make a switch to a new supplier	1 11%	1 72%	1 11%	- -%	1 100%	- -%	- -%	- -%	- -%	1 72%	1 100%	- -%	1 100%	- -%	- -%	- -%	1 11%	- -%	- -%	- -%	1 11%	- -%
I was told that their service was better than other suppliers/ I wouldn't do better anywhere else	3 37%	- -%	3 37%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 37%	3 100%	- -%	- -%	3 37%	3 100%
I was told it wasn't possible to leave my contract with them	1 13%	- -%	1 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 13%	- -%	- -%	- -%	1 13%	- -%
Something else	2 36%	1 72%	2 36%	- -%	1 100%	- -%	- -%	- -%	- -%	1 72%	1 100%	- -%	1 100%	- -%	- -%	1 68%	2 36%	- -%	- -%	1 68%	2 36%	- -%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 601

QC36D. Can you tell me how you felt put under pressure to stay?

Base : Those who felt under pressure to stay with their current mobile phone supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	9	1	-	-	1	-	-	-	1	2	7	-	-	6	6	9	7
Effective Weighted Sample	5	1	-	-	1	-	-	-	1	2	4	-	-	3	5	5	4
Total	7	*	-	-	1	-	-	-	1	1	6	-	-	5	3	7	5
I waited in a queue on the telephone for a long time to tell them I wanted to cancel	1 11%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	1 100%	1 64%	- -%	- -%	- -%	1 14%	1 25%	1 11%	1 14%
I was told it would take a long time to make a switch to a new supplier	1 11%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	1 100%	1 64%	- -%	- -%	- -%	1 14%	1 25%	1 11%	1 14%
I was told that their service was better than other suppliers/ I wouldn't do better anywhere else	3 37%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 45%	- -%	- -%	3 48%	- -%	3 37%	3 46%
I was told it wasn't possible to leave my contract with them	1 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 16%	- -%	- -%	1 17%	- -%	1 13%	- -%
Something else	2 36%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	1 100%	1 64%	2 30%	- -%	- -%	2 32%	2 52%	2 36%	2 28%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 602

QC37D. If you were thinking about changing supplier for your mobile phone network in the future, has your overall experience of the process made you more likely or less likely to make this change, or has it made no difference?

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED									
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS						
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	~d	~e	~f	~g	~h	TV		BAND	~i	~j	~k	~l	~m	~n	~o	p	~q	~r	~s	t	~u
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	p	~q	~r	*s	t	~u						
Unweighted total	145	21	145	-	7	2	7	-	5	8	14	-	12	22	2	17	145	5	13	35	145	24						
Effective Weighted Sample	92	17	92	-	7	2	5	-	4	7	12	-	11	17	2	13	92	3	10	28	92	15						
Total	104	15	104	-	7	1	4	-	3	7	11	-	10	13	1	9	104	5	8	21	104	17						
More likely	8	1	8	-	-	*	*	-	-	*	*	-	-	2	-	2	8	*	1	4	8	2						
	7%	5%	7%	-%	-%	54%	9%	-%	-%	5%	3%	-%	-%	13%	-%	24%	7%	6%	10%	17%	7%	10%						
Made no difference	78	11	78	-	6	*	2	-	3	6	8	-	9	10	1	6	78	2	8	15	78	12						
	75%	76%	75%	-%	89%	46%	49%	-%	85%	84%	75%	-%	88%	80%	68%	62%	75%	46%	90%	72%	75%	70%						
Less likely	9	2	9	-	1	-	1	-	*	1	2	-	1	1	*	1	9	3	-	2	9	3						
	9%	16%	9%	-%	11%	-%	31%	-%	15%	11%	18%	-%	12%	7%	32%	14%	9%	48%	-%	10%	9%	20%						
Don't know	9	*	9	-	-	-	*	-	-	-	*	-	-	-	-	-	9	-	-	-	9	-						
	9%	3%	9%	-%	-%	-%	11%	-%	-%	-%	4%	-%	-%	-%	-%	-%	9%	-%	-%	-%	9%	-%						

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 602

QC37D. If you were thinking about changing supplier for your mobile phone network in the future, has your overall experience of the process made you more likely or less likely to make this change, or has it made no difference?

Base : Those who have considered switching their mobile phone supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	
Significance Level: 95%																	
Unweighted total	145	6	2	3	5	-	-	3	8	52	93	-	-	89	121	145	124
Effective Weighted Sample	92	5	2	2	4	-	-	3	7	37	55	-	-	59	88	92	82
Total	104	5	2	3	4	-	-	3	7	41	63	-	-	55	69	104	75
More likely	8	*	-	*	-	-	-	-	-	1	7	-	-	5	7	8	8
	7%	7%	-%	13%	-%	-%	-%	-%	-%	2%	11%	-%	-%	10%	11%	7%	10%
Made no difference	78	4	2	2	2	-	-	3	6	33	45	-	-	43	54	78	56
	75%	93%	100%	87%	54%	-%	-%	100%	89%	80%	72%	-%	-%	78%	78%	75%	74%
Less likely	9	-	-	-	2	-	-	-	1	3	6	-	-	5	6	9	9
	9%	-%	-%	-%	46%	-%	-%	-%	11%	8%	9%	-%	-%	9%	9%	9%	11%
Don't know	9	-	-	-	-	-	-	-	-	4	5	-	-	1	1	9	3
	9%	-%	-%	-%	-%	-%	-%	-%	-%	10%	8%	-%	-%	3%	2%	9%	5%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 603

QC19E. In considering switching your fixed line phone (calls), did you contact...

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV	BAND	TV	BAND	TV	BAND	TV	BAND	TV	BAND	TV	BAND	TV	BAND	
Significance Level: 95%		~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	*o	~p	q	~r	*s	~t	u
Unweighted total	106	12	106	-	-	-	8	4	-	-	8	4	-	2	12	40	5	106	12	39	5	106
Effective Weighted Sample	66	5	66	-	-	-	7	2	-	-	7	2	-	2	7	32	3	66	7	31	3	66
Total	77	8	77	-	-	-	3	5	-	-	3	5	-	1	7	19	5	77	7	19	5	77
Both your current supplier and a new supplier	16	2	16	-	-	-	1	1	-	-	1	1	-	-	1	4	3	16	*	3	3	16
	21%	20%	21%	-%	-%	-%	32%	11%	-%	-%	32%	11%	-%	-%	10%	21%	58%	21%	5%	16%	58%	21%
Only your current supplier	7	2	7	-	-	-	1	1	-	-	1	1	-	-	1	1	-	7	1	1	-	7
	9%	27%	9%	-%	-%	-%	40%	17%	-%	-%	40%	17%	-%	-%	11%	7%	-%	9%	11%	5%	-%	9%
Only a new supplier	26	1	26	-	-	-	1	-	-	-	1	-	-	1	4	5	2	26	5	6	2	26
	34%	7%	34%	-%	-%	-%	16%	-%	-%	-%	16%	-%	-%	100%	63%	25%	42%	34%	69%	30%	42%	34%
Can't remember	27	4	27	-	-	-	*	3	-	-	*	3	-	-	1	9	-	27	1	9	-	27
	36%	46%	36%	-%	-%	-%	12%	71%	-%	-%	12%	71%	-%	-%	16%	47%	-%	36%	16%	48%	-%	36%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 603

QC19E. In considering switching your fixed line phone (calls), did you contact...

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
																	FIXED LINE VOICE
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND n	MOB. PHONE o	p
Significance Level: 95%																	
Unweighted total	106	-	1	3	3	2	2	-	-	55	47	1	-	68	83	102	106
Effective Weighted Sample	66	-	1	3	3	2	1	-	-	34	30	1	-	39	64	64	66
Total	77	-	*	1	1	1	4	-	-	41	31	1	-	48	44	72	77
Both your current supplier and a new supplier	16	-	*	1	-	1	-	-	-	7	9	1	-	10	9	16	16
	21%	-%	100%	52%	-%	59%	-%	-%	-%	17%	31%	100%	-%	21%	21%	23%	21%
Only your current supplier	7	-	-	1	*	*	*	-	-	5	2	-	-	6	7	7	7
	9%	-%	-%	48%	30%	41%	11%	-%	-%	12%	8%	-%	-%	12%	16%	10%	9%
Only a new supplier	26	-	-	-	1	-	-	-	-	11	12	-	-	16	15	23	26
	34%	-%	-%	-%	39%	-%	-%	-%	-%	27%	38%	-%	-%	34%	34%	32%	34%
Can't remember	27	-	-	-	*	-	3	-	-	18	7	-	-	16	13	26	27
	36%	-%	-%	-%	30%	-%	89%	-%	-%	45%	23%	-%	-%	34%	29%	36%	36%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 604

QC20E. Did you contact your current supplier or your new supplier first?

Base : Those who contacted both their current and a new fixed line phone supplier

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	23	3	23	-	-	-	2	1	-	-	2	1	-	-	2	9	3	23	1	7	3	23
Effective Weighted Sample	15	3	15	-	-	-	2	1	-	-	2	1	-	-	2	7	1	15	1	6	1	15
Total	16	2	16	-	-	-	1	1	-	-	1	1	-	-	1	4	3	16	*	3	3	16
Previous supplier	1 6%	- -%	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 47%	* 10%	* 10%	1 6%	* 100%	* 14%	* 10%	1 6%
New supplier	12 72%	2 100%	12 72%	- -%	- -%	- -%	1 100%	1 100%	- -%	- -%	1 100%	1 100%	- -%	- -%	- -%	3 62%	3 90%	12 72%	- -%	2 68%	3 90%	12 72%
Can't remember	4 22%	- -%	4 22%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 53%	1 28%	- -%	4 22%	- -%	1 18%	- -%	4 22%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 604

QC20E. Did you contact your current supplier or your new supplier first?

Base : Those who contacted both their current and a new fixed line phone supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p
Unweighted total	23	-	1	1	-	1	-	-	-	10	13	1	-	14	17	23	23
Effective Weighted Sample	15	-	1	1	-	1	-	-	-	7	8	1	-	8	14	15	15
Total	16	-	*	1	-	1	-	-	-	7	9	1	-	10	9	16	16
Previous supplier	1	-	-	-	-	-	-	-	-	*	1	-	-	1	1	1	1
	6%	-%	-%	-%	-%	-%	-%	-%	-%	6%	7%	-%	-%	11%	8%	6%	6%
New supplier	12	-	*	1	-	1	-	-	-	5	7	1	-	7	5	12	12
	72%	-%	100%	100%	-%	100%	-%	-%	-%	72%	72%	100%	-%	74%	53%	72%	72%
Can't remember	4	-	-	-	-	-	-	-	-	2	2	-	-	2	4	4	4
	22%	-%	-%	-%	-%	-%	-%	-%	-%	22%	21%	-%	-%	15%	38%	22%	22%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 605

QC21E. Why did you contact this supplier first?

Base : Those aware who they contacted first when considering switching their fixed line phone service

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED				
	CONSI				BUN- DLE	BROAD			MOB.	FIXED	BUN- DLE	BROAD			MOB.	FIXED	BUN- DLE	BROAD			MOB.	FIXED	
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	LINE CALLS	TV		BAND	PHONE	LINE CALLS	TV	BAND		PHONE	LINE CALLS	TV	BAND	PHONE	LINE CALLS
~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u			
Significance Level: 95%																							
Unweighted total	17	3	17	-	-	-	2	1	-	-	2	1	-	-	1	6	3	17	1	5	3	17	
Effective Weighted Sample	11	3	11	-	-	-	2	1	-	-	2	1	-	-	1	5	1	11	1	4	1	11	
Total	13	2	13	-	-	-	1	1	-	-	1	1	-	-	*	3	3	13	*	2	3	13	
To see what they could offer me	7	1	7	-	-	-	*	1	-	-	*	1	-	-	*	3	1	7	*	2	1	7	
	59%	56%	59%	-%	-%	-%	35%	100%	-%	-%	35%	100%	-%	-%	100%	100%	17%	59%	100%	100%	17%	59%	
To find out what I needed to do to make the switch	5	1	5	-	-	-	1	-	-	-	1	-	-	-	-	1	3	5	-	*	3	5	
	40%	67%	40%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	27%	83%	40%	-%	13%	83%	40%	
Don't know	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	
	10%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	10%	-%	-%	-%	10%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 605

QC21E. Why did you contact this supplier first?

Base : Those aware who they contacted first when considering switching their fixed line phone service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p
Unweighted total	17	-	1	1	-	1	-	-	-	8	9	1	-	10	11	17	17
Effective Weighted Sample	11	-	1	1	-	1	-	-	-	6	5	1	-	6	10	11	11
Total	13	-	*	1	-	1	-	-	-	5	7	1	-	8	6	13	13
To see what they could offer me	7	-	*	-	-	1	-	-	-	3	4	1	-	4	4	7	7
	59%	-%	100%	-%	-%	100%	-%	-%	-%	62%	57%	100%	-%	52%	73%	59%	59%
To find out what I needed to do to make the switch	5	-	*	1	-	-	-	-	-	2	4	-	-	4	3	5	5
	40%	-%	100%	100%	-%	-%	-%	-%	-%	29%	48%	-%	-%	52%	47%	40%	40%
Don't know	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1	1
	10%	-%	-%	-%	-%	-%	-%	-%	-%	23%	-%	-%	-%	-%	-%	10%	10%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 606

QC22E. How easy or difficult did you find the process of making contact with suppliers in order to make the switch?

Base : Those who contacted any suppliers when considering switching their fixed line phone service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND			TV	BAND			TV	BAND			TV	BAND			TV
Significance Level: 95%		~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	*q	~r	~s	~t	*u
Unweighted total	71	10	71	-	-	-	7	3	-	-	7	3	-	2	9	21	5	71	9	20	5	71
Effective Weighted Sample	47	9	47	-	-	-	6	3	-	-	6	3	-	2	5	17	3	47	6	16	3	47
Total	49	4	49	-	-	-	3	1	-	-	3	1	-	1	6	10	5	49	6	10	5	49
1 - Very difficult	4	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	3	4	-	-	3	4
	7%	-%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	48%	7%	-%	-%	48%	7%
2	2	*	2	-	-	-	*	-	-	-	*	-	-	-	*	1	*	2	*	1	*	2
	5%	7%	5%	-%	-%	-%	10%	-%	-%	-%	10%	-%	-%	-%	7%	14%	6%	5%	7%	9%	6%	5%
TOTAL DIFFICULT	6	*	6	-	-	-	*	-	-	-	*	-	-	-	*	1	3	6	*	1	3	6
	12%	7%	12%	-%	-%	-%	10%	-%	-%	-%	10%	-%	-%	-%	7%	14%	54%	12%	7%	9%	54%	12%
3 - Neither	15	1	15	-	-	-	-	1	-	-	-	1	-	*	1	3	2	15	1	2	2	15
	30%	12%	30%	-%	-%	-%	-%	40%	-%	-%	-%	40%	-%	47%	26%	27%	36%	30%	20%	25%	36%	30%
4	13	1	13	-	-	-	1	-	-	-	1	-	-	*	2	3	1	13	2	3	1	13
	27%	26%	27%	-%	-%	-%	38%	-%	-%	-%	38%	-%	-%	53%	32%	28%	10%	27%	39%	35%	10%	27%
5 - Very easy	12	2	12	-	-	-	1	1	-	-	1	1	-	-	2	3	-	12	2	3	-	12
	24%	47%	24%	-%	-%	-%	41%	60%	-%	-%	41%	60%	-%	-%	29%	30%	-%	24%	28%	31%	-%	24%
TOTAL EASY	25	3	25	-	-	-	2	1	-	-	2	1	-	*	4	6	1	25	4	7	1	25
	51%	73%	51%	-%	-%	-%	79%	60%	-%	-%	79%	60%	-%	53%	61%	58%	10%	51%	67%	66%	10%	51%
Don't know	3	*	3	-	-	-	*	-	-	-	*	-	-	-	*	-	-	3	*	-	-	3
	7%	8%	7%	-%	-%	-%	11%	-%	-%	-%	11%	-%	-%	-%	6%	-%	-%	7%	6%	-%	-%	7%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 606

QC22E. How easy or difficult did you find the process of making contact with suppliers in order to make the switch?

Base : Those who contacted any suppliers when considering switching their fixed line phone service

		TV PROCES S		BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	71	-	1	3	2	2	1	-	-	36	33	1	-	47	58	69	71
Effective Weighted Sample	47	-	1	3	2	2	1	-	-	27	21	1	-	31	45	47	47
Total	49	-	*	1	1	1	*	-	-	23	23	1	-	32	31	46	49
1 - Very difficult	4	-	-	-	-	-	-	-	-	1	3	-	-	4	1	4	4
	7%	-%	-%	-%	-%	-%	-%	-%	-%	5%	11%	-%	-%	11%	3%	8%	7%
2	2	-	-	-	-	-	-	-	-	1	1	-	-	2	2	2	2
	5%	-%	-%	-%	-%	-%	-%	-%	-%	6%	4%	-%	-%	5%	7%	5%	5%
TOTAL DIFFICULT	6	-	-	-	-	-	-	-	-	3	4	-	-	5	3	6	6
	12%	-%	-%	-%	-%	-%	-%	-%	-%	11%	15%	-%	-%	16%	10%	13%	12%
3 - Neither	15	-	-	-	-	1	-	-	-	5	8	1	-	7	13	13	15
	30%	-%	-%	-%	-%	59%	-%	-%	-%	21%	35%	100%	-%	23%	40%	28%	30%
4	13	-	*	*	*	-	-	-	-	5	8	-	-	10	7	13	13
	27%	-%	100%	24%	44%	-%	-%	-%	-%	23%	35%	-%	-%	31%	23%	29%	27%
5 - Very easy	12	-	-	1	1	*	*	-	-	10	2	-	-	6	8	12	12
	24%	-%	-%	52%	56%	41%	100%	-%	-%	44%	8%	-%	-%	20%	24%	26%	24%
										j							
TOTAL EASY	25	-	*	1	1	*	*	-	-	15	10	-	-	16	15	25	25
	51%	-%	100%	76%	100%	41%	100%	-%	-%	67%	43%	-%	-%	51%	47%	54%	51%
Don't know	3	-	-	*	-	-	-	-	-	*	2	-	-	3	1	2	3
	7%	-%	-%	24%	-%	-%	-%	-%	-%	1%	8%	-%	-%	10%	2%	5%	7%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 607

QC23E. Would you have needed to pay an early termination charge or cancellation charge in order to leave your contract with your supplier?

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI			SWITCHED & COVERED					COVERED				COVERED					COVERED				
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	TV	BROAD MOB. PHONE		FIXED LINE CALLS	BUN-DLE	TV	BROAD MOB. PHONE		FIXED LINE CALLS	TV	BROAD MOB. PHONE		FIXED LINE CALLS
						~a	b	~c			~d	~e				~f	~g			~h	~i	
Significance Level: 95%	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	*o	~p	q	~r	*s	~t	u	
Unweighted total	106	12	106	-	-	-	8	4	-	-	8	4	-	2	12	40	5	106	12	39	5	106
Effective Weighted Sample	66	5	66	-	-	-	7	2	-	-	7	2	-	2	7	32	3	66	7	31	3	66
Total	77	8	77	-	-	-	3	5	-	-	3	5	-	1	7	19	5	77	7	19	5	77
Yes	14	1	14	-	-	-	1	-	-	-	1	-	-	-	*	4	3	14	*	3	3	14
	18%	9%	18%	-%	-%	-%	22%	-%	-%	-%	22%	-%	-%	-%	5%	19%	48%	18%	5%	14%	48%	18%
No	34	7	34	-	-	-	3	5	-	-	3	5	-	*	4	7	2	34	4	7	2	34
	44%	91%	44%	-%	-%	-%	78%	100%	-%	-%	78%	100%	-%	53%	62%	36%	42%	44%	62%	39%	42%	44%
Don't know	29	-	29	-	-	-	-	-	-	-	-	-	-	*	2	9	1	29	2	9	1	29
	38%	-%	38%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	47%	33%	45%	10%	38%	33%	47%	10%	38%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 607

QC23E. Would you have needed to pay an early termination charge or cancellation charge in order to leave your contract with your supplier?

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	*i	*j	~k	~l	*m	n	o	p
Unweighted total	106	-	1	3	3	2	2	-	-	55	47	1	-	68	83	102	106
Effective Weighted Sample	66	-	1	3	3	2	1	-	-	34	30	1	-	39	64	64	66
Total	77	-	*	1	1	1	4	-	-	41	31	1	-	48	44	72	77
Yes	14	-	-	*	*	-	-	-	-	8	6	-	-	7	9	14	14
	18%	-%	-%	24%	30%	-%	-%	-%	-%	20%	19%	-%	-%	14%	19%	19%	18%
No	34	-	*	1	1	1	4	-	-	17	13	1	-	23	20	30	34
	44%	-%	100%	76%	70%	100%	100%	-%	-%	40%	43%	100%	-%	48%	44%	42%	44%
Don't know	29	-	-	-	-	-	-	-	-	16	12	-	-	18	16	28	29
	38%	-%	-%	-%	-%	-%	-%	-%	-%	40%	38%	-%	-%	38%	36%	39%	38%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 608

QC24E. How much would you have had to pay to leave your contract?

Base : Those who would have to pay a charge to leave the contract for their fixed line phone service

	ACTIONS TAKEN								SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED						
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		CALLS	TV	BAND		PHONE	CALLS	TV		BAND	PHONE	CALLS				
		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u		
Significance Level: 95%																								
Unweighted total	18	2	18	-	-	-	2	-	-	-	2	-	-	-	1	6	1	18	1	4	1	18		
Effective Weighted Sample	12	2	12	-	-	-	2	-	-	-	2	-	-	-	1	5	1	12	1	3	1	12		
Total	14	1	14	-	-	-	1	-	-	-	1	-	-	-	*	4	3	14	*	3	3	14		
Up to £19.99	2	-	2	-	-	-	-	-	-	-	-	-	-	-	*	1	-	2	*	1	-	2		
	12%	-%	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	34%	-%	12%	100%	47%	-%	12%		
£30.00-£39.99	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1		
	6%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%	-%	-%	6%		
£40.00-£49.99	*	*	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	*	-	-	-	*		
	3%	56%	3%	-%	-%	-%	56%	-%	-%	-%	56%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%	3%		
£50.00-£59.99	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1		
	9%	-%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	9%	-%	-%	-%	9%		
£60 or more	4	*	4	-	-	-	*	-	-	-	*	-	-	-	-	*	3	4	-	-	3	4		
	26%	44%	26%	-%	-%	-%	44%	-%	-%	-%	44%	-%	-%	-%	-%	12%	100%	26%	-%	-%	100%	26%		
Don't know	6	-	6	-	-	-	-	-	-	-	-	-	-	-	-	2	-	6	-	1	-	6		
	44%	-%	44%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	54%	-%	44%	-%	53%	-%	44%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 608

QC24E. How much would you have had to pay to leave your contract?

Base : Those who would have to pay a charge to leave the contract for their fixed line phone service

	TV PROCESSES	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	18	-	-	1	1	-	-	-	-	12	6	-	-	9	15	18	18
Effective Weighted Sample	12	-	-	1	1	-	-	-	-	9	4	-	-	5	12	12	12
Total	14	-	-	*	*	-	-	-	-	8	6	-	-	7	9	14	14
Up to £19.99	2	-	-	-	-	-	-	-	-	1	*	-	-	1	2	2	2
	12%	-%	-%	-%	-%	-%	-%	-%	-%	16%	6%	-%	-%	20%	19%	12%	12%
£30.00-£39.99	1	-	-	-	-	-	-	-	-	1	-	-	-	1	1	1	1
	6%	-%	-%	-%	-%	-%	-%	-%	-%	10%	-%	-%	-%	12%	9%	6%	6%
£40.00-£49.99	*	-	-	-	*	-	-	-	-	-	*	-	-	*	*	*	*
	3%	-%	-%	-%	100%	-%	-%	-%	-%	-%	7%	-%	-%	6%	5%	3%	3%
£50.00-£59.99	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1	1
	9%	-%	-%	-%	-%	-%	-%	-%	-%	15%	-%	-%	-%	-%	-%	9%	9%
£60 or more	4	-	-	*	-	-	-	-	-	1	3	-	-	3	1	4	4
	26%	-%	-%	100%	-%	-%	-%	-%	-%	10%	49%	-%	-%	42%	14%	26%	26%
Don't know	6	-	-	-	-	-	-	-	-	4	2	-	-	1	5	6	6
	44%	-%	-%	-%	-%	-%	-%	-%	-%	49%	38%	-%	-%	21%	53%	44%	44%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 609

QC25E. Which of these best describes when you were told about the cancellation charge?

Base : Those who would have to pay a charge to leave the contract for their fixed line phone service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	CONSI				SWITCHED & COVERED					COVERED				COVERED				COVERED				
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD		MOB. PHONE	FIXED LINE CALLS	BROAD		MOB. PHONE	FIXED LINE CALLS	BUN-DLE	BROAD		MOB. PHONE	FIXED LINE CALLS	BROAD		MOB. PHONE	FIXED LINE CALLS
						TV	BAND			TV	BAND				TV	BAND			TV	BAND		
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	18	2	18	-	-	-	2	-	-	-	2	-	-	-	1	6	1	18	1	4	1	18
Effective Weighted Sample	12	2	12	-	-	-	2	-	-	-	2	-	-	-	1	5	1	12	1	3	1	12
Total	14	1	14	-	-	-	1	-	-	-	1	-	-	-	*	4	3	14	*	3	3	14
When I first contacted my current supplier about cancelling their service	5 37%	- -%	5 37%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 26%	3 100%	5 37%	- -%	1 36%	3 100%	5 37%
I already knew from the information I was given when I first took the service	4 28%	1 100%	4 28%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%	1 29%	- -%	4 28%	- -%	1 24%	- -%	4 28%
Only after I had agreed to switch the service over	1 9%	- -%	1 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 9%	- -%	- -%	- -%	1 9%
Can't remember	4 26%	- -%	4 26%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	2 45%	- -%	4 26%	* 100%	1 40%	- -%	4 26%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 609

QC25E. Which of these best describes when you were told about the cancellation charge?

