OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

NATION

Base : All respondents

	Total	GENDER		AGE							LOCATION	
		MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	3324	1651	1669	391	506	620	544	511	748	3324	2785	532
Effective Weighted Sample	2527	1255	1269	315	400	500	434	401	565	2527	2150	375
Total	3000	1496	1500	488	496	665	443	402	503	3000	2591	401
England	2490	1251	1234	407	417	558	363	319	424	2490	2179	303
	83%	84%	82%	83%	84%	84%	82%	79%	84%	83%	84%	76%
									g		k	
Scotland	267	127	140	42	41	58	40	48	37	267	229	38
	9%	8%	9%	9%	8%	9%	9%	12%	7%	9%	9%	9%
								hi				
Wales	150	75	75	23	23	31	25	23	27	150	119	31
	5%	5%	5%	5%	5%	5%	6%	6%	5%	5%	5%	8%
												j
Northern Ireland	93	43	50	16	15	18	15	13	16	93	64	29
	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	2%	7%
												j

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

NATION

Base : All respondents

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	3324	788	999	706	829	1787	1535	3324	2188	405	373	358	3324
Effective Weighted Sample	2527	615	769	544	626	1382	1146	2527	1894	368	335	321	2527
Total	3000	775	913	514	796	1688	1310	3000	2490	267	150	93	3000
England	2490	658	765	433	633	1423	1066	2490	2490	-	-	-	2490
	83%	85%	84%	84%	80%	84%	81%	83%	100%	-%	-%	-%	83%
		d	d	d		d		d	ijkl				ijk
Scotland	267	68	80	39	80	148	119	267	-	267	-	-	267
	9%	9%	9%	8%	10%	9%	9%	9%	-%	100%	-%	-%	9%
										hjkl			hjk
Wales	150	29	40	28	52	69	81	150	-	-	150	-	150
	5%	4%	4%	6%	7%	4%	6%	5%	-%	-%	100%	-%	5%
					ae		ae				hikl		hik
Northern Ireland	93	20	28	14	31	49	45	93	-	-	-	93	93
	3%	3%	3%	3%	4%	3%	3%	3%	-%	-%	-%	100%	3%
												hijl	hij

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

NATION

Base : All respondents

		IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
	Total	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e
Unweighted total	3324	846	2043	617	945	464
Effective Weighted Sample	2527	635	1566	466	719	363
Total	3000	737	1865	566	837	444
England	2490	611	1544	470	704	399
	83%	83%	83%	83%	84%	90%
						cd
Scotland	267	64	172	50	75	25
	9%	9%	9%	9%	9%	6%
Wales	150	48	86	30	30	11
	5%	7%	5%	5%	4%	3%
Northern Ireland	93	14	63	16	27	9
	3%	2%	3%	3%	3%	2%

Columns Tested: a,b - c,d,e

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

URBANITY INDICATOR

Base : All respondents

	Total	GENDER		AGE							LOCATION	
		MALE	**FEMALE**	**16-24**	**25-34**	**35-44**	**45-54**	**55-64**	**65+**	**ALL UK**	**URBAN**	**RURAL**
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	3324	1651	1669	391	506	620	544	511	748	3324	2785	532
Effective Weighted Sample	2527	1255	1269	315	400	500	434	401	565	2527	2150	375
Total	3000	1496	1500	488	496	665	443	402	503	3000	2591	401
Urban	2591	1301	1286	439	425	599	362	339	425	2591	2591	-
	86%	87%	86%	90%	86%	90%	82%	84%	84%	86%	100%	-%
				fgh		dfghi				f	k	
Rural	401	189	212	47	71	63	79	63	79	401	-	401
	13%	13%	14%	10%	14%	9%	18%	16%	16%	13%	-%	100%
					e		cei	ce	ce	e		j
Refused	8	6	2	3	-	4	2	-	-	8	-	-
	*%	*%	*%	1%	-%	1%	*%	-%	-%	*%	-%	-%

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

URBANITY INDICATOR

Base : All respondents

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	3324	788	999	706	829	1787	1535	3324	2188	405	373	358	3324
Effective Weighted Sample	2527	615	769	544	626	1382	1146	2527	1894	368	335	321	2527
Total	3000	775	913	514	796	1688	1310	3000	2490	267	150	93	3000
Urban	2591	656	795	436	702	1451	1139	2591	2179	229	119	64	2591
	86%	85%	87%	85%	88%	86%	87%	86%	87%	86%	79%	69%	86%
									jk	jk	k		jk
Rural	401	115	116	77	93	231	170	401	303	38	31	29	401
	13%	15%	13%	15%	12%	14%	13%	13%	12%	14%	21%	31%	13%
											hil	hijl	
Refused	8	5	2	1	1	7	2	8	8	-	-	-	8
	*%	1%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	*%

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 2

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

URBANITY INDICATOR

Base : All respondents

	Total	IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e
Unweighted total	3324	846	2043	617	945	464
Effective Weighted Sample	2527	635	1566	466	719	363
Total	3000	737	1865	566	837	444
Urban	2591	639	1599	504	718	383
	86%	87%	86%	89%	86%	86%
Rural	401	92	264	61	115	58
	13%	12%	14%	11%	14%	13%
Refused	8	6	1	2	3	3
	*%	1%	*%	*%	*%	1%
		b				

Columns Tested: a,b - c,d,e

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

RESPONDENT'S AGE

Base : All respondents

	Total	GENDER MALE	GENDER FEMALE	AGE 16-24	AGE 25-34	AGE 35-44	AGE 45-54	AGE 55-64	AGE 65+	AGE ALL UK	LOCATION URBAN	LOCATION RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	3324	1651	1669	391	506	620	544	511	748	3324	2785	532
Effective Weighted Sample	2527	1255	1269	315	400	500	434	401	565	2527	2150	375
Total	3000	1496	1500	488	496	665	443	402	503	3000	2591	401
16-24 years	488	262	223	488	-	-	-	-	-	488	439	47
	16%	18%	15%	100%	-%	-%	-%	-%	-%	16%	17%	12%
				defghi						defgh	k	
25-34 years	496	225	270	-	496	-	-	-	-	496	425	71
	17%	15%	18%	-%	100%	-%	-%	-%	-%	17%	16%	18%
			a		cefghi					cefgh		
35-44 years	665	306	359	-	-	665	-	-	-	665	599	63
	22%	20%	24%	-%	-%	100%	-%	-%	-%	22%	23%	16%
			a			cdfghi				cdfgh	k	
45-54 years	443	216	226	-	-	-	443	-	-	443	362	79
	15%	14%	15%	-%	-%	-%	100%	-%	-%	15%	14%	20%
							cdeghi			cdegh		j
55-64 years	402	226	176	-	-	-	-	402	-	402	339	63
	13%	15%	12%	-%	-%	-%	-%	100%	-%	13%	13%	16%
		b						cdefhi		cdefh		
65-74 years	287	152	135	-	-	-	-	-	287	287	238	49
	10%	10%	9%	-%	-%	-%	-%	-%	57%	10%	9%	12%
									cdefgi	cdefg		
75 years or over	217	109	108	-	-	-	-	-	217	217	186	30
	7%	7%	7%	-%	-%	-%	-%	-%	43%	7%	7%	8%
									cdefgi	cdefg		
Refused	3	-	3	-	-	-	-	-	-	3	3	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	*%	-%

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

RESPONDENT'S AGE

Base : All respondents

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	3324	788	999	706	829	1787	1535	3324	2188	405	373	358	3324
Effective Weighted Sample	2527	615	769	544	626	1382	1146	2527	1894	368	335	321	2527
Total	3000	775	913	514	796	1688	1310	3000	2490	267	150	93	3000
16-24 years	488	103	163	94	128	266	222	488	407	42	23	16	488
	16%	13%	18%	18%	16%	16%	17%	16%	16%	16%	15%	17%	16%
			a	a			a						
25-34 years	496	128	160	96	112	288	208	496	417	41	23	15	496
	17%	16%	18%	19%	14%	17%	16%	17%	17%	16%	15%	16%	17%
				d									
35-44 years	665	220	195	90	160	415	250	665	558	58	31	18	665
	22%	28%	21%	18%	20%	25%	19%	22%	22%	22%	21%	20%	22%
		bcdfg				cdf		cf					
45-54 years	443	114	129	78	120	244	198	443	363	40	25	15	443
	15%	15%	14%	15%	15%	14%	15%	15%	15%	15%	16%	16%	15%
55-64 years	402	97	112	74	119	209	193	402	319	48	23	13	402
	13%	12%	12%	14%	15%	12%	15%	13%	13%	18%	15%	14%	13%
										hl			
65-74 years	287	65	86	48	88	151	135	287	246	19	13	9	287
	10%	8%	9%	9%	11%	9%	10%	10%	10%	7%	9%	9%	10%
75 years or over	217	47	66	34	69	114	103	217	178	18	13	7	217
	7%	6%	7%	7%	9%	7%	8%	7%	7%	7%	9%	8%	7%
Refused	3	*	1	1	-	1	1	3	2	-	-	*	3
	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%	-%	*%	*%

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

RESPONDENT'S AGE

Base : All respondents

	Total	IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e
Unweighted total	3324	846	2043	617	945	464
Effective Weighted Sample	2527	635	1566	466	719	363
Total	3000	737	1865	566	837	444
16-24 years	488	97	310	91	100	53
	16%	13%	17%	16%	12%	12%
			a	d		
25-34 years	496	74	358	87	161	90
	17%	10%	19%	15%	19%	20%
			a			
35-44 years	665	128	446	143	197	119
	22%	17%	24%	25%	24%	27%
			a			
45-54 years	443	106	274	74	132	74
	15%	14%	15%	13%	16%	17%
55-64 years	402	123	242	56	112	68
	13%	17%	13%	10%	13%	15%
		b				c
65-74 years	287	96	154	59	91	27
	10%	13%	8%	10%	11%	6%
		b		e	e	
75 years or over	217	114	80	57	43	13
	7%	16%	4%	10%	5%	3%
		b		de		
Refused	3	-	1	-	*	-
	*%	-%	*%	-%	*%	-%

Columns Tested: a,b - c,d,e

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SOCIO-ECONOMIC GROUP

Base : All respondents

	Total	GENDER		AGE							LOCATION	
		MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	3324	1651	1669	391	506	620	544	511	748	3324	2785	532
Effective Weighted Sample	2527	1255	1269	315	400	500	434	401	565	2527	2150	375
Total	3000	1496	1500	488	496	665	443	402	503	3000	2591	401
AB	775	434	339	103	128	220	114	97	112	775	656	115
	26%	29%	23%	21%	26%	33%	26%	24%	22%	26%	25%	29%
		b				cdfghi						
C1	913	412	499	163	160	195	129	112	152	913	795	116
	30%	28%	33%	33%	32%	29%	29%	28%	30%	30%	31%	29%
			a									
C2	514	282	231	94	96	90	78	74	82	514	436	77
	17%	19%	15%	19%	19%	14%	18%	18%	16%	17%	17%	19%
		b		e	e			e				
DE	796	367	429	128	112	160	120	119	156	796	702	93
	27%	25%	29%	26%	23%	24%	27%	30%	31%	27%	27%	23%
			a					d	dei			
Refused	1	-	1	-	-	-	1	*	-	1	1	-
	*%	-%	*%	-%	-%	-%	*%	*%	-%	*%	*%	-%

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SOCIO-ECONOMIC GROUP

Base : All respondents

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	3324	788	999	706	829	1787	1535	3324	2188	405	373	358	3324
Effective Weighted Sample	2527	615	769	544	626	1382	1146	2527	1894	368	335	321	2527
Total	3000	775	913	514	796	1688	1310	3000	2490	267	150	93	3000
AB	775	775	-	-	-	775	-	775	658	68	29	20	775
	26%	100%	-%	-%	-%	46%	-%	26%	26%	26%	19%	22%	26%
		bcdefg				bcdfg		bcdf	j				j
C1	913	-	913	-	-	913	-	913	765	80	40	28	913
	30%	-%	100%	-%	-%	54%	-%	30%	31%	30%	27%	30%	30%
			acdefg			acdfg		acdf					
C2	514	-	-	514	-	-	514	514	433	39	28	14	514
	17%	-%	-%	100%	-%	-%	39%	17%	17%	15%	19%	15%	17%
				abdefg			abdeg	abde					
DE	796	-	-	-	796	-	796	796	633	80	52	31	796
	27%	-%	-%	-%	100%	-%	61%	27%	25%	30%	35%	33%	27%
					abcefg		abceg	abce			hl	hl	
Refused	1	-	-	-	-	-	-	1	1	-	-	-	1
	*%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%	*%

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SOCIO-ECONOMIC GROUP

Base : All respondents

	Total	IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e
Unweighted total	3324	846	2043	617	945	464
Effective Weighted Sample	2527	635	1566	466	719	363
Total	3000	737	1865	566	837	444
AB	775	149	509	46	216	242
	26%	20%	27%	8%	26%	55%
			a		c	cd
C1	913	162	630	84	329	129
	30%	22%	34%	15%	39%	29%
			a		ce	c
C2	514	101	345	80	175	52
	17%	14%	18%	14%	21%	12%
			a		ce	
DE	796	324	381	357	118	21
	27%	44%	20%	63%	14%	5%
		b		de	e	
Refused	1	1	-	-	-	-
	*%	*%	-%	-%	-%	-%

Columns Tested: a,b - c,d,e

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

S3B. WORKING STATUS - Which of these best describes your current situation? (SINGLE CODE)

Base : All respondents

	Total	GENDER		AGE						ALL UK	LOCATION	
		MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+		URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	3324	1651	1669	391	506	620	544	511	748	3324	2785	532
Effective Weighted Sample	2527	1255	1269	315	400	500	434	401	565	2527	2150	375
Total	3000	1496	1500	488	496	665	443	402	503	3000	2591	401
In full time employment	1310	793	515	138	318	423	260	157	15	1310	1133	171
	44%	53%	34%	28%	64%	64%	59%	39%	3%	44%	44%	43%
		b		h	cghi	cghi	cghi	ch		ch		
In part time employment	450	125	326	108	79	94	75	62	32	450	381	66
	15%	8%	22%	22%	16%	14%	17%	15%	6%	15%	15%	16%
			a	deghi	h	h	h	h		h		
Unemployed	238	133	104	56	37	60	40	37	8	238	220	17
	8%	9%	7%	12%	7%	9%	9%	9%	2%	8%	9%	4%
				hi	h	h	h	h		h	k	
A student	179	99	78	164	8	6	1	-	-	179	158	21
	6%	7%	5%	34%	2%	1%	*%	-%	-%	6%	6%	5%
				defghi	fgh	h				defgh		
Full-time responsibility for home/ family	175	18	157	21	44	60	28	16	4	175	148	27
	6%	1%	10%	4%	9%	9%	6%	4%	1%	6%	6%	7%
			a	h	cghi	cghi	h	h		h		
Retired	562	293	269	1	-	3	6	106	444	562	473	90
	19%	20%	18%	*%	-%	1%	1%	26%	88%	19%	18%	22%
							d	cdefi	cdefgi	cdef		
Other	84	33	50	-	10	19	31	23	1	84	75	8
	3%	2%	3%	-%	2%	3%	7%	6%	*%	3%	3%	2%
					ch	ch	cdehi	cdehi		ch		
Refused/ Prefer not to say	3	1	1	-	-	-	1	1	-	3	1	1
	*%	*%	*%	-%	-%	-%	*%	*%	-%	*%	*%	*%

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

S3B. WORKING STATUS - Which of these best describes your current situation? (SINGLE CODE)

Base : All respondents

	Total	GENDER		AGE							LOCATION	
		MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	3324	1651	1669	391	506	620	544	511	748	3324	2785	532
Effective Weighted Sample	2527	1255	1269	315	400	500	434	401	565	2527	2150	375
Total	3000	1496	1500	488	496	665	443	402	503	3000	2591	401
WORKING STATUS SUMMARY												
WORKING	1760	918	840	246	397	517	335	219	46	1760	1515	237
	59%	61%	56%	50%	80%	78%	76%	54%	9%	59%	58%	59%
		b		h	cghi	cghi	cghi	h		ch		
NOT WORKING	1238	577	658	242	99	148	106	183	457	1238	1075	163
	41%	39%	44%	50%	20%	22%	24%	45%	91%	41%	41%	41%
			a	defi				def	cdefgi	def		

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

S3B. WORKING STATUS - Which of these best describes your current situation? (SINGLE CODE)

Base : All respondents

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	3324	788	999	706	829	1787	1535	3324	2188	405	373	358	3324
Effective Weighted Sample	2527	615	769	544	626	1382	1146	2527	1894	368	335	321	2527
Total	3000	775	913	514	796	1688	1310	3000	2490	267	150	93	3000
In full time employment	1310	478	433	249	151	910	399	1310	1081	123	63	42	1310
	44%	62%	47%	48%	19%	54%	30%	44%	43%	46%	42%	45%	44%
		bcdefg	df	dfg		bcdfg	d	df					
In part time employment	450	89	160	93	106	249	200	450	392	33	16	9	450
	15%	12%	18%	18%	13%	15%	15%	15%	16%	12%	11%	10%	15%
			ad	ad			a	a	jk				jk
Unemployed	238	8	12	9	208	20	217	238	186	23	17	12	238
	8%	1%	1%	2%	26%	1%	17%	8%	7%	8%	11%	13%	8%
					abcefg		abceg	abce			hl	hl	
A student	179	33	101	22	23	135	44	179	149	17	4	8	179
	6%	4%	11%	4%	3%	8%	3%	6%	6%	6%	3%	9%	6%
			acdefg			acdfg		df	j	j		jl	j
Full-time responsibility for home/ family	175	26	23	45	80	49	126	175	146	12	12	5	175
	6%	3%	3%	9%	10%	3%	10%	6%	6%	4%	8%	5%	6%
				abeg	abeg		abeg	abe			i		
Retired	562	132	173	85	172	305	257	562	470	45	31	16	562
	19%	17%	19%	17%	22%	18%	20%	19%	19%	17%	21%	17%	19%
					ac								
Other	84	8	10	11	54	18	65	84	63	14	6	1	84
	3%	1%	1%	2%	7%	1%	5%	3%	3%	5%	4%	1%	3%
					abceg		abceg	abe		hkl	k		
Refused/ Prefer not to say	3	-	1	-	1	1	1	3	3	-	-	-	3
	*%	-%	*%	-%	*%	*%	*%	*%	*%	-%	-%	-%	*%

