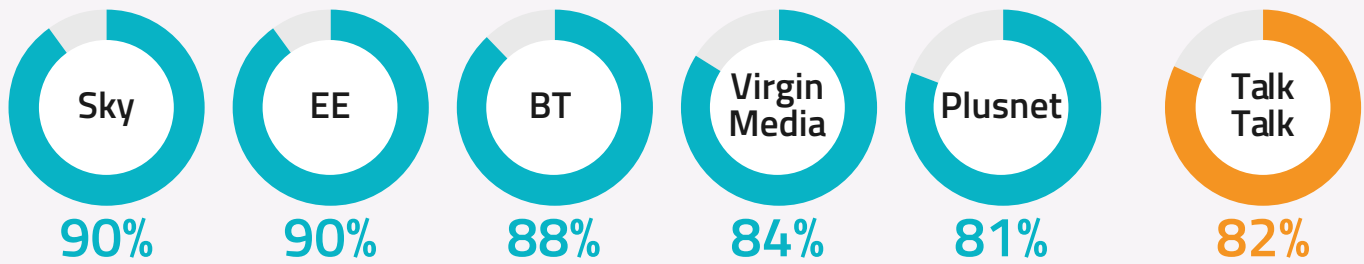


# Which landline provider is right for me?

## Overall satisfaction

We asked customers how satisfied they were with their overall service:



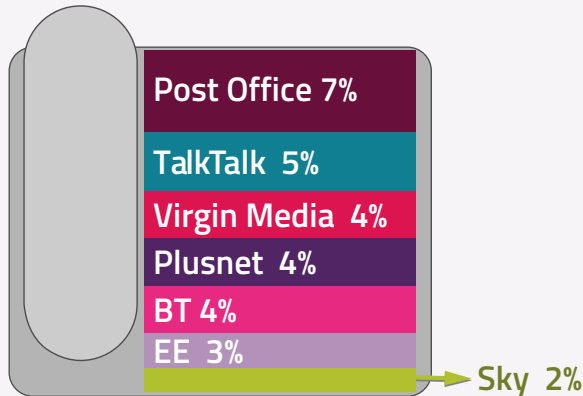
More likely to recommend	-
Landline average	BT • EE • Plusnet • Sky TalkTalk • Virgin Media
Less likely to recommend	-

## Recommend to a friend

There's nothing quite like knowing what existing customers think of a provider. We asked customers how likely they would be to recommend their current provider.

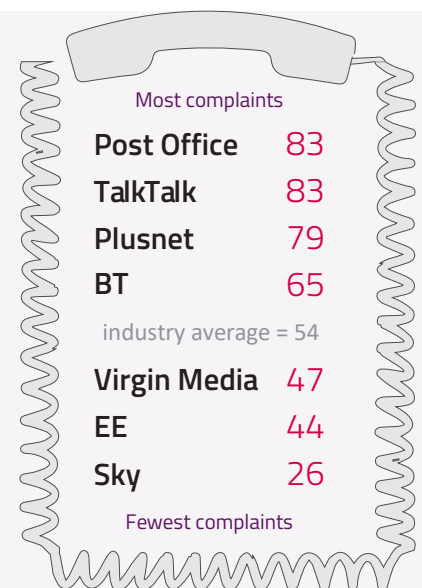
## Reasons to complain

We asked customers whether they have had a reason to complain:



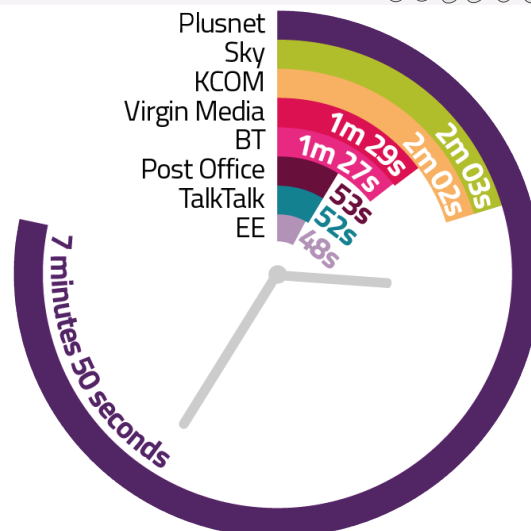
## Complaints to Ofcom

As well as contacting their provider, some customers contact Ofcom to complain about their landline service. Here's how many complaints per 100,000 customers\* we received.



## Call waiting time\*\*

If something goes wrong, it might be important to you to talk to someone as quickly as possible. We asked providers to tell us how quickly their customers can get through to talk to an agent.



\*All figures rounded to nearest whole number. Industry average is limited to those providers included in the report. Source: Ofcom, CCT data

\*\* Call waiting times are calculated for landline and broadband services together.

For definitions and methodology see [Comparing Service Quality report 2017](#).