Base : Those who would have to pay a charge to leave the contract for their fixed line phone service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	18	-	-	1	1	-	-	-	-	12	6	-	-	9	15	18	18
Effective Weighted Sample	12	-	-	1	1	-	-	-	-	9	4	-	-	5	12	12	12
Total	14	-	-	*	*	-	-	-	-	8	6	-	-	7	9	14	14
When I first contacted my current supplier about cancelling their service	5 37%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 33%	3 43%	- -%	- -%	5 70%	3 31%	5 37%	5 37%
I already knew from the information I was given when I first took the service	4 28%	- -%	- -%	* 100%	* 100%	- -%	- -%	- -%	- -%	2 25%	2 32%	- -%	- -%	1 16%	4 45%	4 28%	4 28%
Only after I had agreed to switch the service over	1 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 15%	- -%	- -%	- -%	- -%	- -%	1 9%	1 9%
Can't remember	4 26%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 27%	1 25%	- -%	- -%	1 14%	2 24%	4 26%	4 26%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 610

QC26E. Were these cancellation charges important in your decision not to switch to another provider?

Base : Those who would have to pay a charge to leave the contract for their fixed line phone service

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED				
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		CALLS	TV	BAND		PHONE	CALLS	TV		BAND	PHONE	CALLS		
																					BROAD	MOB.
	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	18	2	18	-	-	-	2	-	-	-	2	-	-	-	1	6	1	18	1	4	1	18
Effective Weighted Sample	12	2	12	-	-	-	2	-	-	-	2	-	-	-	1	5	1	12	1	3	1	12
Total	14	1	14	-	-	-	1	-	-	-	1	-	-	-	*	4	3	14	*	3	3	14
Yes, very important	7	*	7	-	-	-	*	-	-	-	*	-	-	-	-	1	3	7	-	1	3	7
	53%	44%	53%	-%	-%	-%	44%	-%	-%	-%	44%	-%	-%	-%	-%	38%	100%	53%	-%	36%	100%	53%
Yes, fairly important	3	*	3	-	-	-	*	-	-	-	*	-	-	-	-	2	-	3	-	1	-	3
	22%	56%	22%	-%	-%	-%	56%	-%	-%	-%	56%	-%	-%	-%	-%	54%	-%	22%	-%	53%	-%	22%
No, not important	3	-	3	-	-	-	-	-	-	-	-	-	-	-	-	*	-	3	-	*	-	3
	23%	-%	23%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	8%	-%	23%	-%	11%	-%	23%
Don't know	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	*	*	-	-	*
	3%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	3%	100%	-%	-%	3%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 610

QC26E. Were these cancellation charges important in your decision not to switch to another provider?

Base : Those who would have to pay a charge to leave the contract for their fixed line phone service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	18	-	-	1	1	-	-	-	-	12	6	-	-	9	15	18	18
Effective Weighted Sample	12	-	-	1	1	-	-	-	-	9	4	-	-	5	12	12	12
Total	14	-	-	*	*	-	-	-	-	8	6	-	-	7	9	14	14
Yes, very important	7	-	-	*	-	-	-	-	-	3	4	-	-	5	5	7	7
	53%	-%	-%	100%	-%	-%	-%	-%	-%	42%	68%	-%	-%	75%	57%	53%	53%
Yes, fairly important	3	-	-	-	*	-	-	-	-	2	2	-	-	1	3	3	3
	22%	-%	-%	-%	100%	-%	-%	-%	-%	19%	26%	-%	-%	20%	35%	22%	22%
No, not important	3	-	-	-	-	-	-	-	-	3	-	-	-	-	*	3	3
	23%	-%	-%	-%	-%	-%	-%	-%	-%	39%	-%	-%	-%	-%	3%	23%	23%
Don't know	*	-	-	-	-	-	-	-	-	-	*	-	-	*	*	*	*
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%	-%	5%	4%	3%	3%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 611

QC27E. When you were in contact with your current supplier, did they make you any kind of offer to stay with them?

Base : Those who had contact with their current supplier when considering switching their fixed line phone service

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED						
	Total	CONSI			BUN- DLE	FIXED			FIXED			FIXED			FIXED			FIXED					
		SWIT- CHED	DERED	NEIT- HER		MOB. PHONE	BAND	TV	LINE CALLS	MOB. PHONE	BAND	TV	LINE CALLS	BUN- DLE	MOB. PHONE	BAND	TV	LINE CALLS	BUN- DLE	MOB. PHONE	BAND	TV	LINE CALLS
Significance Level: 95%	~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	*q	~r	~s	~t	*u		
Unweighted total	39	9	39	-	-	-	6	3	-	-	6	3	-	-	4	12	3	39	3	9	3	39	
Effective Weighted Sample	25	8	25	-	-	-	5	3	-	-	5	3	-	-	4	10	1	25	3	7	1	25	
Total	24	4	24	-	-	-	2	1	-	-	2	1	-	-	1	5	3	24	1	4	3	24	
Yes they made me an offer which I listened to	11	2	11	-	-	-	1	1	-	-	1	1	-	-	*	3	3	11	*	2	3	11	
	46%	55%	46%	-%	-%	-%	30%	100%	-%	-%	30%	100%	-%	-%	28%	46%	93%	46%	38%	51%	93%	46%	
They wanted to make me an offer, but I wasn't interested in listening to it	1	*	1	-	-	-	*	-	-	-	*	-	-	-	-	*	-	1	-	-	-	1	
	4%	8%	4%	-%	-%	-%	12%	-%	-%	-%	12%	-%	-%	-%	-%	7%	-%	4%	-%	-%	-%	4%	
No, they didn't make me an offer	10	1	10	-	-	-	1	-	-	-	1	-	-	-	1	2	*	10	1	1	*	10	
	42%	27%	42%	-%	-%	-%	42%	-%	-%	-%	42%	-%	-%	-%	72%	36%	7%	42%	62%	33%	7%	42%	
Can't remember	2	*	2	-	-	-	*	-	-	-	*	-	-	-	-	1	-	2	-	1	-	2	
	8%	10%	8%	-%	-%	-%	15%	-%	-%	-%	15%	-%	-%	-%	-%	12%	-%	8%	-%	16%	-%	8%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 611

QC27E. When you were in contact with your current supplier, did they make you any kind of offer to stay with them?

Base : Those who had contact with their current supplier when considering switching their fixed line phone service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p
Significance Level: 95%																	
Unweighted total	39	-	1	3	1	2	1	-	-	19	20	1	-	26	33	39	39
Effective Weighted Sample	25	-	1	3	1	2	1	-	-	15	11	1	-	16	27	25	25
Total	24	-	*	1	*	1	*	-	-	12	12	1	-	15	16	24	24
Yes they made me an offer which I listened to	11 46%	- -%	- -%	* 24%	* 100%	1 100%	* 100%	- -%	- -%	4 31%	7 60%	1 100%	- -%	7 48%	7 40%	11 46%	11 46%
They wanted to make me an offer, but I wasn't interested in listening to it	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	1 5%	- -%	- -%	* 2%	1 6%	1 4%	1 4%
No, they didn't make me an offer	10 42%	- -%	- -%	1 76%	- -%	- -%	- -%	- -%	- -%	6 53%	4 31%	- -%	- -%	7 48%	7 42%	10 42%	10 42%
Can't remember	2 8%	- -%	* 100%	- -%	- -%	- -%	- -%	- -%	- -%	2 14%	* 3%	- -%	- -%	* 2%	2 12%	2 8%	2 8%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 612

QC28E. How did this offer compare to the package or plan you already had with them and the price you paid?

Base : Those who listened to an offer from their current fixed line phone supplier

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE PHONE CALLS	BROAD MOB.			FIXED LINE PHONE CALLS	BROAD MOB.			FIXED LINE PHONE CALLS	BROAD MOB.			FIXED LINE PHONE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	19	5	19	-	-	-	2	3	-	-	2	3	-	-	1	7	2	19	1	6	2	19
Effective Weighted Sample	10	5	10	-	-	-	2	3	-	-	2	3	-	-	1	7	1	10	1	6	1	10
Total	11	2	11	-	-	-	1	1	-	-	1	1	-	-	*	3	3	11	*	2	3	11
The same package or plan at a lower price	7	1	7	-	-	-	*	1	-	-	*	1	-	-	-	2	3	7	-	2	3	7
	67%	62%	67%	-%	-%	-%	44%	72%	-%	-%	44%	72%	-%	-%	-%	60%	100%	67%	-%	73%	100%	67%
An improved package or plan at the same price	2	*	2	-	-	-	-	*	-	-	-	*	-	-	-	1	-	2	-	*	-	2
	22%	18%	22%	-%	-%	-%	-%	28%	-%	-%	-%	28%	-%	-%	-%	27%	-%	22%	-%	11%	-%	22%
An improved package or plan at a higher price	1	*	1	-	-	-	*	-	-	-	*	-	-	-	-	*	-	1	-	*	-	1
	7%	20%	7%	-%	-%	-%	56%	-%	-%	-%	56%	-%	-%	-%	-%	13%	-%	7%	-%	16%	-%	7%
Can't remember the details	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	*	*	-	-	*
	4%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	4%	100%	-%	-%	4%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 612

QC28E. How did this offer compare to the package or plan you already had with them and the price you paid?

Base : Those who listened to an offer from their current fixed line phone supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	19	-	-	1	1	2	1	-	-	8	11	1	-	13	16	19	19
Effective Weighted Sample	10	-	-	1	1	2	1	-	-	8	5	1	-	6	15	10	10
Total	11	-	-	*	*	1	*	-	-	4	7	1	-	7	7	11	11
The same package or plan at a lower price	7 67%	- -%	- -%	* 100%	- -%	1 59%	* 100%	- -%	- -%	2 68%	5 66%	1 100%	- -%	6 81%	4 67%	7 67%	7 67%
An improved package or plan at the same price	2 22%	- -%	- -%	- -%	- -%	* 41%	- -%	- -%	- -%	1 22%	2 22%	- -%	- -%	1 8%	1 16%	2 22%	2 22%
An improved package or plan at a higher price	1 7%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	* 9%	* 6%	- -%	- -%	* 6%	1 11%	1 7%	1 7%
Can't remember the details	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 6%	- -%	- -%	* 6%	* 6%	* 4%	* 4%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 613

QC29E. What was covered in the improved package or plan your previous supplier offered?

Base : Those offered an improved package or plan from their current fixed line phone supplier

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
	CONSI				BUN- DLE	BROAD		MOB.	FIXED	BUN- DLE	BROAD		MOB.	FIXED	BUN- DLE	BROAD		MOB.	FIXED	BUN- DLE	BROAD		MOB.	FIXED
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	
																								~a
Significance Level: 95%	Total																							
Unweighted total	6	2	6	-	-	-	1	1	-	-	1	1	-	-	-	3	-	6	-	2	-	6		
Effective Weighted Sample	4	2	4	-	-	-	1	1	-	-	1	1	-	-	-	3	-	4	-	2	-	4		
Total	3	1	3	-	-	-	*	*	-	-	*	*	-	-	-	1	-	3	-	1	-	3		
More minutes for calls	2	1	2	-	-	-	*	*	-	-	*	*	-	-	-	-	-	2	-	-	-	2		
	68%	100%	68%	-%	-%	-%	100%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%	68%	-%	-%	-%	68%		
Higher/ faster broadband speed	*	*	*	-	-	-	-	*	-	-	-	*	-	-	-	-	-	*	-	-	-	*		
	12%	47%	12%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%	12%	-%	-%	-%	12%		
Something else	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	1	-	1		
	32%	-%	32%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	32%	-%	100%	-%	32%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 613

QC29E. What was covered in the improved package or plan your previous supplier offered?

Base : Those offered an improved package or plan from their current fixed line phone supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	6	-	-	-	1	1	-	-	-	3	3	-	-	3	5	6	6
Effective Weighted Sample	4	-	-	-	1	1	-	-	-	3	2	-	-	3	5	4	4
Total	3	-	-	-	*	*	-	-	-	1	2	-	-	1	2	3	3
More minutes for calls	2	-	-	-	*	*	-	-	-	*	2	-	-	1	1	2	2
	68%	-%	-%	-%	100%	100%	-%	-%	-%	32%	89%	-%	-%	77%	44%	68%	68%
Higher/ faster broadband speed	*	-	-	-	-	*	-	-	-	*	-	-	-	*	*	*	*
	12%	-%	-%	-%	-%	100%	-%	-%	-%	32%	-%	-%	-%	36%	21%	12%	12%
Something else	1	-	-	-	-	-	-	-	-	1	*	-	-	*	1	1	1
	32%	-%	-%	-%	-%	-%	-%	-%	-%	68%	11%	-%	-%	23%	56%	32%	32%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 614

QC30E. Did you talk to your supplier about the best offer you had found from another supplier?

Base : Those who listened to an offer from their current fixed line phone supplier

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD			FIXED LINE PHONE CALLS	BROAD			FIXED LINE PHONE CALLS	BROAD			FIXED LINE PHONE CALLS	BROAD			FIXED LINE PHONE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	TV	BAND		TV	BAND							
																~a		~b	~c	~d		~e
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	19	5	19	-	-	-	2	3	-	-	2	3	-	-	1	7	2	19	1	6	2	19
Effective Weighted Sample	10	5	10	-	-	-	2	3	-	-	2	3	-	-	1	7	1	10	1	6	1	10
Total	11	2	11	-	-	-	1	1	-	-	1	1	-	-	*	3	3	11	*	2	3	11
No, I did not	3	1	3	-	-	-	1	-	-	-	1	-	-	-	-	1	-	3	-	1	-	3
	30%	36%	30%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	56%	-%	30%	-%	47%	-%	30%
Their offer matched the best offer I had found	4	1	4	-	-	-	-	1	-	-	-	1	-	-	*	-	3	4	*	-	3	4
	39%	26%	39%	-%	-%	-%	-%	40%	-%	-%	-%	40%	-%	-%	100%	-%	100%	39%	100%	-%	100%	39%
Their offer was better than the best offer I had found	3	1	3	-	-	-	-	1	-	-	-	1	-	-	-	1	-	3	-	1	-	3
	27%	38%	27%	-%	-%	-%	-%	60%	-%	-%	-%	60%	-%	-%	-%	30%	-%	27%	-%	37%	-%	27%
Their offer was worse than the best offer I had found	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	*	-	*	-	*
	3%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	13%	-%	3%	-%	16%	-%	3%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 614

QC30E. Did you talk to your supplier about the best offer you had found from another supplier?

Base : Those who listened to an offer from their current fixed line phone supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p
Unweighted total	19	-	-	1	1	2	1	-	-	8	11	1	-	13	16	19	19
Effective Weighted Sample	10	-	-	1	1	2	1	-	-	8	5	1	-	6	15	10	10
Total	11	-	-	*	*	1	*	-	-	4	7	1	-	7	7	11	11
No, I did not	3	-	-	*	*	-	-	-	-	2	2	-	-	2	3	3	3
	30%	-%	-%	100%	100%	-%	-%	-%	-%	44%	23%	-%	-%	32%	50%	30%	30%
Their offer matched the best offer I had found	4	-	-	-	-	1	-	-	-	*	4	1	-	4	1	4	4
	39%	-%	-%	-%	-%	59%	-%	-%	-%	14%	53%	100%	-%	57%	22%	39%	39%
Their offer was better than the best offer I had found	3	-	-	-	-	*	*	-	-	1	2	-	-	1	2	3	3
	27%	-%	-%	-%	-%	41%	100%	-%	-%	33%	24%	-%	-%	10%	24%	27%	27%
Their offer was worse than the best offer I had found	*	-	-	-	-	-	-	-	-	*	-	-	-	-	*	*	*
	3%	-%	-%	-%	-%	-%	-%	-%	-%	9%	-%	-%	-%	-%	5%	3%	3%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 615

QC31E. How happy or unhappy were you with how this offer was made to you?

Base : Those who listened to an offer from their current fixed line phone supplier

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED					
	CONSI				SWITCHED & COVERED					COVERED				CONSIDERED & COVERED					COVERED					
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD		MOB.	FIXED	TV	BROAD		MOB.	FIXED	BUN- DLE	BROAD		MOB.	FIXED	TV	BROAD		MOB.	FIXED
						PHONE	CALLS	PHONE	CALLS		PHONE	CALLS	PHONE	CALLS		PHONE	CALLS	PHONE	CALLS					
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u		
Unweighted total	19	5	19	-	-	-	2	3	-	-	2	3	-	-	1	7	2	19	1	6	2	19		
Effective Weighted Sample	10	5	10	-	-	-	2	3	-	-	2	3	-	-	1	7	1	10	1	6	1	10		
Total	11	2	11	-	-	-	1	1	-	-	1	1	-	-	*	3	3	11	*	2	3	11		
2	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	*	-	1	-	*	-	1		
	10%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	13%	-%	10%	-%	16%	-%	10%		
TOTAL UNHAPPY	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	*	-	1	-	*	-	1		
	10%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	13%	-%	10%	-%	16%	-%	10%		
3 - Neither	6	1	6	-	-	-	1	1	-	-	1	1	-	-	*	1	3	6	*	*	3	6		
	52%	62%	52%	-%	-%	-%	100%	40%	-%	-%	100%	40%	-%	-%	100%	31%	100%	52%	100%	16%	100%	52%		
4	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	1	-	1		
	8%	-%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	33%	-%	8%	-%	40%	-%	8%		
5 - Very happy	3	1	3	-	-	-	-	1	-	-	-	1	-	-	-	1	-	3	-	1	-	3		
	30%	38%	30%	-%	-%	-%	-%	60%	-%	-%	-%	60%	-%	-%	-%	23%	-%	30%	-%	28%	-%	30%		
TOTAL HAPPY	4	1	4	-	-	-	-	1	-	-	-	1	-	-	-	1	-	4	-	1	-	4		
	38%	38%	38%	-%	-%	-%	-%	60%	-%	-%	-%	60%	-%	-%	-%	56%	-%	38%	-%	68%	-%	38%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 615

QC31E. How happy or unhappy were you with how this offer was made to you?

Base : Those who listened to an offer from their current fixed line phone supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	19	-	-	1	1	2	1	-	-	8	11	1	-	13	16	19	19
Effective Weighted Sample	10	-	-	1	1	2	1	-	-	8	5	1	-	6	15	10	10
Total	11	-	-	*	*	1	*	-	-	4	7	1	-	7	7	11	11
2	1	-	-	-	-	-	-	-	-	1	-	-	-	1	1	1	1
	10%	-%	-%	-%	-%	-%	-%	-%	-%	30%	-%	-%	-%	10%	16%	10%	10%
TOTAL UNHAPPY	1	-	-	-	-	-	-	-	-	1	-	-	-	1	1	1	1
	10%	-%	-%	-%	-%	-%	-%	-%	-%	30%	-%	-%	-%	10%	16%	10%	10%
3 - Neither	6	-	-	*	*	1	-	-	-	*	5	1	-	5	3	6	6
	52%	-%	-%	100%	100%	59%	-%	-%	-%	12%	73%	100%	-%	70%	43%	52%	52%
4	1	-	-	-	-	-	-	-	-	1	-	-	-	*	1	1	1
	8%	-%	-%	-%	-%	-%	-%	-%	-%	23%	-%	-%	-%	6%	13%	8%	8%
5 - Very happy	3	-	-	-	-	*	*	-	-	1	2	-	-	1	2	3	3
	30%	-%	-%	-%	-%	41%	100%	-%	-%	35%	27%	-%	-%	15%	28%	30%	30%
TOTAL HAPPY	4	-	-	-	-	*	*	-	-	2	2	-	-	1	3	4	4
	38%	-%	-%	-%	-%	41%	100%	-%	-%	58%	27%	-%	-%	20%	41%	38%	38%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 616

QC32E. Did you accept the offer from your supplier?

Base : Those who listened to an offer from their current fixed line phone supplier

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS		
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV		BAND	PHONE	CALLS		TV	BAND	PHONE		CALLS	TV	BAND		PHONE	CALLS
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	19	5	19	-	-	-	2	3	-	-	2	3	-	-	1	7	2	19	1	6	2	19	
Effective Weighted Sample	10	5	10	-	-	-	2	3	-	-	2	3	-	-	1	7	1	10	1	6	1	10	
Total	11	2	11	-	-	-	1	1	-	-	1	1	-	-	*	3	3	11	*	2	3	11	
No, did not accept	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	1	-	2	-	*	-	2	
	14%	-%	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	31%	-%	14%	-%	16%	-%	14%	
Accepted offer, but did not say I needed to sign a new contract	6	*	6	-	-	-	-	*	-	-	-	*	-	-	*	*	3	6	*	*	3	6	
	58%	20%	58%	-%	-%	-%	-%	32%	-%	-%	-%	32%	-%	-%	100%	14%	100%	58%	100%	17%	100%	58%	
Accepted offer, and signed a new contract	2	1	2	-	-	-	1	*	-	-	1	*	-	-	-	1	-	2	-	1	-	2	
	20%	54%	20%	-%	-%	-%	100%	28%	-%	-%	100%	28%	-%	-%	-%	42%	-%	20%	-%	51%	-%	20%	
Accepted offer, but refused to sign new contract	1	1	1	-	-	-	-	1	-	-	-	1	-	-	-	-	-	1	-	-	-	1	
	5%	26%	5%	-%	-%	-%	-%	40%	-%	-%	-%	40%	-%	-%	-%	-%	-%	5%	-%	-%	-%	5%	
Can't remember	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	*	-	*	-	*	
	3%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	13%	-%	3%	-%	16%	-%	3%	
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																							

Table 616

QC32E. Did you accept the offer from your supplier?

Base : Those who listened to an offer from their current fixed line phone supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	19	-	-	1	1	2	1	-	-	8	11	1	-	13	16	19	19
Effective Weighted Sample	10	-	-	1	1	2	1	-	-	8	5	1	-	6	15	10	10
Total	11	-	-	*	*	1	*	-	-	4	7	1	-	7	7	11	11
No, did not accept	2 14%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 42%	- -%	- -%	- -%	1 10%	2 23%	2 14%	2 14%
Accepted offer, but did not say I needed to sign a new contract	6 58%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	1 25%	5 74%	- -%	- -%	4 55%	2 31%	6 58%	6 58%
Accepted offer, and signed a new contract	2 20%	- -%	- -%	* 100%	* 100%	* 41%	- -%	- -%	- -%	1 33%	1 14%	- -%	- -%	2 23%	2 33%	2 20%	2 20%
Accepted offer, but refused to sign new contract	1 5%	- -%	- -%	- -%	- -%	1 59%	- -%	- -%	- -%	- -%	1 7%	1 100%	- -%	1 7%	1 8%	1 5%	1 5%
Can't remember	* 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	* 5%	* 5%	* 3%	* 3%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 617

QC33E. Having accepted this offer, would you say that you are now better off as a result?

Base : Those who accepted this improved offer from their current fixed line phone supplier

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI			BUN- DLE	FIXED			PHONE	CALLS	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED				
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE			CALLS	TV	BAND		PHONE	CALLS	TV		BAND	PHONE	CALLS		
Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	15	5	15	-	-	-	2	3	-	-	2	3	-	-	1	4	2	15	1	4	2	15
Effective Weighted Sample	8	5	8	-	-	-	2	3	-	-	2	3	-	-	1	4	1	8	1	4	1	8
Total	9	2	9	-	-	-	1	1	-	-	1	1	-	-	*	1	3	9	*	1	3	9
Yes, now better off	5	1	5	-	-	-	*	1	-	-	*	1	-	-	-	1	-	5	-	1	-	5
	53%	54%	53%	-%	-%	-%	44%	60%	-%	-%	44%	60%	-%	-%	-%	100%	-%	53%	-%	100%	-%	53%
No difference	4	1	4	-	-	-	*	1	-	-	*	1	-	-	*	-	3	4	*	-	3	4
	47%	46%	47%	-%	-%	-%	56%	40%	-%	-%	56%	40%	-%	-%	100%	-%	100%	47%	100%	-%	100%	47%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 617

QC33E. Having accepted this offer, would you say that you are now better off as a result?

Base : Those who accepted this improved offer from their current fixed line phone supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	15	-	-	1	1	2	1	-	-	5	10	1	-	11	12	15	15
Effective Weighted Sample	8	-	-	1	1	2	1	-	-	5	5	1	-	5	12	8	8
Total	9	-	-	*	*	1	*	-	-	2	7	1	-	6	5	9	9
Yes, now better off	5	-	-	*	-	*	*	-	-	2	3	-	-	2	3	5	5
	53%	-%	-%	100%	-%	41%	100%	-%	-%	100%	39%	-%	-%	34%	71%	53%	53%
No difference	4	-	-	-	*	1	-	-	-	-	4	1	-	4	1	4	4
	47%	-%	-%	-%	100%	59%	-%	-%	-%	-%	61%	100%	-%	66%	29%	47%	47%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 618

QC34E. How much less do you think you are paying each month?

Base : Those who think they are paying less each month for their fixed line phone service

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED					COVERED				COVERED				COVERED				
	CONSI				BUN- DLE	BROAD		MOB.	FIXED LINE	BROAD		MOB.	FIXED LINE	BUN- DLE	BROAD		MOB.	FIXED LINE	BROAD		MOB.	FIXED LINE
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	10	3	10	-	-	-	1	2	-	-	1	2	-	-	-	4	-	10	-	4	-	10
Effective Weighted Sample	7	3	7	-	-	-	1	2	-	-	1	2	-	-	-	4	-	7	-	4	-	7
Total	5	1	5	-	-	-	*	1	-	-	*	1	-	-	-	1	-	5	-	1	-	5
Under £5	1	*	1	-	-	-	*	-	-	-	*	-	-	-	-	1	-	1	-	1	-	1
	31%	29%	31%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	54%	-%	31%	-%	54%	-%	31%
£5.00-£9.99	2	1	2	-	-	-	-	1	-	-	-	1	-	-	-	*	-	2	-	*	-	2
	36%	71%	36%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	29%	-%	36%	-%	29%	-%	36%
£10.00-£14.99	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	*	-	2	-	*	-	2
	33%	-%	33%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	16%	-%	33%	-%	16%	-%	33%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 618

QC34E. How much less do you think you are paying each month?