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 5

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

S3B. WORKING STATUS - Which of these best describes your current situation? (SINGLE CODE)

Base : All respondents

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	3324	788	999	706	829	1787	1535	3324	2188	405	373	358	3324
Effective Weighted Sample	2527	615	769	544	626	1382	1146	2527	1894	368	335	321	2527
Total	3000	775	913	514	796	1688	1310	3000	2490	267	150	93	3000
WORKING STATUS SUMMARY													
WORKING	1760	567	593	342	257	1160	599	1760	1473	156	79	52	1760
	59%	73%	65%	66%	32%	69%	46%	59%	59%	58%	53%	55%	59%
		bcdefg	dfg	dfg		dfg	d	df	j				j
NOT WORKING	1238	208	319	173	537	528	710	1238	1014	111	71	42	1238
	41%	27%	35%	34%	68%	31%	54%	41%	41%	42%	47%	45%	41%
			a	a	abcefg	a	abceg	abce			hl		

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

S3B. WORKING STATUS - Which of these best describes your current situation? (SINGLE CODE)

Base : All respondents

	Total	IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e
Unweighted total	3324	846	2043	617	945	464
Effective Weighted Sample	2527	635	1566	466	719	363
Total	3000	737	1865	566	837	444
In full time employment	1310	166	943	125	447	326
	44%	23%	51%	22%	53%	73%
			a		c	cd
In part time employment	450	77	315	75	141	50
	15%	10%	17%	13%	17%	11%
			a		e	
Unemployed	238	119	86	114	16	4
	8%	16%	5%	20%	2%	1%
		b		de		
A student	179	33	119	25	36	10
	6%	5%	6%	4%	4%	2%
Full-time responsibility for home/ family	175	42	121	68	29	11
	6%	6%	6%	12%	4%	2%
				de		
Retired	562	238	263	124	149	41
	19%	32%	14%	22%	18%	9%
		b		e	e	
Other	84	61	18	36	18	3
	3%	8%	1%	6%	2%	1%
		b		de		
Refused/ Prefer not to say	3	1	-	-	-	-
	*%	*%	-%	-%	-%	-%

Columns Tested: a,b - c,d,e

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

S3B. WORKING STATUS - Which of these best describes your current situation? (SINGLE CODE)

Base : All respondents

	Total	IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e
Unweighted total	3324	846	2043	617	945	464
Effective Weighted Sample	2527	635	1566	466	719	363
Total	3000	737	1865	566	837	444
WORKING STATUS SUMMARY						
WORKING	1760	243	1258	200	588	376
	59%	33%	67%	35%	70%	85%
			a		c	cd
NOT WORKING	1238	493	606	367	248	68
	41%	67%	33%	65%	30%	15%
		b		de	e	

Columns Tested: a,b - c,d,e

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

S4. Which of these services do you or does your household have? (MULTICODE)

Base : All respondents

	Total	GENDER		AGE						ALL UK	LOCATION	
		MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+		URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	3324	1651	1669	391	506	620	544	511	748	3324	2785	532
Effective Weighted Sample	2527	1255	1269	315	400	500	434	401	565	2527	2150	375
Total	3000	1496	1500	488	496	665	443	402	503	3000	2591	401
Mobile phone	2850	1413	1432	479	485	653	432	393	405	2850	2465	379
	95%	94%	96%	98%	98%	98%	98%	98%	80%	95%	95%	95%
				hi	hi	hi	hi	hi		h		
Landline phone (i.e. home phone)	2640	1307	1329	391	418	595	400	366	467	2640	2270	363
	88%	87%	89%	80%	84%	89%	90%	91%	93%	88%	88%	91%
						cd	cd	cd	cdei	cd		
Fixed broadband internet (through a phone line or cable service, perhaps using a Wi-Fi router)	2520	1242	1274	417	448	609	398	356	289	2520	2169	345
	84%	83%	85%	85%	90%	92%	90%	88%	58%	84%	84%	86%
				h	chi	chi	hi	hi		h		
Any Pay TV service through satellite, cable or broadband - such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV	1740	872	865	302	298	434	293	231	181	1740	1514	221
	58%	58%	58%	62%	60%	65%	66%	57%	36%	58%	58%	55%
				h	h	ghi	ghi	h		h		

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 6

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

S4. Which of these services do you or does your household have? (MULTICODE)

Base : All respondents

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	3324	788	999	706	829	1787	1535	3324	2188	405	373	358	3324
Effective Weighted Sample	2527	615	769	544	626	1382	1146	2527	1894	368	335	321	2527
Total	3000	775	913	514	796	1688	1310	3000	2490	267	150	93	3000
Mobile phone	2850	748	873	492	735	1622	1227	2850	2371	252	138	90	2850
	95%	97%	96%	96%	92%	96%	94%	95%	95%	94%	92%	96%	95%
		df	d	d		df		d	j			j	j
Landline phone (i.e. home phone)	2640	725	823	450	642	1547	1092	2640	2187	236	133	84	2640
	88%	93%	90%	87%	81%	92%	83%	88%	88%	88%	89%	90%	88%
		bcdfg	df	df		cdfg		df					
Fixed broadband internet (through a phone line or cable service, perhaps using a Wi-Fi router)	2520	715	791	434	579	1505	1013	2520	2099	219	127	75	2520
	84%	92%	87%	84%	73%	89%	77%	84%	84%	82%	85%	81%	84%
		bcdefg	df	df		cdfg	d	df					
Any Pay TV service through satellite, cable or broadband - such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV	1740	519	548	313	359	1067	672	1740	1427	164	84	66	1740
	58%	67%	60%	61%	45%	63%	51%	58%	57%	62%	56%	70%	58%
		bcdfg	df	df		dfg	d	df				hijl	

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

S4. Which of these services do you or does your household have? (MULTICODE)

Base : All respondents

	Total	IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e
Unweighted total	3324	846	2043	617	945	464
Effective Weighted Sample	2527	635	1566	466	719	363
Total	3000	737	1865	566	837	444
Mobile phone	2850	654	1815	521	794	435
	95%	89%	97%	92%	95%	98%
			a		c	cd
Landline phone (i.e. home phone)	2640	621	1678	452	755	416
	88%	84%	90%	80%	90%	94%
			a		c	c
Fixed broadband internet (through a phone line or cable service, perhaps using a Wi-Fi router)	2520	518	1668	400	725	428
	84%	70%	89%	71%	87%	96%
			a		c	cd
Any Pay TV service through satellite, cable or broadband - such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV	1740	354	1157	265	485	308
	58%	48%	62%	47%	58%	69%
			a		c	cd

Columns Tested: a,b - c,d,e

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

Q1. Which, if any, of these services in your home are you the primary or joint decision maker for in terms of deciding which provider to use? (MULTICODE)

Base : All respondents

	Total	GENDER		AGE							LOCATION	
		MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	3324	1651	1669	391	506	620	544	511	748	3324	2785	532
Effective Weighted Sample	2527	1255	1269	315	400	500	434	401	565	2527	2150	375
Total	3000	1496	1500	488	496	665	443	402	503	3000	2591	401
Mobile phone	2759	1368	1387	471	471	634	420	380	381	2759	2392	361
	92%	91%	92%	96%	95%	95%	95%	94%	76%	92%	92%	90%
				hi	hi	hi	hi	h		h		
Landline phone (i.e. home phone)	2055	1006	1047	105	294	501	362	340	451	2055	1759	290
	68%	67%	70%	21%	59%	75%	82%	84%	90%	68%	68%	72%
					c	cdi	cdei	cdei	cdefgi	cd		
Fixed broadband internet	2037	999	1035	156	359	543	369	335	273	2037	1749	283
	68%	67%	69%	32%	72%	82%	83%	83%	54%	68%	68%	71%
					ch	cdhi	cdhi	cdhi	c	ch		
Any Pay TV service through satellite, cable or broadband - such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV	1337	674	662	96	233	369	262	207	168	1337	1166	168
	45%	45%	44%	20%	47%	56%	59%	51%	33%	45%	45%	42%
					ch	cdhi	cdghi	chi	c	ch		

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 7

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

Q1. Which, if any, of these services in your home are you the primary or joint decision maker for in terms of deciding which provider to use? (MULTICODE)

Base : All respondents

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	3324	788	999	706	829	1787	1535	3324	2188	405	373	358	3324
Effective Weighted Sample	2527	615	769	544	626	1382	1146	2527	1894	368	335	321	2527
Total	3000	775	913	514	796	1688	1310	3000	2490	267	150	93	3000
Mobile phone	2759	722	845	481	710	1567	1191	2759	2298	245	131	85	2759
	92%	93%	92%	93%	89%	93%	91%	92%	92%	92%	88%	91%	92%
		d	d	d		d		d	j				j
Landline phone (i.e. home phone)	2055	587	629	329	509	1216	838	2055	1711	171	113	59	2055
	68%	76%	69%	64%	64%	72%	64%	68%	69%	64%	75%	63%	68%
		bcdfg	f			cdfg		cdf			hikl		
Fixed broadband internet	2037	600	638	340	458	1238	798	2037	1699	170	112	57	2037
	68%	77%	70%	66%	58%	73%	61%	68%	68%	64%	75%	61%	68%
		bcdfg	df	df		cdfg		df	k		hikl		k
Any Pay TV service through satellite, cable or broadband - such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV	1337	409	417	243	267	826	510	1337	1096	124	69	48	1337
	45%	53%	46%	47%	34%	49%	39%	45%	44%	46%	46%	52%	45%
		bdfg	df	df		dfg	d	df				hl	

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

Q1. Which, if any, of these services in your home are you the primary or joint decision maker for in terms of deciding which provider to use? (MULTICODE)

Base : All respondents

	Total	IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e
Unweighted total	3324	846	2043	617	945	464
Effective Weighted Sample	2527	635	1566	466	719	363
Total	3000	737	1865	566	837	444
Mobile phone	2759	617	1772	492	760	433
	92%	84%	95%	87%	91%	98%
			a		c	cd
Landline phone (i.e. home phone)	2055	517	1280	382	607	351
	68%	70%	69%	67%	73%	79%
						cd
Fixed broadband internet	2037	426	1341	332	637	378
	68%	58%	72%	59%	76%	85%
			a		c	cd
Any Pay TV service through satellite, cable or broadband - such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV	1337	284	871	217	410	259
	45%	38%	47%	38%	49%	58%
			a		c	cd

Columns Tested: a,b - c,d,e

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 8

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

Q2. Do you receive any of these services from the same provider? (MULTI CODE)

Base : All respondents

	Total	GENDER		AGE							LOCATION	
		MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	3324	1651	1669	391	506	620	544	511	748	3324	2785	532
Effective Weighted Sample	2527	1255	1269	315	400	500	434	401	565	2527	2150	375
Total	3000	1496	1500	488	496	665	443	402	503	3000	2591	401
Mobile phone	442	234	208	36	77	114	72	73	68	442	391	50
	15%	16%	14%	7%	16%	17%	16%	18%	14%	15%	15%	13%
					c	c	c	ch	c	c		
Landline phone (i.e. home phone)	1753	849	903	96	264	464	328	314	284	1753	1499	250
	58%	57%	60%	20%	53%	70%	74%	78%	56%	58%	58%	62%
					c	cdhi	cdhi	cdehi	c	c		
Fixed broadband internet	1862	919	941	117	312	494	348	324	264	1862	1592	265
	62%	61%	63%	24%	63%	74%	79%	81%	52%	62%	61%	66%
					ch	cdhi	cdhi	cdehi	c	ch		
Any Pay TV service through satellite, cable or broadband - such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV	1034	509	524	72	175	299	209	156	122	1034	902	129
	34%	34%	35%	15%	35%	45%	47%	39%	24%	34%	35%	32%
					ch	cdhi	cdghi	ch	c	ch		
ANY BUNDLE	1935	953	981	123	319	511	360	330	291	1935	1658	273
	65%	64%	65%	25%	64%	77%	81%	82%	58%	65%	64%	68%
					ch	cdhi	cdhi	cdhi	c	ch		
None of these from same provider	1065	543	518	365	177	154	83	73	213	1065	933	127
	35%	36%	35%	75%	36%	23%	19%	18%	42%	35%	36%	32%
				defghi	efg					defgi	efg	

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

Q2. Do you receive any of these services from the same provider? (MULTI CODE)

Base : All respondents

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	3324	788	999	706	829	1787	1535	3324	2188	405	373	358	3324
Effective Weighted Sample	2527	615	769	544	626	1382	1146	2527	1894	368	335	321	2527
Total	3000	775	913	514	796	1688	1310	3000	2490	267	150	93	3000
Mobile phone	442	144	131	57	109	276	166	442	381	38	13	9	442
	15%	19%	14%	11%	14%	16%	13%	15%	15%	14%	9%	10%	15%
		bcdfg				cf		c	jk	j			jk
Landline phone (i.e. home phone)	1753	526	540	276	410	1066	686	1753	1451	148	103	51	1753
	58%	68%	59%	54%	51%	63%	52%	58%	58%	56%	69%	55%	58%
		bcdefg	df			cdfg		cdf			hikl		
Fixed broadband internet	1862	552	574	316	418	1126	734	1862	1547	159	105	51	1862
	62%	71%	63%	61%	53%	67%	56%	62%	62%	60%	70%	55%	62%
		bcdefg	df	df		cdfg		df	k		hikl		k
Any Pay TV service through satellite, cable or broadband - such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV	1034	320	319	186	208	639	394	1034	844	98	54	37	1034
	34%	41%	35%	36%	26%	38%	30%	34%	34%	37%	36%	40%	34%
		bdfg	df	df		dfg		df				h	
ANY BUNDLE	1935	577	592	321	444	1169	765	1935	1605	163	110	57	1935
	65%	74%	65%	62%	56%	69%	58%	65%	64%	61%	73%	61%	65%
		bcdefg	df	d		bcdfg		df			hikl		
None of these from same provider	1065	198	321	193	352	519	545	1065	885	104	40	36	1065
	35%	26%	35%	38%	44%	31%	42%	35%	36%	39%	27%	39%	35%
			ae	ae	abceg	a	abeg	ae	j	j		j	j

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

Q2. Do you receive any of these services from the same provider? (MULTI CODE)

Base : All respondents

Significance Level: 95%	Total	IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		YES	NO	MOST	POTEN-TIALLY	LEAST
		a	b	c	d	e
Unweighted total	3324	846	2043	617	945	464
Effective Weighted Sample	2527	635	1566	466	719	363
Total	3000	737	1865	566	837	444
Mobile phone	442	120	260	103	135	77
	15%	16%	14%	18%	16%	17%
Landline phone (i.e. home phone)	1753	400	1135	300	523	322
	58%	54%	61%	53%	62%	73%
			a		c	cd
Fixed broadband internet	1862	400	1223	306	576	342
	62%	54%	66%	54%	69%	77%
			a		c	cd
Any Pay TV service through satellite, cable or broadband - such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV	1034	223	665	151	311	198
	34%	30%	36%	27%	37%	45%
			a		c	cd
ANY BUNDLE	1935	437	1251	332	587	352
	65%	59%	67%	59%	70%	79%
			a		c	cd
None of these from same provider	1065	301	614	235	250	92
	35%	41%	33%	41%	30%	21%
		b		de	e	

Columns Tested: a,b - c,d,e

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

LANDLINE PROVIDER (SINGLE CODE)

Base : Those responsible for and answering about landlines

	Total	LANDLINE PROVIDER								LANDLINE BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2297	719	120	120	540	255	378	165	2297	2013	284
Effective Weighted Sample	1744	549	100	102	402	190	304	136	1744	1520	228
Total	2057	665	79	64	500	193	379	177	2057	1757	300
BT	665	665	-	-	-	-	-	-	665	429	236
	32%	100%	-%	-%	-%	-%	-%	-%	32%	24%	79%
		bcdefgh							bcdefg		i
Sky	500	-	-	-	500	-	-	-	500	486	13
	24%	-%	-%	-%	100%	-%	-%	-%	24%	28%	4%
					abcefgh				abcefg	j	
Virgin Media	379	-	-	-	-	-	379	-	379	374	6
	18%	-%	-%	-%	-%	-%	100%	-%	18%	21%	2%
							abcdegh		abcdeg	j	
TalkTalk	193	-	-	-	-	193	-	-	193	187	6
	9%	-%	-%	-%	-%	100%	-%	-%	9%	11%	2%
						abcdfgh			abcdfg	j	
EE	79	-	79	-	-	-	-	-	79	70	10
	4%	-%	100%	-%	-%	-%	-%	-%	4%	4%	3%
			acdefgh						acdefg		
Plusnet	64	-	-	64	-	-	-	-	64	62	2
	3%	-%	-%	100%	-%	-%	-%	-%	3%	4%	1%
				abdefgh					adefg	j	
Other landline provider	177	-	-	-	-	-	-	177	177	151	26
	9%	-%	-%	-%	-%	-%	-%	100%	9%	9%	9%
								abcdefh	abcdef		

Columns Tested: a,b,c,d,e,f,g,h - i,j

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 9

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

LANDLINE PROVIDER (SINGLE CODE)

Base : Those responsible for and answering about landlines

	Total	NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2297	1529	262	277	229	2297	604	1411	402	687	367
Effective Weighted Sample	1744	1312	241	250	203	1744	440	1093	301	531	283
Total	2057	1714	170	114	59	2057	514	1284	381	611	352
BT	665	557	52	34	23	665	181	399	128	178	104
	32%	32%	31%	29%	38%	32%	35%	31%	34%	29%	30%
Sky	500	393	48	40	19	500	114	314	67	154	89
	24%	23%	28%	35%	31%	24%	22%	24%	18%	25%	25%
				ae	ae					h	h
Virgin Media	379	326	31	14	9	379	78	258	64	113	72
	18%	19%	18%	12%	16%	18%	15%	20%	17%	18%	20%
		c				c		f			
TalkTalk	193	161	15	11	6	193	53	116	51	60	31
	9%	9%	9%	10%	9%	9%	10%	9%	13%	10%	9%
EE	79	69	7	3	*	79	25	46	14	29	20
	4%	4%	4%	3%	1%	4%	5%	4%	4%	5%	6%
		d	d			d					
Plusnet	64	54	4	4	2	64	20	39	13	20	18
	3%	3%	3%	4%	3%	3%	4%	3%	3%	3%	5%
Other landline provider	177	154	13	8	1	177	43	113	44	57	16
	9%	9%	8%	7%	2%	9%	8%	9%	12%	9%	5%
		d	d	d		d			j	j	

Columns Tested: a,b,c,d,e - f,g - h,i,j

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 10

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

L1. I'd like to ask you some questions about your home landline service from (LANDLINE PROVIDER). In terms of your landline service how satisfied are you with the overall service provided by (LANDLINE PROVIDER)? (SINGLE CODE)

Base : Those responsible for and answering about landlines

	Total	LANDLINE PROVIDER								LANDLINE BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2297	719	120	120	540	255	378	165	2297	2013	284
Effective Weighted Sample	1744	549	100	102	402	190	304	136	1744	1520	228
Total	2057	665	79	64	500	193	379	177	2057	1757	300
Base for % (Unweighted and weighted)	2225	705	117	115	516	250	363	159	2225	1944	281
	1980	651	77	61	473	187	360	170	1980	1684	296
Very satisfied	1050	409	41	34	254	88	144	81	1050	848	202
	53%	63%	53%	56%	54%	47%	40%	47%	53%	50%	68%
		defgh	f	f	f				f		i
Fairly satisfied	636	176	22	17	160	66	134	61	636	559	77
	32%	27%	29%	27%	34%	35%	37%	36%	32%	33%	26%
					a	a	a		a	j	
Neither/ nor	235	49	11	9	54	26	61	25	235	225	10
	12%	7%	14%	14%	11%	14%	17%	15%	12%	13%	3%
			a	a	a	a	adh	a	a	j	
Fairly dissatisfied	37	14	1	*	2	2	15	2	37	31	6
	2%	2%	2%	*%	*%	1%	4%	1%	2%	2%	2%
		d					dh		d		
Very dissatisfied	22	4	2	2	2	4	7	2	22	21	1
	1%	1%	2%	3%	*%	2%	2%	1%	1%	1%	*%
				ad							
SUMMARY CODES											
TOTAL SATISFIED	1686	585	63	50	415	154	278	141	1686	1407	280
	85%	90%	82%	83%	88%	83%	77%	83%	85%	84%	94%
		bcefgh			f				f		i
TOTAL DISSATISFIED	59	18	3	2	4	6	21	4	59	52	7
	3%	3%	4%	3%	1%	3%	6%	2%	3%	3%	2%
		d	d				adh		d		

Columns Tested: a,b,c,d,e,f,g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

L1. I'd like to ask you some questions about your home landline service from (LANDLINE PROVIDER). In terms of your landline service how satisfied are you with the overall service provided by (LANDLINE PROVIDER)? (SINGLE CODE)

Base : Those responsible for and answering about landlines

	Total	LANDLINE PROVIDER								LANDLINE BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2297	719	120	120	540	255	378	165	2297	2013	284
Effective Weighted Sample	1744	549	100	102	402	190	304	136	1744	1520	228
Total	2057	665	79	64	500	193	379	177	2057	1757	300
Don't know	78	13	3	3	26	6	19	6	78	74	4

Columns Tested: a,b,c,d,e,f,g,h - i,j

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 10

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

L1. I'd like to ask you some questions about your home landline service from (LANDLINE PROVIDER). In terms of your landline service how satisfied are you with the overall service provided by (LANDLINE PROVIDER)? (SINGLE CODE)

Base : Those responsible for and answering about landlines

	Total	NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2297	1529	262	277	229	2297	604	1411	402	687	367
Effective Weighted Sample	1744	1312	241	250	203	1744	440	1093	301	531	283
Total	2057	1714	170	114	59	2057	514	1284	381	611	352
Base for % (Unweighted and weighted)	2225	1478	252	269	226	2225	591	1361	392	663	356
	1980	1649	163	110	59	1980	504	1227	370	584	339
Very satisfied	1050	873	74	69	34	1050	280	641	192	307	159
	53%	53%	46%	63%	58%	53%	56%	52%	52%	53%	47%
		b		abe	b	b					
Fairly satisfied	636	529	63	25	19	636	154	389	115	201	116
	32%	32%	39%	22%	33%	32%	30%	32%	31%	34%	34%
		c	ace		c	c					
Neither/ nor	235	197	22	12	4	235	51	159	54	59	55
	12%	12%	13%	11%	7%	12%	10%	13%	15%	10%	16%
		d	d			d					i
Fairly dissatisfied	37	33	2	2	1	37	9	26	5	12	7
	2%	2%	1%	1%	2%	2%	2%	2%	1%	2%	2%
Very dissatisfied	22	17	2	2	*	22	10	11	4	5	2
	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	*%
SUMMARY CODES											
TOTAL SATISFIED	1686	1402	137	94	53	1686	434	1031	306	508	275
	85%	85%	84%	85%	91%	85%	86%	84%	83%	87%	81%
					abe					j	
TOTAL DISSATISFIED	59	50	4	4	2	59	19	37	9	17	9
	3%	3%	2%	3%	3%	3%	4%	3%	2%	3%	3%
Don't know	78	65	7	4	1	78	10	57	11	27	12

Columns Tested: a,b,c,d,e - f,g - h,i,j

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 11

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

L2. And how satisfied are you with the overall value for money of your service from (LANDLINE PROVIDER)? (SINGLE CODE)

Base : Those responsible for and answering about landlines as a standalone service

	Total	LANDLINE PROVIDER								LANDLINE BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	~b	~c	~d	~e	~f	~g	h	~i	j
Unweighted total	284	221	14	5	9	7	6	22	284	-	284
Effective Weighted Sample	228	180	12	4	7	5	5	18	228	-	228
Total	300	236	10	2	13	6	6	26	300	-	300
Base for % (Unweighted and weighted)	284	221	**	**	**	**	**	**	284	**	284
	300	236	10	2	13	6	6	26	300	-	300
Very satisfied	143	110	**	**	**	**	**	**	143	**	143
	48%	47%	**	**	**	**	**	**	48%	**	48%
Fairly satisfied	98	78	**	**	**	**	**	**	98	**	98
	33%	33%	**	**	**	**	**	**	33%	**	33%
Neither/ nor	37	31	**	**	**	**	**	**	37	**	37
	12%	13%	**	**	**	**	**	**	12%	**	12%
Fairly dissatisfied	12	8	**	**	**	**	**	**	12	**	12
	4%	4%	**	**	**	**	**	**	4%	**	4%
Very dissatisfied	10	8	**	**	**	**	**	**	10	**	10
	3%	4%	**	**	**	**	**	**	3%	**	3%
SUMMARY CODES											
TOTAL SATISFIED	241	188	**	**	**	**	**	**	241	**	241
	80%	80%	**	**	**	**	**	**	80%	**	80%
TOTAL DISSATISFIED	22	17	**	**	**	**	**	**	22	**	22
	7%	7%	**	**	**	**	**	**	7%	**	7%

Columns Tested: a,b,c,d,e,f,g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

L2. And how satisfied are you with the overall value for money of your service from (LANDLINE PROVIDER)? (SINGLE CODE)

Base : Those responsible for and answering about landlines as a standalone service

	Total	NATION					IMPACTING/ LIMITING CONDITIONS			FINANCIAL VULNERABILITY INDEX		
		ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	~b	~c	~d	e	f	g	~h	~i	~j
Unweighted total	284	201	30	23	30	284	107	142	72	77	30
Effective Weighted Sample	228	181	29	21	27	228	84	116	58	62	24
Total	300	259	23	10	8	300	119	142	82	83	27
Base for % (Unweighted and weighted)	284	201	**	**	**	284	107	142	**	**	**
	300	259	23	10	8	300	119	142	82	83	27
Very satisfied	143	125	**	**	**	143	68	62	**	**	**
	48%	48%	**	**	**	48%	57%	43%	**	**	**
Fairly satisfied	98	84	**	**	**	98	33	47	**	**	**
	33%	32%	**	**	**	33%	28%	33%	**	**	**
Neither/ nor	37	30	**	**	**	37	10	21	**	**	**
	12%	12%	**	**	**	12%	9%	14%	**	**	**
Fairly dissatisfied	12	10	**	**	**	12	7	4	**	**	**
	4%	4%	**	**	**	4%	6%	3%	**	**	**
Very dissatisfied	10	10	**	**	**	10	-	9	**	**	**
	3%	4%	**	**	**	3%	-%	6%	**	**	**
								f			
SUMMARY CODES											
TOTAL SATISFIED	241	209	**	**	**	241	101	109	**	**	**
	80%	81%	**	**	**	80%	85%	77%	**	**	**
TOTAL DISSATISFIED	22	20	**	**	**	22	7	12	**	**	**
	7%	8%	**	**	**	7%	6%	9%	**	**	**

Columns Tested: a,b,c,d,e - f,g - h,i,j

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 12

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

L3. And how satisfied are you with the reliability of your landline service from (LANDLINE PROVIDER)? IF NECESSARY: By reliability, I mean being able to make a call when you need to, so getting a dialling tone (SINGLE CODE)

Base : Those responsible for and answering about landlines

	Total	BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
					LANDLINE PROVIDER					LANDLINE BUNDLE	
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2297	719	120	120	540	255	378	165	2297	2013	284
Effective Weighted Sample	1744	549	100	102	402	190	304	136	1744	1520	228
Total	2057	665	79	64	500	193	379	177	2057	1757	300
Base for % (Unweighted and weighted)	2206	709	114	112	514	250	352	155	2206	1923	283
	1955	654	76	60	468	187	346	165	1955	1656	299
Very satisfied	1151	445	39	37	275	89	176	89	1151	944	207
	59%	68%	51%	61%	59%	48%	51%	54%	59%	57%	69%
		bdefgh		e	ef				ef		i
Fairly satisfied	584	163	24	13	139	72	118	55	584	505	79
	30%	25%	32%	22%	30%	39%	34%	33%	30%	30%	26%
						acdh	ac	a	a		
Neither/ nor	190	40	11	9	50	21	40	18	190	176	13
	10%	6%	15%	16%	11%	11%	12%	11%	10%	11%	4%
			a	ah	a	a	a	a	a	j	
Fairly dissatisfied	16	5	1	*	*	4	4	1	16	16	-
	1%	1%	2%	*%	*%	2%	1%	*%	1%	1%	-%
				d			d	d			
Very dissatisfied	15	1	1	1	3	1	7	2	15	15	-
	1%	*%	1%	1%	1%	*%	2%	1%	1%	1%	-%
							ah	a			
SUMMARY CODES											
TOTAL SATISFIED	1735	608	63	50	414	162	294	144	1735	1449	286
	89%	93%	83%	83%	89%	86%	85%	87%	89%	87%	96%
		bcdefgh									i
TOTAL DISSATISFIED	31	6	2	1	3	4	12	3	31	31	-
	2%	1%	3%	1%	1%	2%	3%	2%	2%	2%	-%
							adh			j	

Columns Tested: a,b,c,d,e,f,g,h - i,j

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 12

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

L3. And how satisfied are you with the reliability of your landline service from (LANDLINE PROVIDER)? IF NECESSARY: By reliability, I mean being able to make a call when you need to, so getting a dialling tone (SINGLE CODE)

Base : Those responsible for and answering about landlines

	Total	LANDLINE PROVIDER								LANDLINE BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2297	719	120	120	540	255	378	165	2297	2013	284
Effective Weighted Sample	1744	549	100	102	402	190	304	136	1744	1520	228
Total	2057	665	79	64	500	193	379	177	2057	1757	300
Don't know	102	11	4	5	32	6	33	11	102	101	1

Columns Tested: a,b,c,d,e,f,g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

L3. And how satisfied are you with the reliability of your landline service from (LANDLINE PROVIDER)? IF NECESSARY: By reliability, I mean being able to make a call when you need to, so getting a dialling tone (SINGLE CODE)

Base : Those responsible for and answering about landlines

	Total	NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2297	1529	262	277	229	2297	604	1411	402	687	367
Effective Weighted Sample	1744	1312	241	250	203	1744	440	1093	301	531	283
Total	2057	1714	170	114	59	2057	514	1284	381	611	352
Base for % (Unweighted and weighted)	2206	1465	248	266	227	2206	585	1347	384	665	347
	1955	1628	160	108	59	1955	496	1209	359	586	328
Very satisfied	1151	954	87	73	37	1151	297	722	199	354	175
	59%	59%	54%	67%	63%	59%	60%	60%	55%	60%	53%
				abe						j	
Fairly satisfied	584	483	59	23	19	584	143	349	124	167	106
	30%	30%	37%	21%	32%	30%	29%	29%	34%	29%	32%
		c	ace		c	c					
Neither/ nor	190	164	13	10	2	190	45	123	33	54	43
	10%	10%	8%	9%	4%	10%	9%	10%	9%	9%	13%
		d			d	d					
Fairly dissatisfied	16	13	1	1	*	16	5	10	1	5	4
	1%	1%	1%	1%	*%	1%	1%	1%	*%	1%	1%
Very dissatisfied	15	13	1	1	1	15	6	6	3	6	1
	1%	1%	*%	1%	1%	1%	1%	*%	1%	1%	*%
SUMMARY CODES											
TOTAL SATISFIED	1735	1437	146	96	56	1735	441	1071	323	521	280
	89%	88%	91%	88%	95%	89%	89%	89%	90%	89%	86%
					ace						
TOTAL DISSATISFIED	31	26	1	3	1	31	10	16	4	11	5
	2%	2%	1%	2%	1%	2%	2%	1%	1%	2%	1%
Don't know	102	86	10	5	1	102	18	75	21	25	24

Columns Tested: a,b,c,d,e - f,g - h,i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

L3. And how satisfied are you with the reliability of your landline service from (LANDLINE PROVIDER)? IF NECESSARY: By reliability, I mean being able to make a call when you need to, so getting a dialling tone (SINGLE CODE)

Base : Those responsible for and answering about landlines

	Total	LOCATION	
		URBAN	RURAL
Significance Level: 95%		a	b
Unweighted total	2297	1907	385
Effective Weighted Sample	1744	1468	274
Total	2057	1759	292
Base for % (Unweighted and weighted)	2206	1824	377
	1955	1667	282
Very satisfied	1151	973	177
	59%	58%	63%
Fairly satisfied	584	503	78
	30%	30%	28%
Neither/ nor	190	167	21
	10%	10%	7%
Fairly dissatisfied	16	13	3
	1%	1%	1%
Very dissatisfied	15	12	4
	1%	1%	1%
SUMMARY CODES			
TOTAL SATISFIED	1735	1475	255
	89%	88%	90%
TOTAL DISSATISFIED	31	25	7
	2%	1%	2%
Don't know	102	92	10

Columns Tested: a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

L4. And how satisfied are you with the clarity of the line when making or receiving calls on your landline from (LANDLINE PROVIDER)? IF NECESSARY: By this I mean being able to clearly hear the other person on the call. (SINGLE CODE)

Base : Those responsible for and answering about landlines

	Total	LANDLINE PROVIDER								LANDLINE BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2297	719	120	120	540	255	378	165	2297	2013	284
Effective Weighted Sample	1744	549	100	102	402	190	304	136	1744	1520	228
Total	2057	665	79	64	500	193	379	177	2057	1757	300
Base for % (Unweighted and weighted)	2165	698	113	109	504	243	347	151	2165	1884	281
	1909	638	75	57	458	182	341	160	1909	1613	296
Very satisfied	1106	427	32	35	260	91	177	85	1106	900	206
	58%	67%	43%	62%	57%	50%	52%	53%	58%	56%	70%
		bdefgh		be	b				bef		i
Fairly satisfied	563	152	32	13	137	69	105	55	563	498	65
	29%	24%	42%	23%	30%	38%	31%	34%	29%	31%	22%
			acdfh		a	acdh	a	a	a	j	
Neither/ nor	196	48	8	6	55	18	47	15	196	174	22
	10%	7%	11%	11%	12%	10%	14%	9%	10%	11%	7%
					a		a				
Fairly dissatisfied	25	7	1	1	4	3	7	3	25	23	2
	1%	1%	2%	2%	1%	2%	2%	2%	1%	1%	1%
Very dissatisfied	18	4	2	2	2	1	6	2	18	18	*
	1%	1%	2%	3%	*%	*%	2%	2%	1%	1%	*%
				adeh							
SUMMARY CODES											
TOTAL SATISFIED	1669	580	64	48	397	160	281	139	1669	1398	272
	87%	91%	85%	85%	87%	88%	82%	87%	87%	87%	92%
		dfh							f		i
TOTAL DISSATISFIED	44	10	3	3	6	4	12	6	44	41	3
	2%	2%	4%	5%	1%	2%	4%	4%	2%	3%	1%
				ad			d				

Columns Tested: a,b,c,d,e,f,g,h - i,j

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 14

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

L4. And how satisfied are you with the clarity of the line when making or receiving calls on your landline from (LANDLINE PROVIDER)? IF NECESSARY: By this I mean being able to clearly hear the other person on the call. (SINGLE CODE)

Base : Those responsible for and answering about landlines

	Total	LANDLINE PROVIDER								LANDLINE BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2297	719	120	120	540	255	378	165	2297	2013	284
Effective Weighted Sample	1744	549	100	102	402	190	304	136	1744	1520	228
Total	2057	665	79	64	500	193	379	177	2057	1757	300
Don't know	148	27	4	8	42	12	38	17	148	144	3

Columns Tested: a,b,c,d,e,f,g,h - i,j

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 14

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

L4. And how satisfied are you with the clarity of the line when making or receiving calls on your landline from (LANDLINE PROVIDER)? IF NECESSARY: By this I mean being able to clearly hear the other person on the call. (SINGLE CODE)