Base : Those who think they are paying less each month for their fixed line phone service

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	10	-	-	1	-	1	1	-	-	5	5	-	-	6	9	10	10
Effective Weighted Sample	7	-	-	1	-	1	1	-	-	5	3	-	-	6	9	7	7
Total	5	-	-	*	-	*	*	-	-	2	3	-	-	2	3	5	5
Under £5	1	-	-	*	-	-	-	-	-	*	1	-	-	1	1	1	1
	31%	-%	-%	100%	-%	-%	-%	-%	-%	20%	40%	-%	-%	32%	43%	31%	31%
£5.00-£9.99	2	-	-	-	-	*	*	-	-	2	-	-	-	1	2	2	2
	36%	-%	-%	-%	-%	100%	100%	-%	-%	80%	-%	-%	-%	58%	50%	36%	36%
£10.00-£14.99	2	-	-	-	-	-	-	-	-	-	2	-	-	*	*	2	2
	33%	-%	-%	-%	-%	-%	-%	-%	-%	-%	60%	-%	-%	10%	7%	33%	33%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 619

QC35E. Which one of these statements best describes how you felt about the contact you had with your current supplier?

Base : Those who had contact with their current supplier when considering switching their fixed line phone service

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	Total	CONSI			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED			BUN- DLE	FIXED				
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		CALLS	TV	BAND		PHONE	CALLS	TV		BAND	PHONE	CALLS		
																					BROAD	MOB.
Significance Level: 95%	~a	*b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	*q	~r	~s	~t	*u	
Unweighted total	39	9	39	-	-	-	6	3	-	-	6	3	-	-	4	12	3	39	3	9	3	39
Effective Weighted Sample	25	8	25	-	-	-	5	3	-	-	5	3	-	-	4	10	1	25	3	7	1	25
Total	24	4	24	-	-	-	2	1	-	-	2	1	-	-	1	5	3	24	1	4	3	24
They did not try to persuade me to stay with them	6 26%	1 19%	6 26%	- -%	- -%	- -%	1 29%	- -%	- -%	- -%	1 29%	- -%	- -%	- -%	- -%	2 29%	- -%	6 26%	- -%	2 39%	- -%	6 26%
They talked about me staying, but did not put me under any pressure to stay	10 42%	2 49%	10 42%	- -%	- -%	- -%	1 44%	1 60%	- -%	- -%	1 44%	1 60%	- -%	- -%	1 72%	3 58%	- -%	10 42%	1 62%	2 52%	- -%	10 42%
They put me under pressure to stay with them	6 24%	1 22%	6 24%	- -%	- -%	- -%	* 12%	1 40%	- -%	- -%	* 12%	1 40%	- -%	- -%	* 28%	* 7%	3 93%	6 24%	* 38%	- -%	3 93%	6 24%
Can't remember	2 8%	* 10%	2 8%	- -%	- -%	- -%	* 15%	- -%	- -%	- -%	* 15%	- -%	- -%	- -%	- -%	* 6%	* 7%	2 8%	- -%	* 8%	* 7%	2 8%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 619

QC35E. Which one of these statements best describes how you felt about the contact you had with your current supplier?

Base : Those who had contact with their current supplier when considering switching their fixed line phone service

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND *n	MOB. PHONE *o	FIXED LINE VOICE *p	
Significance Level: 95%																		
Unweighted total	39	-	1	3	1	2	1	-	-	19	20	1	-	26	33	39	39	
Effective Weighted Sample	25	-	1	3	1	2	1	-	-	15	11	1	-	16	27	25	25	
Total	24	-	*	1	*	1	*	-	-	12	12	1	-	15	16	24	24	
They did not try to persuade me to stay with them	6	-	-	1	-	-	-	-	-	4	2	-	-	4	3	6	6	
	26%	-%	-%	52%	-%	-%	-%	-%	-%	38%	14%	-%	-%	27%	20%	26%	26%	
They talked about me staying, but did not put me under any pressure to stay	10	-	-	1	*	*	*	-	-	5	5	-	-	6	9	10	10	
	42%	-%	-%	48%	100%	41%	100%	-%	-%	42%	43%	-%	-%	37%	53%	42%	42%	
They put me under pressure to stay with them	6	-	-	-	-	1	-	-	-	1	5	1	-	5	3	6	6	
	24%	-%	-%	-%	-%	59%	-%	-%	-%	7%	40%	100%	-%	34%	17%	24%	24%	
Can't remember	2	-	*	-	-	-	-	-	-	2	*	-	-	*	2	2	2	
	8%	-%	100%	-%	-%	-%	-%	-%	-%	13%	3%	-%	-%	2%	10%	8%	8%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 620

QC36E. Can you tell me how you felt put under pressure to stay?

Base : Those who felt under pressure to stay with their current fixed line phone supplier

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE						
		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Significance Level: 95%																						
Unweighted total	8	2	8	-	-	-	1	1	-	-	1	1	-	-	1	1	2	8	1	-	2	8
Effective Weighted Sample	4	2	4	-	-	-	1	1	-	-	1	1	-	-	1	1	1	4	1	-	1	4
Total	6	1	6	-	-	-	*	1	-	-	*	1	-	-	*	*	3	6	*	-	3	6
I was told that their service was better than other suppliers/ I wouldn't do better anywhere else	3	1	3	-	-	-	-	1	-	-	-	1	-	-	-	-	3	3	-	-	3	3
	54%	64%	54%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	89%	54%	-%	-%	89%	54%
I was told it wasn't possible to leave my contract with them	3	1	3	-	-	-	-	1	-	-	-	1	-	-	-	-	3	3	-	-	3	3
	54%	64%	54%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	89%	54%	-%	-%	89%	54%
I was told I would have to pay a cancellation/ early termination charge to leave the contract with them	4	1	4	-	-	-	-	1	-	-	-	1	-	-	-	-	3	4	-	-	3	4
	69%	64%	69%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	89%	69%	-%	-%	89%	69%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Table 620

QC36E. Can you tell me how you felt put under pressure to stay?

Base : Those who felt under pressure to stay with their current fixed line phone supplier

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	8	-	-	-	-	1	-	-	-	1	7	1	-	7	6	8	8
Effective Weighted Sample	4	-	-	-	-	1	-	-	-	1	3	1	-	4	5	4	4
Total	6	-	-	-	-	1	-	-	-	1	5	1	-	5	3	6	6
I was told that their service was better than other suppliers/ I wouldn't do better anywhere else	3	-	-	-	-	1	-	-	-	-	3	1	-	3	1	3	3
	54%	-%	-%	-%	-%	100%	-%	-%	-%	-%	64%	100%	-%	58%	19%	54%	54%
I was told it wasn't possible to leave my contract with them	3	-	-	-	-	1	-	-	-	-	3	1	-	3	1	3	3
	54%	-%	-%	-%	-%	100%	-%	-%	-%	-%	64%	100%	-%	58%	19%	54%	54%
I was told I would have to pay a cancellation/ early termination charge to leave the contract with them	4	-	-	-	-	1	-	-	-	1	3	1	-	4	1	4	4
	69%	-%	-%	-%	-%	100%	-%	-%	-%	100%	64%	100%	-%	74%	48%	69%	69%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 621

QC37E. If you were thinking about changing supplier for your fixed line phone (calls) in the future, has your overall experience of the process made you more likely or less likely to make this change, or has it made no difference?

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

	ACTIONS TAKEN								SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED				SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED				COVERED				CONSIDERED & COVERED				COVERED				COVERED			
	CONSI				BUN- DLE	BROAD MOB.		FIXED LINE	BROAD MOB.				FIXED LINE	BROAD MOB.				FIXED LINE	BROAD MOB.				FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS			
	Total	~a	b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	*o	~p	q	~r	*s	~t	u		
Significance Level: 95%																								
Unweighted total	106	12	106	-	-	-	8	4	-	-	8	4	-	2	12	40	5	106	12	39	5	106		
Effective Weighted Sample	66	5	66	-	-	-	7	2	-	-	7	2	-	2	7	32	3	66	7	31	3	66		
Total	77	8	77	-	-	-	3	5	-	-	3	5	-	1	7	19	5	77	7	19	5	77		
More likely	12	*	12	-	-	-	*	-	-	-	*	-	-	*	*	3	2	12	*	3	2	12		
	15%	5%	15%	-%	-%	-%	12%	-%	-%	-%	12%	-%	-%	53%	5%	15%	38%	15%	7%	18%	38%	15%		
Made no difference	39	3	39	-	-	-	2	1	-	-	2	1	-	-	3	12	1	39	3	12	1	39		
	51%	39%	51%	-%	-%	-%	69%	17%	-%	-%	69%	17%	-%	-%	46%	62%	15%	51%	40%	61%	15%	51%		
Less likely	14	1	14	-	-	-	1	-	-	-	1	-	-	*	1	4	3	14	1	3	3	14		
	19%	8%	19%	-%	-%	-%	19%	-%	-%	-%	19%	-%	-%	47%	11%	19%	48%	19%	17%	17%	48%	19%		
Don't know	12	4	12	-	-	-	-	4	-	-	-	4	-	-	3	1	-	12	3	1	-	12		
	15%	47%	15%	-%	-%	-%	-%	83%	-%	-%	-%	83%	-%	-%	38%	3%	-%	15%	37%	3%	-%	15%		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 621

QC37E. If you were thinking about changing supplier for your fixed line phone (calls) in the future, has your overall experience of the process made you more likely or less likely to make this change, or has it made no difference?

Base : Those who have considered switching their fixed line phone supplier and will not switch soon

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	106	-	1	3	3	2	2	-	-	55	47	1	-	68	83	102	106
Effective Weighted Sample	66	-	1	3	3	2	1	-	-	34	30	1	-	39	64	64	66
Total	77	-	*	1	1	1	4	-	-	41	31	1	-	48	44	72	77
More likely	12	-	-	-	*	-	-	-	-	8	4	-	-	7	9	12	12
	15%	-%	-%	-%	30%	-%	-%	-%	-%	20%	12%	-%	-%	15%	20%	16%	15%
Made no difference	39	-	*	1	1	*	*	-	-	20	16	-	-	25	24	36	39
	51%	-%	100%	52%	70%	41%	11%	-%	-%	48%	54%	-%	-%	51%	54%	51%	51%
Less likely	14	-	-	1	-	-	-	-	-	5	8	-	-	10	9	13	14
	19%	-%	-%	48%	-%	-%	-%	-%	-%	13%	26%	-%	-%	21%	20%	19%	19%
Don't know	12	-	-	-	-	1	3	-	-	8	3	1	-	6	3	10	12
	15%	-%	-%	-%	-%	59%	89%	-%	-%	19%	9%	100%	-%	13%	6%	14%	15%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 622

QD1. Which one of these systems would you prefer to decide whether a supplier tries to convince you to stay?

Base : Those who have switched or considered switching in the last 12 months

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED																																																																																																																																																																																																																																																																																																																																																																																																																																																																													
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS																																																																																																																																																																																																																																																																																																																																																																																																																																																																										
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		BROAD	MOB.	PHONE		BROAD	MOB.	PHONE		BROAD	MOB.	PHONE		BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.	PHONE	BROAD	MOB.

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 622

QD1. Which one of these systems would you prefer to decide whether a supplier tries to convince you to stay?

Base : Those who have switched or considered switching in the last 12 months

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	1436	108	125	109	161	106	93	75	206	598	769	70	73	959	1237	1367	1297
Effective Weighted Sample	774	61	53	79	130	39	27	52	150	335	408	26	21	520	712	743	717
Total	886	73	31	58	118	48	40	49	173	393	453	34	29	575	640	846	772
The current system, where the supplier may or may not try to convince you to stay	315	33	15	14	48	14	7	14	71	143	154	9	6	220	225	297	278
	36%	45%	50%	25%	41%	29%	17%	28%	41%	37%	34%	25%	21%	38%	35%	35%	36%
			c		c												
A system where this only happens if you choose an option to allow it	267	21	7	21	40	19	14	20	64	111	147	13	12	159	200	258	240
	30%	29%	23%	36%	34%	40%	34%	42%	37%	28%	32%	37%	40%	28%	31%	31%	31%
A system where this will not happen if you choose an option to stop it	132	10	5	7	14	5	8	6	19	58	70	4	5	94	98	128	111
	15%	14%	17%	13%	12%	11%	19%	12%	11%	15%	15%	11%	17%	16%	15%	15%	14%
Don't know	171	9	3	15	16	10	12	9	18	80	83	9	6	102	117	163	143
	19%	13%	10%	26%	13%	20%	30%	19%	10%	20%	18%	27%	22%	18%	18%	19%	19%
				bd													

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 623

QD2. If you wanted to change supplier, which one of these would be more important to you?

Base : All respondents

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED						
	Total	CONSI			BUN- DLE	BROAD			MOB. PHONE	FIXED LINE CALLS	BROAD			MOB. PHONE	FIXED LINE CALLS	BROAD			MOB. PHONE	FIXED LINE CALLS	BROAD			MOB. PHONE	FIXED LINE CALLS
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	TV			BAND	TV	BAND			TV	BAND	TV			BAND				
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u				
Significance Level: 95%																									
Unweighted total	2871	925	460	1551	125	87	373	341	216	155	489	351	335	155	88	174	194	142	124	242	149	214			
Effective Weighted Sample	2005	434	302	1405	88	45	222	119	142	92	300	125	225	112	48	119	126	92	77	189	95	146			
Total	3268	465	322	2523	101	37	149	152	145	107	235	163	243	119	59	122	162	110	86	156	108	156			
The switch to the new supplier happens as quickly as possible, but there is uncertainty about the precise timing of the switch	819 25%	118 25%	64 20%	647 26% b	27 27%	14 38%	41 28%	34 23%	35 24%	35 33%	65 28%	39 24%	61 25%	27 22%	13 22%	25 20%	35 22%	25 23%	21 24%	29 18%	22 20%	32 20%			
You are given a guaranteed date when the switch to the new supplier will take place, but it may be a longer period of time	1812 55%	299 64% c	228 71% c	1311 52%	66 65%	18 49%	93 63%	99 65%	96 66%	62 58%	150 64%	104 64%	160 66%	85 72%	41 69%	91 75%	109 67%	72 65%	55 64%	115 74%	77 71%	108 69%			
Don't know	636 19%	48 10%	30 9%	565 22% ab	8 8%	5 13%	14 10%	19 12%	15 10%	9 9%	20 9%	19 12%	22 9%	7 6%	5 9%	6 5%	18 11%	13 12%	10 12%	11 7%	9 8%	16 10%			

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 623

QD2. If you wanted to change supplier, which one of these would be more important to you?

Base : All respondents

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	2871	108	125	109	161	106	93	75	206	1342	1288	70	73	1721	2052	2630	2508	
Effective Weighted Sample	2005	61	53	79	130	39	27	52	150	988	829	26	21	1151	1309	1816	1734	
Total	3268	73	31	58	118	48	40	49	173	1599	1386	34	29	1853	2027	2985	2764	
The switch to the new supplier happens as quickly as possible, but there is uncertainty about the precise timing of the switch	819	29	7	17	32	16	9	17	38	406	346	12	5	454	518	752	660	
	25%	39%	24%	30%	27%	32%	22%	34%	22%	25%	25%	34%	18%	25%	26%	25%	24%	
You are given a guaranteed date when the switch to the new supplier will take place, but it may be a longer period of time	1812	38	20	34	77	31	24	26	120	856	830	22	21	1057	1202	1687	1578	
	55%	52%	64%	59%	65%	64%	59%	53%	69% g	54%	60% i	63%	72%	57%	59%	57%	57%	
Don't know	636	6	3	6	9	2	8	7	15	337	209	1	3	342	307	546	527	
	19%	9%	11%	11%	8%	3%	19% e	13%	8%	21% j	15%	2%	11%	18% n	15%	18% n	19% n	
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																		

Table 624

QD3. Have any of your phone, internet or TV services been switched to another supplier in the past 12 months without the consent or knowledge of anyone in the household? IF NECESSARY - This is sometimes referred to as 'slamming'.

Base : All respondents

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		TV	BAND	PHONE			TV	BAND	PHONE					
																			a	b	c	
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u
Unweighted total	2871	925	460	1551	125	87	373	341	216	155	489	351	335	155	88	174	194	142	124	242	149	214
Effective Weighted Sample	2005	434	302	1405	88	45	222	119	142	92	300	125	225	112	48	119	126	92	77	189	95	146
Total	3268	465	322	2523	101	37	149	152	145	107	235	163	243	119	59	122	162	110	86	156	108	156
A fixed broadband service through a phone line or cable service into the home	41 1%	14 3% bc	2 1%	26 1%	3 3%	4 11% gh	8 5% g	2 1%	4 3%	6 5%	10 4%	2 1%	6 2%	* *%	2 3%	3 2%	1 1%	2 2%	1 1%	1 *%	* *%	* *%
A fixed line phone service for making and receiving calls	34 1%	16 4% bc	3 1%	15 1%	4 4%	6 15% dfgh	8 5% g	1 1%	6 4%	9 8% k	9 4%	4 2%	10 4%	1 1%	1 2%	1 1%	3 2%	2 2%	1 1%	1 *%	1 1%	1 1%
A TV service via cable TV, satellite TV or a broadband connection	13 *%	7 2% bc	- -%	6 *%	2 2% g	3 9% fgh	3 2%	* *%	2 2%	5 5%	4 2%	2 1%	5 2%	- -%	1 1%	1 1%	2 1%	- -%	- -%	- -%	- -%	- -%
A mobile phone	12 *%	9 2% c	2 *%	3 *%	4 4%	* 1%	1 1%	2 1%	2 2%	4 4%	3 1%	6 3%	6 3%	1 1%	2 3%	* *%	1 *%	- -%	1 1%	* *%	- -%	* *%
None of these	3196 98%	437 94%	317 98%	2482 98%	95 94% e	28 76% e	137 92% e	149 98% ef	134 93% e	93 87%	220 94%	156 96% i	227 94%	117 98%	55 93%	118 97%	157 96%	107 97%	84 97%	155 99%	106 99%	155 99%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 624

QD3. Have any of your phone, internet or TV services been switched to another supplier in the past 12 months without the consent or knowledge of anyone in the household? IF NECESSARY - This is sometimes referred to as 'slamming'.

Base : All respondents

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	2871	108	125	109	161	106	93	75	206	1342	1288	70	73	1721	2052	2630	2508	
Effective Weighted Sample	2005	61	53	79	130	39	27	52	150	988	829	26	21	1151	1309	1816	1734	
Total	3268	73	31	58	118	48	40	49	173	1599	1386	34	29	1853	2027	2985	2764	
A fixed broadband service through a phone line or cable service into the home	41 1%	4 5%	2 7%	1 2%	4 3%	* 1%	1 4%	1 2%	4 2%	17 1%	21 2%	* 1%	* 1%	24 1%	38 2%	38 1%	37 1%	
A fixed line phone service for making and receiving calls	34 1%	5 6%	1 2%	1 2%	5 4%	3 6%	1 2%	1 1%	8 4%	14 1%	18 1%	1 2%	* *%	24 1%	27 1%	32 1%	32 1%	
A TV service via cable TV, satellite TV or a broadband connection	13 *%	4 5%	* *%	* 1%	1 1%	2 4%	* *%	- -%	4 3%	3 *%	10 1%	- -%	* *%	12 1%	10 *%	13 *%	11 *%	
A mobile phone	12 *%	4 5%	* 1%	1 1%	1 1%	4 7%	1 2%	1 3%	4 2%	6 *%	6 *%	* 1%	* 1%	10 1%	8 *%	12 *%	10 *%	
None of these	3196 98%	64 87%	28 92%	57 98%	111 94%	44 91%	39 96%	47 96%	161 93%	1564 98%	1353 98%	33 96%	28 98%	1805 97%	1966 97%	2917 98%	2700 98%	
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																		

Table 625

QD4. Did this result in any additional costs for you?

Base : Those who have experienced 'slamming'

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					CONSIDERED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
						TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN-DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%		a	~b	~c	~d	~e	*f	~g	~h	~i	*j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	112	81	13	25	7	21	38	21	19	26	43	24	25	6	9	7	6	7	7	3	2	4
Total	71	28	5	40	6	9	12	4	11	13	15	7	16	3	4	4	6	3	2	1	1	2
Yes	17	5	1	12	1	1	2	1	1	1	3	2	2	2	1	1	3	1	1	*	-	1
	24%	17%	16%	30%	13%	8%	17%	22%	13%	11%	18%	23%	13%	61%	17%	33%	51%	32%	36%	37%	-%	52%
No	42	17	3	23	2	7	9	3	7	7	11	3	9	1	3	2	3	2	1	*	1	*
	59%	61%	66%	57%	34%	74%	79%	68%	64%	54%	72%	43%	57%	39%	70%	58%	49%	57%	55%	30%	100%	26%
Don't know	13	7	1	5	3	2	*	*	2	5	1	2	5	-	1	*	-	*	*	*	-	*
	18%	23%	18%	14%	54%	18%	4%	10%	23%	35%	10%	35%	29%	-%	14%	10%	-%	11%	9%	33%	-%	22%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 625

QD4. Did this result in any additional costs for you?

Base : Those who have experienced 'slamming'

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
		~a	~b	~c	~d	~e	~f	~g	~h	*i	*j	~k	~l	*m	n	o	p
Significance Level: 95%																	
Unweighted total	112	21	10	4	16	9	8	4	16	48	52	5	5	79	95	100	93
Total	71	9	3	1	7	4	2	2	12	34	33	1	*	48	61	68	64
Yes	17	1	*	-	2	2	*	1	1	9	6	1	*	9	15	15	14
	24%	15%	13%	-%	33%	36%	1%	37%	10%	26%	19%	48%	5%	19%	25%	23%	22%
No	42	3	1	1	5	1	2	1	6	19	21	1	*	29	35	40	38
	59%	35%	45%	100%	67%	15%	99%	63%	51%	56%	62%	52%	95%	61%	59%	59%	59%
Don't know	13	5	1	-	-	2	-	-	5	6	6	-	-	10	10	12	12
	18%	50%	42%	-%	-%	49%	-%	-%	38%	18%	18%	-%	-%	20%	17%	18%	19%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 626

QD5. How much extra did you spend?

Base : Those whose experience of 'slamming' resulted in additional costs for them

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI				BUN- DLE	FIXED			FIXED			FIXED			FIXED							
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	MOB. PHONE	LINE CALLS	TV	BAND	MOB. PHONE	LINE CALLS	BUN- DLE	TV	BAND	MOB. PHONE	LINE CALLS	TV	BAND	MOB. PHONE	LINE CALLS
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Unweighted total	26	17	2	8	1	4	6	5	4	5	7	6	5	4	1	2	2	2	2	1	-	2
Total	17	5	1	12	1	1	2	1	1	1	3	2	2	2	1	1	3	1	1	*	-	1
Up to £19.99	5	1	-	4	-	*	*	*	*	*	*	*	*	*	-	1	-	-	-	-	-	-
	29%	20%	-%	34%	-%	34%	16%	32%	32%	16%	12%	17%	21%	9%	-%	67%	-%	-%	-%	-%	-%	-%
£20.00 - £29.99	2	1	-	1	-	-	1	-	-	-	1	-	-	-	-	-	-	1	-	-	-	-
	11%	12%	-%	11%	-%	-%	28%	-%	-%	-%	21%	-%	-%	-%	-%	-%	-%	57%	-%	-%	-%	-%
£30.00 - £39.99	2	*	-	2	-	-	*	-	-	-	*	-	-	-	-	-	2	-	-	-	-	-
	14%	1%	-%	19%	-%	-%	3%	-%	-%	-%	2%	-%	-%	-%	-%	-%	74%	-%	-%	-%	-%	-%
£40.00 - £49.99	2	1	*	1	1	*	*	-	-	1	1	1	1	*	1	*	-	-	*	*	-	*
	13%	23%	48%	6%	100%	46%	16%	-%	-%	74%	38%	47%	35%	26%	100%	33%	-%	-%	48%	100%	-%	48%
£50.00 - £59.99	3	*	-	3	-	-	*	-	-	-	*	-	-	-	-	-	-	*	-	-	-	-
	19%	9%	-%	24%	-%	-%	21%	-%	-%	-%	16%	-%	-%	-%	-%	-%	-%	43%	-%	-%	-%	-%
£60.00 or more	2	1	*	1	-	*	*	*	1	*	*	*	1	1	-	-	1	-	*	-	-	*
	13%	32%	52%	7%	-%	20%	16%	52%	68%	10%	12%	28%	44%	66%	-%	-%	26%	-%	52%	-%	-%	52%
Don't know	*	*	-	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-
	1%	3%	-%	-%	-%	-%	-%	17%	-%	-%	-%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 626

QD5. How much extra did you spend?