Base : Those responsible for and answering about landlines

	Total	NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2297	1529	262	277	229	2297	604	1411	402	687	367
Effective Weighted Sample	1744	1312	241	250	203	1744	440	1093	301	531	283
Total	2057	1714	170	114	59	2057	514	1284	381	611	352
Base for % (Unweighted and weighted)	2165	1432	244	262	227	2165	577	1320	377	649	339
	1909	1587	157	106	59	1909	485	1184	352	570	320
Very satisfied	1106	914	85	69	39	1106	293	694	192	340	158
	58%	58%	54%	64%	66%	58%	60%	59%	55%	60%	49%
				ab	abe					j	
Fairly satisfied	563	468	54	25	17	563	126	345	112	162	117
	29%	29%	34%	23%	29%	29%	26%	29%	32%	28%	37%
		c	c			c					i
Neither/ nor	196	168	16	10	2	196	49	121	40	56	36
	10%	11%	10%	10%	4%	10%	10%	10%	11%	10%	11%
		d	d	d		d					
Fairly dissatisfied	25	22	1	1	1	25	8	15	4	8	6
	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	2%
Very dissatisfied	18	15	1	2	*	18	9	8	4	5	2
	1%	1%	1%	2%	*%	1%	2%	1%	1%	1%	1%
							g				
SUMMARY CODES											
TOTAL SATISFIED	1669	1382	139	93	55	1669	419	1039	304	501	275
	87%	87%	88%	88%	94%	87%	86%	88%	86%	88%	86%
					abce						
TOTAL DISSATISFIED	44	37	2	3	1	44	17	23	8	13	9
	2%	2%	1%	3%	2%	2%	4%	2%	2%	2%	3%

Columns Tested: a,b,c,d,e - f,g - h,i,j

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 14

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

L4. And how satisfied are you with the clarity of the line when making or receiving calls on your landline from (LANDLINE PROVIDER)? IF NECESSARY: By this I mean being able to clearly hear the other person on the call. (SINGLE CODE)

Base : Those responsible for and answering about landlines

	Total	NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2297	1529	262	277	229	2297	604	1411	402	687	367
Effective Weighted Sample	1744	1312	241	250	203	1744	440	1093	301	531	283
Total	2057	1714	170	114	59	2057	514	1284	381	611	352
Don't know	148	127	13	8	1	148	29	100	29	41	31

Columns Tested: a,b,c,d,e - f,g - h,i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

MOBILE PHONE SERVICE PROVIDER (SINGLE CODE)

Base : Those responsible for and answering about mobile phones

	Total	EE	GIFFGAFF	O2	TESCO MOBILE	THREE	VIRGIN MOBILE	VODAFONE	OTHERS	ALL	MOBILE BUNDLE YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	3068	742	126	604	257	331	164	436	408	3068	500	2568
Effective Weighted Sample	2313	570	102	428	192	255	128	340	305	2313	375	1938
Total	2760	688	116	490	198	330	167	397	374	2760	439	2321
EE	688 25%	688 100% bcdefghi	- -%	- -%	- -%	- -%	- -%	- -%	- -%	688 25% bcdefgh	55 12%	634 27% j
O2	490 18%	- -%	- -%	490 100% abdefghi	- -%	- -%	- -%	- -%	- -%	490 18% abdefgh	8 2%	482 21% j
Vodafone	397 14%	- -%	- -%	- -%	- -%	- -%	- -%	397 100% abcdefhi	- -%	397 14% abcdefh	34 8%	363 16% j
Three	330 12%	- -%	- -%	- -%	- -%	330 100% abcdfghi	- -%	- -%	- -%	330 12% abcdfgh	10 2%	320 14% j
Tesco Mobile	198 7%	- -%	- -%	- -%	198 100% abcefghi	- -%	- -%	- -%	- -%	198 7% abcefgh	4 1%	194 8% j
Virgin Mobile	167 6%	- -%	- -%	- -%	- -%	- -%	167 100% abcdeghi	- -%	- -%	167 6% abcdegh	99 23% k	68 3%
giffgaff	116 4%	- -%	116 100% acdefghi	- -%	- -%	- -%	- -%	- -%	- -%	116 4% acdefgh	4 1%	112 5% j
Other mobile phone service provider	374 14%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	374 100% abcdefgi	374 14% abcdefg	225 51% k	148 6%

Columns Tested: a,b,c,d,e,f,g,h,i - j,k

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 15

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

MOBILE PHONE SERVICE PROVIDER (SINGLE CODE)

Base : Those responsible for and answering about mobile phones

	Total	MOBILE PACKAGE		NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		CONTRACT	PREPAY	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	3068	2404	654	2036	376	332	324	3068	729	1939	551	863	450
Effective Weighted Sample	2313	1824	493	1740	340	296	288	2313	537	1482	408	657	346
Total	2760	2246	508	2298	244	133	86	2760	614	1775	490	761	434
EE	688	574	113	588	42	49	10	688	141	446	98	197	101
	25%	26%	22%	26%	17%	37%	11%	25%	23%	25%	20%	26%	23%
				df	f	cdfg		df				j	
O2	490	397	93	390	47	17	36	490	105	335	81	140	79
	18%	18%	18%	17%	19%	12%	42%	18%	17%	19%	16%	18%	18%
					e		cdeg	e					
Vodafone	397	323	74	322	48	17	10	397	76	257	61	99	77
	14%	14%	15%	14%	20%	13%	12%	14%	12%	14%	12%	13%	18%
					cefg								jk
Three	330	303	27	279	32	11	9	330	62	220	56	98	39
	12%	13%	5%	12%	13%	8%	10%	12%	10%	12%	11%	13%	9%
		b		e	e			e					
Tesco Mobile	198	133	65	154	19	18	7	198	56	120	39	59	25
	7%	6%	13%	7%	8%	14%	8%	7%	9%	7%	8%	8%	6%
			a			cdfg							
Virgin Mobile	167	154	12	150	11	4	2	167	32	111	29	50	36
	6%	7%	2%	7%	4%	3%	2%	6%	5%	6%	6%	7%	8%
		b		ef				ef					
giffgaff	116	51	65	93	13	6	4	116	26	72	28	29	13
	4%	2%	13%	4%	5%	4%	4%	4%	4%	4%	6%	4%	3%
			a										
Other mobile phone service provider	374	312	59	322	32	11	9	374	117	214	98	88	63
	14%	14%	12%	14%	13%	9%	10%	14%	19%	12%	20%	12%	15%
				e				e	i		k		

Columns Tested: a,b - c,d,e,f,g - h,i - j,k,l

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 16

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

M1. I'd now like to ask you some questions about your mobile phone service from (MOBILE PHONE SERVICE PROVIDER). Which of these best describes the mobile phone package you personally use most often? (SINGLE CODE)

Base : Those responsible for and answering about mobile phones

	Total	EE	GIFFGAFF	O2	TESCO MOBILE	THREE	VIRGIN MOBILE	VODAFONE	OTHERS	ALL	MOBILE BUNDLE YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	3068	742	126	604	257	331	164	436	408	3068	500	2568
Effective Weighted Sample	2313	570	102	428	192	255	128	340	305	2313	375	1938
Total	2760	688	116	490	198	330	167	397	374	2760	439	2321
Monthly contract/ SIM only - paying monthly	2246	574	51	397	133	303	154	323	312	2246	386	1860
	81%	83%	44%	81%	67%	92%	93%	81%	83%	81%	88%	80%
		bd		bd	b	abcdghi	abcdghi	bd	bd	bd	k	
Prepay/ pay as you go - using top-ups	508	113	65	93	65	27	12	74	59	508	51	457
	18%	16%	56%	19%	33%	8%	7%	19%	16%	18%	12%	20%
		ef	acdefghi	ef	acefghi			ef	ef	ef		j
Don't know	6	2	-	*	*	-	-	*	3	6	2	4
	*%	*%	-%	*%	*%	-%	-%	*%	1%	*%	1%	*%

Columns Tested: a,b,c,d,e,f,g,h,i - j,k

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 16

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

M1. I'd now like to ask you some questions about your mobile phone service from (MOBILE PHONE SERVICE PROVIDER). Which of these best describes the mobile phone package you personally use most often? (SINGLE CODE)

Base : Those responsible for and answering about mobile phones

	Total	MOBILE PACKAGE		NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		CONTRACT	PREPAY	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	3068	2404	654	2036	376	332	324	3068	729	1939	551	863	450
Effective Weighted Sample	2313	1824	493	1740	340	296	288	2313	537	1482	408	657	346
Total	2760	2246	508	2298	244	133	86	2760	614	1775	490	761	434
Monthly contract/ SIM only - paying monthly	2246	2246	-	1882	187	104	73	2246	443	1498	354	628	396
	81%	100%	-%	82%	77%	78%	84%	81%	72%	84%	72%	83%	91%
		b		d			d	d		h		j	jk
Prepay/ pay as you go - using top-ups	508	-	508	411	55	29	13	508	169	274	134	133	36
	18%	-%	100%	18%	22%	22%	15%	18%	28%	15%	27%	17%	8%
			a		f				i		kl	l	
Don't know	6	-	-	4	2	-	*	6	2	2	2	-	2
	*%	-%	-%	*%	1%	-%	*%	*%	*%	*%	*%	-%	*%

Columns Tested: a,b - c,d,e,f,g - h,i - j,k,l

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 17

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

M2. In terms of your mobile phone service, How satisfied are you with the overall service provided by (MOBILE PHONE SERVICE PROVIDER)? (SINGLE CODE)

Base : Those responsible for and answering about mobile phones

	Total	EE	GIFFGAFF	O2	TESCO MOBILE	THREE	VIRGIN MOBILE	VODAFONE	OTHERS	ALL	MOBILE BUNDLE YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	3068	742	126	604	257	331	164	436	408	3068	500	2568
Effective Weighted Sample	2313	570	102	428	192	255	128	340	305	2313	375	1938
Total	2760	688	116	490	198	330	167	397	374	2760	439	2321
Base for % (Unweighted and weighted)	3064	741	126	602	257	331	164	436	407	3064	499	2565
	2758	688	116	489	198	330	167	397	373	2758	438	2320
Very satisfied	1598	377	75	304	138	162	95	212	235	1598	259	1339
	58%	55%	65%	62%	69%	49%	57%	53%	63%	58%	59%	58%
			eg	aeg	aefgi				aeg	e		
Fairly satisfied	955	264	36	153	55	130	59	145	113	955	144	810
	35%	38%	31%	31%	28%	39%	36%	37%	30%	35%	33%	35%
		cdh				cdh		d				
Neither/ nor	116	32	3	18	6	13	6	22	17	116	21	96
	4%	5%	3%	4%	3%	4%	3%	5%	5%	4%	5%	4%
Fairly dissatisfied	58	9	2	12	-	18	4	9	4	58	7	51
	2%	1%	2%	2%	-%	5%	2%	2%	1%	2%	2%	2%
			d	d		acdghi	d	d		d		
Very dissatisfied	31	5	-	3	-	7	2	10	4	31	7	24
	1%	1%	-%	1%	-%	2%	1%	2%	1%	1%	2%	1%
						d		acd				
SUMMARY CODES												
TOTAL SATISFIED	2552	641	110	457	193	292	155	357	347	2552	403	2149
	93%	93%	95%	93%	97%	89%	93%	90%	93%	93%	92%	93%
		e	e	e	aegi					e		
TOTAL DISSATISFIED	89	14	2	15	-	25	6	18	9	89	14	75
	3%	2%	2%	3%	-%	7%	4%	5%	2%	3%	3%	3%
		d	d	d		acdhi	d	ad	d	d		
Don't know	2	1	-	1	-	-	-	-	*	2	*	2

Columns Tested: a,b,c,d,e,f,g,h,i - j,k

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

M2. In terms of your mobile phone service, How satisfied are you with the overall service provided by (MOBILE PHONE SERVICE PROVIDER)? (SINGLE CODE)

Base : Those responsible for and answering about mobile phones

	Total	MOBILE PACKAGE		NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		CONTRACT	PREPAY	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	3068	2404	654	2036	376	332	324	3068	729	1939	551	863	450
Effective Weighted Sample	2313	1824	493	1740	340	296	288	2313	537	1482	408	657	346
Total	2760	2246	508	2298	244	133	86	2760	614	1775	490	761	434
Base for % (Unweighted and weighted)	3064	2403	652	2034	375	332	323	3064	729	1937	550	863	450
	2758	2245	507	2296	243	133	86	2758	614	1773	489	761	434
Very satisfied	1598	1293	302	1342	108	91	57	1598	365	1032	268	443	228
	58%	58%	60%	58%	45%	68%	66%	58%	59%	58%	55%	58%	53%
				d		cdg	cdg	d					
Fairly satisfied	955	785	167	784	114	32	25	955	200	604	184	265	175
	35%	35%	33%	34%	47%	24%	29%	35%	33%	34%	38%	35%	40%
				e	cefg			e					
Neither/ nor	116	90	25	100	10	4	2	116	25	79	21	29	18
	4%	4%	5%	4%	4%	3%	2%	4%	4%	4%	4%	4%	4%
Fairly dissatisfied	58	49	8	42	10	5	2	58	9	44	8	14	11
	2%	2%	2%	2%	4%	4%	2%	2%	1%	2%	2%	2%	2%
					cg	c							
Very dissatisfied	31	27	4	29	1	1	*	31	15	15	8	10	2
	1%	1%	1%	1%	*%	1%	*%	1%	2%	1%	2%	1%	*%
									i				
SUMMARY CODES													
TOTAL SATISFIED	2552	2079	470	2126	222	122	82	2552	565	1636	452	708	403
	93%	93%	93%	93%	91%	92%	96%	93%	92%	92%	92%	93%	93%
							d						
TOTAL DISSATISFIED	89	77	12	71	11	6	2	89	24	58	16	24	13
	3%	3%	2%	3%	4%	4%	2%	3%	4%	3%	3%	3%	3%
Don't know	2	1	1	2	*	-	*	2	-	2	*	-	-

Columns Tested: a,b - c,d,e,f,g - h,i - j,k,l

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

M3. And how satisfied are you with the overall value for money of your service from (MOBILE PHONE SERVICE PROVIDER)? (SINGLE CODE)

Base : Those responsible for and answering about mobile phones as a standalone service

	Total										MOBILE BUNDLE	
						MOBILE PHONE SERVICE PROVIDER						
		EE	GIFFGAFF	O2	TESCO MOBILE	THREE	VIRGIN MOBILE	VODAFONE	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	~f	g	h	i	~j	k
Unweighted total	2568	651	122	596	254	322	65	403	155	2568	-	2568
Effective Weighted Sample	1938	507	99	422	189	248	51	314	116	1938	-	1938
Total	2321	634	112	482	194	320	68	363	148	2321	-	2321
Base for % (Unweighted and weighted)	2554	647	122	593	253	321	**	398	155	2554	**	2554
	2309	631	112	480	194	320	68	357	148	2309	-	2309
Very satisfied	1138	251	78	240	131	156	**	148	101	1138	**	1138
	49%	40%	70%	50%	68%	49%	**	41%	68%	49%	**	49%
			acegi	ag	acegi	a			acegi	ag		
Fairly satisfied	881	281	28	175	57	123	**	147	38	881	**	881
	38%	44%	25%	37%	29%	38%	**	41%	26%	38%	**	38%
		bcdhi		bh		bdh		bdh		bdh		
Neither/ nor	187	68	3	41	6	21	**	40	5	187	**	187
	8%	11%	3%	9%	3%	7%	**	11%	3%	8%	**	8%
		bdh		bd				bdh		bd		
Fairly dissatisfied	75	22	2	16	*	15	**	17	3	75	**	75
	3%	4%	2%	3%	*%	5%	**	5%	2%	3%	**	3%
		d			d	d		d		d		
Very dissatisfied	28	8	-	7	-	5	**	5	1	28	**	28
	1%	1%	-%	1%	-%	2%	**	2%	1%	1%	**	1%
SUMMARY CODES												
TOTAL SATISFIED	2018	532	107	415	188	279	**	295	139	2018	**	2018
	87%	84%	96%	87%	97%	87%	**	83%	94%	87%	**	87%
			acegi		acegi				acgi	g		
TOTAL DISSATISFIED	103	31	2	23	*	20	**	22	5	103	**	103
	4%	5%	2%	5%	*%	6%	**	6%	3%	4%	**	4%
		d		d		d		d	d	d		
Don't know	13	3	-	3	*	1	**	6	-	13	**	13

Columns Tested: a,b,c,d,e,f,g,h,i - j,k

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

M3. And how satisfied are you with the overall value for money of your service from (MOBILE PHONE SERVICE PROVIDER)? (SINGLE CODE)

Base : Those responsible for and answering about mobile phones as a standalone service

	Total	MOBILE PACKAGE		NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		CONTRACT	PREPAY	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	2568	1970	592	1679	314	291	284	2568	587	1656	444	703	367
Effective Weighted Sample	1938	1501	444	1442	285	261	253	1938	431	1266	330	534	282
Total	2321	1860	457	1918	208	119	77	2321	499	1513	389	626	358
Base for % (Unweighted and weighted)	2554	1962	588	1668	313	291	282	2554	583	1648	440	702	364
	2309	1851	455	1907	207	119	76	2309	495	1504	386	625	355
Very satisfied	1138	871	267	942	80	72	43	1138	282	719	189	312	139
	49%	47%	59%	49%	39%	61%	57%	49%	57%	48%	49%	50%	39%
			a	d		cdg	cdg	d	i		l	l	
Fairly satisfied	881	733	146	711	105	36	28	881	152	588	164	220	165
	38%	40%	32%	37%	51%	31%	36%	38%	31%	39%	43%	35%	46%
		b		e	cefg			e		h	k		k
Neither/ nor	187	157	30	165	13	6	4	187	45	121	23	62	33
	8%	8%	7%	9%	6%	5%	5%	8%	9%	8%	6%	10%	9%
				e								j	
Fairly dissatisfied	75	65	9	66	6	2	1	75	7	59	6	23	14
	3%	4%	2%	3%	3%	2%	1%	3%	1%	4%	2%	4%	4%
				f				f		h			
Very dissatisfied	28	24	4	22	3	2	1	28	9	18	4	9	4
	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%
SUMMARY CODES													
TOTAL SATISFIED	2018	1604	413	1653	185	109	71	2018	434	1307	354	531	303
	87%	87%	91%	87%	90%	91%	93%	87%	88%	87%	92%	85%	85%
			a			c	cg				kl		
TOTAL DISSATISFIED	103	89	12	88	9	4	1	103	16	77	10	32	19
	4%	5%	3%	5%	4%	4%	1%	4%	3%	5%	3%	5%	5%
				f	f			f					