Base : Those whose experience of 'slamming' resulted in additional costs for them

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG ~i	CON- TRACT ~j	PAC ~k	C&R ~l	TV ~m	BROAD BAND ~n	MOB. PHONE ~o	FIXED LINE VOICE ~p
Significance Level: 95%																	
Unweighted total	26	5	1	-	5	5	1	1	3	11	11	2	1	15	22	22	19
Total	17	1	*	-	2	2	*	1	1	9	6	1	*	9	15	15	14
Up to £19.99	5	*	-	-	*	*	*	-	*	2	2	*	*	2	5	4	4
	29%	16%	-%	-%	13%	16%	100%	-%	26%	22%	36%	24%	100%	25%	33%	28%	28%
£20.00 - £29.99	2	-	-	-	1	-	-	-	-	1	1	-	-	1	2	2	2
	11%	-%	-%	-%	24%	-%	-%	-%	-%	6%	20%	-%	-%	6%	12%	12%	13%
£30.00 - £39.99	2	-	-	-	-	-	-	-	-	2	-	-	-	2	2	2	2
	14%	-%	-%	-%	-%	-%	-%	-%	-%	25%	-%	-%	-%	25%	15%	15%	16%
£40.00 - £49.99	2	1	-	-	1	1	-	1	-	*	1	-	-	2	1	1	1
	13%	74%	-%	-%	45%	47%	-%	100%	-%	5%	16%	-%	-%	24%	10%	10%	10%
£50.00 - £59.99	3	-	-	-	*	-	-	-	-	3	-	-	-	*	3	3	3
	19%	-%	-%	-%	18%	-%	-%	-%	-%	37%	-%	-%	-%	5%	22%	21%	23%
£60.00 or more	2	*	*	-	-	*	-	-	1	*	2	*	-	1	1	2	1
	13%	10%	100%	-%	-%	28%	-%	-%	74%	4%	28%	76%	-%	13%	7%	14%	9%
Don't know	*	-	-	-	-	*	-	-	-	*	-	-	-	-	*	*	*
	1%	-%	-%	-%	-%	9%	-%	-%	-%	2%	-%	-%	-%	-%	1%	1%	1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 627

QD6. Has your experience of being switched without consent made you more likely or less likely to change supplier in future, or has it made no difference?

Base : Those who have experienced 'slamming'

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
					SWITCHED & COVERED					COVERED				COVERED					COVERED			
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	FIXED MOB. LINE				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB. LINE			
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Total	a	~b	~c	~d	~e	*f	~g	~h	~i	*j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	112	81	13	25	7	21	38	21	19	26	43	24	25	6	9	7	6	7	7	3	2	4
Total	71	28	5	40	6	9	12	4	11	13	15	7	16	3	4	4	6	3	2	1	1	2
More likely	12	6	*	7	-	1	4	*	2	1	4	*	2	2	1	*	-	2	-	*	-	-
	17%	20%	6%	17%	-%	13%	31%	12%	23%	8%	24%	7%	16%	67%	21%	9%	-%	54%	-%	30%	-%	-%
Made no difference	30	13	3	16	3	4	6	3	3	6	9	4	5	1	3	3	1	1	2	*	*	2
	42%	46%	62%	39%	46%	47%	56%	74%	25%	42%	58%	56%	35%	33%	74%	81%	19%	46%	91%	37%	23%	100%
Less likely	9	1	1	8	-	*	*	1	-	*	*	1	-	-	-	*	4	-	-	*	1	-
	13%	3%	28%	19%	-%	4%	3%	14%	-%	2%	2%	7%	-%	-%	-%	10%	68%	-%	-%	33%	77%	-%
Don't know	19	9	*	10	3	3	1	-	6	6	2	2	8	-	*	-	1	-	*	-	-	-
	27%	31%	4%	25%	54%	37%	10%	-%	52%	48%	15%	30%	49%	-%	5%	-%	13%	-%	9%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 627

QD6. Has your experience of being switched without consent made you more likely or less likely to change supplier in future, or has it made no difference?

Base : Those who have experienced 'slamming'

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG *i	CON- TRACT *j	PAC ~k	C&R ~l	TV *m	BROAD BAND ~n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	112	21	10	4	16	9	8	4	16	48	52	5	5	79	95	100	93
Total	71	9	3	1	7	4	2	2	12	34	33	1	*	48	61	68	64
More likely	12	1	1	-	3	*	-	-	2	7	6	*	-	6	12	12	12
	17%	10%	23%	-%	43%	9%	-%	-%	16%	19%	17%	22%	-%	13%	20%	18%	19%
Made no difference	30	4	1	1	3	2	1	2	2	12	15	1	*	22	25	27	26
	42%	41%	33%	71%	43%	39%	97%	100%	20%	34%	46%	78%	91%	46%	42%	40%	40%
Less likely	9	*	-	-	*	*	*	-	-	6	4	-	*	8	9	9	9
	13%	4%	-%	-%	5%	3%	3%	-%	-%	17%	11%	-%	9%	16%	15%	14%	15%
Don't know	19	4	1	*	1	2	-	-	8	10	9	-	-	12	14	19	17
	27%	46%	44%	29%	9%	49%	-%	-%	64%	30%	26%	-%	-%	25%	22%	28%	27%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 628

QD7. Did you know that some companies provide phone, internet and TV services as part of a package to customers?

Base : Those who have more than one service but do not have this as a bundle of services

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	CONSI				BUN- DLE	BROAD			FIXED LINE PHONE	CALLS	BROAD			FIXED LINE PHONE	CALLS	BROAD			FIXED LINE PHONE	CALLS		
	SWIT- CHED	DERED	NEI- THER	TV		BAND	BAND	PHONE			CALLS	TV	BAND			PHONE	CALLS					
																		TV			BAND	PHONE
Significance Level: 95%	Total	a	b	c	~d	*e	f	g	h	*i	j	k	l	~m	*n	o	*p	q	~r	s	*t	*u
Unweighted total	1104	385	190	564	-	44	197	133	100	44	197	133	100	-	43	121	64	110	30	92	47	80
Total	1208	164	132	931	-	15	58	66	60	15	58	66	60	-	37	84	53	88	24	56	31	59
Yes	1019	141	128	768	-	12	51	56	54	12	51	56	54	-	33	80	48	87	23	55	28	58
	84%	86%	97%	83%	-%	82%	88%	85%	90%	82%	88%	85%	90%	-%	90%	95%	90%	99%	99%	98%	89%	98%
			ac														np			t		t
No	189	23	5	163	-	3	7	10	6	3	7	10	6	-	4	5	6	1	*	1	3	1
	16%	14%	3%	17%	-%	18%	12%	15%	10%	18%	12%	15%	10%	-%	10%	5%	10%	1%	1%	2%	11%	2%
		b		b											q		q			su		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 628

QD7. Did you know that some companies provide phone, internet and TV services as part of a package to customers?

Base : Those who have more than one service but do not have this as a bundle of services

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT *d	PAC *e	C&R *f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	1104	34	72	39	44	42	35	16	62	576	485	27	25	609	689	1061	994
Total	1208	12	11	16	22	19	19	9	44	677	486	17	14	622	570	1163	1077
Yes	1019	11	11	15	19	12	19	9	41	574	409	10	14	521	493	984	912
	84%	91%	99%	90%	86%	64%	100%	100%	93%	85%	84%	59%	100%	84%	86%	85%	85%
			cd				e										
No	189	1	*	2	3	7	*	-	3	103	76	7	*	101	78	179	165
	16%	9%	1%	10%	14%	36%	*%	-%	7%	15%	16%	41%	*%	16%	14%	15%	15%
				b	b	f											

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 629

QD8. Have you ever thought about taking your services as a package from one supplier?

Base : Those aware of packaged services

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	CONSI				BUN- DLE	BROAD			FIXED PHONE	LINE CALLS	BROAD			FIXED PHONE	LINE CALLS	BROAD			FIXED PHONE	LINE CALLS		
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	TV	BAND			TV	BAND	TV			BAND						
Significance Level: 95%	Total	a	b	c	~d	*e	f	g	h	*i	j	k	l	~m	*n	o	*p	q	~r	s	*t	*u
Unweighted total	969	355	182	464	-	39	180	126	93	39	180	126	93	-	40	118	57	108	29	90	42	78
Total	1019	141	128	768	-	12	51	56	54	12	51	56	54	-	33	80	48	87	23	55	28	58
Yes	332	65	85	191	-	6	33	22	27	6	33	22	27	-	25	61	22	58	20	42	16	38
	33%	46%	66%	25%	-%	51%	65%	39%	50%	51%	65%	39%	50%	-%	75%	77%	46%	66%	84%	77%	57%	66%
		c	ac				gh				kl				p	p	p		t			
No	687	76	43	577	-	6	18	34	27	6	18	34	27	-	8	18	26	29	4	13	12	20
	67%	54%	34%	75%	-%	49%	35%	61%	50%	49%	35%	61%	50%	-%	25%	23%	54%	34%	16%	23%	43%	34%
		b		ab				f	f			j	j			noq					s	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 629

QD8. Have you ever thought about taking your services as a package from one supplier?

Base : Those aware of packaged services

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	*a	*b	*c	*d	*e	*f	~g	*h	i	j	~k	~l	m	n	o	p
Unweighted total	969	31	70	37	37	38	34	16	59	501	435	23	24	535	627	936	876
Total	1019	11	11	15	19	12	19	9	41	574	409	10	14	521	493	984	912
Yes	332	5	7	9	11	7	5	7	16	156	167	6	3	204	218	323	297
	33%	51%	65%	62%	60%	59%	25%	79%	39%	27%	41%	64%	19%	39%	44%	33%	33%
						f					i			op	op		
No	687	5	4	6	7	5	15	2	25	418	242	4	11	317	275	661	615
	67%	49%	35%	38%	40%	41%	75%	21%	61%	73%	59%	36%	81%	61%	56%	67%	67%
						e				j						mn	mn

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 630

QD9 Why do you have your services separately rather than as a package?

Base : Those aware of packaged services

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%		a	b	c	~d	*e	f	g	h	*i	j	k	l	~m	*n	o	*p	q	~r	s	*t	*u
Unweighted total	969	355	182	464	-	39	180	126	93	39	180	126	93	-	40	118	57	108	29	90	42	78
Total	1019	141	128	768	-	12	51	56	54	12	51	56	54	-	33	80	48	87	23	55	28	58
Base for %	851	74	87	699	-	3	12	37	31	3	12	37	31	-	22	47	34	55	15	36	21	41
Laziness/ can't be bothered/ happy already	235	10	14	210	-	-	2	5	4	-	2	5	4	-	1	9	3	11	1	4	1	10
	28%	14%	16%	30% ab	-%	-%	20%	13%	14%	-%	20%	13%	14%	-%	6%	19%	8%	20%	9%	12%	5%	23%
Prefer them separate	126	19	12	101	-	-	1	11	8	-	1	11	8	-	4	5	8	8	2	4	4	4
	15%	25% c	14%	14%	-%	-%	5%	30%	28%	-%	5%	30%	28%	-%	20%	11%	22%	14%	16%	11%	19%	10%
Don't use/ want all services	120	15	5	100	-	-	1	4	10	-	1	4	10	-	-	3	5	4	-	2	2	2
	14%	20% b	5%	14% b	-%	-%	9%	11%	34%	-%	9%	11%	34%	-%	-%	7%	14%	6%	-%	5%	8%	5%
Cost/ don't save/ already get good value	106	12	16	80	-	-	5	6	3	-	5	6	3	-	2	8	6	8	2	7	5	5
	13%	16%	19%	11%	-%	-%	42%	16%	9%	-%	42%	16%	9%	-%	8%	18%	17%	15%	11%	20%	23%	13%
Just prefer to/ no reason	74	5	2	67	-	-	-	3	3	-	-	3	3	-	1	2	6	3	-	2	-	-
	9%	7%	3%	10% b	-%	-%	-%	7%	9%	-%	-%	7%	9%	-%	4%	5%	16%	6%	-%	6%	-%	-%
Difficult/ complicated to change (under contact etc)	61	3	9	50	-	2	-	1	1	2	-	1	1	-	1	5	4	6	1	5	4	6
	7%	4%	10%	7%	-%	50%	-%	3%	4%	50%	-%	3%	4%	-%	6%	11%	11%	11%	8%	14%	18%	15%
Service not available in my area	28	2	4	22	-	-	-	2	-	-	-	2	-	-	-	1	3	-	-	1	3	-
	3%	2%	4%	3%	-%	-%	-%	5%	-%	-%	-%	5%	-%	-%	-%	1%	9%	-%	-%	2%	15%	-%
Companies I use don't have a package deal	23	-	7	17	-	-	-	-	-	-	-	-	-	-	2	3	*	3	2	3	*	3
	3%	-%	8%	2% ac	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	10%	6%	1%	6%	14%	8%	2%	8%
Other person responsible/ makes decision/ pays	15	*	2	13	-	-	-	*	-	-	-	*	-	-	-	-	2	2	-	-	2	2
	2%	*%	2%	2%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	-%	-%	5%	3%	-%	-%	8%	4%
No time	13	2	1	10	-	-	-	2	*	-	-	2	*	-	1	2	1	2	-	-	1	-
	2%	3%	1%	1%	-%	-%	-%	4%	1%	-%	-%	4%	1%	-%	6%	4%	3%	4%	-%	-%	6%	-%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Table 630

QD9 Why do you have your services separately rather than as a package?

Base : Those aware of packaged services

	ACTIONS TAKEN				SWITCHED & COVERED				SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED							
	CONSI				BUN- DLE	BROAD MOB. LINE			TV	BROAD MOB. LINE			BUN- DLE	BROAD MOB. LINE			TV	BROAD MOB. LINE						
	SWIT- CHED	DERED	NEIT- HER	PHONE		CALLS	PHONE	CALLS		PHONE	CALLS	PHONE		CALLS										
															Total	a		b	c	~d	*e	f	g	h
Significance Level: 95%																								
Unweighted total	969	355	182	464	-	39	180	126	93	39	180	126	93	-	40	118	57	108	29	90	42	78		
Total	1019	141	128	768	-	12	51	56	54	12	51	56	54	-	33	80	48	87	23	55	28	58		
Had problems previously with package	4	1	1	3	-	-	1	-	1	-	1	-	1	-	-	-	-	1	-	-	-	1		
	1%	1%	1%	*%	-%	-%	7%	-%	2%	-%	7%	-%	2%	-%	-%	-%	-%	2%	-%	-%	-%	3%		
Other	59	4	13	43	-	-	1	2	2	-	1	2	2	-	5	5	-	6	5	5	-	6		
	7%	5%	14%	6%	-%	-%	11%	6%	6%	-%	11%	6%	6%	-%	21%	11%	-%	10%	30%	14%	-%	14%		
			c																					
Don't know	42	4	7	31	-	2	1	2	-	2	1	2	-	-	4	3	1	5	2	3	1	5		
	5%	5%	7%	4%	-%	50%	7%	4%	-%	50%	7%	4%	-%	-%	18%	7%	2%	8%	12%	9%	4%	11%		
No answer	62	9	4	49	-	1	2	5	2	1	2	5	2	-	2	1	-	4	2	1	-	1		
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																								

Table 630

QD9 Why do you have your services separately rather than as a package?

Base : Those aware of packaged services

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT *d	PAC *e	C&R *f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	969	31	70	37	37	38	34	16	59	501	435	23	24	535	627	936	876
Total	1019	11	11	15	19	12	19	9	41	574	409	10	14	521	493	984	912
Base for %	851	3	1	3	7	8	12	4	24	497	324	7	8	420	378	821	758
Laziness/ can't be bothered/ happy already	235	-	*	-	2	*	2	-	4	149	78	-	2	121	99	227	215
	28%	-%	16%	-%	31%	2%	15%	-%	18%	30%	24%	-%	24%	29%	26%	28%	28%
Prefer them separate	126	-	-	-	1	3	7	2	7	68	54	3	3	76	63	123	118
	15%	-%	-%	-%	9%	38%	62%	38%	28%	14%	17%	40%	39%	18%	17%	15%	16%
Don't use/ want all services	120	-	*	1	-	-	-	2	8	96	21	-	-	24	24	116	103
	14%	-%	14%	27%	-%	-%	-%	44%	35%	19%	6%	-%	-%	6%	6%	14%	14%
										j						mn	mn
Cost/ don't save/ already get good value	106	-	1	1	3	3	-	-	3	55	48	3	-	53	55	102	88
	13%	-%	86%	25%	47%	42%	-%	-%	12%	11%	15%	45%	-%	13%	14%	12%	12%
Just prefer to/ no reason	74	-	-	-	-	-	-	-	1	32	39	-	-	36	41	71	73
	9%	-%	-%	-%	-%	-%	-%	-%	6%	6%	12%	-%	-%	9%	11%	9%	10%
										i							
Difficult/ complicated to change (under contract etc)	61	2	-	-	-	-	-	-	1	38	21	-	-	32	31	58	55
	7%	50%	-%	-%	-%	-%	-%	-%	5%	8%	6%	-%	-%	8%	8%	7%	7%
Service not available in my area	28	-	-	-	-	*	-	-	-	16	12	-	-	12	17	28	28
	3%	-%	-%	-%	-%	4%	-%	-%	-%	3%	4%	-%	-%	3%	5%	3%	4%
Companies I use don't have a package deal	23	-	-	-	-	-	-	-	-	13	9	-	-	12	13	22	19
	3%	-%	-%	-%	-%	-%	-%	-%	-%	3%	3%	-%	-%	3%	4%	3%	2%
Other person responsible/ makes decision/ pays	15	-	-	-	-	*	-	-	-	4	11	*	-	10	8	15	15
	2%	-%	-%	-%	-%	3%	-%	-%	-%	1%	3%	3%	-%	2%	2%	2%	2%
										i							
No time	13	-	-	-	-	-	-	-	-	7	6	-	-	8	10	13	13
	2%	-%	-%	-%	-%	-%	-%	-%	-%	1%	2%	-%	-%	2%	3%	2%	2%
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Table 630

QD9 Why do you have your services separately rather than as a package?

Base : Those aware of packaged services

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT *d	PAC *e	C&R *f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	969	31	70	37	37	38	34	16	59	501	435	23	24	535	627	936	876
Total	1019	11	11	15	19	12	19	9	41	574	409	10	14	521	493	984	912
Had problems previously with package	4 1%	- -%	- -%	1 22%	- -%	- -%	- -%	1 18%	- -%	3 1%	1 *%	- -%	- -%	- -%	2 *%	4 1%	4 1%
Other	59 7%	- -%	- -%	- -%	1 13%	1 12%	1 10%	- -%	1 6%	39 8%	18 6%	1 13%	1 16%	31 7%	32 8%	57 7%	45 6%
Don't know	42 5%	2 50%	- -%	1 25%	- -%	- -%	2 13%	- -%	- -%	16 3%	23 7% i	- -%	2 21%	30 7% n	8 2%	39 5%	36 5%
No answer	62	1	1	-	-	-	5	-	2	33	27	-	5	32	18	60	56
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Table 631

QD10. Which, if any, of these apply as reasons for taking separate services rather than a package?

Base : Those aware of packaged services

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		TV	BAND	PHONE		
		a	b	c		*e	f	g		h	*i	j		k	l	*n		o	*p	q		*r
Significance Level: 95%																						
Unweighted total	969	355	182	464	-	39	180	126	93	39	180	126	93	-	40	118	57	108	29	90	42	78
Total	1019	141	128	768	-	12	51	56	54	12	51	56	54	-	33	80	48	87	23	55	28	58
I wouldn't save any money by having a package of services rather than separate services	299	43	37	228	-	3	19	20	13	3	19	20	13	-	11	21	12	21	9	15	6	14
	29%	31%	29%	30%	-%	24%	37% h	35%	23%	24%	37% l	35%	23%	-%	34%	26%	24%	24%	38%	27%	22%	24%
It's easier to budget for the monthly cost of separate services	188	25	12	155	-	1	8	10	9	1	8	10	9	-	2	9	12	7	2	4	5	4
	18%	18% b	9%	20% b	-%	12%	15%	17%	16%	12%	15%	17%	16%	-%	7%	11%	25% noq	9%	10%	8%	18% u	7%
I don't spend enough each month to be worth my while looking into this	184	19	12	155	-	2	7	4	11	2	7	4	11	-	4	5	4	9	1	4	2	7
	18%	14%	9%	20% ab	-%	19% g	14%	8%	20% g	19% k	14%	8%	20% k	-%	11%	6%	7%	10%	5%	7%	6%	12%
I get a better service b y using a specialist supplier	153	27	22	109	-	4	11	12	7	4	11	12	7	-	5	16	8	13	4	12	7	9
	15%	19%	17%	14%	-%	30% h	22% h	21%	12%	30% l	22% l	21%	12%	-%	15%	20%	16%	15%	18%	21%	24%	16%
I could be vulnerable to that single supplier increasing their prices if I had everything with them	138	33	30	79	-	3	16	13	12	3	16	13	12	-	2	26	12	11	2	18	9	9
	14%	23% c	24% c	10%	-%	20%	30%	24%	23%	20%	30%	24%	23%	-%	7%	32% nq	26% nq	13%	10%	33% u	33% u	16%
I would feel that I was stuck with using the same supplier and couldn't change	111	22	19	74	-	1	11	7	9	1	11	7	9	-	1	13	9	10	1	8	8	10
	11%	16% c	15%	10%	-%	12%	22% g	13%	17%	12%	22% k	13%	17%	-%	3%	16% n	19% n	12%	4%	15%	27%	18%
I would be concerned that I could lose more than one services if there was a fault	110	25	21	68	-	2	12	13	5	2	12	13	5	-	2	17	11	10	1	10	10	7
	11%	18% c	16% c	9%	-%	13%	23% h	24% h	10%	13%	23% l	24% l	10%	-%	6%	21% n	24% nq	12%	6%	19%	35% su	12%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 631

QD10. Which, if any, of these apply as reasons for taking separate services rather than a package?

Base : Those aware of packaged services

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED												
	CONSI				BUN- DLE	BROAD			FIXED LINE PHONE	CALLS	BROAD			FIXED LINE PHONE	CALLS	BROAD			FIXED LINE PHONE	CALLS										
	Total	SWIT- CHED	DERED	NEI- HER		TV	BAND	g			h	TV	BAND			j	k	l			TV	BAND	o	p	q	TV	BAND	s	t	u
Significance Level: 95%																														
Unweighted total	969	355	182	464	-	39	180	126	93	39	180	126	93	-	40	118	57	108	29	90	42	78								
Total	1019	141	128	768	-	12	51	56	54	12	51	56	54	-	33	80	48	87	23	55	28	58								
I think it would be time consuming to move all my services to one supplier	87 9%	11 8%	12 9%	67 9%	- -%	* 1%	3 5%	5 9%	5 8%	* 1%	3 5%	5 9%	5 8%	- -%	5 14%	9 11%	4 9%	8 9%	3 11%	5 8%	2 7%	7 12%								
I avoid using the same supplier for more than one service if possible	68 7%	19 14% bc	10 8%	41 5%	- -%	3 25% gh	10 20% h	6 11%	4 8%	3 25% kl	10 20% l	6 11%	4 8%	- -%	* 1%	5 7%	7 16% n	8 9%	* 1%	4 7%	4 15%	5 8%								
I can only get the particular package or plan that I want from the supplier I already use	55 5%	19 13% c	11 9% c	30 4%	- -%	3 21%	7 14%	8 14%	5 9%	3 21%	7 14%	8 14%	5 9%	- -%	3 8%	7 9%	2 4%	7 8%	1 5%	6 11%	2 7%	5 8%								
None of these	255 25%	29 21%	36 28%	191 25%	- -%	3 26%	9 18%	8 15%	13 25%	3 26%	9 18%	8 15%	13 25%	- -%	12 38%	20 25%	12 25%	26 30%	8 33%	13 23%	8 29%	18 32%								
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																														

Table 631

QD10. Which, if any, of these apply as reasons for taking separate services rather than a package?

Base : Those aware of packaged services

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT *d	PAC *e	C&R *f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	969	31	70	37	37	38	34	16	59	501	435	23	24	535	627	936	876	
Total	1019	11	11	15	19	12	19	9	41	574	409	10	14	521	493	984	912	
I wouldn't save any money by having a package of services rather than separate services	299 29%	2 21%	5 43%	5 38%	5 26%	5 45% f	4 21%	3 30%	8 20%	173 30%	117 28%	5 46%	1 6%	143 27%	132 27%	289 29%	262 29%	
It's easier to budget for the monthly cost of separate services	188 18%	1 8%	1 8%	2 14%	4 23% b	1 5%	2 9%	1 9%	8 19%	102 18%	80 19%	- -%	2 12%	105 20%	96 20%	182 18%	163 18%	
I don't spend enough each month to be worth my while looking into this	184 18%	2 18%	2 17%	2 10%	2 12%	1 9%	1 4%	1 16%	7 17%	140 24% j	36 9%	* 3%	* 3%	67 13%	60 12%	176 18% mn	166 18% mn	
I get a better service b y using a specialist supplier	153 15%	4 34%	3 23%	3 22%	4 24%	4 31%	7 34%	2 27%	4 10%	63 11%	87 21% i	3 34%	5 38%	101 19% o	86 17%	149 15%	142 16%	
I could be vulnerable to that single supplier increasing their prices if I had everything with them	138 14%	2 19%	4 32%	4 26%	5 28%	4 30%	2 12%	3 30%	9 21%	71 12%	64 16%	3 29%	2 16%	81 16%	93 19% op	135 14%	126 14%	
I would feel that I was stuck with using the same supplier and couldn't change	111 11%	1 7%	3 28%	2 17%	4 20%	3 27% f	* 1%	1 11%	7 18%	62 11%	47 11%	3 29%	* 1%	63 12%	69 14%	109 11%	109 12%	
I would be concerned that I could lose more than one services if there was a fault	110 11%	1 12%	2 17%	3 23%	4 24%	5 39% f	2 13%	1 11%	4 10%	55 10%	52 13%	4 42%	2 17%	66 13%	71 14% o	107 11%	104 11%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 631

QD10. Which, if any, of these apply as reasons for taking separate services rather than a package?

Base : Those aware of packaged services

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT *d	PAC *e	C&R *f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	969	31	70	37	37	38	34	16	59	501	435	23	24	535	627	936	876
Total	1019	11	11	15	19	12	19	9	41	574	409	10	14	521	493	984	912
I think it would be time consuming to move all my services to one supplier	87 9%	* 1%	1 9%	* 2%	1 3%	1 7%	3 15%	- -%	4 9%	54 9%	31 7%	1 7%	2 11%	50 10%	49 10%	85 9%	79 9%
I avoid using the same supplier for more than one service if possible	68 7%	3 28%	2 19%	2 17%	2 13%	3 28%	2 10%	- -%	4 10%	32 6%	35 9%	3 30%	2 13%	45 9%	38 8%	67 7%	68 7%
I can only get the particular package or plan that I want from the supplier I already use	55 5%	2 21%	2 21%	2 12%	2 9%	1 9%	3 17%	* 3%	4 10%	27 5%	26 6%	1 10%	2 12%	36 7%	35 7%	53 5%	48 5%
None of these	255 25%	3 29%	2 14%	3 21%	4 21%	1 5%	5 28%	3 29%	11 26%	149 26%	95 23%	* 2%	5 38%	132 25%	128 26%	244 25%	233 26%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 632

QD11. Which one of these is the main reason?

Base : Those aware of packaged services

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
		SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%																						
Unweighted total	969	355	182	464	-	39	180	126	93	39	180	126	93	-	40	118	57	108	29	90	42	78
Total	1019	141	128	768	-	12	51	56	54	12	51	56	54	-	33	80	48	87	23	55	28	58
I wouldn't save any money by having a package of services rather than separate services	223 22%	30 21%	27 21%	171 22%	- -%	2 14%	10 19%	16 29% fh	8 14%	2 14%	10 19%	16 29% jl	8 14%	- -%	8 25%	15 19%	8 16%	19 22%	8 33%	10 18%	2 8%	13 22%
It's easier to budget for the monthly cost of separate services	117 12%	17 12% b	7 6%	94 12% b	- -%	* 4%	4 7%	9 16% ef	5 10%	* 4%	4 7%	9 16% ij	5 10%	- -%	2 7%	4 5%	9 18% oq	6 6%	2 10%	3 5%	3 9%	2 4%
I don't spend enough each month to be worth my while looking into this	110 11%	10 7%	7 5%	94 12% ab	- -%	1 11% g	4 9% g	2 3% g	6 11% g	1 11% k	4 9% k	2 3% k	6 11% k	- -%	2 7%	2 3%	1 2%	4 5%	* 1% 1	2 3%	1 4%	4 7%
I get a better service b y using a specialist supplier	91 9%	17 12%	10 8%	66 9%	- -%	3 22% h	7 13%	7 13%	5 9%	3 22% l	7 13%	7 13%	5 9%	- -%	3 10%	7 9%	4 9%	6 7%	2 10%	5 10%	3 11%	3 5%
I could be vulnerable to that single supplier increasing their prices if I had everything with them	50 5%	11 8% c	16 12% c	25 3%	- -%	1 11%	5 10%	3 5%	7 13% g	1 11%	5 10%	3 5%	7 13% k	- -%	* 1%	13 16% nq	4 8%	5 6%	* 1% 1	10 18% u	4 14%	4 6%
I would feel that I was stuck with using the same supplier and couldn't change	41 4%	5 4%	4 3%	33 4%	- -%	- -%	2 4%	3 6%	1 2%	- -%	2 4%	3 6%	1 2%	- -%	- -%	4 5%	1 3%	1 2%	- -%	2 4%	1 5%	1 2%
I would be concerned that I could lose more than one services if there was a fault	41 4%	7 5%	5 4%	30 4%	- -%	- -%	4 8%	4 6%	2 4%	- -%	4 8%	4 6%	2 4%	- -%	- -%	4 5%	2 4%	3 4%	- -%	3 6%	2 7%	2 4%
I think it would be time consuming to move all my services to one supplier	34 3%	4 3%	6 4%	25 3%	- -%	* 1%	1 2%	1 2%	2 4%	* 1%	1 2%	1 2%	2 4%	- -%	2 7%	4 5%	1 2%	4 4%	2 9%	1 2%	1 3%	4 6%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 632

QD11. Which one of these is the main reason?

Base : Those aware of packaged services

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	CONSI				BUN- DLE	BROAD MOB. LINE			TV	BROAD MOB. LINE			BUN- DLE	BROAD MOB. LINE			TV	BROAD MOB. LINE				
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS		TV	BAND	PHONE		CALLS	TV	BAND		PHONE	CALLS			
Significance Level: 95%	Total	a	b	c	~d	*e	f	g	h	*i	j	k	l	~m	*n	o	*p	q	~r	s	*t	*u
Unweighted total	969	355	182	464	-	39	180	126	93	39	180	126	93	-	40	118	57	108	29	90	42	78
Total	1019	141	128	768	-	12	51	56	54	12	51	56	54	-	33	80	48	87	23	55	28	58
I can only get the particular package or plan that I want from the supplier I already use	30	6	7	20	-	*	2	3	2	*	2	3	2	-	2	6	-	5	*	5	-	3
	3%	4%	6% c	3%	~d	4%	3%	6%	3%	4%	3%	6%	3%	~m	6%	7% p	~p	6%	2%	9%	~t	6%
I avoid using the same supplier for more than one service if possible	28	5	5	18	-	1	4	*	2	1	4	*	2	-	*	1	6	7	*	1	3	4
	3%	4%	4%	2%	~d	7% g	8% g	*% g	4% g	7% k	8% k	*% k	4% k	~m	1%	1%	12% no	8% o	1%	2%	10% s	6% g
None of these	255	29	36	191	-	3	9	8	13	3	9	8	13	-	12	20	12	26	8	13	8	18
	25%	21%	28%	25%	~d	26%	18%	15%	25%	26%	18%	15%	25%	~m	38%	25%	25%	30%	33%	23%	29%	32%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 632

QD11. Which one of these is the main reason?

Base : Those aware of packaged services

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT *d	PAC *e	C&R *f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	969	31	70	37	37	38	34	16	59	501	435	23	24	535	627	936	876
Total	1019	11	11	15	19	12	19	9	41	574	409	10	14	521	493	984	912
I wouldn't save any money by having a package of services rather than separate services	223 22%	1 10%	2 19%	2 14%	3 14%	4 35%	4 19%	1 11%	6 15%	131 23%	84 21%	4 37%	* 3%	97 19%	88 18%	215 22%	192 21%
It's easier to budget for the monthly cost of separate services	117 12%	* 1%	* 1%	1 4%	3 14% b	* 1%	2 8%	* 6%	5 11%	62 11%	51 12%	- -%	2 11%	62 12%	58 12%	113 11%	98 11%
I don't spend enough each month to be worth my while looking into this	110 11%	1 12%	1 7%	1 7%	1 8%	1 5%	* 2%	1 6%	3 8%	86 15% j	22 5%	* 2%	- -%	34 7%	34 7%	108 11% mn	98 11% mn
I get a better service b y using a specialist supplier	91 9%	3 25%	1 14%	2 16%	2 12%	3 22%	4 22%	2 18%	3 8%	35 6%	54 13% i	3 26%	3 22%	59 11%	48 10%	89 9%	85 9%
I could be vulnerable to that single supplier increasing their prices if I had everything with them	50 5%	1 9%	1 13%	2 14%	2 9%	* 2%	* *%	2 23%	5 12%	23 4%	27 7%	* 1%	* *%	26 5%	37 8% o	50 5%	48 5%
I would feel that I was stuck with using the same supplier and couldn't change	41 4%	- -%	1 7%	1 7%	- -%	* 3%	* *%	* 3%	1 2%	27 5%	12 3%	- -%	* *%	27 5%	25 5%	39 4%	39 4%
I would be concerned that I could lose more than one services if there was a fault	41 4%	- -%	* 3%	1 4%	2 13% b	1 12%	2 10%	* 3%	2 5%	14 2%	24 6% i	1 15%	2 13%	23 4%	22 5%	38 4%	39 4%
I think it would be time consuming to move all my services to one supplier	34 3%	* 1%	* 1%	- -%	1 3%	1 4%	- -%	- -%	2 4%	22 4%	9 2%	1 5%	- -%	21 4%	18 4%	31 3%	29 3%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 632

QD11. Which one of these is the main reason?

Base : Those aware of packaged services

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R *a	MAC *b	C&R *c	NoT *d	PAC *e	C&R *f	C&R ~g	NoT *h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	969	31	70	37	37	38	34	16	59	501	435	23	24	535	627	936	876
Total	1019	11	11	15	19	12	19	9	41	574	409	10	14	521	493	984	912
I can only get the particular package or plan that I want from the supplier I already use	30 3%	* 4%	1 8%	1 4%	- -%	1 8%	2 10%	- -%	2 4%	14 2%	14 3%	1 10%	2 11%	19 4%	18 4%	28 3%	24 3%
I avoid using the same supplier for more than one service if possible	28 3%	1 9%	1 13%	1 8%	1 7%	* 1%	- -%	- -%	2 6%	11 2%	17 4%	* 1%	- -%	20 4%	16 3%	28 3%	28 3%
None of these	255 25%	3 29%	2 14%	3 21%	4 21%	1 5%	5 28%	3 29%	11 26%	149 26%	95 23%	* 2%	5 38%	132 25%	128 26%	244 25%	233 26%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 633

QD12A. AGREEMENT WITH STATEMENTS - It would be difficult for me to do without my home technology

Base : All respondents

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				SWITCHED & COVERED					COVERED				CONSIDERED & COVERED					COVERED			
	Total	SWIT-CHED	DERED	NEIT-HER	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
						TV	BAND		TV	BAND		TV	BAND			TV	BAND		TV	BAND		TV
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u	
Unweighted total	2871	925	460	1551	125	87	373	341	216	155	489	351	335	155	88	174	194	142	124	242	149	214
Total	3268	465	322	2523	101	37	149	152	145	107	235	163	243	119	59	122	162	110	86	156	108	156
1 - Strongly disagree	293	23	20	252	2	2	3	11	8	3	5	11	10	1	-	4	13	8	-	4	10	7
	9%	5%	6%	10% ab	2%	5%	2%	7% df	5% f	3%	2%	6% j	4%	1%	-%	3%	8% mn	7% mn	-%	3%	10% rsu	4% r
2	317	26	27	266	5	-	5	9	10	5	10	9	15	7	6	13	15	10	7	12	11	10
	10%	6%	8% a	11% a	5% e	-%	3%	6% e	7% e	4%	4%	6%	6%	5%	9%	11%	9%	9%	8%	7%	10% e	6%
3 - Neither agree nor disagree	379	67	35	285	9	2	18	25	26	8	27	25	35	14	7	11	15	9	16	12	12	18
	12%	14% c	11%	11%	9%	5%	12% e	16% e	18% def	8%	12%	15% i	14% i	12%	12%	9%	9%	8%	18% s	8%	11%	11%
4	661	113	48	510	19	10	37	44	32	24	47	44	50	20	10	26	24	12	16	28	16	22
	20%	24% bc	15%	20% b	19%	26%	25%	29% d	22%	23%	20%	27% j	21%	17%	17%	21% q	15%	11%	19%	18%	15%	14%
5 - Strongly agree	1568	228	189	1170	63	24	85	61	69	65	142	70	130	78	36	68	94	71	47	100	57	98
	48%	49%	59% ac	46%	62% gh	64% gh	57% gh	40%	47%	61% k	61% kl	43%	53% k	65%	61%	55%	58%	64%	54%	64% t	53%	63%
6 - Don't know	48	8	2	40	2	-	1	4	1	1	3	4	3	-	*	*	1	1	*	*	1	1
	1%	2%	1%	2%	2%	-%	1%	3%	*%	1%	1%	2%	1%	-%	1%	*%	1%	1%	*%	*%	1%	1%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Table 633

QD12A. AGREEMENT WITH STATEMENTS - It would be difficult for me to do without my home technology

Base : All respondents

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	2871	108	125	109	161	106	93	75	206	1342	1288	70	73	1721	2052	2630	2508
Total	3268	73	31	58	118	48	40	49	173	1599	1386	34	29	1853	2027	2985	2764
1 - Strongly disagree	293 9%	1 1%	* 1%	1 1%	3 3%	2 3%	2 6%	1 2%	9 5%	157 10%	62 4%	- -%	2 7%	90 5%	76 4%	219 7%	217 8%
										j			k			mn	mn
2	317 10%	3 4%	1 4%	2 4%	6 5%	2 4%	- -%	2 4%	11 7%	213 13%	68 5%	2 5%	- -%	115 6%	116 6%	282 9%	243 9%
										j						mn	mn
3 - Neither agree nor disagree	379 12%	7 9%	4 13%	7 13%	11 10%	11 22% f	4 10%	12 24% h	19 11%	227 14% j	117 8%	9 27% l	3 12%	203 11%	208 10%	344 12%	315 11%
4	661 20%	18 25%	4 14%	17 30% bd	18 16%	11 24%	15 37% e	13 26%	36 21%	361 23% j	262 19%	11 32%	15 52% k	382 21%	412 20%	622 21%	583 21%
5 - Strongly agree	1568 48%	44 61%	20 65% c	30 53%	77 66% c	22 46%	17 43%	22 45%	94 55%	621 39%	856 62% i	12 35%	6 22%	1042 56% op	1197 59% op	1476 49%	1375 50%
6 - Don't know	48 1%	- -%	1 3%	- -%	1 1%	1 1%	2 5%	- -%	3 2%	20 1%	21 2%	1 2%	2 6%	21 1%	17 1%	41 1%	32 1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 634

QD12B. AGREEMENT WITH STATEMENTS - I'm interested in finding out about new technologies that I could use at home

Base : All respondents

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED					COVERED				COVERED				COVERED				
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u
Unweighted total	2871	925	460	1551	125	87	373	341	216	155	489	351	335	155	88	174	194	142	124	242	149	214
Total	3268	465	322	2523	101	37	149	152	145	107	235	163	243	119	59	122	162	110	86	156	108	156
1 - Strongly disagree	523 16%	46 10%	22 7%	457 18% ab	9 9% ef	* 1%	2 1%	17 11% ef	20 14% ef	7 7%	8 4%	18 11% j	29 12% j	4 4%	1 2%	5 4%	11 6% mno	14 13%	3 4%	5 3%	7 7%	11 7%
2	522 16%	45 10%	32 10%	448 18% ab	8 8%	3 9%	16 10%	18 12%	15 10%	9 8%	21 9%	18 11%	23 9%	6 5%	5 8%	13 10%	16 10% m	14 13%	6 7%	12 8%	12 12%	16 10%
3 - Neither agree nor disagree	654 20% c	113 24% c	75 23% c	475 19%	20 20%	9 24%	35 23%	39 25%	41 28%	21 20%	55 23%	40 25%	61 25%	25 21%	18 30% q	27 22%	32 20% q	20 18%	27 31%	35 23%	23 21%	35 23%
4	843 26% c	150 32% c	91 28%	619 25%	39 39% g	12 31%	58 39% gh	41 27%	43 30%	42 40% k	88 37% k	47 29%	80 33%	40 34% n	12 20%	32 27%	51 31%	29 27%	21 24%	46 30%	33 31%	47 30%
5 - Strongly agree	675 21%	103 22%	98 30% ac	481 19%	23 22%	13 35% dgh	37 25% h	35 23%	25 17%	27 25%	59 25% l	37 23%	47 19%	43 36%	24 40%	43 35%	53 32%	32 29%	27 31%	55 35%	31 29%	45 29%
6 - Don't know	52 2%	7 2%	4 1%	43 2%	2 2% f	- -%	1 *% f	3 2% f	1 1%	1 1%	2 1%	3 2%	3 1%	1 1%	* 1%	2 1%	1 1%	* *%	2 2%	2 1%	1 1%	2 1%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 634

QD12B. AGREEMENT WITH STATEMENTS - I'm interested in finding out about new technologies that I could use at home

Base : All respondents

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	2871	108	125	109	161	106	93	75	206	1342	1288	70	73	1721	2052	2630	2508
Total	3268	73	31	58	118	48	40	49	173	1599	1386	34	29	1853	2027	2985	2764
1 - Strongly disagree	523 16%	4 6%	* 1%	2 3%	6 5% b	5 11%	2 5%	4 8%	22 13%	304 19% j	93 7%	3 7%	2 7%	190 10% n	157 8%	397 13% mn	445 16% mno
2	522 16%	7 10%	2 8%	5 9%	9 8%	5 11%	2 5%	7 14%	15 8%	294 18% j	176 13%	4 12%	2 6%	241 13%	276 14%	470 16% mn	424 15% m
3 - Neither agree nor disagree	654 20%	15 20%	8 25%	15 26%	26 22%	12 24%	10 24%	15 31%	41 24%	337 21%	285 21%	11 31%	9 32%	383 21%	442 22%	622 21%	568 21%
4	843 26%	30 41%	11 37%	25 43%	44 38%	15 31%	18 45% e	15 31%	61 35%	371 23%	426 31% i	8 23%	10 35%	550 30% op	600 30% op	797 27%	705 26%
5 - Strongly agree	675 21%	17 23%	8 27%	11 20%	31 26%	11 22%	7 18%	8 16%	31 18%	261 16%	388 28% i	8 25%	4 15%	464 25% op	527 26% op	649 22%	585 21%
6 - Don't know	52 2%	- -%	1 3%	- -%	1 1%	* 1%	1 3%	- -%	3 2%	32 2%	18 1%	* 1%	1 4%	26 1%	24 1%	49 2%	37 1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 635

QD12C. AGREEMENT WITH STATEMENTS - The pace of change in home technology is too fast for me

Base : All respondents

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u
Unweighted total	2871	925	460	1551	125	87	373	341	216	155	489	351	335	155	88	174	194	142	124	242	149	214
Total	3268	465	322	2523	101	37	149	152	145	107	235	163	243	119	59	122	162	110	86	156	108	156
1 - Strongly disagree	644 20%	81 17%	74 23%	492 19%	21 21%	6 16%	20 13%	31 20%	21 14%	20 19%	41 17%	35 22%	41 17%	29 24%	16 28%	30 25%	36 22%	15 14%	17 19%	44 28%	23 21%	28 18%
			a		f			f						q	q	q			u			
2	619 19%	92 20%	73 23%	465 18%	23 23%	10 26%	39 26%	26 17%	25 17%	28 26%	60 26%	29 18%	49 20%	30 25%	11 19%	36 29%	41 25%	25 23%	21 25%	36 23%	28 26%	39 25%
			c				gh			k	k											
3 - Neither agree nor disagree	634 19%	122 26%	61 19%	464 18%	22 21%	9 26%	43 29%	40 26%	41 28%	22 20%	63 27%	40 24%	61 25%	28 23%	12 20%	23 19%	31 19%	18 16%	20 23%	34 22%	20 18%	28 18%
		bc																				
4	662 20%	91 20%	58 18%	521 21%	22 21%	7 20%	29 19%	35 23%	23 16%	24 22%	40 17%	38 23%	43 18%	20 17%	12 20%	21 17%	24 15%	21 19%	19 22%	26 17%	17 16%	32 21%
								h				j										
5 - Strongly agree	651 20%	72 16%	53 16%	533 21%	11 11%	5 13%	18 12%	18 12%	35 24%	14 13%	27 12%	19 12%	46 19%	12 10%	8 14%	12 10%	29 18%	30 27%	10 11%	14 9%	19 17%	27 17%
				ab					defg				jk				mo mnop			s	s	
6 - Don't know	58 2%	6 1%	3 1%	49 2%	2 2%	- -%	* *%	3 2%	* *%	- -%	3 1%	3 2%	3 1%	- -%	* 1%	1 1%	1 1%	2 1%	* *%	1 *%	1 1%	2 1%
					f			f														

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 635

QD12C. AGREEMENT WITH STATEMENTS - The pace of change in home technology is too fast for me

Base : All respondents

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	2871	108	125	109	161	106	93	75	206	1342	1288	70	73	1721	2052	2630	2508
Total	3268	73	31	58	118	48	40	49	173	1599	1386	34	29	1853	2027	2985	2764
1 - Strongly disagree	644 20%	14 20%	5 15%	8 13%	23 20%	13 26%	7 18%	7 14%	32 18%	257 16%	359 26% i	7 22%	4 13%	415 22% p	467 23% op	616 21% p	504 18%
2	619 19%	14 19%	11 36% c	12 20%	32 28%	7 15%	6 15%	7 14%	39 23%	291 18%	314 23% i	4 12%	4 15%	403 22% p	456 22% p	605 20%	516 19%
3 - Neither agree nor disagree	634 19%	16 22%	8 25%	17 30%	30 25%	7 14%	12 29% e	16 34%	39 22%	309 19%	282 20%	5 16%	9 31% k	373 20%	440 22%	592 20%	558 20%
4	662 20%	19 26%	4 13%	15 26% bd	17 14%	19 38%	10 26%	12 25%	28 16%	336 21%	258 19%	15 43%	10 34%	362 20%	402 20%	594 20%	584 21%
5 - Strongly agree	651 20%	10 14%	3 8%	6 11%	13 11%	3 7%	4 9%	7 14%	32 19%	375 23% j	150 11%	2 7%	* 1%	282 15% n	244 12%	525 18% mn	570 21% mno
6 - Don't know	58 2%	- -%	1 3%	- -%	2 1%	- -%	1 3%	- -%	3 2%	31 2%	23 2%	- -%	1 4%	18 1%	18 1%	54 2% mn	32 1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 636

QD12D. AGREEMENT WITH STATEMENTS - I can't keep as up to date as I would like, because of the cost

Base : All respondents

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED							
					SWITCHED & COVERED																					
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE					BUN- DLE	BROAD MOB.			FIXED LINE					TV	BROAD MOB.		FIXED LINE
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u				
Unweighted total	2871	925	460	1551	125	87	373	341	216	155	489	351	335	155	88	174	194	142	124	242	149	214				
Total	3268	465	322	2523	101	37	149	152	145	107	235	163	243	119	59	122	162	110	86	156	108	156				
1 - Strongly disagree	522	60	50	418	15	2	13	20	24	16	24	20	38	17	6	21	20	8	10	29	17	17				
	16%	13%	16%	17% a	14%	6%	8%	13%	16% ef	15%	10%	12%	16% j	15% q	11%	17% q	12%	7%	11%	18% u	16%	11%				
2	579	69	60	456	18	6	27	17	25	19	44	18	42	25	10	25	28	24	12	37	18	35				
	18%	15%	19%	18% a	18%	15%	18%	11%	17% g	18%	19% k	11%	17% k	21%	16%	21%	17%	22%	14%	24% r	17%	23%				
3 - Neither agree nor disagree	769	121	75	585	28	7	47	33	40	26	75	38	68	33	12	31	35	28	28	32	24	41				
	24%	26%	23%	23%	28%	19%	31% eg	22%	27%	25%	32% k	23%	28%	27%	20%	25%	22%	25%	33% s	21%	23%	26%				
4	701	123	73	515	26	15	43	41	28	32	60	43	53	25	17	30	45	26	18	35	26	33				
	21%	26% c	23%	20%	26%	40% dfgh	29% h	27% h	19%	30% l	26%	26%	22%	21%	28%	25%	27%	24%	21%	22%	24%	21%				
5 - Strongly agree	625	83	60	489	13	7	19	36	27	13	30	39	39	20	15	13	34	23	17	21	21	28				
	19%	18%	19%	19%	12%	20%	13%	24% df	19%	12%	13%	24% ijl	16%	17%	25% o	11%	21% o	21% o	20%	14%	20%	18%				
6 - Don't know	71	9	4	60	2	-	1	5	1	-	2	5	3	-	*	2	1	1	*	2	1	1				
	2%	2%	1%	2%	2%	-%	*%	3% fh	1%	-%	1%	3% ij	1%	-%	1%	2%	1%	1%	*%	1%	1%	1%				

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 636

QD12D. AGREEMENT WITH STATEMENTS - I can't keep as up to date as I would like, because of the cost

Base : All respondents

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	2871	108	125	109	161	106	93	75	206	1342	1288	70	73	1721	2052	2630	2508
Total	3268	73	31	58	118	48	40	49	173	1599	1386	34	29	1853	2027	2985	2764
1 - Strongly disagree	522 16%	11 15%	2 6%	2 3%	15 13% c	9 19% f	2 6%	6 13%	27 16%	208 13%	260 19% i	7 22% l	2 8%	300 16%	357 18%	469 16%	468 17%
2	579 18%	9 13%	4 14%	12 21%	24 20%	2 4%	4 10%	9 18%	31 18%	260 16%	285 21% i	2 6%	3 12%	346 19%	415 20%	545 18%	514 19%
3 - Neither agree nor disagree	769 24%	20 28%	12 40%	19 32%	37 31%	12 24%	10 26%	18 36%	46 27%	374 23%	318 23%	6 19%	7 24%	444 24%	503 25%	693 23%	686 25%
4	701 21%	23 31%	8 26%	13 23%	31 26%	14 29%	15 37%	8 17%	39 23%	346 22%	299 22%	13 37%	11 38%	412 22%	424 21%	645 22%	603 22%
5 - Strongly agree	625 19%	10 14%	3 10%	12 20% bd	10 8%	10 21%	7 18%	8 16%	26 15%	372 23% j	198 14%	5 14%	4 13%	313 17%	298 15%	570 19% np	446 16%
6 - Don't know	71 2%	- -%	1 3%	- -%	1 1%	1 2%	2 4%	- -%	3 2%	38 2%	25 2%	1 3%	2 5%	37 2%	30 1%	63 2%	48 2%
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Table 637

QD12E. AGREEMENT WITH STATEMENTS - I try to keep a look out for any better deals for my home technology