Columns Tested: a,b - c,d,e,f,g - h,i - j,k,l

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

M3. And how satisfied are you with the overall value for money of your service from (MOBILE PHONE SERVICE PROVIDER)? (SINGLE CODE)

Base : Those responsible for and answering about mobile phones as a standalone service

	Total	MOBILE PACKAGE		NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		CONTRACT	PREPAY	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	2568	1970	592	1679	314	291	284	2568	587	1656	444	703	367
Effective Weighted Sample	1938	1501	444	1442	285	261	253	1938	431	1266	330	534	282
Total	2321	1860	457	1918	208	119	77	2321	499	1513	389	626	358
Don't know	13	10	2	11	1	-	*	13	4	9	3	1	3

Columns Tested: a,b - c,d,e,f,g - h,i - j,k,l

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

M4. And how satisfied are you overall with the reception or signal strength that you get on your mobile phone service from (MOBILE PHONE SERVICE PROVIDER)? (SINGLE CODE)

Base : Those responsible for and answering about mobile phones

	Total	EE	GIGGAFF	O2	TESCO MOBILE	THREE	VIRGIN MOBILE	VODAFONE	OTHERS	ALL	MOBILE BUNDLE YES	MOBILE BUNDLE NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	3068	742	126	604	257	331	164	436	408	3068	500	2568
Effective Weighted Sample	2313	570	102	428	192	255	128	340	305	2313	375	1938
Total	2760	688	116	490	198	330	167	397	374	2760	439	2321
Base for % (Unweighted and weighted)	3065	742	126	604	256	331	163	436	407	3065	499	2566
	2757	688	116	490	198	330	165	397	373	2757	437	2320
Very satisfied	1362	330	63	253	116	118	78	222	181	1362	209	1153
	49%	48%	55%	52%	58%	36%	47%	56%	49%	49%	48%	50%
		e	e	e	aehi		e	aei	e	e		
Fairly satisfied	982	248	36	161	66	128	61	131	150	982	176	806
	36%	36%	31%	33%	33%	39%	37%	33%	40%	36%	40%	35%
									c		k	
Neither/ nor	184	41	12	27	11	41	16	11	24	184	22	162
	7%	6%	10%	5%	6%	13%	10%	3%	6%	7%	5%	7%
		g	g			acdghi	g		g	g		
Fairly dissatisfied	148	49	2	30	4	25	7	19	12	148	20	128
	5%	7%	2%	6%	2%	7%	4%	5%	3%	5%	4%	6%
		dh		d		dh				d		
Very dissatisfied	82	20	2	19	1	18	3	13	5	82	10	72
	3%	3%	1%	4%	1%	5%	2%	3%	1%	3%	2%	3%
				d		dhi						
SUMMARY CODES												
TOTAL SATISFIED	2343	578	100	415	182	247	139	353	331	2343	385	1959
	85%	84%	86%	85%	92%	75%	84%	89%	89%	85%	88%	84%
		e	e	e	acefi		e	ae	e	e		
TOTAL DISSATISFIED	230	69	4	49	5	42	10	32	18	230	30	200
	8%	10%	4%	10%	3%	13%	6%	8%	5%	8%	7%	9%
		bdh		bdh		bdfhi		d		dh		

Columns Tested: a,b,c,d,e,f,g,h,i - j,k

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

M4. And how satisfied are you overall with the reception or signal strength that you get on your mobile phone service from (MOBILE PHONE SERVICE PROVIDER)? (SINGLE CODE)

Base : Those responsible for and answering about mobile phones

	Total	EE	GIFFGAFF	O2	TESCO MOBILE	THREE	VIRGIN MOBILE	VODAFONE	OTHERS	ALL	YES	NO
							MOBILE PHONE SERVICE PROVIDER				MOBILE BUNDLE	
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	3068	742	126	604	257	331	164	436	408	3068	500	2568
Effective Weighted Sample	2313	570	102	428	192	255	128	340	305	2313	375	1938
Total	2760	688	116	490	198	330	167	397	374	2760	439	2321
Don't know	3	-	-	-	*	-	2	-	1	3	2	1

Columns Tested: a,b,c,d,e,f,g,h,i - j,k

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

M4. And how satisfied are you overall with the reception or signal strength that you get on your mobile phone service from (MOBILE PHONE SERVICE PROVIDER)? (SINGLE CODE)

Base : Those responsible for and answering about mobile phones

	Total	MOBILE PACKAGE		NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		CONTRACT	PREPAY	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	3068	2404	654	2036	376	332	324	3068	729	1939	551	863	450
Effective Weighted Sample	2313	1824	493	1740	340	296	288	2313	537	1482	408	657	346
Total	2760	2246	508	2298	244	133	86	2760	614	1775	490	761	434
Base for % (Unweighted and weighted)	3065	2403	653	2034	376	332	323	3065	728	1938	550	863	450
	2757	2244	507	2295	244	133	86	2757	613	1773	488	761	434
Very satisfied	1362	1078	283	1126	101	86	50	1362	315	879	253	376	182
	49%	48%	56%	49%	41%	65%	58%	49%	51%	50%	52%	49%	42%
			a	d		cdg	cdg	d			l	l	
Fairly satisfied	982	817	160	811	113	32	25	982	215	613	173	273	184
	36%	36%	32%	35%	47%	24%	29%	36%	35%	35%	36%	36%	42%
		b		ef	cefg			ef					k
Neither/ nor	184	146	37	157	13	7	6	184	34	125	32	53	28
	7%	7%	7%	7%	5%	5%	7%	7%	5%	7%	7%	7%	7%
Fairly dissatisfied	148	133	15	132	8	4	3	148	31	100	13	38	24
	5%	6%	3%	6%	3%	3%	3%	5%	5%	6%	3%	5%	6%
		b											j
Very dissatisfied	82	70	12	69	8	3	2	82	19	55	15	22	15
	3%	3%	2%	3%	3%	2%	2%	3%	3%	3%	3%	3%	4%
SUMMARY CODES													
TOTAL SATISFIED	2343	1896	443	1937	214	118	75	2343	530	1492	427	649	366
	85%	84%	87%	84%	88%	89%	87%	85%	86%	84%	87%	85%	84%
						c							
TOTAL DISSATISFIED	230	203	27	201	17	8	5	230	50	155	29	59	40
	8%	9%	5%	9%	7%	6%	6%	8%	8%	9%	6%	8%	9%
		b											
Don't know	3	2	1	3	-	-	*	3	1	2	2	-	-

Columns Tested: a,b - c,d,e,f,g - h,i - j,k,l

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 20

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

M4. And how satisfied are you overall with the reception or signal strength that you get on your mobile phone service from (MOBILE PHONE SERVICE PROVIDER)? (SINGLE CODE)

Base : Those responsible for and answering about mobile phones

		LOCATION	
	Total	URBAN	RURAL
Significance Level: 95%		a	b
Unweighted total	3068	2578	485
Effective Weighted Sample	2313	1975	340
Total	2760	2393	361
Base for % (Unweighted and weighted)	3065	2577	483
	2757	2392	360
Very satisfied	1362	1217	142
	49%	51%	39%
		b	
Fairly satisfied	982	865	116
	36%	36%	32%
Neither/ nor	184	154	28
	7%	6%	8%
Fairly dissatisfied	148	94	53
	5%	4%	15%
			a
Very dissatisfied	82	61	21
	3%	3%	6%
			a
SUMMARY CODES			
TOTAL SATISFIED	2343	2082	258
	85%	87%	72%
		b	
TOTAL DISSATISFIED	230	156	74
	8%	7%	21%
			a
Don't know	3	2	1

Columns Tested: a,b

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 21

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

FIXED BROADBAND PROVIDER (SINGLE CODE)

Base : Those responsible for and answering about broadband

	Total	FIXED BROADBAND PROVIDER								INTERNET BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2369	521	133	135	614	283	467	216	2369	2146	223
Effective Weighted Sample	1794	393	111	106	463	213	377	171	1794	1634	160
Total	2038	448	78	76	562	207	454	211	2038	1861	176
Sky	562	-	-	-	562	-	-	-	562	536	26
	28%	-%	-%	-%	100%	-%	-%	-%	28%	29%	15%
					abcefgh				abcefg	j	
Virgin Media/ Mobile	454	-	-	-	-	-	454	-	454	411	43
	22%	-%	-%	-%	-%	-%	100%	-%	22%	22%	24%
							abcdegh		abcdeg		
BT	448	448	-	-	-	-	-	-	448	423	26
	22%	100%	-%	-%	-%	-%	-%	-%	22%	23%	15%
		bcdefgh							bcdefg	j	
TalkTalk	207	-	-	-	-	207	-	-	207	189	18
	10%	-%	-%	-%	-%	100%	-%	-%	10%	10%	10%
						abcdfgh			abcdfg		
EE	78	-	78	-	-	-	-	-	78	70	8
	4%	-%	100%	-%	-%	-%	-%	-%	4%	4%	5%
			acdefgh						acdefg		
Plusnet	76	-	-	76	-	-	-	-	76	63	14
	4%	-%	-%	100%	-%	-%	-%	-%	4%	3%	8%
				abdefgh					abdefg		i
Other fixed brobadband provider	211	-	-	-	-	-	-	211	211	170	41
	10%	-%	-%	-%	-%	-%	-%	100%	10%	9%	23%
								abcdefh	abcdef		i

Columns Tested: a,b,c,d,e,f,g,h - i,j

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 21

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

FIXED BROADBAND PROVIDER (SINGLE CODE)

Base : Those responsible for and answering about broadband

	Total	NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2369	1592	264	285	228	2369	537	1529	385	737	404
Effective Weighted Sample	1794	1357	240	255	199	1794	401	1170	281	565	315
Total	2038	1700	168	112	58	2038	422	1344	332	642	375
Sky	562	446	56	38	21	562	108	368	81	170	99
	28%	26%	34%	34%	37%	28%	26%	27%	24%	26%	26%
			a	ae	ae						
Virgin Media/ Mobile	454	389	40	16	9	454	84	317	75	145	83
	22%	23%	24%	15%	16%	22%	20%	24%	23%	23%	22%
		cd	cd			cd					
BT	448	377	30	26	15	448	83	304	55	131	92
	22%	22%	18%	23%	27%	22%	20%	23%	17%	20%	25%
					b						h
TalkTalk	207	172	16	12	7	207	57	123	49	69	34
	10%	10%	10%	11%	12%	10%	13%	9%	15%	11%	9%
							g		j		
EE	78	67	6	4	*	78	26	42	12	29	20
	4%	4%	4%	4%	1%	4%	6%	3%	4%	5%	5%
		d	d			d	g				
Plusnet	76	66	5	3	2	76	23	45	15	23	25
	4%	4%	3%	3%	3%	4%	5%	3%	4%	4%	7%
											i
Other fixed brobadband provider	211	182	14	12	2	211	42	145	43	73	22
	10%	11%	9%	11%	4%	10%	10%	11%	13%	11%	6%
		d	d	d		d			j	j	

Columns Tested: a,b,c,d,e - f,g - h,i,j

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 22

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN2. I'd now like to ask you some questions about your fixed broadband service from (FIXED BROADBAND PROVIDER). In terms of your fixed broadband service, how satisfied are you with the overall service provided by (FIXED BROADBAND PROVIDER)? (SINGLE CODE)

Base : Those responsible for and answering about broadband

	Total	FIXED BROADBAND PROVIDER								INTERNET BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2369	521	133	135	614	283	467	216	2369	2146	223
Effective Weighted Sample	1794	393	111	106	463	213	377	171	1794	1634	160
Total	2038	448	78	76	562	207	454	211	2038	1861	176
Base for % (Unweighted and weighted)	2362	520	133	134	611	282	467	215	2362	2139	223
	2033	448	78	76	561	206	454	210	2033	1857	176
Very satisfied	952	239	36	41	275	67	199	95	952	889	64
	47%	53%	46%	54%	49%	33%	44%	45%	47%	48%	36%
		efh	e	e	e		e	e	e	j	
Fairly satisfied	780	144	33	29	207	94	189	84	780	699	81
	38%	32%	42%	39%	37%	46%	42%	40%	38%	38%	46%
			a			adh	a		a		i
Neither/ nor	137	35	6	3	39	18	19	17	137	120	17
	7%	8%	7%	4%	7%	9%	4%	8%	7%	6%	10%
		f				f					
Fairly dissatisfied	111	19	3	1	21	18	39	9	111	101	10
	5%	4%	4%	1%	4%	9%	9%	4%	5%	5%	6%
						acdh	acdh		c		
Very dissatisfied	53	11	*	1	18	8	8	6	53	49	5
	3%	2%	1%	2%	3%	4%	2%	3%	3%	3%	3%
SUMMARY CODES											
TOTAL SATISFIED	1732	383	69	70	482	161	388	178	1732	1587	144
	85%	86%	88%	93%	86%	78%	85%	85%	85%	85%	82%
		e	e	aefgh	e		e		e		
TOTAL DISSATISFIED	164	30	4	2	40	26	47	15	164	150	15
	8%	7%	5%	3%	7%	13%	10%	7%	8%	8%	8%
						abcdh	c				

Columns Tested: a,b,c,d,e,f,g,h - i,j

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 22

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN2. I'd now like to ask you some questions about your fixed broadband service from (FIXED BROADBAND PROVIDER). In terms of your fixed broadband service, how satisfied are you with the overall service provided by (FIXED BROADBAND PROVIDER)? (SINGLE CODE)

Base : Those responsible for and answering about broadband

	Total	FIXED BROADBAND PROVIDER								INTERNET BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2369	521	133	135	614	283	467	216	2369	2146	223
Effective Weighted Sample	1794	393	111	106	463	213	377	171	1794	1634	160
Total	2038	448	78	76	562	207	454	211	2038	1861	176
Don't know	4	1	-	1	1	1	-	1	4	4	-

Columns Tested: a,b,c,d,e,f,g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN2. I'd now like to ask you some questions about your fixed broadband service from (FIXED BROADBAND PROVIDER). In terms of your fixed broadband service, how satisfied are you with the overall service provided by (FIXED BROADBAND PROVIDER)? (SINGLE CODE)

Base : Those responsible for and answering about broadband

	Total	NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2369	1592	264	285	228	2369	537	1529	385	737	404
Effective Weighted Sample	1794	1357	240	255	199	1794	401	1170	281	565	315
Total	2038	1700	168	112	58	2038	422	1344	332	642	375
Base for % (Unweighted and weighted)	2362	1588	263	284	227	2362	537	1526	384	735	402
	2033	1697	167	111	57	2033	422	1342	331	640	374
Very satisfied	952	809	52	57	33	952	202	633	160	307	153
	47%	48%	31%	52%	58%	47%	48%	47%	48%	48%	41%
		b		b	abe	b				j	
Fairly satisfied	780	635	91	36	17	780	141	527	115	255	153
	38%	37%	55%	33%	30%	38%	33%	39%	35%	40%	41%
		d	acde			d		f			
Neither/ nor	137	115	11	9	2	137	31	85	28	34	37
	7%	7%	7%	8%	4%	7%	7%	6%	9%	5%	10%
											i
Fairly dissatisfied	111	95	10	5	2	111	31	63	19	31	22
	5%	6%	6%	4%	3%	5%	7%	5%	6%	5%	6%
							g				
Very dissatisfied	53	43	2	5	3	53	17	33	9	13	8
	3%	3%	1%	4%	5%	3%	4%	2%	3%	2%	2%
					abe						
SUMMARY CODES											
TOTAL SATISFIED	1732	1444	143	94	51	1732	343	1160	275	562	306
	85%	85%	86%	84%	88%	85%	81%	86%	83%	88%	82%
								f		j	
TOTAL DISSATISFIED	164	139	12	9	5	164	48	96	28	44	30
	8%	8%	7%	8%	8%	8%	11%	7%	8%	7%	8%
							g				

Columns Tested: a,b,c,d,e - f,g - h,i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN2. I'd now like to ask you some questions about your fixed broadband service from (FIXED BROADBAND PROVIDER). In terms of your fixed broadband service, how satisfied are you with the overall service provided by (FIXED BROADBAND PROVIDER)? (SINGLE CODE)

Base : Those responsible for and answering about broadband

	Total	NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2369	1592	264	285	228	2369	537	1529	385	737	404
Effective Weighted Sample	1794	1357	240	255	199	1794	401	1170	281	565	315
Total	2038	1700	168	112	58	2038	422	1344	332	642	375
Don't know	4	3	1	*	*	4	-	2	1	2	2

Columns Tested: a,b,c,d,e - f,g - h,i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN3. And how satisfied are you with the overall value for money of your service from (FIXED BROADBAND PROVIDER)? (SINGLE CODE)

Base : Those responsible for and answering about broadband as a standalone service