Base : All respondents

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED																	
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u
Unweighted total	2871	925	460	1551	125	87	373	341	216	155	489	351	335	155	88	174	194	142	124	242	149	214
Total	3268	465	322	2523	101	37	149	152	145	107	235	163	243	119	59	122	162	110	86	156	108	156
1 - Strongly disagree	471 14%	29 6%	6 2%	437 17%	5 5%	* 3%	4 3%	9 6%	15 10%	4 4%	7 3%	9 5%	20 8%	3 2%	* 1%	2 1%	6 3%	2 2%	* 1%	3 2%	2 2%	3 2%
		b		ab				e	efg				j									
2	540 17%	46 10%	39 12%	460 18%	11 11%	2 5%	13 9%	14 9%	17 12%	11 10%	23 10%	16 10%	27 11%	5 4%	5 8%	15 12%	19 12%	19 18%	6 7%	16 10%	13 12%	17 11%
				ab												m	m	m				
3 - Neither agree nor disagree	757 23%	123 26%	66 21%	573 23%	17 16%	10 27%	34 23%	48 32%	39 27%	22 21%	51 22%	49 30%	54 22%	18 15%	10 16%	28 23%	35 22%	19 18%	18 21%	32 20%	21 19%	29 19%
		bc						df	d			ijl										
4	825 25%	146 31%	113 35%	584 23%	37 37%	14 39%	54 37%	42 27%	39 27%	39 37%	86 37%	46 28%	77 32%	40 34%	19 32%	50 41%	60 37%	38 35%	30 34%	60 39%	41 38%	58 37%
		c	c		g	gh	gh				k											
5 - Strongly agree	627 19%	115 25%	94 29%	430 17%	27 27%	11 29%	42 28%	36 24%	34 24%	30 28%	65 28%	40 25%	62 25%	51 43%	25 42%	27 22%	41 26%	30 28%	29 34%	44 28%	29 27%	47 30%
		c	c											opq	opq							
6 - Don't know	48 1%	7 2%	4 1%	38 2%	3 3%	- -%	* 3%	3 2%	- -%	1 1%	3 1%	3 2%	3 1%	2 2%	* 1%	* 3%	1 1%	* 3%	2 3%	2 1%	1 1%	2 1%
					fh			fh														

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 637

QD12E. AGREEMENT WITH STATEMENTS - I try to keep a look out for any better deals for my home technology

Base : All respondents

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	2871	108	125	109	161	106	93	75	206	1342	1288	70	73	1721	2052	2630	2508
Total	3268	73	31	58	118	48	40	49	173	1599	1386	34	29	1853	2027	2985	2764
1 - Strongly disagree	471 14%	3 4%	1 3%	- -%	5 5% c	1 2%	3 8%	2 4%	15 9%	243 15% j	108 8%	1 3%	2 7%	176 9%	172 9%	352 12% mn	410 15% mno
2	540 17%	8 11%	3 9%	6 10%	12 10%	4 9%	1 3%	7 14%	18 11%	306 19% j	189 14%	3 9%	1 5%	283 15%	293 14%	495 17% n	457 17%
3 - Neither agree nor disagree	757 23%	18 25%	10 31% d	17 29% d	19 16%	11 23%	13 32%	9 18%	40 23%	396 25%	315 23%	7 22%	12 43% k	414 22%	458 23%	711 24%	627 23%
4	825 25%	26 36%	9 30%	24 42%	42 36%	16 33%	13 33%	22 45% h	51 29%	368 23%	419 30% i	12 37%	8 29%	539 29% op	626 31% op	787 26%	714 26%
5 - Strongly agree	627 19%	18 25%	7 23%	11 20%	38 32% c	16 32%	8 21%	10 19%	45 26%	262 16%	333 24% i	9 28% l	3 12%	420 23% op	456 22% op	595 20%	524 19%
6 - Don't know	48 1%	- -%	1 3%	- -%	2 2%	* 1%	1 3%	- -%	3 2%	24 1%	21 1%	* 1%	1 4%	21 1%	22 1%	44 1%	33 1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 638

QD12F. AGREEMENT WITH STATEMENTS - I would only switch to another supplier for my home technology as a last resort

Base : All respondents

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	CONSI				SWITCHED & COVERED					FIXED				FIXED				FIXED				
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD			MOB. PHONE	FIXED LINE CALLS	BROAD			MOB. PHONE	FIXED LINE CALLS	BUN- DLE	BROAD			MOB. PHONE	FIXED LINE CALLS	
						TV	BAND				TV	BAND					TV	BAND				
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u
Significance Level: 95%																						
Unweighted total	2871	925	460	1551	125	87	373	341	216	155	489	351	335	155	88	174	194	142	124	242	149	214
Total	3268	465	322	2523	101	37	149	152	145	107	235	163	243	119	59	122	162	110	86	156	108	156
1 - Strongly disagree	400	70	50	285	17	2	21	22	27	12	36	24	44	32	9	29	21	22	13	33	11	25
	12%	15%	16%	11%	17%	7%	14%	15%	18%	11%	15%	15%	18%	27%	16%	24%	13%	20%	15%	21%	11%	16%
		c	c		e			e	e					np		p				t		
2	595	120	103	388	31	10	43	35	36	32	70	38	66	39	15	46	56	42	24	43	39	53
	18%	26%	32%	15%	30%	27%	29%	23%	25%	30%	30%	23%	27%	32%	26%	37%	34%	38%	28%	27%	36%	34%
		c	ac								k						n					
3 - Neither agree nor disagree	805	128	95	597	24	9	42	48	34	26	65	52	57	35	23	25	50	19	34	51	33	44
	25%	28%	30%	24%	23%	25%	28%	32%	24%	24%	28%	32%	23%	30%	39%	21%	31%	18%	40%	33%	30%	28%
		c	c					h				l		q	oq		oq		u			
4	590	75	37	483	16	8	26	23	25	21	36	26	39	6	5	14	14	16	7	15	10	19
	18%	16%	11%	19%	16%	22%	17%	15%	17%	20%	15%	16%	16%	5%	8%	11%	9%	15%	8%	10%	9%	12%
		b		b												m	m					
5 - Strongly agree	734	49	34	652	11	5	14	10	19	13	22	11	30	7	6	8	21	10	8	12	14	14
	22%	10%	11%	26%	11%	13%	10%	7%	13%	12%	10%	7%	12%	6%	10%	7%	13%	9%	9%	8%	13%	9%
				ab				g		k		k					mo					
6 - Don't know	144	23	3	118	3	2	2	13	5	3	5	13	8	1	1	*	1	*	1	1	1	1
	4%	5%	1%	5%	3%	5%	1%	9%	3%	3%	2%	8%	3%	1%	1%	%	1%	%	1%	1%	1%	1%
		b		b	f		dfh					ijl										

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 638

QD12F. AGREEMENT WITH STATEMENTS - I would only switch to another supplier for my home technology as a last resort

Base : All respondents

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	2871	108	125	109	161	106	93	75	206	1342	1288	70	73	1721	2052	2630	2508	
Total	3268	73	31	58	118	48	40	49	173	1599	1386	34	29	1853	2027	2985	2764	
1 - Strongly disagree	400 12%	6 8%	3 11%	7 12%	24 20% b	11 24% f	3 6%	11 22%	32 18%	175 11%	200 14% i	9 25% l	3 9%	209 11%	271 13%	376 13%	338 12%	
2	595 18%	24 33%	8 27%	18 31%	39 34%	7 15%	13 32% e	9 19%	52 30%	253 16%	303 22% i	6 17%	5 16%	384 21%	423 21% p	556 19%	512 19%	
3 - Neither agree nor disagree	805 25%	18 24%	8 25%	20 34% d	27 23%	23 48% f	10 24%	15 31%	36 21%	399 25%	365 26%	17 51% l	9 33%	482 26%	537 27%	764 26%	675 24%	
4	590 18%	15 20%	6 20%	8 14%	17 14%	5 11%	10 25% e	7 15%	29 17%	300 19%	240 17%	1 3%	7 26% k	327 18%	354 17%	540 18%	502 18%	
5 - Strongly agree	734 22%	9 12%	5 15% d	5 8%	8 7%	1 2%	* 1%	6 13%	18 10%	395 25% j	221 16%	1 2%	* *%	385 21%	374 18%	616 21%	635 23% no	
6 - Don't know	144 4%	2 3%	1 3%	* 1%	2 2%	* *%	5 12% e	* 1%	6 4%	77 5%	57 4%	* *%	5 16% k	66 4%	67 3%	134 4% n	103 4%	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 639

QD12G. AGREEMENT WITH STATEMENTS - There's a good choice of suppliers for me to choose from

Base : All respondents

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED					COVERED				COVERED				COVERED				
	CONSI				BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND		TV	BAND		TV	BAND			TV	BAND		TV	BAND		TV
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u
Unweighted total	2871	925	460	1551	125	87	373	341	216	155	489	351	335	155	88	174	194	142	124	242	149	214
Total	3268	465	322	2523	101	37	149	152	145	107	235	163	243	119	59	122	162	110	86	156	108	156
1 - Strongly disagree	163	16	19	129	3	2	8	3	7	2	11	3	10	6	7	7	9	2	4	8	7	7
	5%	3%	6%	5%	3%	5%	5%	2%	5%	2%	5%	2%	4%	5%	12%	6%	6%	2%	4%	5%	7%	4%
			a	a			g				k				mq							
2	209	33	21	158	5	3	14	9	14	7	19	9	19	15	4	9	14	4	7	13	8	12
	6%	7%	7%	6%	5%	9%	10%	6%	10%	7%	8%	6%	8%	12%	6%	7%	9%	3%	8%	8%	8%	8%
														q								
3 - Neither agree nor disagree	634	93	64	485	21	7	30	30	27	23	47	34	48	26	10	30	29	23	18	36	21	33
	19%	20%	20%	19%	21%	19%	20%	20%	19%	22%	20%	21%	20%	22%	17%	25%	18%	21%	21%	23%	20%	21%
4	1046	168	124	773	35	14	57	55	54	37	82	55	87	41	26	39	65	42	34	56	45	59
	32%	36%	39%	31%	35%	37%	38%	36%	37%	35%	35%	34%	36%	34%	44%	32%	40%	39%	39%	36%	42%	38%
		c	c																			
5 - Strongly agree	947	137	84	735	31	11	37	50	37	34	66	56	67	31	10	36	40	34	21	40	23	39
	29%	29%	26%	29%	31%	30%	25%	33%	25%	32%	28%	34%	28%	26%	17%	29%	25%	31%	24%	26%	21%	25%
								f								n		n				
6 - Don't know	269	18	10	242	6	-	3	5	6	2	9	6	12	1	2	1	4	5	3	3	3	6
	8%	4%	3%	10%	5%	-%	2%	3%	4%	2%	4%	4%	5%	1%	4%	1%	3%	4%	3%	2%	2%	4%
				ab	e				e													

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 639

QD12G. AGREEMENT WITH STATEMENTS - There's a good choice of suppliers for me to choose from

Base : All respondents

		TV PROCESSES				BB PROCESS		MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME		
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R f	C&R *g	NoT h	PAYG i	CON-TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	2871	108	125	109	161	106	93	75	206	1342	1288	70	73	1721	2052	2630	2508	
Total	3268	73	31	58	118	48	40	49	173	1599	1386	34	29	1853	2027	2985	2764	
1 - Strongly disagree	163 5%	2 3%	1 4%	2 3%	5 4%	1 1%	- -%	2 3%	6 4%	80 5%	64 5%	1 2%	- -%	108 6%	101 5%	144 5%	140 5%	
2	209 6%	4 5%	4 14% d	5 8%	8 7%	3 7%	1 2%	2 5%	14 8%	87 5%	106 8% i	3 9%	1 3%	150 8% o	155 8%	192 6%	188 7%	
3 - Neither agree nor disagree	634 19%	20 27%	6 18%	15 25%	21 18%	8 16%	10 25%	14 28%	30 18%	320 20%	251 18%	3 7%	8 29% k	360 19%	412 20%	571 19%	563 20%	
4	1046 32%	27 37%	9 30%	22 38%	42 35%	18 38%	18 44%	15 31%	66 38%	501 31%	459 33%	16 47%	12 40%	604 33%	672 33%	960 32%	889 32%	
5 - Strongly agree	947 29%	20 27%	9 29%	13 23%	36 31%	18 37%	12 29%	14 29%	48 27%	463 29%	437 32%	12 34%	8 28%	514 28%	584 29%	899 30% p	746 27%	
6 - Don't know	269 8%	1 1%	1 4%	2 3%	6 5%	* *% j	* *%	2 5%	10 6%	149 9%	69 5%	- -%	* *%	118 6%	101 5%	218 7% n	237 9% mn	
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																		

Table 640

QD12H. AGREEMENT WITH STATEMENTS - I don't spend enough for it to be worth changing to another supplier

Base : All respondents

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED					COVERED				COVERED				COVERED				
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS	BUN- DLE	BROAD MOB.			FIXED LINE CALLS	BROAD MOB.			FIXED LINE CALLS
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	TV	BAND	PHONE	TV	BAND		PHONE	TV	BAND	PHONE	TV	BAND	PHONE	
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u
Unweighted total	2871	925	460	1551	125	87	373	341	216	155	489	351	335	155	88	174	194	142	124	242	149	214
Total	3268	465	322	2523	101	37	149	152	145	107	235	163	243	119	59	122	162	110	86	156	108	156
1 - Strongly disagree	462	86	75	310	26	7	25	22	30	22	51	25	55	43	14	31	32	25	20	41	20	36
	14%	18%	23%	12%	25%	18%	17%	14%	20%	21%	22%	15%	22%	36%	24%	25%	20%	23%	23%	27%	19%	23%
		c	ac		fg						k		k	opq								
2	569	107	82	399	24	9	39	32	33	28	61	34	55	38	9	30	47	28	22	44	32	47
	17%	23%	25%	16%	23%	25%	26%	21%	23%	26%	26%	21%	23%	32%	15%	25%	29%	25%	25%	29%	30%	30%
		c	c							n				n								
3 - Neither agree nor disagree	850	136	90	633	29	13	45	49	42	34	68	52	71	20	22	39	37	27	26	41	28	36
	26%	29%	28%	25%	28%	35%	31%	32%	29%	32%	29%	32%	29%	17%	37%	32%	23%	24%	30%	27%	26%	23%
		c	mpq	mp																		
4	659	80	44	539	15	5	27	27	20	15	34	30	35	12	9	17	27	14	11	20	18	21
	20%	17%	14%	21%	15%	14%	18%	18%	14%	14%	15%	18%	14%	10%	16%	14%	17%	12%	12%	13%	17%	13%
				ab																		
5 - Strongly agree	617	42	28	548	4	3	11	14	18	6	15	14	21	4	4	4	16	16	7	6	8	15
	19%	9%	9%	22%	4%	8%	7%	9%	12%	6%	6%	9%	9%	3%	7%	4%	10%	15%	8%	4%	7%	9%
				ab				df									mo	mo				s
6 - Don't know	112	15	4	94	4	-	2	7	3	1	6	7	7	1	*	1	3	*	1	2	2	2
	3%	3%	1%	4%	4%	-%	1%	5%	2%	1%	3%	5%	3%	1%	1%	1%	2%	1%	1%	1%	2%	1%
		b		b				ef				i										

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 640

QD12H. AGREEMENT WITH STATEMENTS - I don't spend enough for it to be worth changing to another supplier

Base : All respondents

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	2871	108	125	109	161	106	93	75	206	1342	1288	70	73	1721	2052	2630	2508	
Total	3268	73	31	58	118	48	40	49	173	1599	1386	34	29	1853	2027	2985	2764	
1 - Strongly disagree	462 14%	12 17%	5 16%	8 14%	32 27% bc	15 30% f	1 4%	6 12%	44 26% g	188 12%	249 18% i	8 23% l	1 5%	327 18% op	353 17% op	437 15%	410 15%	
2	569 17%	21 28%	8 27%	17 30%	31 26%	7 15%	7 18%	11 22%	39 23%	205 13%	339 24% i	5 16%	3 11%	406 22% op	475 23% op	544 18%	509 18%	
3 - Neither agree nor disagree	850 26%	23 31%	10 33%	20 35%	30 25%	12 25%	21 52% e	18 36%	49 28%	444 28%	368 27%	11 32%	17 59% k	528 29%	577 28%	812 27%	740 27%	
4	659 20%	14 19%	2 7%	10 17% b	17 14%	7 14%	7 17%	10 20%	22 12%	346 22% j	252 18%	2 6%	5 18% k	314 17%	345 17%	597 20% mn	529 19%	
5 - Strongly agree	617 19%	4 5%	4 15% cd	2 4%	6 5%	8 16% f	3 6%	5 9%	14 8%	350 22% j	152 11%	8 23% l	2 7%	236 13%	238 12%	502 17% mn	492 18% mn	
6 - Don't know	112 3%	- -%	1 3%	1 1%	3 2%	- -%	1 3%	* 1%	5 3%	66 4% j	26 2%	- -%	- -%	41 2%	39 2%	92 3% n	84 3% n	

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 641

QD12I. AGREEMENT WITH STATEMENTS - Changing suppliers for my home technology feels like too much hassle

Base : All respondents

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN- DLE	FIXED			FIXED LINE CALLS	FIXED			BUN- DLE	FIXED			FIXED LINE CALLS	FIXED			FIXED LINE CALLS	
		SWIT- CHED	DERED	NEIT- HER		BROAD	MOB.	PHONE		BROAD	MOB.	PHONE		BROAD	MOB.	PHONE		BROAD	MOB.	PHONE		
Significance Level: 95%																						
Unweighted total	2871	925	460	1551	125	87	373	341	216	155	489	351	335	155	88	174	194	142	124	242	149	214
Total	3268	465	322	2523	101	37	149	152	145	107	235	163	243	119	59	122	162	110	86	156	108	156
1 - Strongly disagree	399	96	57	255	29	6	24	28	30	28	49	29	59	20	8	18	28	23	11	26	17	29
	12%	21%	18%	10%	28%	15%	16%	18%	21%	27%	21%	18%	24%	17%	14%	15%	17%	21%	12%	16%	16%	19%
		c	c		efg					k												
2	468	89	47	340	18	12	37	26	33	25	51	27	49	21	9	24	35	21	9	20	20	17
	14%	19%	15%	13%	18%	31%	25%	17%	22%	23%	22%	16%	20%	18%	15%	20%	21%	19%	10%	13%	18%	11%
		bc				dg	g															
3 - Neither agree nor disagree	787	123	85	590	27	8	39	43	36	22	65	48	62	33	18	31	42	24	27	42	29	43
	24%	26%	26%	23%	26%	20%	26%	29%	25%	21%	28%	29%	25%	28%	30%	25%	26%	22%	31%	27%	27%	28%
												i										
4	644	91	63	496	15	9	32	29	28	19	41	32	43	21	14	30	29	18	21	35	21	25
	20%	20%	20%	20%	15%	23%	21%	19%	19%	18%	18%	20%	18%	18%	23%	24%	18%	16%	24%	22%	19%	16%
5 - Strongly agree	819	52	66	708	9	3	16	18	18	11	23	18	26	23	11	19	27	23	19	32	19	41
	25%	11%	21%	28%	9%	9%	11%	12%	13%	10%	10%	11%	11%	20%	18%	15%	16%	21%	22%	21%	18%	26%
			a	ab																		
6 - Don't know	150	13	4	133	4	*	1	8	1	2	5	8	5	1	*	*	2	1	*	1	2	1
	5%	3%	1%	5%	4%	1%	1%	5%	1%	2%	2%	5%	2%	1%	1%	1%	1%	1%	1%	1%	2%	1%
		b		ab	fh			fh				jl										

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 641

QD12I. AGREEMENT WITH STATEMENTS - Changing suppliers for my home technology feels like too much hassle

Base : All respondents

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	2871	108	125	109	161	106	93	75	206	1342	1288	70	73	1721	2052	2630	2508
Total	3268	73	31	58	118	48	40	49	173	1599	1386	34	29	1853	2027	2985	2764
1 - Strongly disagree	399	16	5	9	32	7	7	7	47	180	196	5	4	233	268	376	338
	12%	22%	16%	15%	27% bc	15%	18%	15%	27% g	11%	14% i	15%	14%	13%	13%	13%	12%
2	468	17	5	11	30	10	7	7	41	196	249	7	5	310	354	444	400
	14%	23%	16%	19%	26%	20%	16%	14%	24%	12%	18% i	21%	17%	17% p	17% op	15%	14%
3 - Neither agree nor disagree	787	16	8	22	30	10	14	19	40	410	337	9	11	445	504	747	665
	24%	23%	27%	38% d	25%	21%	35% e	38% h	23%	26%	24%	27%	37%	24%	25%	25%	24%
4	644	15	8	11	16	13	9	7	28	329	261	5	8	368	416	590	542
	20%	20%	25% d	18%	14%	26%	23%	15%	16%	21%	19%	16%	26%	20%	21%	20%	20%
5 - Strongly agree	819	8	4	6	7	8	3	9	13	416	293	6	2	448	442	709	712
	25%	10%	14% d	10%	6%	16%	7%	18% h	8%	26% j	21%	18% l	6%	24%	22%	24%	26% n
6 - Don't know	150	1	1	-	3	1	*	-	4	68	50	1	*	48	44	118	108
	5%	1%	3%	-%	2%	2%	*%	-%	2%	4%	4%	3%	*%	3%	2%	4% mn	4% mn

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 642

QD12I. AGREEMENT WITH STATEMENTS - Changing suppliers for my home technology feels like too much hassle

Base : Those with fixed line phone or fixed broadband in the household

	Total	ACTIONS TAKEN			SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
		CONSI			BUN-DLE	BROAD		MOB. PHONE	FIXED LINE CALLS	BROAD		MOB. PHONE	FIXED LINE CALLS	BROAD		MOB. PHONE	FIXED LINE CALLS	BROAD		MOB. PHONE	FIXED LINE CALLS	
		SWIT-CHED	DERED	NEIT-HER		TV	BAND			TV	BAND			TV	BAND							
		a	b	c		d	*e			f	g			h	i			j	k			l
Significance Level: 95%		a	b	c	d	*e	f	g	h	i	j	k	l	m	*n	o	p	q	r	s	t	u
Unweighted total	2582	872	438	1337	125	71	373	303	216	139	489	313	335	155	78	174	169	142	119	242	132	214
Total	2824	417	291	2158	101	32	149	109	145	101	235	120	243	119	49	122	127	110	82	156	82	156
1 - Strongly disagree	345	80	52	221	29	4	24	14	30	26	49	16	59	20	8	18	21	23	11	26	12	29
	12%	19%	18%	10%	28%	12%	16%	13%	21%	26%	21%	13%	24%	17%	17%	15%	17%	21%	13%	16%	15%	19%
		c	c		efg				g	k	k		k									
2	406	81	42	290	18	11	37	18	33	24	51	19	49	21	9	24	29	21	9	20	15	17
	14%	20%	14%	13%	18%	35%	25%	16%	22%	24%	22%	16%	20%	18%	18%	20%	23%	19%	11%	13%	18%	11%
		bc			dgh		g			k	k											
3 - Neither agree nor disagree	681	119	76	497	27	7	39	40	36	21	65	45	62	33	11	31	31	24	26	42	21	43
	24%	28%	26%	23%	26%	21%	26%	37%	25%	21%	28%	37%	25%	28%	23%	25%	25%	22%	32%	27%	25%	28%
		c						defh				ijl										
4	561	86	59	423	15	7	32	25	28	17	41	29	43	21	13	30	25	18	20	35	17	25
	20%	21%	20%	20%	15%	22%	21%	23%	19%	17%	18%	24%	18%	18%	27%	24%	20%	16%	25%	22%	21%	16%
												jl			q				u			
5 - Strongly agree	722	45	58	626	9	3	16	11	18	11	23	11	26	23	7	19	18	23	15	32	15	41
	26%	11%	20%	29%	9%	10%	11%	10%	13%	10%	10%	9%	11%	20%	14%	15%	14%	21%	19%	21%	18%	26%
			a	ab																		
6 - Don't know	109	6	4	100	4	*	1	*	1	2	5	*	5	1	*	*	2	1	*	1	2	1
	4%	1%	1%	5%	4%	1%	1%	1%	1%	2%	2%	1%	2%	1%	1%	1%	2%	1%	1%	1%	2%	1%
				ab	fgh							k										

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 642

QD12I. AGREEMENT WITH STATEMENTS - Changing suppliers for my home technology feels like too much hassle

Base : Those with fixed line phone or fixed broadband in the household

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
Significance Level: 95%	Total	a	b	c	d	e	f	*g	h	i	j	*k	*l	m	n	o	p
Unweighted total	2582	98	125	109	161	100	81	75	206	1167	1188	67	66	1645	2052	2355	2508
Total	2824	70	31	58	118	43	31	49	173	1318	1228	32	22	1757	2027	2546	2764
1 - Strongly disagree	345 12%	15 21%	5 16%	9 15%	32 27% bc	7 16%	3 11%	7 15%	47 27% g	151 11%	171 14%	5 16%	* 1%	225 13%	268 13%	322 13%	338 12%
2	406 14%	17 24%	5 16%	11 19%	30 26%	10 23%	5 17%	7 14%	41 24%	161 12%	222 18% i	7 22%	4 16%	293 17%	354 17% op	382 15%	400 14%
3 - Neither agree nor disagree	681 24%	16 23%	8 27%	22 38% d	30 25%	10 23%	12 40% e	19 38% h	40 23%	344 26%	299 24%	9 29%	9 41%	428 24%	504 25%	643 25%	665 24%
4	561 20%	15 21%	8 25% d	11 18%	16 14%	10 24%	8 26%	7 15%	28 16%	271 21%	237 19%	4 13%	8 34% k	342 19%	416 21%	508 20%	542 20%
5 - Strongly agree	722 26%	7 11%	4 14% d	6 10%	7 6%	6 14%	2 6%	9 18% h	13 8%	346 26% j	266 22%	6 19%	2 8%	421 24%	442 22%	613 24%	712 26% n
6 - Don't know	109 4%	1 1%	1 3%	- -%	3 2%	- -%	* *%	- -%	4 2%	44 3%	33 3%	- -%	* *%	48 3%	44 2%	77 3%	108 4% mn

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 643

QD13. Which, if any, of these aspects would you consider to be too much hassle? Which other aspects?