	Total	FIXED BROADBAND PROVIDER								INTERNET BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	h	~i	j
Unweighted total	223	27	18	20	26	27	53	52	223	-	223
Effective Weighted Sample	160	20	15	15	18	16	45	38	160	-	160
Total	176	26	8	14	26	18	43	41	176	-	176
Base for % (Unweighted and weighted)	222	**	**	**	**	**	**	**	222	**	222
	176	26	8	14	26	18	42	41	176	-	176
Very satisfied	55	**	**	**	**	**	**	**	55	**	55
	31%	**	**	**	**	**	**	**	31%	**	31%
Fairly satisfied	73	**	**	**	**	**	**	**	73	**	73
	41%	**	**	**	**	**	**	**	41%	**	41%
Neither/ nor	26	**	**	**	**	**	**	**	26	**	26
	15%	**	**	**	**	**	**	**	15%	**	15%
Fairly dissatisfied	17	**	**	**	**	**	**	**	17	**	17
	10%	**	**	**	**	**	**	**	10%	**	10%
Very dissatisfied	4	**	**	**	**	**	**	**	4	**	4
	3%	**	**	**	**	**	**	**	3%	**	3%
SUMMARY CODES											
TOTAL SATISFIED	128	**	**	**	**	**	**	**	128	**	128
	73%	**	**	**	**	**	**	**	73%	**	73%
TOTAL DISSATISFIED	21	**	**	**	**	**	**	**	21	**	21
	12%	**	**	**	**	**	**	**	12%	**	12%
Don't know	1	**	**	**	**	**	**	**	1	**	1

Columns Tested: a,b,c,d,e,f,g,h - i,j

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 23

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN3. And how satisfied are you with the overall value for money of your service from (FIXED BROADBAND PROVIDER)? (SINGLE CODE)

Base : Those responsible for and answering about broadband as a standalone service

	Total	NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	~b	~c	~d	e	~f	g	~h	~i	~j
Unweighted total	223	160	17	21	25	223	36	151	37	74	45
Effective Weighted Sample	160	129	14	18	22	160	25	112	24	53	34
Total	176	153	11	7	6	176	26	119	26	63	36
Base for % (Unweighted and weighted)	222	159	**	**	**	222	**	150	**	**	**
	176	152	11	7	6	176	26	119	26	62	36
Very satisfied	55	46	**	**	**	55	**	39	**	**	**
	31%	30%	**	**	**	31%	**	33%	**	**	**
Fairly satisfied	73	63	**	**	**	73	**	46	**	**	**
	41%	41%	**	**	**	41%	**	39%	**	**	**
Neither/ nor	26	25	**	**	**	26	**	20	**	**	**
	15%	16%	**	**	**	15%	**	17%	**	**	**
Fairly dissatisfied	17	15	**	**	**	17	**	11	**	**	**
	10%	10%	**	**	**	10%	**	10%	**	**	**
Very dissatisfied	4	3	**	**	**	4	**	2	**	**	**
	3%	2%	**	**	**	3%	**	2%	**	**	**
SUMMARY CODES											
TOTAL SATISFIED	128	109	**	**	**	128	**	85	**	**	**
	73%	72%	**	**	**	73%	**	72%	**	**	**
TOTAL DISSATISFIED	21	18	**	**	**	21	**	14	**	**	**
	12%	12%	**	**	**	12%	**	11%	**	**	**
Don't know	1	1	**	**	**	1	**	1	**	**	**

Columns Tested: a,b,c,d,e - f,g - h,i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN4. And how satisfied are you with the speed of service while online from (FIXED BROADBAND PROVIDER)? (SINGLE CODE)

Base : Those responsible for and answering about broadband

	Total	FIXED BROADBAND PROVIDER								INTERNET BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2369	521	133	135	614	283	467	216	2369	2146	223
Effective Weighted Sample	1794	393	111	106	463	213	377	171	1794	1634	160
Total	2038	448	78	76	562	207	454	211	2038	1861	176
Base for % (Unweighted and weighted)	2354	517	132	135	610	281	466	213	2354	2131	223
	2026	445	77	76	561	206	452	209	2026	1850	176
Very satisfied	865	225	30	33	231	63	205	77	865	807	58
	43%	51%	39%	43%	41%	31%	45%	37%	43%	44%	33%
		bdegh		e	e		e		e	j	
Fairly satisfied	789	147	36	30	219	94	179	85	789	710	80
	39%	33%	46%	39%	39%	46%	40%	41%	39%	38%	45%
			a			a			a		
Neither/ nor	168	33	9	6	45	21	30	25	168	149	19
	8%	7%	11%	8%	8%	10%	7%	12%	8%	8%	11%
								f			
Fairly dissatisfied	127	26	2	5	40	16	29	10	127	117	10
	6%	6%	2%	7%	7%	8%	6%	5%	6%	6%	6%
					b	b					
Very dissatisfied	76	14	2	3	25	11	9	12	76	67	10
	4%	3%	2%	4%	5%	5%	2%	6%	4%	4%	5%
					f	f		f			
SUMMARY CODES											
TOTAL SATISFIED	1654	373	66	62	450	157	384	162	1654	1517	137
	82%	84%	85%	82%	80%	76%	85%	78%	82%	82%	78%
		e					eg				
TOTAL DISSATISFIED	204	40	3	8	66	28	37	22	204	184	20
	10%	9%	4%	10%	12%	13%	8%	11%	10%	10%	11%
					b	b		b	b		

Columns Tested: a,b,c,d,e,f,g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN4. And how satisfied are you with the speed of service while online from (FIXED BROADBAND PROVIDER)? (SINGLE CODE)

Base : Those responsible for and answering about broadband

	Total	FIXED BROADBAND PROVIDER								INTERNET BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2369	521	133	135	614	283	467	216	2369	2146	223
Effective Weighted Sample	1794	393	111	106	463	213	377	171	1794	1634	160
Total	2038	448	78	76	562	207	454	211	2038	1861	176
Don't know	12	3	1	-	2	1	3	2	12	12	-

Columns Tested: a,b,c,d,e,f,g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN4. And how satisfied are you with the speed of service while online from (FIXED BROADBAND PROVIDER)? (SINGLE CODE)

Base : Those responsible for and answering about broadband

	Total	NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN- TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2369	1592	264	285	228	2369	537	1529	385	737	404
Effective Weighted Sample	1794	1357	240	255	199	1794	401	1170	281	565	315
Total	2038	1700	168	112	58	2038	422	1344	332	642	375
Base for % (Unweighted and weighted)	2354	1584	260	283	227	2354	535	1522	384	732	404
	2026	1692	165	111	57	2026	421	1337	329	639	375
Very satisfied	865	729	48	54	34	865	180	591	142	255	154
	43%	43%	29%	49%	59%	43%	43%	44%	43%	40%	41%
		b		b	abce	b					
Fairly satisfied	789	660	82	33	14	789	133	527	99	280	154
	39%	39%	50%	30%	24%	39%	32%	39%	30%	44%	41%
		cd	acde			cd		f		h	h
Neither/ nor	168	135	18	13	3	168	47	105	45	49	29
	8%	8%	11%	11%	5%	8%	11%	8%	14%	8%	8%
			d	d			g		ij		
Fairly dissatisfied	127	104	13	5	4	127	35	70	31	30	25
	6%	6%	8%	5%	7%	6%	8%	5%	9%	5%	7%
							g		i		
Very dissatisfied	76	63	4	6	3	76	25	45	12	25	13
	4%	4%	2%	5%	5%	4%	6%	3%	4%	4%	3%
							g				
SUMMARY CODES											
TOTAL SATISFIED	1654	1389	130	87	48	1654	314	1118	241	534	308
	82%	82%	78%	78%	83%	82%	75%	84%	73%	84%	82%
								f		h	h
TOTAL DISSATISFIED	204	168	17	11	7	204	60	115	43	55	38
	10%	10%	11%	10%	12%	10%	14%	9%	13%	9%	10%
							g		i		

Columns Tested: a,b,c,d,e - f,g - h,i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN4. And how satisfied are you with the speed of service while online from (FIXED BROADBAND PROVIDER)? (SINGLE CODE)

Base : Those responsible for and answering about broadband

	Total	NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2369	1592	264	285	228	2369	537	1529	385	737	404
Effective Weighted Sample	1794	1357	240	255	199	1794	401	1170	281	565	315
Total	2038	1700	168	112	58	2038	422	1344	332	642	375
Don't know	12	9	2	1	*	12	1	7	3	3	-

Columns Tested: a,b,c,d,e - f,g - h,i,j

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 25

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN5. And how satisfied are you with the reliability of your fixed broadband service from (FIXED BROADBAND PROVIDER)? (SINGLE CODE)

Base : Those responsible for and answering about broadband

	Total	FIXED BROADBAND PROVIDER								INTERNET BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2369	521	133	135	614	283	467	216	2369	2146	223
Effective Weighted Sample	1794	393	111	106	463	213	377	171	1794	1634	160
Total	2038	448	78	76	562	207	454	211	2038	1861	176
Base for % (Unweighted and weighted)	2363	519	133	134	613	283	467	214	2363	2140	223
	2031	445	78	76	562	207	454	209	2031	1855	176
Very satisfied	938	243	33	32	272	69	199	90	938	886	52
	46%	55%	43%	43%	48%	33%	44%	43%	46%	48%	29%
		bcefgh			e		e	e	e	j	
Fairly satisfied	755	139	34	32	198	86	187	78	755	670	85
	37%	31%	44%	43%	35%	41%	41%	37%	37%	36%	48%
			a	a			a	a		a	i
Neither/ nor	169	28	6	7	44	25	30	29	169	148	21
	8%	6%	8%	9%	8%	12%	7%	14%	8%	8%	12%
						af		adfh			
Fairly dissatisfied	114	23	2	3	31	19	28	7	114	100	14
	6%	5%	3%	4%	6%	9%	6%	4%	6%	5%	8%
						bgh					
Very dissatisfied	55	11	2	1	17	8	11	4	55	50	5
	3%	3%	3%	2%	3%	4%	2%	2%	3%	3%	3%
SUMMARY CODES											
TOTAL SATISFIED	1694	382	68	65	470	155	386	168	1694	1557	137
	83%	86%	87%	85%	84%	75%	85%	81%	83%	84%	78%
		e	e	e	e		e		e	j	
TOTAL DISSATISFIED	168	34	4	4	48	27	39	12	168	150	19
	8%	8%	5%	6%	9%	13%	9%	6%	8%	8%	11%
						abcgh					
Don't know	7	4	-	1	*	-	-	2	7	7	-

Columns Tested: a,b,c,d,e,f,g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN5. And how satisfied are you with the reliability of your fixed broadband service from (FIXED BROADBAND PROVIDER)? (SINGLE CODE)

Base : Those responsible for and answering about broadband

	Total	NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN- TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2369	1592	264	285	228	2369	537	1529	385	737	404
Effective Weighted Sample	1794	1357	240	255	199	1794	401	1170	281	565	315
Total	2038	1700	168	112	58	2038	422	1344	332	642	375
Base for % (Unweighted and weighted)	2363	1588	263	284	228	2363	536	1528	384	735	403
	2031	1695	167	111	58	2031	420	1344	330	640	375
Very satisfied	938	788	60	59	31	938	198	636	154	300	154
	46%	46%	36%	53%	54%	46%	47%	47%	47%	47%	41%
		b		b	abe	b					
Fairly satisfied	755	622	82	32	18	755	136	504	104	255	157
	37%	37%	49%	29%	32%	37%	32%	38%	31%	40%	42%
		c	acde			c				h	h
Neither/ nor	169	145	11	9	4	169	36	106	47	41	28
	8%	9%	7%	8%	7%	8%	8%	8%	14%	6%	8%
									ij		
Fairly dissatisfied	114	94	11	6	2	114	35	62	13	36	24
	6%	6%	6%	6%	4%	6%	8%	5%	4%	6%	7%
							g				
Very dissatisfied	55	46	2	5	2	55	16	35	12	9	11
	3%	3%	1%	4%	3%	3%	4%	3%	4%	1%	3%
									i		
SUMMARY CODES											
TOTAL SATISFIED	1694	1410	143	91	50	1694	333	1141	258	555	311
	83%	83%	85%	82%	86%	83%	79%	85%	78%	87%	83%
								f		h	
TOTAL DISSATISFIED	168	140	13	11	4	168	51	97	25	45	36
	8%	8%	8%	10%	7%	8%	12%	7%	8%	7%	9%
							g				

Columns Tested: a,b,c,d,e - f,g - h,i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN5. And how satisfied are you with the reliability of your fixed broadband service from (FIXED BROADBAND PROVIDER)? (SINGLE CODE)

Base : Those responsible for and answering about broadband

	Total	NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN- TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2369	1592	264	285	228	2369	537	1529	385	737	404
Effective Weighted Sample	1794	1357	240	255	199	1794	401	1170	281	565	315
Total	2038	1700	168	112	58	2038	422	1344	332	642	375
Don't know	7	6	1	*	-	7	1	1	1	2	1

Columns Tested: a,b,c,d,e - f,g - h,i,j

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 26

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN5. And how satisfied are you with the reliability of your fixed broadband service from (FIXED BROADBAND PROVIDER)? (SINGLE CODE)

Base : Those responsible for and answering about broadband

	Total	LOCATION	
		URBAN	RURAL
Significance Level: 95%		a	b
Unweighted total	2369	1980	384
Effective Weighted Sample	1794	1520	272
Total	2038	1749	284
Base for % (Unweighted and weighted)	2363	1975	383
	2031	1744	283
Very satisfied	938	813	124
	46%	47%	44%
Fairly satisfied	755	657	96
	37%	38%	34%
Neither/ nor	169	138	30
	8%	8%	10%
Fairly dissatisfied	114	93	21
	6%	5%	7%
Very dissatisfied	55	42	12
	3%	2%	4%
SUMMARY CODES			
TOTAL SATISFIED	1694	1470	220
	83%	84%	78%
		b	
TOTAL DISSATISFIED	168	135	33
	8%	8%	12%
			a
Don't know	7	6	1

Columns Tested: a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

PAY TV PROVIDER (SINGLE CODE)

Base : Those responsible for and answering about pay TV

	Total	PAY TV PROVIDER						PAY TV BUNDLE	
		BT	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted total	1532	132	806	120	363	111	1532	1169	363
Effective Weighted Sample	1153	101	601	101	287	84	1153	892	261
Total	1341	110	703	68	356	104	1341	1033	308
Sky	703	-	703	-	-	-	703	482	221
	52%	-%	100%	-%	-%	-%	52%	47%	72%
			acdef				acde		g
Virgin Media/ Mobile	356	-	-	-	356	-	356	336	20
	27%	-%	-%	-%	100%	-%	27%	33%	6%
					abcef		abce	h	
BT	110	110	-	-	-	-	110	104	6
	8%	100%	-%	-%	-%	-%	8%	10%	2%
		bcdef					bcde	h	
TalkTalk	68	-	-	68	-	-	68	59	9
	5%	-%	-%	100%	-%	-%	5%	6%	3%
				abdef			abde		
Other pay TV provider	104	-	-	-	-	104	104	51	52
	8%	-%	-%	-%	-%	100%	8%	5%	17%
						abcdf	abcd		g

Columns Tested: a,b,c,d,e,f - g,h

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 27

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

PAY TV PROVIDER (SINGLE CODE)

Base : Those responsible for and answering about pay TV

	Total	NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN- TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1532	985	189	171	187	1532	347	993	239	471	264
Effective Weighted Sample	1153	845	176	152	167	1153	257	751	172	360	207
Total	1341	1098	122	70	50	1341	278	880	216	415	256
Sky	703	560	67	46	30	703	137	460	108	212	139
	52%	51%	55%	66% ae	59%	52%	49%	52%	50%	51%	54%
Virgin Media/ Mobile	356	301	35	11	9	356	68	246	57	111	68
	27%	27% cd	29% cd	15%	18%	27% cd	24%	28%	26%	27%	27%
BT	110	87	7	8	8	110	20	74	13	30	21
	8%	8%	6%	12%	15% abe	8%	7%	8%	6%	7%	8%
TalkTalk	68	62	3	*	2	68	24	36	16	25	13
	5%	6% c	3%	*%	4% c	5% c	9% g	4%	7%	6%	5%
Other pay TV provider	104	88	9	5	2	104	29	65	22	38	14
	8%	8% d	7%	7%	3%	8% d	10%	7%	10%	9%	5%

Columns Tested: a,b,c,d,e - f,g - h,i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

PT1. I'd now like to ask you some questions about your Pay TV service provided by (PAY TV SERVICE PROVIDER). How satisfied are you with the overall service provided by your television service provider (PAY TV SERVICE PROVIDER)? (SINGLE CODE)

Base : Those responsible for and answering about pay TV

	Total	PAY TV PROVIDER						PAY TV BUNDLE	
		BT	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted total	1532	132	806	120	363	111	1532	1169	363
Effective Weighted Sample	1153	101	601	101	287	84	1153	892	261
Total	1341	110	703	68	356	104	1341	1033	308
Base for % (Unweighted and weighted)	1524	131	803	119	362	109	1524	1164	360
	1337	109	702	68	356	102	1337	1030	307
Very satisfied	680	60	363	28	168	62	680	523	157
	51%	55%	52%	42%	47%	60% cd	51%	51%	51%
Fairly satisfied	513	37	273	32	138	32	513	394	118
	38%	34%	39%	48% ae	39%	31%	38%	38%	39%
Neither/ nor	84	6	44	5	20	7	84	61	23
	6%	6%	6%	8%	6%	7%	6%	6%	7%
Fairly dissatisfied	40	6	12	*	21	1	40	35	5
	3%	5% bc	2%	*%	6% bcf	1%	3%	3%	2%
Very dissatisfied	20	*	10	1	8	*	20	17	4
	2%	*%	1%	2%	2%	*%	2%	2%	1%
SUMMARY CODES									
TOTAL SATISFIED	1193	97	636	61	306	94	1193	918	275
	89%	89%	91% d	90%	86%	91%	89%	89%	90%
TOTAL DISSATISFIED	60	6	22	2	29	1	60	51	9
	4%	5%	3%	2%	8% bcef	1%	4%	5%	3%
Don't know	4	1	2	*	*	1	4	3	1

Columns Tested: a,b,c,d,e,f - g,h

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

PT1. I'd now like to ask you some questions about your Pay TV service provided by (PAY TV SERVICE PROVIDER). How satisfied are you with the overall service provided by your television service provider (PAY TV SERVICE PROVIDER)?
(SINGLE CODE)

Base : Those responsible for and answering about pay TV

	Total	NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1532	985	189	171	187	1532	347	993	239	471	264
Effective Weighted Sample	1153	845	176	152	167	1153	257	751	172	360	207
Total	1341	1098	122	70	50	1341	278	880	216	415	256
Base for % (Unweighted and weighted)	1524	981	187	171	185	1524	346	989	237	468	264
	1337	1095	121	70	50	1337	277	878	214	414	256
Very satisfied	680	555	55	42	28	680	142	452	103	216	109
	51%	51%	45%	59%	56%	51%	51%	51%	48%	52%	42%
				b						j	
Fairly satisfied	513	424	50	19	19	513	96	348	86	164	116
	38%	39%	42%	27%	39%	38%	35%	40%	40%	40%	45%
		c	c		c	c					
Neither/ nor	84	66	10	6	1	84	21	47	14	20	20
	6%	6%	8%	9%	3%	6%	8%	5%	7%	5%	8%
			d	d							
Fairly dissatisfied	40	33	4	2	1	40	11	21	5	8	9
	3%	3%	3%	3%	1%	3%	4%	2%	2%	2%	4%
Very dissatisfied	20	16	2	2	1	20	7	10	6	6	1
	2%	2%	1%	2%	1%	2%	3%	1%	3%	1%	*%
SUMMARY CODES											
TOTAL SATISFIED	1193	980	105	61	47	1193	238	800	189	381	225
	89%	89%	87%	86%	95%	89%	86%	91%	88%	92%	88%
					abce			f			
TOTAL DISSATISFIED	60	50	6	3	1	60	19	31	11	13	11
	4%	5%	5%	5%	3%	4%	7%	4%	5%	3%	4%
							g				

Columns Tested: a,b,c,d,e - f,g - h,i,j

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 28

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

PT1. I'd now like to ask you some questions about your Pay TV service provided by (PAY TV SERVICE PROVIDER). How satisfied are you with the overall service provided by your television service provider (PAY TV SERVICE PROVIDER)? (SINGLE CODE)

Base : Those responsible for and answering about pay TV

	Total	NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1532	985	189	171	187	1532	347	993	239	471	264
Effective Weighted Sample	1153	845	176	152	167	1153	257	751	172	360	207
Total	1341	1098	122	70	50	1341	278	880	216	415	256
Don't know	4	3	1	-	*	4	*	2	1	1	-

Columns Tested: a,b,c,d,e - f,g - h,i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

PT2. And how satisfied are you with the overall value for money of your service from (PAY TV SERVICE PROVIDER)? (SINGLE CODE)

Base : Those responsible for and answering about pay TV as a standalone service

	Total	PAY TV PROVIDER						PAY TV BUNDLE	
		BT	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		~a	b	~c	~d	~e	f	~g	h
Unweighted total	363	6	264	14	22	57	363	-	363
Effective Weighted Sample	261	4	193	11	13	41	261	-	261
Total	308	6	221	9	20	52	308	-	308
Base for % (Unweighted and weighted)	358	**	262	**	**	**	358	**	358
	305	6	219	9	20	51	305	-	305
Very satisfied	104	**	63	**	**	**	104	**	104
	34%	**	29%	**	**	**	34%	**	34%
Fairly satisfied	113	**	82	**	**	**	113	**	113
	37%	**	37%	**	**	**	37%	**	37%
Neither/ nor	49	**	39	**	**	**	49	**	49
	16%	**	18%	**	**	**	16%	**	16%
Fairly dissatisfied	26	**	23	**	**	**	26	**	26
	8%	**	11%	**	**	**	8%	**	8%
Very dissatisfied	13	**	12	**	**	**	13	**	13
	4%	**	6%	**	**	**	4%	**	4%
SUMMARY CODES									
TOTAL SATISFIED	217	**	145	**	**	**	217	**	217
	71%	**	66%	**	**	**	71%	**	71%
TOTAL DISSATISFIED	39	**	36	**	**	**	39	**	39
	13%	**	16%	**	**	**	13%	**	13%
Don't know	2	**	2	**	**	**	2	**	2

Columns Tested: a,b,c,d,e,f - g,h

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

PT2. And how satisfied are you with the overall value for money of your service from (PAY TV SERVICE PROVIDER)? (SINGLE CODE)

Base : Those responsible for and answering about pay TV as a standalone service

	Total	NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	~b	~c	~d	e	~f	g	~h	i	~j
Unweighted total	363	235	43	38	47	363	78	250	74	119	69
Effective Weighted Sample	261	195	40	33	41	261	54	181	50	85	52
Total	308	256	26	14	11	308	62	209	68	103	60
Base for % (Unweighted and weighted)	358	232	**	**	**	358	**	248	**	117	**
	305	255	25	14	11	305	61	208	68	102	60
Very satisfied	104	86	**	**	**	104	**	63	**	36	**
	34%	34%	**	**	**	34%	**	30%	**	35%	**
Fairly satisfied	113	93	**	**	**	113	**	82	**	41	**
	37%	37%	**	**	**	37%	**	39%	**	40%	**
Neither/ nor	49	43	**	**	**	49	**	38	**	16	**
	16%	17%	**	**	**	16%	**	18%	**	16%	**
Fairly dissatisfied	26	22	**	**	**	26	**	18	**	6	**
	8%	8%	**	**	**	8%	**	8%	**	6%	**
Very dissatisfied	13	11	**	**	**	13	**	8	**	4	**
	4%	4%	**	**	**	4%	**	4%	**	4%	**
SUMMARY CODES											
TOTAL SATISFIED	217	180	**	**	**	217	**	145	**	76	**
	71%	71%	**	**	**	71%	**	70%	**	75%	**
TOTAL DISSATISFIED	39	32	**	**	**	39	**	26	**	9	**
	13%	13%	**	**	**	13%	**	12%	**	9%	**
Don't know	2	2	**	**	**	2	**	*	**	1	**

Columns Tested: a,b,c,d,e - f,g - h,i,j

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 30

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

B1. I'd like to talk to you about the services that you have from the same supplier - so using (PROVIDER) for your (SERVICES). In terms of your overall package of services, how satisfied are you with the overall service provided by (PROVIDER)? (SINGLE CODE)

Base : Those who buy more than one service from a single supplier

	Total	SERVICES INCLUDED				SERVICE PROVIDER							
		LANDLINE	MOBILE	INTERNET	PAY TV	BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	2226	2013	500	2146	1169	514	124	115	607	259	425	182	2226
Effective Weighted Sample	1687	1529	375	1635	890	387	104	94	460	195	341	146	1687
Total	1937	1755	445	1861	1032	442	78	62	550	191	423	192	1937
Base for % (Unweighted and weighted)	2225	2012	500	2145	1168	514	124	115	606	259	425	182	2225
	1937	1755	445	1861	1032	442	78	62	550	191	423	192	1937
Very satisfied	904	823	230	863	479	221	40	32	270	75	159	107	904
	47%	47%	52%	46%	46%	50%	51%	52%	49%	39%	37%	56%	47%
						ij	j	ij	ij			ijl	j
Fairly satisfied	788	712	179	758	438	168	31	26	221	80	195	67	788
	41%	41%	40%	41%	42%	38%	41%	43%	40%	42%	46%	35%	41%
											ek		
Neither/ nor	138	121	28	135	67	27	4	2	39	15	37	15	138
	7%	7%	6%	7%	6%	6%	5%	3%	7%	8%	9%	8%	7%
											g		
Fairly dissatisfied	69	64	5	67	36	16	3	*	14	12	21	3	69
	4%	4%	1%	4%	3%	4%	3%	1%	2%	6%	5%	2%	4%
		b		b	b					ghk			
Very dissatisfied	38	36	2	38	13	10	*	1	6	9	12	*	38
	2%	2%	1%	2%	1%	2%	1%	2%	1%	4%	3%	*%	2%
		b		b						hkl			
SUMMARY CODES													
TOTAL SATISFIED	1692	1535	409	1621	917	389	71	59	491	155	353	174	1692
	87%	87%	92%	87%	89%	88%	92%	95%	89%	81%	83%	91%	87%
			ac			i	ij	eijl	ij			ij	i
TOTAL DISSATISFIED	107	99	8	105	49	26	3	1	20	20	33	3	107
	6%	6%	2%	6%	5%	6%	4%	2%	4%	11%	8%	2%	6%
		b		b	b	k				efghkl	hk		

Columns Tested: a,b,c,d - e,f,g,h,i,j,k,l

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

B1. I'd like to talk to you about the services that you have from the same supplier - so using (PROVIDER) for your (SERVICES). In terms of your overall package of services, how satisfied are you with the overall service provided by (PROVIDER)? (SINGLE CODE)

Base : Those who buy more than one service from a single supplier

	Total	SERVICES INCLUDED				SERVICE PROVIDER							
		LANDLINE	MOBILE	INTERNET	PAY TV	BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	2226	2013	500	2146	1169	514	124	115	607	259	425	182	2226
Effective Weighted Sample	1687	1529	375	1635	890	387	104	94	460	195	341	146	1687
Total	1937	1755	445	1861	1032	442	78	62	550	191	423	192	1937
Don't know	*	*	-	*	*	-	-	-	*	-	-	-	*
Columns Tested: a,b,c,d - e,f,g,h,i,j,k,l													

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 30

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

B1. I'd like to talk to you about the services that you have from the same supplier - so using (PROVIDER) for your (SERVICES). In terms of your overall package of services, how satisfied are you with the overall service provided by (PROVIDER)? (SINGLE CODE)

Base : Those who buy more than one service from a single supplier

	Total	NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2226	1476	254	275	221	2226	541	1407	373	681	369
Effective Weighted Sample	1687	1263	233	247	196	1687	402	1081	274	524	288
Total	1937	1608	161	111	57	1937	431	1259	331	587	353
Base for % (Unweighted and weighted)	2225	1476	254	275	220	2225	541	1407	373	681	369
	1937	1608	161	111	57	1937	431	1259	331	587	353
Very satisfied	904	754	58	58	33	904	211	588	152	262	150
	47%	47%	36%	53%	58%	47%	49%	47%	46%	45%	42%
		b		b	abe	b					
Fairly satisfied	788	647	82	39	20	788	156	518	141	251	151
	41%	40%	51%	35%	36%	41%	36%	41%	43%	43%	43%
			acde								
Neither/ nor	138	115	13	9	1	138	36	89	24	37	36
	7%	7%	8%	8%	2%	7%	8%	7%	7%	6%	10%
		d	d	d		d					i
Fairly dissatisfied	69	60	6	1	1	69	13	44	3	27	13
	4%	4%	4%	1%	2%	4%	3%	3%	1%	5%	4%
										h	h
Very dissatisfied	38	31	2	4	1	38	14	21	10	9	3
	2%	2%	1%	4%	2%	2%	3%	2%	3%	2%	1%
SUMMARY CODES											
TOTAL SATISFIED	1692	1401	140	97	53	1692	367	1106	293	514	300
	87%	87%	87%	87%	93%	87%	85%	88%	89%	87%	85%
					abce						
TOTAL DISSATISFIED	107	91	8	5	2	107	27	65	13	36	16
	6%	6%	5%	5%	4%	6%	6%	5%	4%	6%	5%

Columns Tested: a,b,c,d,e - f,g - h,i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

B1. I'd like to talk to you about the services that you have from the same supplier - so using (PROVIDER) for your (SERVICES). In terms of your overall package of services, how satisfied are you with the overall service provided by (PROVIDER)? (SINGLE CODE)

Base : Those who buy more than one service from a single supplier

	Total	NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2226	1476	254	275	221	2226	541	1407	373	681	369
Effective Weighted Sample	1687	1263	233	247	196	1687	402	1081	274	524	288
Total	1937	1608	161	111	57	1937	431	1259	331	587	353
Don't know	*	-	-	-	*	*	-	-	-	-	-

Columns Tested: a,b,c,d,e - f,g - h,i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

B2. And how satisfied are you with the overall value for money of your service from (PROVIDER)? (SINGLE CODE)

Base : Those who buy more than one service from a single supplier

	Total	SERVICES INCLUDED				SERVICE PROVIDER							
		LANDLINE	MOBILE	INTERNET	PAY TV	BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	2226	2013	500	2146	1169	514	124	115	607	259	425	182	2226
Effective Weighted Sample	1687	1529	375	1635	890	387	104	94	460	195	341	146	1687
Total	1937	1755	445	1861	1032	442	78	62	550	191	423	192	1937
Base for % (Unweighted and weighted)	2221	2009	499	2142	1165	513	124	115	605	259	423	182	2221
	1932	1750	445	1856	1028	440	78	62	548	191	422	192	1932
Very satisfied	660	604	180	630	319	168	20	25	162	75	119	91	660
	34%	34%	40%	34%	31%	38%	26%	40%	30%	39%	28%	48%	34%
			acd			fhj		fhj		fhj		efhjl	j
Fairly satisfied	767	690	184	734	428	163	43	27	230	69	165	71	767
	40%	39%	41%	40%	42%	37%	55%	43%	42%	36%	39%	37%	40%
							ehijkl						
Neither/ nor	250	224	47	239	134	49	9	7	77	24	61	23	250
	13%	13%	11%	13%	13%	11%	12%	11%	14%	12%	14%	12%	13%
Fairly dissatisfied	159	146	24	158	96	40	4	2	54	13	42	4	159
	8%	8%	5%	8%	9%	9%	5%	3%	10%	7%	10%	2%	8%
				b	b	k			gk		gk		k
Very dissatisfied	97	86	11	96	51	21	2	1	24	11	34	2	97
	5%	5%	2%	5%	5%	5%	2%	2%	4%	6%	8%	1%	5%
		b		b	b	k					fghkl		k
SUMMARY CODES													
TOTAL SATISFIED	1427	1294	363	1364	747	331	62	52	392	143	284	163	1427
	74%	74%	82%	73%	73%	75%	80%	83%	72%	75%	67%	85%	74%
			acd			j	j	hjl				ehijl	j
TOTAL DISSATISFIED	255	232	35	253	147	61	6	3	79	24	76	6	255
	13%	13%	8%	14%	14%	14%	8%	6%	14%	12%	18%	3%	13%
		b		b	b	gk			gk	k	fgkl		gk
Don't know	5	5	*	5	4	1	-	-	2	-	2	-	5

Columns Tested: a,b,c,d - e,f,g,h,i,j,k,l

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 31

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

B2. And how satisfied are you with the overall value for money of your service from (PROVIDER)? (SINGLE CODE)

Base : Those who buy more than one service from a single supplier

	Total	NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2226	1476	254	275	221	2226	541	1407	373	681	369
Effective Weighted Sample	1687	1263	233	247	196	1687	402	1081	274	524	288
Total	1937	1608	161	111	57	1937	431	1259	331	587	353
Base for % (Unweighted and weighted)	2221	1473	252	275	221	2221	539	1404	373	679	368
	1932	1604	160	111	57	1932	429	1255	331	586	352
Very satisfied	660	551	37	46	26	660	141	442	116	189	105
	34%	34%	23%	42%	45%	34%	33%	35%	35%	32%	30%
		b		abe	abe	b					
Fairly satisfied	767	634	74	35	23	767	159	497	123	256	152
	40%	40%	46%	32%	40%	40%	37%	40%	37%	44%	43%
		c	ace			c					
Neither/ nor	250	207	24	15	3	250	56	160	49	65	47
	13%	13%	15%	14%	6%	13%	13%	13%	15%	11%	13%
		d	d	d		d					
Fairly dissatisfied	159	129	17	9	4	159	42	101	23	48	38
	8%	8%	10%	8%	7%	8%	10%	8%	7%	8%	11%
Very dissatisfied	97	83	8	5	1	97	32	56	20	27	10
	5%	5%	5%	4%	2%	5%	7%	4%	6%	5%	3%
							g				
SUMMARY CODES											
TOTAL SATISFIED	1427	1185	112	81	49	1427	300	939	239	445	258
	74%	74%	70%	73%	85%	74%	70%	75%	72%	76%	73%
					abce						
TOTAL DISSATISFIED	255	212	25	14	5	255	73	156	43	75	47
	13%	13%	15%	13%	9%	13%	17%	12%	13%	13%	14%
							g				

Columns Tested: a,b,c,d,e - f,g - h,i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

B2. And how satisfied are you with the overall value for money of your service from (PROVIDER)? (SINGLE CODE)

Base : Those who buy more than one service from a single supplier

	Total	NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2226	1476	254	275	221	2226	541	1407	373	681	369
Effective Weighted Sample	1687	1263	233	247	196	1687	402	1081	274	524	288
Total	1937	1608	161	111	57	1937	431	1259	331	587	353
Don't know	5	4	1	-	-	5	2	4	-	2	1

Columns Tested: a,b,c,d,e - f,g - h,i,j

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 32

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD1. You said earlier you were dissatisfied with the overall service from your landline provider, (LANDLINE PROVIDER). Why do you say that? (MULTI CODE)

Base : Those responsible for and answering about landlines that are dissatisfied with the overall service provided by their landline provider

	Total	LANDLINE PROVIDER								LANDLINE BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j
Unweighted total	82	25	7	4	8	9	25	4	82	73	9
Effective Weighted Sample	59	19	5	4	6	5	19	3	59	53	6
Total	59	18	3	2	4	6	21	4	59	52	7
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Too expensive/ not good value for money	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Poor customer service/ unhelpful	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
I have to pay for something I don't use/ have to have a landline	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Difficult to contact anyone at the company	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Locked into a contract and can't get out	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Problems left unresolved/ takes a long time to fix	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD1. You said earlier you were dissatisfied with the overall service from your landline provider, (LANDLINE PROVIDER). Why do you say that? (MULTI CODE)

Base : Those responsible for and answering about landlines that are dissatisfied with the overall service provided by their landline provider

	Total	LANDLINE PROVIDER								LANDLINE BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j
Unweighted total	82	25	7	4	8	9	25	4	82	73	9
Effective Weighted Sample	59	19	5	4	6	5	19	3	59	53	6
Total	59	18	3	2	4	6	21	4	59	52	7
Price keeps increasing	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Problems with payment/ billing	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
General negative comments	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Receive lots of unwanted communication	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Too pushy with their sales	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
They do not value loyalty	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
I am considering leaving	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Not a trustworthy company	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Other	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD1. You said earlier you were dissatisfied with the overall service from your landline provider, (LANDLINE PROVIDER). Why do you say that? (MULTI CODE)