Base : Those who have not switched nor considered switching but agree that it feels like too much hassle

	Total	ACTIONS TAKEN			SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
		SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	TV	BAND	PHONE	CALLS
						~e	~f	~g	~h	~i	~j	~k	~l		~m	~n	~o	~p				
Significance Level: 95%		~a	~b	c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u
Unweighted total	716	-	-	716	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	1165	-	-	1165	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for %	1165	-	-	1165	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Searching for information about other suppliers you could use	629	-	-	629	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	54%	-%	-%	54%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Knowing which steps you need to take to switch from one supplier to another	402	-	-	402	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	34%	-%	-%	34%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Having to be in contact with more than one supplier to arrange the switch	336	-	-	336	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	29%	-%	-%	29%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Being able to keep your current phone number	302	-	-	302	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	26%	-%	-%	26%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Having to tell your supplier that you want to cancel their service	256	-	-	256	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	22%	-%	-%	22%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Getting your supplier to provide you with the information you need to be able to switch	252	-	-	252	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	22%	-%	-%	22%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
The time between starting the process and having the new supplier in place	241	-	-	241	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	21%	-%	-%	21%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Moving your email address with you	163	-	-	163	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	14%	-%	-%	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Your current provider trying to persuade you to stay as a customer	155	-	-	155	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	13%	-%	-%	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 643

QD13. Which, if any, of these aspects would you consider to be too much hassle? Which other aspects?

Base : Those who have not switched nor considered switching but agree that it feels like too much hassle

	ACTIONS TAKEN								SERVICES SWITCHED & COVERED				SERVICES CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
	CONSI			SWITCHED & COVERED					COVERED				CONSIDERED & COVERED				COVERED					
	Total	SWIT- CHED	DERED	NEIT- HER	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
						TV	BAND			TV	BAND				TV	BAND			TV	BAND		
	~a	~b	c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	716	-	-	716	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Total	1165	-	-	1165	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Potential difficulties/ problems	38	-	-	38	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	3%	-%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Hassle of changing	31	-	-	31	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	3%	-%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Happy/ don't want to switch	19	-	-	19	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	2%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Don't use all these services enough	9	-	-	9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	1%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Limited supplier in my area	8	-	-	8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	1%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Other	11	-	-	11	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	1%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Don't know/ can't remember	57	-	-	57	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	5%	-%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
No answer	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 643

QD13. Which, if any, of these aspects would you consider to be too much hassle? Which other aspects?

Base : Those who have not switched nor considered switching but agree that it feels like too much hassle

		TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p	
Significance Level: 95%																		
Unweighted total	716	-	-	-	-	-	-	-	-	384	230	-	-	377	386	614	620	
Total	1165	-	-	-	-	-	-	-	-	621	402	-	-	624	648	1023	994	
Base for %	1165	-	-	-	-	-	-	-	-	621	402	-	-	624	648	1023	994	
Searching for information about other suppliers you could use	629	-	-	-	-	-	-	-	-	350	193	-	-	320	328	543	545	
	54%	-%	-%	-%	-%	-%	-%	-%	-%	56% j	48%	-%	-%	51%	51%	53%	55%	
Knowing which steps you need to take to switch from one supplier to another	402	-	-	-	-	-	-	-	-	227	127	-	-	231	211	354	350	
	34%	-%	-%	-%	-%	-%	-%	-%	-%	36%	32%	-%	-%	37%	33%	35%	35%	
Having to be in contact with more than one supplier to arrange the switch	336	-	-	-	-	-	-	-	-	186	112	-	-	182	196	298	291	
	29%	-%	-%	-%	-%	-%	-%	-%	-%	30%	28%	-%	-%	29%	30%	29%	29%	
Being able to keep your current phone number	302	-	-	-	-	-	-	-	-	171	105	-	-	157	191	277	259	
	26%	-%	-%	-%	-%	-%	-%	-%	-%	28%	26%	-%	-%	25%	29%	27%	26%	
Having to tell your supplier that you want to cancel their service	256	-	-	-	-	-	-	-	-	135	99	-	-	145	156	233	223	
	22%	-%	-%	-%	-%	-%	-%	-%	-%	22%	25%	-%	-%	23%	24%	23%	22%	
Getting your supplier to provide you with the information you need to be able to switch	252	-	-	-	-	-	-	-	-	131	102	-	-	146	167	233	221	
	22%	-%	-%	-%	-%	-%	-%	-%	-%	21%	25%	-%	-%	23%	26%	23%	22%	
The time between starting the process and having the new supplier in place	241	-	-	-	-	-	-	-	-	133	92	-	-	147	157	225	208	
	21%	-%	-%	-%	-%	-%	-%	-%	-%	21%	23%	-%	-%	24%	24%	22%	21%	
Moving your email address with you	163	-	-	-	-	-	-	-	-	76	81	-	-	89	144	157	156	
	14%	-%	-%	-%	-%	-%	-%	-%	-%	12%	20% i	-%	-%	14%	22% mop	15%	16%	
Your current provider trying to persuade you to stay as a customer	155	-	-	-	-	-	-	-	-	85	62	-	-	100	99	147	130	
	13%	-%	-%	-%	-%	-%	-%	-%	-%	14%	15%	-%	-%	16%	15%	14%	13%	
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																		

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 643

QD13. Which, if any, of these aspects would you consider to be too much hassle? Which other aspects?

Base : Those who have not switched nor considered switching but agree that it feels like too much hassle

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	716	-	-	-	-	-	-	-	-	384	230	-	-	377	386	614	620
Total	1165	-	-	-	-	-	-	-	-	621	402	-	-	624	648	1023	994
Potential difficulties/ problems	38	-	-	-	-	-	-	-	-	27	9	-	-	20	24	36	38
	3%	-%	-%	-%	-%	-%	-%	-%	-%	4%	2%	-%	-%	3%	4%	4%	4%
Hassle of changing	31	-	-	-	-	-	-	-	-	11	17	-	-	19	17	28	23
	3%	-%	-%	-%	-%	-%	-%	-%	-%	2%	4%	-%	-%	3%	3%	3%	2%
Happy/ don't want to switch	19	-	-	-	-	-	-	-	-	7	13	-	-	9	13	19	17
	2%	-%	-%	-%	-%	-%	-%	-%	-%	1%	3%	-%	-%	1%	2%	2%	2%
Don't use all these services enough	9	-	-	-	-	-	-	-	-	6	2	-	-	3	2	8	7
	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%	1%	-%	-%	1%	*%	1%	1%
Limited supplier in my area	8	-	-	-	-	-	-	-	-	6	3	-	-	8	8	8	8
	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%	1%	-%	-%	1%	1%	1%	1%
Other	11	-	-	-	-	-	-	-	-	7	3	-	-	4	7	10	9
	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%	1%	-%	-%	1%	1%	1%	1%
Don't know/ can't remember	57	-	-	-	-	-	-	-	-	28	20	-	-	35	37	48	48
	5%	-%	-%	-%	-%	-%	-%	-%	-%	4%	5%	-%	-%	6%	6%	5%	5%
No answer	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 644

QD14. Does changing supplier feel like too much hassle because of your own experience with home technology suppliers?

Base : Those who have not switched nor considered switching but agree that it feels like too much hassle

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI			BUN- DLE	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS	BROAD MOB. LINE			FIXED PHONE CALLS		
	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE		BAND	PHONE	BAND		PHONE	BAND	PHONE		BAND	PHONE	BAND		PHONE	
Total	~a	~b	c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~t	~u	
Significance Level: 95%																						
Unweighted total	716	-	-	716	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Total	1165	-	-	1165	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yes	405	-	-	405	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	35%	-%	-%	35%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
No	640	-	-	640	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	55%	-%	-%	55%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Don't know	120	-	-	120	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	10%	-%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 644

QD14. Does changing supplier feel like too much hassle because of your own experience with home technology suppliers?

Base : Those who have not switched nor considered switching but agree that it feels like too much hassle

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R ~a	MAC ~b	C&R ~c	NoT ~d	PAC ~e	C&R ~f	C&R ~g	NoT ~h	PAYG i	CON- TRACT j	PAC ~k	C&R ~l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	716	-	-	-	-	-	-	-	-	384	230	-	-	377	386	614	620
Total	1165	-	-	-	-	-	-	-	-	621	402	-	-	624	648	1023	994
Yes	405	-	-	-	-	-	-	-	-	205	165	-	-	251	256	370	341
	35%	-%	-%	-%	-%	-%	-%	-%	-%	33%	41%	-%	-%	40%	39%	36%	34%
No	640	-	-	-	-	-	-	-	-	365	193	-	-	307	326	558	547
	55%	-%	-%	-%	-%	-%	-%	-%	-%	59%	48%	-%	-%	49%	50%	55%	55%
Don't know	120	-	-	-	-	-	-	-	-	51	44	-	-	66	66	95	105
	10%	-%	-%	-%	-%	-%	-%	-%	-%	8%	11%	-%	-%	11%	10%	9%	11%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 645

QE1. How many people are there in your household in total (including yourself)?

Base : All respondents

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED																																																																																																																																																																																																																																																																																																																																																																																																																																																																																								
	CONSI				BUN- DLE	BROAD			FIXED LINE PHONE	CALLS	BROAD			FIXED LINE PHONE	CALLS	BROAD			FIXED LINE PHONE	CALLS	BROAD			FIXED LINE PHONE	CALLS																																																																																																																																																																																																																																																																																																																																																																																																																																																																																		
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	MOB.			BAND	TV	BAND			MOB.	BAND	TV			BAND	MOB.	BAND			TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND	MOB.	BAND	TV	BAND

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 645

QE1. How many people are there in your household in total (including yourself)?

Base : All respondents

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	2871	108	125	109	161	106	93	75	206	1342	1288	70	73	1721	2052	2630	2508
Total	3268	73	31	58	118	48	40	49	173	1599	1386	34	29	1853	2027	2985	2764
1-2 people	1724	34	13	30	56	19	21	29	92	866	625	15	12	819	880	1491	1449
	53%	47%	43%	52%	48%	40%	51%	58%	53%	54%	45%	45%	40%	44%	43%	50%	52%
										j						mn	mn
3-4 people	1230	34	13	24	54	24	18	17	70	594	604	15	16	810	895	1198	1041
	38%	47%	43%	41%	46%	49%	45%	34%	40%	37%	44%	44%	54%	44%	44%	40%	38%
											i			op	op		
5+ people	313	5	4	4	7	5	2	4	11	139	157	4	2	225	251	296	274
	10%	7%	14%	7%	6%	11%	4%	8%	7%	9%	11%	11%	5%	12%	12%	10%	10%
				d							i			op	op		

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 646

QE2. Do you have any children aged under 16 who live at home with you - where you are their parent or guardian?

Base : All respondents

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	CONSI				BUN- DLE	BROAD			FIXED	BUN- DLE	BROAD		FIXED	BUN- DLE	BROAD		FIXED	BUN- DLE	BROAD		FIXED	
	SWIT- CHED	DERED	NEIT- HER	MOB. PHONE		LINE CALLS	BROAD	MOB. PHONE	LINE CALLS		BROAD	MOB. PHONE	LINE CALLS		BROAD	MOB. PHONE	LINE CALLS					
																			TV	BAND	TV	BAND
Total	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u	
Significance Level: 95%																						
Unweighted total	2871	925	460	1551	125	87	373	341	216	155	489	351	335	155	88	174	194	142	124	242	149	214
Total	3268	465	322	2523	101	37	149	152	145	107	235	163	243	119	59	122	162	110	86	156	108	156
Yes	1153	167	113	890	36	17	61	51	52	42	95	53	89	51	24	43	66	34	35	51	42	50
	35%	36%	35%	35%	36%	46%	41%	33%	36%	40%	41%	33%	37%	43%	40%	35%	41%	31%	41%	33%	39%	32%
					g	g					k			q								
No	2115	299	208	1633	65	20	88	102	93	64	139	110	154	68	36	79	96	76	51	104	66	106
	65%	64%	65%	65%	64%	54%	59%	67%	64%	60%	59%	67%	63%	57%	60%	65%	59%	69%	59%	67%	61%	68%
							ef				j			m								

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 646

QE2. Do you have any children aged under 16 who live at home with you - where you are their parent or guardian?

Base : All respondents

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	2871	108	125	109	161	106	93	75	206	1342	1288	70	73	1721	2052	2630	2508
Total	3268	73	31	58	118	48	40	49	173	1599	1386	34	29	1853	2027	2985	2764
Yes	1153	28	11	21	54	18	13	17	64	540	571	11	10	778	823	1111	963
	35%	39%	36%	36%	46%	36%	33%	35%	37%	34%	41%	32%	35%	42%	41%	37%	35%
											i			op	op		
No	2115	45	20	37	63	31	27	32	109	1059	815	23	19	1075	1203	1874	1802
	65%	61%	64%	64%	54%	64%	67%	65%	63%	66%	59%	68%	65%	58%	59%	63%	65%
										j						mn	mn

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 647

QE3. Are you currently working?

Base : All respondents

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED					COVERED				COVERED				COVERED				
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Total	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u	
Significance Level: 95%																						
Unweighted total	2871	925	460	1551	125	87	373	341	216	155	489	351	335	155	88	174	194	142	124	242	149	214
Total	3268	465	322	2523	101	37	149	152	145	107	235	163	243	119	59	122	162	110	86	156	108	156
Working full-time (30 hours per week plus)	1353	217	160	1001	55	17	77	70	59	57	124	79	111	63	32	64	87	45	47	80	57	72
	41%	47%	50%	40%	54%	46%	52%	46%	41%	53%	53%	49%	46%	52%	54%	52%	54%	41%	55%	51%	53%	46%
		c	c		h		h							q	q	q	q					
Retired	711	74	51	590	16	3	21	14	39	14	31	14	54	15	7	22	13	35	11	23	11	34
	22%	16%	16%	23%	16%	9%	14%	9%	27%	13%	13%	9%	22%	13%	12%	18%	8%	32%	13%	15%	10%	22%
				ab	g		g		defg		k		ijk			p	mno				rt	
Working part-time (Under 30 hours per week)	490	71	57	369	16	8	25	18	26	17	38	18	42	21	10	23	21	15	16	32	17	28
	15%	15%	18%	15%	15%	22%	17%	12%	18%	16%	16%	11%	17%	18%	17%	19%	13%	14%	18%	21%	16%	18%
					g			g			k		k									
Not working	475	63	34	383	12	5	15	31	11	14	27	32	23	14	9	9	23	9	7	13	13	15
	15%	14%	10%	15%	12%	15%	10%	20%	8%	13%	11%	20%	9%	12%	15%	7%	14%	8%	8%	8%	12%	9%
				b				dfh				jl			o		o					
In full-time education	131	19	13	100	1	1	6	12	4	1	7	12	5	4	-	2	13	1	3	5	8	4
	4%	4%	4%	4%	1%	2%	4%	8%	3%	1%	3%	7%	2%	3%	-%	2%	8%	1%	3%	3%	8%	2%
								deh				ijl				mnoq					su	
Looking for work	97	19	5	74	2	2	4	7	6	4	6	7	8	2	1	2	5	2	2	2	1	2
	3%	4%	1%	3%	2%	5%	3%	5%	4%	4%	2%	5%	3%	2%	2%	1%	3%	1%	3%	1%	1%	1%
		b																				
Refused	10	1	3	5	*	-	1	*	*	*	1	*	*	*	*	1	*	3	1	1	*	2
	*%	*%	1%	*%	*%	-%	1%	*%	*%	*%	1%	*%	*%	*%	*%	1%	*%	3%	1%	1%	*%	1%
			c													p						

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 647

QE3. Are you currently working?

Base : All respondents

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	2871	108	125	109	161	106	93	75	206	1342	1288	70	73	1721	2052	2630	2508
Total	3268	73	31	58	118	48	40	49	173	1599	1386	34	29	1853	2027	2985	2764
Working full-time (30 hours per week plus)	1353	41	15	29	64	29	25	22	81	492	818	22	18	873	995	1310	1159
	41%	56%	49%	51%	55%	61%	62%	45%	47%	31%	59%	64%	62%	47%	49%	44%	42%
											i			op	op		
Retired	711	10	6	10	12	3	1	13	35	430	88	2	1	314	304	518	691
	22%	13%	19%	18%	10%	7%	2%	26%	20%	27%	6%	5%	2%	17%	15%	17%	25%
			d							j						n	mno
Working part-time (Under 30 hours per week)	490	13	5	9	21	7	3	9	30	272	205	6	3	292	349	477	438
	15%	18%	16%	15%	18%	15%	8%	19%	17%	17%	15%	17%	10%	16%	17%	16%	16%
Not working	475	6	4	5	15	3	7	2	18	291	161	3	4	247	250	451	327
	15%	9%	12%	9%	13%	7%	19%	5%	11%	18%	12%	8%	15%	13%	12%	15%	12%
						e				j						np	
In full-time education	131	1	1	3	2	2	3	3	1	52	79	2	3	74	88	130	90
	4%	1%	2%	6%	2%	4%	8%	6%	1%	3%	6%	6%	11%	4%	4%	4%	3%
								h			i					p	
Looking for work	97	2	*	1	3	3	*	-	7	60	31	*	*	47	37	91	52
	3%	3%	1%	1%	2%	6%	*%	-%	4%	4%	2%	1%	*%	3%	2%	3%	2%
						f				j						np	
Refused	10	*	*	-	*	-	-	-	*	3	4	-	-	6	5	8	9
	*%	*%	1%	-%	*%	-%	-%	-%	*%	*%	*%	-%	-%	*%	*%	*%	*%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 648

QE4. At what age did you finish your education?

Base : All respondents

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
					SWITCHED & COVERED					COVERED								COVERED				
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u
Unweighted total	2871	925	460	1551	125	87	373	341	216	155	489	351	335	155	88	174	194	142	124	242	149	214
Total	3268	465	322	2523	101	37	149	152	145	107	235	163	243	119	59	122	162	110	86	156	108	156
Aged 16 or under	1434	168	100	1179	37	12	36	55	57	38	64	58	91	33	19	37	44	41	25	37	34	48
	44%	36%	31%	47% ab	37% f	33%	25%	36% f	39% f	36% j	27%	35% j	38% j	27%	32%	30%	27% p	37%	29%	24%	32%	31%
Aged 17-18	688	105	83	512	25	5	35	35	33	22	59	37	58	32	9	34	40	25	21	45	27	39
	21%	23%	26% c	20%	25% e	14%	24% e	23%	22%	21%	25%	22%	24%	27% n	15%	27% n	25%	22%	25%	29%	25%	25%
Aged 19-20	266	43	28	201	11	7	19	9	14	16	29	13	25	11	11	9	17	13	8	10	11	14
	8%	9%	9%	8%	11%	20% gh	13% g	6%	9%	15% k	13% k	8%	10%	9%	19% mo	7%	10%	12%	9%	6%	11%	9%
Aged 21 or over	824	145	106	585	27	12	56	53	40	30	79	56	67	41	18	41	59	29	29	59	34	50
	25%	31% c	33% c	23%	27%	33%	37% dh	35%	27%	28%	34%	34% l	27%	35%	30%	34%	37%	27%	33%	38%	32%	32%
Don't know	42	2	3	37	*	*	1	*	*	*	2	*	1	1	1	2	2	*	2	3	*	2
	1%	*%	1%	1% a	*%	*%	1%	*%	*%	*%	1%	*%	*%	1%	2%	1%	1%	*%	2%	2%	*%	1%
Refused	13	2	2	8	*	-	1	-	2	*	1	-	2	1	1	-	-	1	1	1	-	2
	*%	1%	1%	*%	*%	-%	1%	-%	1%	*%	*%	-%	1%	1%	2%	-%	-%	1%	1%	1%	-%	2%
									g													

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 648

QE4. At what age did you finish your education?

Base : All respondents

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	2871	108	125	109	161	106	93	75	206	1342	1288	70	73	1721	2052	2630	2508
Total	3268	73	31	58	118	48	40	49	173	1599	1386	34	29	1853	2027	2985	2764
Aged 16 or under	1434	28	8	14	33	12	12	13	68	841	398	6	9	759	693	1238	1158
	44%	38%	26%	25%	28%	24%	30%	27%	39%	53%	29%	17%	32%	41%	34%	41%	42%
										j			k	n		n	n
Aged 17-18	688	16	7	14	32	12	11	13	41	326	315	8	7	417	482	641	595
	21%	21%	23%	24%	28%	25%	28%	27%	24%	20%	23%	23%	25%	22%	24%	21%	22%
Aged 19-20	266	9	4	7	15	2	4	7	16	98	163	1	1	180	189	261	232
	8%	13%	13%	12%	12%	4%	9%	14%	10%	6%	12%	3%	2%	10%	9%	9%	8%
											i						
Aged 21 or over	824	20	12	21	37	22	13	14	47	312	480	19	12	466	629	793	734
	25%	27%	38%	37%	31%	46%	33%	30%	27%	20%	35%	57%	41%	25%	31%	27%	27%
											i				mop		
Don't know	42	-	-	*	*	-	*	-	-	12	26	-	-	26	26	38	34
	1%	-%	-%	*%	*%	-%	*%	-%	-%	1%	2%	-%	-%	1%	1%	1%	1%
											i						
Refused	13	*	-	1	-	-	-	1	1	9	4	-	-	7	7	13	11
	*%	*%	-%	1%	-%	-%	-%	2%	1%	1%	*%	-%	-%	*%	*%	*%	*%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 649

QE5. Which of these, if any, limit your daily activities or the work you can do?

Base : All respondents

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED			
	Total	CONSI			BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
		SWIT- CHED	DERED	NEIT- HER		TV	BAND		TV	BAND		TV	BAND			TV	BAND		TV	BAND		
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u
Significance Level: 95%																						
Unweighted total	2871	925	460	1551	125	87	373	341	216	155	489	351	335	155	88	174	194	142	124	242	149	214
Total	3268	465	322	2523	101	37	149	152	145	107	235	163	243	119	59	122	162	110	86	156	108	156
Cannot walk very far or manage stairs or can only do so with difficulty	199 6%	23 5%	22 7%	156 6%	5 5%	* 1%	4 3%	8 5%	9 6%	3 3%	9 4%	9 6%	14 6%	7 6%	3 5%	3 3%	9 6%	9 8% o	6 7%	8 5%	8 7%	12 8%
Breathlessness or chest pains	159 5%	21 5%	12 4%	127 5%	5 5%	1 4%	4 3%	8 5%	6 4%	5 5%	5 2%	8 5% j	11 4%	5 4%	1 1%	5 4%	6 4%	6 6%	5 6%	6 4%	4 4%	6 4%
Poor hearing, partial hearing or deafness	63 2%	11 2%	7 2%	46 2%	1 1%	* 1%	4 3%	2 1%	6 4%	1 1%	5 2%	3 2%	7 3%	* %	- %	4 3%	5 3%	3 3%	* 1%	4 3%	3 2%	2 2%
Poor vision, partial sight or blindness	48 1%	16 3% bc	4 1%	29 1%	5 5%	1 3%	4 3%	3 2%	7 5%	4 4%	5 2%	3 2%	12 5% jk	1 1%	* %	1 1%	2 1%	1 1%	1 1%	2 1%	2 2%	1 1%
Mental health problems or difficulties	47 1%	9 2%	10 3% c	29 1%	1 1%	1 2%	4 3%	3 2%	3 2%	1 1%	5 2%	3 2%	4 2%	3 3%	1 2%	3 2%	3 2%	1 1%	4 5%	4 3%	3 3%	4 3%
Limited ability to reach	38 1%	6 1%	10 3% ac	24 1%	* %	1 2%	1 1%	3 2%	2 1%	1 1%	1 %	3 2%	2 1%	3 2%	3 5%	2 1%	3 2%	5 4%	5 6%	4 2%	2 2%	5 3%
Dyslexia	23 1%	8 2% c	2 1%	13 1%	- %	1 2%	3 2%	3 2%	3 2%	1 1%	3 1%	3 2%	3 1%	* %	1 1%	1 1%	1 1%	1 1%	1 1%	1 1%	1 1%	* %
Cannot walk at all/ use a wheelchair	22 1%	3 1%	2 1%	17 1%	1 1%	1 2%	1 1%	1 1%	* %	1 1%	2 1%	1 1%	1 %	2 1%	1 1%	- %	- %	* %	2 2%	2 1%	- %	2 1%
Difficulty in speaking or communicating	9 %*	4 1% c	1 %*	3 %*	1 1%	* 1%	1 1%	* %*	2 1%	2 1%	2 1%	2 1%	3 1%	1 1%	- %	1 1%	* %*	1 1%	1 1%	1 1%	* %*	1 1%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 649

QE5. Which of these, if any, limit your daily activities or the work you can do?

Base : All respondents

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED												
	CONSI				BUN- DLE	BROAD			FIXED LINE PHONE	CALLS	BROAD			FIXED LINE PHONE	CALLS	BROAD			FIXED LINE PHONE	CALLS	BROAD			FIXED LINE PHONE	CALLS						
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	g			TV	BAND	k			l	TV	BAND			m	n	o			p	q	r	s	t	u
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u									
Unweighted total	2871	925	460	1551	125	87	373	341	216	155	489	351	335	155	88	174	194	142	124	242	149	214									
Total	3268	465	322	2523	101	37	149	152	145	107	235	163	243	119	59	122	162	110	86	156	108	156									
Other illnesses/ health problems which limit your daily activities/ work you can do	152	29	20	106	5	4	7	8	12	7	11	8	17	7	4	9	7	10	2	11	6	11									
	5%	6%	6%	4%	5%	11%	5%	5%	8%	7%	5%	5%	7%	6%	7%	7%	4%	9%	3%	7%	6%	7%									
		c				fg																									
None	2758	381	266	2148	87	27	126	126	116	88	203	135	199	103	49	101	142	87	71	129	91	129									
	84%	82%	83%	85%	86%	74%	85%	82%	80%	82%	86%	83%	82%	86%	82%	83%	87%	79%	83%	83%	84%	83%									
				a	e		e										q														

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 649

QE5. Which of these, if any, limit your daily activities or the work you can do?

Base : All respondents

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	2871	108	125	109	161	106	93	75	206	1342	1288	70	73	1721	2052	2630	2508
Total	3268	73	31	58	118	48	40	49	173	1599	1386	34	29	1853	2027	2985	2764
Cannot walk very far or manage stairs or can only do so with difficulty	199 6%	3 3%	2 7%	1 2%	4 3%	3 6%	1 1%	4 8%	9 5%	107 7%	39 3%	1 4%	* *%	91 5%	81 4%	146 5%	175 6%
Breathlessness or chest pains	159 5%	5 6%	1 4%	1 2%	2 1%	1 1%	1 3%	1 1%	8 4%	87 5%	35 3%	* 1%	* *%	76 4%	58 3%	122 4%	128 5%
Poor hearing, partial hearing or deafness	63 2%	1 2%	* 1%	1 2%	1 1%	2 4%	1 1%	1 3%	4 2%	28 2%	16 1%	1 2%	* *%	33 2%	32 2%	44 1%	59 2%
Poor vision, partial sight or blindness	48 1%	4 6%	1 3%	- -%	4 3%	* 1%	* *%	1 1%	8 5%	20 1%	14 1%	* 1%	* *%	30 2%	18 1%	35 1%	39 1%
Mental health problems or difficulties	47 1%	1 2%	1 3%	1 2%	2 2%	1 1%	* *%	* 1%	4 2%	37 2%	9 1%	* 1%	* *%	24 1%	14 1%	46 2%	19 1%
Limited ability to reach	38 1%	1 1%	1 3%	* 1%	- -%	1 1%	* 1%	1 2%	1 *%	23 1%	8 1%	* *%	* 1%	19 1%	15 1%	31 1%	27 1%
Dyslexia	23 1%	1 1%	* 1%	- -%	3 2%	- -%	1 3%	- -%	3 2%	12 1%	10 1%	- -%	1 5%	6 *%	13 1%	22 1%	17 1%
Cannot walk at all/ use a wheelchair	22 1%	1 1%	* *%	- -%	2 1%	1 3%	* *%	- -%	1 1%	15 1%	6 *%	1 4%	* *%	11 1%	10 1%	22 1%	17 1%
Difficulty in speaking or communicating	9 *%	2 2%	- -%	- -%	2 2%	1 2%	* 1%	1 2%	2 1%	5 *%	2 *%	- -%	- -%	4 *%	5 *%	7 *%	9 *%
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Table 649

QE5. Which of these, if any, limit your daily activities or the work you can do?

Base : All respondents

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	2871	108	125	109	161	106	93	75	206	1342	1288	70	73	1721	2052	2630	2508
Total	3268	73	31	58	118	48	40	49	173	1599	1386	34	29	1853	2027	2985	2764
Other illnesses/ health problems which limit your daily activities/ work you can do	152 5%	5 7%	3 9% d	4 6%	4 3%	2 4%	3 9%	4 8%	12 7%	86 5% j	45 3%	* 1%	3 10% k	84 5%	75 4%	131 4%	119 4%
None	2758 84%	57 79%	25 82%	52 89%	102 87%	42 87%	33 82%	43 87%	140 81%	1320 83%	1253 90% i	31 90%	24 83%	1593 86%	1798 89% mop	2574 86%	2343 85%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 650

QE6. Which option applies to your household for the total annual household income from all sources before tax and deductions?

Base : All respondents

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS
		SWIT-CHED	DERED	NEIT-HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u
Unweighted total	2871	925	460	1551	125	87	373	341	216	155	489	351	335	155	88	174	194	142	124	242	149	214
Total	3268	465	322	2523	101	37	149	152	145	107	235	163	243	119	59	122	162	110	86	156	108	156
Under £11,500	487	50	28	410	3	5	12	26	13	6	15	26	16	4	2	6	24	7	3	9	17	8
	15%	11%	9%	16% ab	3%	14% d	8%	17% dfh	9%	6%	7%	16% ijl	7%	3%	3%	5%	15% mnoq	6%	4%	6%	16% rsu	5%
£11,500 - £17,499	325	50	30	249	8	3	15	19	16	9	21	20	23	5	9	7	10	13	9	8	8	13
	10%	11%	9%	10%	8%	9%	10%	13%	11%	9%	9%	13%	10%	5%	14% mop	6%	6% m	12%	11%	5%	8%	9%
£17,500 - £29,999	443	87	56	305	24	12	27	24	26	30	48	27	48	26	12	28	32	25	14	29	17	26
	14%	19% c	17% c	12%	24% g	31% fgh	18%	16%	18%	28% jkl	20%	16%	20%	22%	21%	23%	20%	22%	17%	19%	16%	17%
£30,000 - £49,999	400	89	62	261	18	5	34	26	27	17	50	30	45	26	10	24	32	15	20	37	20	30
	12%	19% c	19% c	10%	18%	13%	23% e	17%	19%	16%	21%	19%	18%	21%	18%	20%	19%	14%	23%	24%	19%	19%
£50,000 or over	231	37	42	156	6	3	19	7	14	7	25	7	20	12	9	18	19	16	10	23	13	22
	7%	8%	13% ac	6%	6%	9%	13% dg	5%	10% g	6%	11% k	4%	8% k	10%	15%	15%	12%	15%	12%	15%	12%	14%
Don't know	310	39	30	247	13	3	13	12	9	10	25	13	22	10	6	12	18	11	10	14	11	16
	9%	8%	9%	10%	13% h	8%	9%	8%	6%	10%	11%	8%	9%	9%	11%	10%	11%	10%	11%	9%	10%	10%
Refused	1072	112	74	894	29	6	28	38	40	27	50	39	69	36	11	27	27	24	20	35	21	40
	33%	24%	23%	35% ab	28% ef	15%	19%	25%	28% ef	25%	21%	24%	28% j	30% p	19%	22%	17%	21%	23%	23%	19%	25%
Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u																						

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 650

QE6. Which option applies to your household for the total annual household income from all sources before tax and deductions?

Base : All respondents

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	2871	108	125	109	161	106	93	75	206	1342	1288	70	73	1721	2052	2630	2508
Total	3268	73	31	58	118	48	40	49	173	1599	1386	34	29	1853	2027	2985	2764
Under £11,500	487	3	1	6	7	5	3	5	10	287	110	2	3	166	130	397	308
	15%	4%	5%	10%	6%	11%	7%	11%	6%	18% j	8%	7%	9%	9% n	6%	13% mnp	11% mn
£11,500 - £17,499	325	7	4	6	10	4	6	5	14	191	96	2	2	183	145	288	253
	10%	9%	12%	10%	8%	9%	15%	9%	8%	12% j	7%	6%	6%	10% n	7%	10% n	9% n
£17,500 - £29,999	443	23	7	14	23	7	13	12	33	235	188	5	10	268	308	423	407
	14%	31%	21%	23%	20%	14%	32% e	24%	19%	15%	14%	16%	35% k	14%	15%	14%	15%
£30,000 - £49,999	400	13	5	14	26	12	6	8	34	137	249	6	4	274	333	386	382
	12%	18%	15%	24%	22%	24%	15%	16%	20%	9%	18% i	17%	14%	15%	16% op	13%	14%
£50,000 or over	231	5	7	6	9	4	2	5	14	60	164	3	2	155	222	224	222
	7%	7%	24% cd	11%	8%	8%	5%	9%	8%	4%	12% i	10%	6%	8%	11% mop	8%	8%
Don't know	310	7	3	7	11	3	2	7	12	156	132	1	1	197	217	288	259
	9%	9%	9%	12%	10%	5%	5%	15% h	7%	10%	10%	4%	5%	11%	11%	10%	9%
Refused	1072	16	4	6	32	14	9	8	57	533	446	14	7	610	671	980	933
	33%	22%	14%	11%	27% bc	28%	22%	15%	33% g	33%	32%	40% l	24%	33%	33%	33%	34%
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	

Table 651

QE7. Which of these groups best describes you?

Base : All respondents

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	Total	CONSI			BUN-DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
		SWIT-CHED	DERED	NEIT-HER		TV	BAND			TV	BAND			TV	BAND			TV	BAND			TV
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u
Unweighted total	2871	925	460	1551	125	87	373	341	216	155	489	351	335	155	88	174	194	142	124	242	149	214
Total	3268	465	322	2523	101	37	149	152	145	107	235	163	243	119	59	122	162	110	86	156	108	156
WHITE																						
British	1979 61%	279 60%	208 64%	1523 60%	60 59%	26 69% g	90 60%	86 56%	91 63%	66 62%	143 61%	92 57%	148 61%	68 57%	34 58%	83 68% mp	85 52%	74 68% p	54 63%	96 62%	65 60%	99 63%
English	451 14%	64 14%	45 14%	342 14%	9 9%	6 18%	27 18% dg	17 11%	26 18% dg	14 14%	33 14%	19 11%	35 15%	19 16%	9 16%	16 13%	27 17%	14 13%	12 14%	26 17%	18 17%	22 14%
Scottish	271 8%	40 9%	23 7%	210 8%	12 12% efh	1 3%	6 4%	21 14% efh	5 3%	9 9%	19 8%	21 13% jl	17 7%	12 10%	2 4%	8 6%	15 9%	6 5%	5 6%	13 8%	5 5%	12 8%
Welsh	84 3%	9 2%	6 2%	69 3%	3 3%	1 4%	3 2%	2 1%	4 3%	4 4% k	4 2%	2 1%	7 3%	4 3%	1 2%	4 3%	2 1%	2 2%	2 3%	4 3%	1 1%	4 3%
Irish	36 1%	6 1%	4 1%	28 1%	2 2%	- -%	1 1%	3 2%	1 1%	- -%	3 1%	3 2%	3 1%	2 1%	3 5% opq	- -%	2 1%	- -%	3 3% su	* *% su	2 1%	* *%
Any other white background	66 2%	14 3%	7 2%	46 2%	3 3%	1 2%	4 3%	5 4%	4 3%	3 2%	7 3%	5 3%	7 3%	3 2%	2 4%	3 2%	5 3%	3 3%	4 4%	4 2%	2 2%	5 3%
MIXED																						
White and Black Caribbean	25 1%	* *%	2 1%	23 1% a	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	1 1%	- -%	- -%	- -%	* *%	1 1%	- -%	- -%	2 1%
White and Black African	15 *%	8 2% bc	1 *%	7 *%	1 1%	- -%	1 *%	6 4% fh	- -%	- -%	2 1%	6 4% ijl	1 *%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	1 *%
White and Asian	* *%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Any other mixed background	4 *%	2 *% c	1 *%	1 *%	- -%	- -%	- -%	2 1% f	- -%	- -%	- -%	2 1% jl	- -%	- -%	- -%	1 1%	1 *%	- -%	- -%	1 1%	1 1%	- -%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 651

QE7. Which of these groups best describes you?

Base : All respondents

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED				
	CONSI				BUN- DLE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	BROAD MOB.			FIXED LINE	
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS	BUN- DLE	TV	BAND	PHONE	CALLS	TV	BAND	PHONE	CALLS
		a	b	c		d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Significance Level: 95%																						
Unweighted total	2871	925	460	1551	125	87	373	341	216	155	489	351	335	155	88	174	194	142	124	242	149	214
Total	3268	465	322	2523	101	37	149	152	145	107	235	163	243	119	59	122	162	110	86	156	108	156
ASIAN AND BRITISH ASIAN																						
Indian	52 2%	6 1%	6 2%	42 2%	2 2%	1 2%	3 2%	1 1%	* *%	3 3% k	5 2%	1 1%	3 1%	5 4% o	1 2%	* *%	5 3%	1 1%	2 3%	3 2%	4 3%	4 2%
Pakistani	75 2%	7 2%	8 2%	62 2%	1 1%	- -%	2 1%	1 1%	4 3%	1 1%	3 1%	1 1%	6 2%	2 2%	3 6%	4 3%	4 2%	5 4%	2 2%	3 2%	2 2%	5 3%
Bangladeshi	31 1%	1 *%	- -%	31 1% ab	- -%	- -%	1 1%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Any other Asian background	13 *%	2 1%	3 1%	8 *%	- -%	- -%	2 1%	1 *%	2 2%	- -%	2 1%	1 *%	2 1%	1 1%	- -%	- -%	3 2%	- -%	- -%	1 1%	3 2%	1 1%
BLACK AND BLACK BRITISH																						
Caribbean	44 1%	3 1%	2 1%	39 2% a	3 3% fgh	- -%	* *%	* *%	- -%	1 1%	3 1%	* *%	3 1%	- -%	- -%	* *%	2 1%	- -%	- -%	* *%	2 2% u	- -%
African	55 2%	9 2%	3 1%	44 2%	1 1%	- -%	3 2%	4 3%	2 1%	1 1%	3 1%	4 2%	3 1%	1 *%	2 4% q	2 1%	3 2%	- -%	1 1%	2 1%	2 2%	1 *%
Any other black background	7 *%	2 *%	- -%	5 *%	- -%	- -%	2 1%	- -%	2 1%	- -%	2 1%	- -%	2 1%	1 1%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%
MIDDLE EAST AND ARABIC ORIGIN																						
Middle Eastern, including Arabic origin	* *%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
CHINESE OR OTHER ETHNIC GROUP																						
Chinese	14 *%	4 1% b	- -%	10 *%	1 1%	* 1%	* *%	1 1%	2 1% f	1 1%	1 *%	1 1%	3 1%	- -%	- -%	- -%	5 3% mo	3 3% mo	- -%	- -%	- -%	- -%

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 651

QE7. Which of these groups best describes you?

Base : All respondents

	ACTIONS TAKEN				SWITCHED & COVERED					SERVICES SWITCHED & COVERED				CONSIDERED & COVERED					SERVICES CONSIDERED & COVERED							
	CONSI				BUN- DLE	BROAD			FIXED LINE PHONE	CALLS	BROAD			FIXED LINE PHONE	CALLS	BROAD			FIXED LINE PHONE	CALLS	BROAD			FIXED LINE PHONE	CALLS	
	SWIT- CHED	DERED	NEIT- HER	TV		BAND	TV	BAND			TV	BAND	TV			BAND	TV	BAND			TV	BAND	TV			BAND
Total	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u					
Significance Level: 95%																										
Unweighted total	2871	925	460	1551	125	87	373	341	216	155	489	351	335	155	88	174	194	142	124	242	149	214				
Total	3268	465	322	2523	101	37	149	152	145	107	235	163	243	119	59	122	162	110	86	156	108	156				
Any other background	14 *%	2 *%	2 1%	10 *%	- -%	1 2%	2 2%	- -%	- -%	1 1%	2 1%	- -%	- -%	- -%	- -%	1 1%	2 2%	- -%	- -%	1 1%	2 1%	- -%				
						gh	g																			
Refused	29 1%	6 1%	1 *%	23 1%	2 2%	- -%	2 1%	2 1%	1 1%	2 2%	2 1%	4 2%	3 1%	1 1%	- -%	* *%	* *%	* *%	- -%	1 1%	* *%	1 1%				
												j														

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 651

QE7. Which of these groups best describes you?

Base : All respondents

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	2871	108	125	109	161	106	93	75	206	1342	1288	70	73	1721	2052	2630	2508
Total	3268	73	31	58	118	48	40	49	173	1599	1386	34	29	1853	2027	2985	2764
WHITE																	
British	1979 61%	46 63%	22 71% c	31 53%	75 64%	25 52%	32 80% e	27 56%	109 63%	961 60%	843 61%	18 54%	22 77% k	1122 61%	1280 63%	1804 60%	1690 61%
English	451 14%	9 12%	6 19% d	9 15%	11 10%	7 15% f	1 3%	11 22% h	21 12%	223 14%	187 13%	5 16% l	1 3%	262 14%	299 15%	410 14%	384 14%
Scottish	271 8%	5 7%	2 5%	2 4%	13 11% c	5 11% f	* *%	1 1%	16 9% g	145 9% j	95 7%	3 9% l	* *%	155 8% n	134 7%	239 8%	224 8%
Welsh	84 3%	3 4%	* *%	2 3%	1 1%	* 1%	1 3%	1 2%	3 2%	48 3%	31 2%	- -%	1 2%	44 2%	47 2%	79 3%	71 3%
Irish	36 1%	- -%	* *%	1 2%	2 2%	* *%	- -%	1 1%	2 1%	20 1%	15 1%	- -%	- -%	32 2%	20 1%	35 1%	30 1%
Any other white background	66 2%	2 2%	1 3%	2 3%	3 3%	2 5%	3 7%	2 4%	4 2%	28 2%	37 3%	1 2%	3 9%	27 1%	39 2%	65 2%	49 2%
MIXED																	
White and Black Caribbean	25 1%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	16 1%	8 1%	- -%	- -%	15 1%	8 *%	24 1%	22 1%
White and Black African	15 *%	- -%	- -%	1 1%	1 1%	2 5%	2 4%	- -%	1 1%	7 *%	8 1%	2 7%	2 5%	7 *%	2 *%	15 1% n	12 *% n
White and Asian	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	* *%	* *%	* *%	* *%
Any other mixed background	4 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 *%	1 *%	- -%	- -%	- -%	2 *%	4 *%	2 *%
ASIAN AND BRITISH ASIAN																	
Indian	52 2%	2 3%	* *%	3 4% b	2 2%	* 1%	* *%	1 2%	1 1%	20 1%	26 2%	* 1%	* *%	33 2%	42 2%	46 2%	48 2%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 651

QE7. Which of these groups best describes you?

Base : All respondents

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
	Total	C&R a	MAC b	C&R c	NoT d	PAC e	C&R f	C&R *g	NoT h	PAYG i	CON- TRACT j	PAC *k	C&R *l	TV m	BROAD BAND n	MOB. PHONE o	FIXED LINE VOICE p
Significance Level: 95%																	
Unweighted total	2871	108	125	109	161	106	93	75	206	1342	1288	70	73	1721	2052	2630	2508
Total	3268	73	31	58	118	48	40	49	173	1599	1386	34	29	1853	2027	2985	2764
Pakistani	75 2%	1 1%	- -%	1 2%	1 1%	1 2%	- -%	1 3%	4 2%	38 2%	31 2%	1 3%	- -%	45 2%	37 2%	69 2%	65 2%
Bangladeshi	31 1%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	14 1%	12 1%	- -%	- -%	21 1%	20 1%	26 1%	28 1%
Any other Asian background	13 *%	- -%	- -%	1 1%	1 1%	- -%	- -%	1 1%	1 1%	9 1%	4 *%	- -%	- -%	2 *%	7 *%	13 *%	7 *%
BLACK AND BLACK BRITISH																	
Caribbean	44 1%	1 1%	- -%	- -%	3 2%	- -%	- -%	- -%	3 2%	23 1%	19 1%	- -%	- -%	17 1%	15 1%	42 1%	28 1%
African	55 2%	1 1%	- -%	3 6% bd	- -%	2 5% f	* *%	2 3%	1 1%	22 1%	31 2%	2 7% l	* *%	37 2%	31 2%	53 2%	47 2%
Any other black background	7 *%	- -%	- -%	2 3% d	- -%	- -%	- -%	2 3% h	- -%	4 *%	3 *%	- -%	- -%	6 *%	6 *%	7 *%	6 *%
MIDDLE EAST AND ARABIC ORIGIN																	
Middle Eastern, including Arabic origin	* *%	* 1%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	* *%	* *%
CHINESE OR OTHER ETHNIC GROUP																	
Chinese	14 *%	* *%	- -%	- -%	1 1%	- -%	- -%	- -%	3 2%	6 *%	8 1%	- -%	- -%	3 *%	7 *%	14 *%	12 *%
Any other background	14 *%	1 1%	- -%	2 3%	1 1%	- -%	- -%	- -%	- -%	2 *%	13 1% i	- -%	- -%	5 *%	9 *%	14 *%	13 *%
Refused	29 1%	2 3%	* 1%	- -%	1 1%	2 5%	1 2%	- -%	3 2%	11 1%	13 1%	* *%	1 2%	20 1%	21 1%	24 1%	26 1%

Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p

Table 652

QE8. And which of these options applies to your home?

Base : All respondents

	ACTIONS TAKEN									SERVICES SWITCHED & COVERED				CONSIDERED & COVERED				SERVICES CONSIDERED & COVERED					
					SWITCHED & COVERED					COVERED				COVERED				COVERED					
	CONSI				BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	BUN- DLE	BROAD MOB. PHONE			FIXED LINE CALLS	BROAD MOB. PHONE			FIXED LINE CALLS	
	Total	SWIT- CHED	DERED	NEIT- HER		TV	BAND				TV	BAND					TV	BAND				TV	BAND
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u	
Unweighted total	2871	925	460	1551	125	87	373	341	216	155	489	351	335	155	88	174	194	142	124	242	149	214	
Total	3268	465	322	2523	101	37	149	152	145	107	235	163	243	119	59	122	162	110	86	156	108	156	
Being bought on mortgage	1088	179	114	817	51	10	54	58	50	48	103	62	99	49	27	52	48	36	32	60	35	50	
	33%	38%	35%	32%	51%	27%	36%	38%	34%	45%	44%	38%	41%	41%	45%	43%	30%	33%	37%	38%	32%	32%	
		c			efgh									p	p	p							
Owned outright by the household	870	98	92	687	17	5	39	19	48	14	55	19	66	32	14	41	33	44	22	50	22	57	
	27%	21%	29%	27%	17%	14%	27%	13%	33%	13%	23%	12%	27%	27%	23%	33%	20%	40%	25%	32%	20%	37%	
			a	a			deg		deg		ik		ik			p	mnp		t		rt		
Rented from Local Authority/ Housing Association/ Trust	781	107	52	627	21	8	23	46	31	24	35	46	50	18	6	15	43	19	16	19	21	25	
	24%	23%	16%	25%	20%	22%	16%	30%	21%	23%	15%	28%	21%	15%	9%	13%	27%	18%	18%	12%	20%	16%	
		b		b			dfh		j		jl		j			mno			s				
Rented from Private Landlord	487	75	58	361	9	13	30	28	16	17	39	32	25	19	14	10	36	9	17	23	30	21	
	15%	16%	18%	14%	9%	34%	20%	18%	11%	16%	16%	19%	10%	16%	23%	8%	22%	8%	19%	15%	28%	13%	
			c			dfgh	dh	dh			l		l	oq	oq		oq			su			
Other	10	1	2	7	-	*	1	*	*	*	1	*	*	-	-	2	1	1	-	1	-	1	
	*%	*%	1%	*%	-%	1%	*%	*%	*%	*%	*%	*%	*%	-%	-%	2%	*%	1%	-%	1%	-%	1%	
Don't know	32	5	4	24	3	1	2	1	-	3	3	3	3	1	-	2	*	1	-	4	*	3	
	1%	1%	1%	1%	3%	1%	1%	*%	-%	2%	1%	2%	1%	1%	-%	2%	*%	1%	-%	2%	*%	2%	
					gh																		

Columns Tested: a,b,c - d,e,f,g,h - i,j,k,l - m,n,o,p,q - r,s,t,u

Table 652

QE8. And which of these options applies to your home?

Base : All respondents

	TV PROCES S	BB PROCESS				MP PROCESS		LL PROCESS		MOBILE		CONTRACT MP PROCESS		SERVICES AT HOME			
		C&R	MAC	C&R	NoT	PAC	C&R	C&R	NoT	PAYG	CON- TRACT	PAC	C&R	TV	BROAD BAND	MOB. PHONE	FIXED LINE VOICE
	Total	a	b	c	d	e	f	*g	h	i	j	*k	*l	m	n	o	p
Significance Level: 95%																	
Unweighted total	2871	108	125	109	161	106	93	75	206	1342	1288	70	73	1721	2052	2630	2508
Total	3268	73	31	58	118	48	40	49	173	1599	1386	34	29	1853	2027	2985	2764
Being bought on mortgage	1088	31	12	20	59	25	20	14	78	401	643	19	13	764	894	1044	1016
	33%	42%	38%	34%	50%	51%	50%	28%	45%	25%	46%	55%	45%	41%	44%	35%	37%
					bc				g		i			op	op		
Owned outright by the household	870	10	10	14	25	6	3	16	45	492	253	4	3	427	533	744	848
	27%	13%	33%	25%	21%	12%	8%	32%	26%	31%	18%	13%	10%	23%	26%	25%	31%
				d					j						m		mno
Rented from Local Authority/ Housing Association/ Trust	781	16	3	11	14	7	9	12	32	480	210	5	6	388	303	690	535
	24%	21%	10%	19%	12%	14%	21%	24%	19%	30%	15%	16%	22%	21%	15%	23%	19%
				b					j					n		np	n
Rented from Private Landlord	487	14	6	12	18	8	8	7	15	206	264	5	6	249	268	470	330
	15%	19%	19%	21%	15%	18%	19%	15%	9%	13%	19%	16%	21%	13%	13%	16%	12%
										i						mnp	
Other	10	*	*	-	-	*	*	*	-	3	6	*	*	3	10	9	8
	*0%	*0%	*0%	-%	-%	*0%	*0%	1%	-%	*0%	*%	*0%	*0%	*0%	*0%	*0%	*%
Don't know	32	3	-	1	2	2	1	-	3	17	10	-	1	22	19	27	27
	1%	4%	-%	1%	1%	4%	2%	-%	2%	1%	1%	-%	2%	1%	1%	1%	1%
Columns Tested: b,c,d - e,f - g,h - i,j - k,l - m,n,o,p																	