Base : Those responsible for and answering about landlines that are dissatisfied with the overall service provided by their landline provider

	Total	LANDLINE PROVIDER								LANDLINE BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j
Unweighted total	82	25	7	4	8	9	25	4	82	73	9
Effective Weighted Sample	59	19	5	4	6	5	19	3	59	53	6
Total	59	18	3	2	4	6	21	4	59	52	7
Don't know/ no reason	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**

 Columns Tested: a,b,c,d,e,f,g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD1. You said earlier you were dissatisfied with the overall service from your landline provider, (LANDLINE PROVIDER). Why do you say that? (MULTI CODE)

Base : Those responsible for and answering about landlines that are dissatisfied with the overall service provided by their landline provider

	Total	NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j
Unweighted total	82	56	7	10	9	82	29	49	15	25	14
Effective Weighted Sample	59	45	7	9	8	59	21	36	12	17	10
Total	59	50	4	4	2	59	19	37	9	17	9
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Too expensive/ not good value for money	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Poor customer service/ unhelpful	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
I have to pay for something I don't use/ have to have a landline	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Difficult to contact anyone at the company	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Locked into a contract and can't get out	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Problems left unresolved/ takes a long time to fix	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - f,g - h,i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD1. You said earlier you were dissatisfied with the overall service from your landline provider, (LANDLINE PROVIDER). Why do you say that? (MULTI CODE)

Base : Those responsible for and answering about landlines that are dissatisfied with the overall service provided by their landline provider

	Total	NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j
Unweighted total	82	56	7	10	9	82	29	49	15	25	14
Effective Weighted Sample	59	45	7	9	8	59	21	36	12	17	10
Total	59	50	4	4	2	59	19	37	9	17	9
Price keeps increasing	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Problems with payment/ billing	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
General negative comments	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Receive lots of unwanted communication	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Too pushy with their sales	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
They do not value loyalty	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
I am considering leaving	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Not a trustworthy company	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Other	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - f,g - h,i,j

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 32

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

QD1. You said earlier you were dissatisfied with the overall service from your landline provider, (LANDLINE PROVIDER). Why do you say that? (MULTI CODE)

Base : Those responsible for and answering about landlines that are dissatisfied with the overall service provided by their landline provider

	Total	NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j
Unweighted total	82	56	7	10	9	82	29	49	15	25	14
Effective Weighted Sample	59	45	7	9	8	59	21	36	12	17	10
Total	59	50	4	4	2	59	19	37	9	17	9
Don't know/ no reason	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - f,g - h,i,j

The significance testing shown is based on treating the NPS score as a continuous variable, whereas in fact it is a variable with discrete values. As a result the standard errors tend to be overestimated, and the significance underestimated.

QN1. Based on your overall experience of using (LANDLINE PROVIDER) for your landline service, how likely would you be to recommend them to a friend or family member as a landline provider? Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely' (SINGLE CODE)

Base : Those responsible for and answering about landlines

	Total	LANDLINE PROVIDER BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	LANDLINE BUNDLE YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2297	719	120	120	540	255	378	165	2297	2013	284
Effective Weighted Sample	1744	549	100	102	402	190	304	136	1744	1520	228
Total	2057	665	79	64	500	193	379	177	2057	1757	300
0 - Extremely Unlikely	51	12	2	1	10	8	15	4	51	45	7
	2%	2%	3%	2%	2%	4%	4%	2%	2%	3%	2%
							a				
1	15	3	-	-	1	3	7	*	15	15	-
	1%	*%	-%	-%	*%	2%	2%	*%	1%	1%	-%
						d	adh				
2	27	7	1	2	3	1	10	3	27	24	3
	1%	1%	1%	3%	1%	1%	3%	1%	1%	1%	1%
				ad			ad				
3	23	6	2	*	4	3	5	3	23	19	4
	1%	1%	3%	*%	1%	2%	1%	2%	1%	1%	1%
4	38	7	4	*	9	6	5	7	38	31	7
	2%	1%	6%	*%	2%	3%	1%	4%	2%	2%	2%
			acdfh			a		a			
5	242	63	7	7	66	16	53	29	242	219	23
	12%	9%	9%	10%	13%	8%	14%	17%	12%	12%	8%
							a	ae		j	
6	139	52	5	2	27	20	21	12	139	122	16
	7%	8%	7%	4%	5%	10%	6%	7%	7%	7%	5%
						d					
7	267	80	9	10	80	27	45	17	267	232	35
	13%	12%	12%	15%	16%	14%	12%	10%	13%	13%	12%
8	470	160	17	12	131	35	81	34	470	407	63
	23%	24%	22%	19%	26%	18%	21%	19%	23%	23%	21%
					e						

Columns Tested: a,b,c,d,e,f,g,h - i,j

The significance testing shown is based on treating the NPS score as a continuous variable, whereas in fact it is a variable with discrete values. As a result the standard errors tend to be overestimated, and the significance underestimated.

QN1. Based on your overall experience of using (LANDLINE PROVIDER) for your landline service, how likely would you be to recommend them to a friend or family member as a landline provider? Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely' (SINGLE CODE)

Base : Those responsible for and answering about landlines

	Total	LANDLINE PROVIDER								LANDLINE BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2297	719	120	120	540	255	378	165	2297	2013	284
Effective Weighted Sample	1744	549	100	102	402	190	304	136	1744	1520	228
Total	2057	665	79	64	500	193	379	177	2057	1757	300
9	287	102	12	7	74	23	48	20	287	240	47
	14%	15%	16%	11%	15%	12%	13%	11%	14%	14%	16%
10 - Extremely Likely	500	175	18	23	96	51	87	49	500	404	95
	24%	26%	23%	36%	19%	26%	23%	28%	24%	23%	32%
		d		abdfh		d		d	d		i
PROMOTERS (9-10)	786	277	31	30	169	74	136	69	786	644	142
	38%	42%	39%	47%	34%	38%	36%	39%	38%	37%	47%
		d		d							i
PASSIVES (7-8)	736	239	27	21	211	62	126	51	736	639	98
	36%	36%	33%	33%	42%	32%	33%	29%	36%	36%	33%
					efgh						
DETRACTORS (0-6)	534	148	22	13	120	57	118	57	534	475	60
	26%	22%	28%	20%	24%	30%	31%	32%	26%	27%	20%
						a	acd	ac		j	
Answered	2057	665	79	64	500	193	379	177	2057	1757	300
NPS (PROMOTERS - DETRACTORS)	12	19	11	27	10	9	5	7	12	10	27
		f		df							i
Standard deviation	79.20	77.66	81.37	77.62	75.45	82.24	81.76	84.27	79.20	79.22	77.50
Standard error	1.65	2.90	7.43	7.09	3.25	5.15	4.21	6.56	1.65	1.77	4.60

Columns Tested: a,b,c,d,e,f,g,h - i,j

The significance testing shown is based on treating the NPS score as a continuous variable, whereas in fact it is a variable with discrete values. As a result the standard errors tend to be overestimated, and the significance underestimated.

QN1. Based on your overall experience of using (LANDLINE PROVIDER) for your landline service, how likely would you be to recommend them to a friend or family member as a landline provider? Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely' (SINGLE CODE)

Base : Those responsible for and answering about landlines

	Total	NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2297	1529	262	277	229	2297	604	1411	402	687	367
Effective Weighted Sample	1744	1312	241	250	203	1744	440	1093	301	531	283
Total	2057	1714	170	114	59	2057	514	1284	381	611	352
0 - Extremely Unlikely	51	44	4	3	*	51	15	29	9	17	5
	2%	3%	2%	3%	*%	2%	3%	2%	2%	3%	2%
		d		d		d					
1	15	11	2	2	*	15	7	8	3	5	3
	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%
				ae							
2	27	22	4	*	*	27	6	15	3	7	11
	1%	1%	2%	*%	*%	1%	1%	1%	1%	1%	3%
			c								hi
3	23	20	2	*	1	23	7	15	4	13	3
	1%	1%	1%	*%	2%	1%	1%	1%	1%	2%	1%
4	38	32	4	2	1	38	6	22	4	19	8
	2%	2%	2%	2%	1%	2%	1%	2%	1%	3%	2%
5	242	207	16	17	2	242	65	141	42	67	45
	12%	12%	9%	15%	3%	12%	13%	11%	11%	11%	13%
		d	d	bd		d					
6	139	117	8	11	3	139	36	82	32	43	24
	7%	7%	5%	10%	4%	7%	7%	6%	8%	7%	7%
				bd							
7	267	221	25	11	9	267	60	164	43	85	59
	13%	13%	14%	10%	16%	13%	12%	13%	11%	14%	17%
8	470	390	37	20	23	470	96	312	82	139	77
	23%	23%	22%	17%	38%	23%	19%	24%	22%	23%	22%
					abce	c		f			

Columns Tested: a,b,c,d,e - f,g - h,i,j

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 33

The significance testing shown is based on treating the NPS score as a continuous variable, whereas in fact it is a variable with discrete values. As a result the standard errors tend to be overestimated, and the significance underestimated.

QN1. Based on your overall experience of using (LANDLINE PROVIDER) for your landline service, how likely would you be to recommend them to a friend or family member as a landline provider? Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely' (SINGLE CODE)

Base : Those responsible for and answering about landlines

	Total	NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2297	1529	262	277	229	2297	604	1411	402	687	367
Effective Weighted Sample	1744	1312	241	250	203	1744	440	1093	301	531	283
Total	2057	1714	170	114	59	2057	514	1284	381	611	352
9	287	235	27	15	10	287	66	191	59	82	45
	14%	14%	16%	13%	16%	14%	13%	15%	16%	13%	13%
10 - Extremely Likely	500	414	43	32	10	500	151	306	100	134	72
	24%	24%	25%	28%	17%	24%	29%	24%	26%	22%	21%
		d	d	d		d	g				
PROMOTERS (9-10)	786	650	70	47	20	786	216	497	159	216	117
	38%	38%	41%	41%	34%	38%	42%	39%	42%	35%	33%
									j		
PASSIVES (7-8)	736	611	62	31	32	736	156	476	125	224	135
	36%	36%	36%	27%	54%	36%	30%	37%	33%	37%	39%
		c	c		abce	c		f			
DETRACTORS (0-6)	534	453	39	36	7	534	142	312	97	171	99
	26%	26%	23%	32%	12%	26%	28%	24%	25%	28%	28%
		d	d	bd		d					
Answered	2057	1714	170	114	59	2057	514	1284	381	611	352
NPS (PROMOTERS - DETRACTORS)	12	12	18	9	22	12	15	14	16	7	5
Standard deviation	79.20	79.39	78.00	85.14	64.36	79.20	82.24	78.05	80.42	79.28	78.37
Standard error	1.65	2.03	4.82	5.12	4.25	1.65	3.35	2.08	4.01	3.02	4.09

Columns Tested: a,b,c,d,e - f,g - h,i,j

QD2. You said earlier you were dissatisfied with the overall service from your mobile phone service provider, (MOBILE PHONE SERVICE PROVIDER). Why do you say that? (MULTI CODE)

Base : Those responsible for and answering about mobile phones that are dissatisfied with the overall service provided by their mobile phone service provider

	Total	MOBILE PHONE SERVICE PROVIDER									MOBILE BUNDLE	
		EE	GIFFGAFF	O2	TESCO MOBILE	THREE	VIRGIN MOBILE	VODAFONE	OTHERS	ALL	YES	NO
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	i	~j	~k
Unweighted total	108	20	2	22	-	25	7	22	10	108	19	89
Effective Weighted Sample	80	15	2	15	-	20	6	17	8	80	14	66
Total	89	14	2	15	-	25	6	18	9	89	14	75
Poor mobile reception/ coverage - unspecified	45	**	**	**	**	**	**	**	**	45	**	**
	51%	**	**	**	**	**	**	**	**	51%	**	**
Too expensive/ not good value for money	19	**	**	**	**	**	**	**	**	19	**	**
	21%	**	**	**	**	**	**	**	**	21%	**	**
Poor customer service/ unhelpful	17	**	**	**	**	**	**	**	**	17	**	**
	20%	**	**	**	**	**	**	**	**	20%	**	**
Poor mobile reception/ coverage - at home	12	**	**	**	**	**	**	**	**	12	**	**
	13%	**	**	**	**	**	**	**	**	13%	**	**
Problems with payment/ billing	9	**	**	**	**	**	**	**	**	9	**	**
	11%	**	**	**	**	**	**	**	**	11%	**	**
Poor mobile reception/ coverage - in my area	8	**	**	**	**	**	**	**	**	8	**	**
	9%	**	**	**	**	**	**	**	**	9%	**	**
Problems left unresolved/ takes a long time to fix	7	**	**	**	**	**	**	**	**	7	**	**
	8%	**	**	**	**	**	**	**	**	8%	**	**
Overseas call centre	4	**	**	**	**	**	**	**	**	4	**	**
	4%	**	**	**	**	**	**	**	**	4%	**	**
Difficult to contact anyone at the company	3	**	**	**	**	**	**	**	**	3	**	**
	4%	**	**	**	**	**	**	**	**	4%	**	**

Columns Tested: a,b,c,d,e,f,g,h,i - j,k

QD2. You said earlier you were dissatisfied with the overall service from your mobile phone service provider, (MOBILE PHONE SERVICE PROVIDER). Why do you say that? (MULTI CODE)

Base : Those responsible for and answering about mobile phones that are dissatisfied with the overall service provided by their mobile phone service provider

	Total	EE	GIFFGAFF	O2	TESCO MOBILE	THREE	VIRGIN MOBILE	VODAFONE	OTHERS	ALL	MOBILE BUNDLE	
											YES	NO
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	i	~j	~k
Unweighted total	108	20	2	22	-	25	7	22	10	108	19	89
Effective Weighted Sample	80	15	2	15	-	20	6	17	8	80	14	66
Total	89	14	2	15	-	25	6	18	9	89	14	75
Locked into a contract and can't get out	3	**	**	**	**	**	**	**	**	3	**	**
	4%	**	**	**	**	**	**	**	**	4%	**	**
Speed isn't as advertised/ slow	3	**	**	**	**	**	**	**	**	3	**	**
	3%	**	**	**	**	**	**	**	**	3%	**	**
Not a trustworthy company	2	**	**	**	**	**	**	**	**	2	**	**
	3%	**	**	**	**	**	**	**	**	3%	**	**
Price keeps increasing	2	**	**	**	**	**	**	**	**	2	**	**
	2%	**	**	**	**	**	**	**	**	2%	**	**
They offer poor deals/ I have seen better deals elsewhere	2	**	**	**	**	**	**	**	**	2	**	**
	2%	**	**	**	**	**	**	**	**	2%	**	**
I am considering leaving	1	**	**	**	**	**	**	**	**	1	**	**
	1%	**	**	**	**	**	**	**	**	1%	**	**
Receive lots of unwanted communication	*	**	**	**	**	**	**	**	**	*	**	**
	*%	**	**	**	**	**	**	**	**	*%	**	**
Other	1	**	**	**	**	**	**	**	**	1	**	**
	2%	**	**	**	**	**	**	**	**	2%	**	**
Don't know/ no reason	1	**	**	**	**	**	**	**	**	1	**	**
	1%	**	**	**	**	**	**	**	**	1%	**	**

Columns Tested: a,b,c,d,e,f,g,h,i - j,k

QD2. You said earlier you were dissatisfied with the overall service from your mobile phone service provider, (MOBILE PHONE SERVICE PROVIDER). Why do you say that? (MULTI CODE)

Base : Those responsible for and answering about mobile phones that are dissatisfied with the overall service provided by their mobile phone service provider

	Total	MOBILE PACKAGE		NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		CONTRACT	PREPAY	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN- TIALLY	LEAST
Significance Level: 95%		~a	~b	~c	~d	~e	~f	g	~h	~i	~j	~k	~l
Unweighted total	108	88	19	67	16	17	8	108	27	72	17	28	16
Effective Weighted Sample	80	68	12	56	15	14	7	80	20	53	13	21	12
Total	89	77	12	71	11	6	2	89	24	58	16	24	13
Poor mobile reception/ coverage - unspecified	45	**	**	**	**	**	**	45	**	**	**	**	**
	51%	**	**	**	**	**	**	51%	**	**	**	**	**
Too expensive/ not good value for money	19	**	**	**	**	**	**	19	**	**	**	**	**
	21%	**	**	**	**	**	**	21%	**	**	**	**	**
Poor customer service/ unhelpful	17	**	**	**	**	**	**	17	**	**	**	**	**
	20%	**	**	**	**	**	**	20%	**	**	**	**	**
Poor mobile reception/ coverage - at home	12	**	**	**	**	**	**	12	**	**	**	**	**
	13%	**	**	**	**	**	**	13%	**	**	**	**	**
Problems with payment/ billing	9	**	**	**	**	**	**	9	**	**	**	**	**
	11%	**	**	**	**	**	**	11%	**	**	**	**	**
Poor mobile reception/ coverage - in my area	8	**	**	**	**	**	**	8	**	**	**	**	**
	9%	**	**	**	**	**	**	9%	**	**	**	**	**
Problems left unresolved/ takes a long time to fix	7	**	**	**	**	**	**	7	**	**	**	**	**
	8%	**	**	**	**	**	**	8%	**	**	**	**	**
Overseas call centre	4	**	**	**	**	**	**	4	**	**	**	**	**
	4%	**	**	**	**	**	**	4%	**	**	**	**	**
Difficult to contact anyone at the company	3	**	**	**	**	**	**	3	**	**	**	**	**
	4%	**	**	**	**	**	**	4%	**	**	**	**	**

Columns Tested: a,b - c,d,e,f,g - h,i - j,k,l

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 36

QD2. You said earlier you were dissatisfied with the overall service from your mobile phone service provider, (MOBILE PHONE SERVICE PROVIDER). Why do you say that? (MULTI CODE)

Base : Those responsible for and answering about mobile phones that are dissatisfied with the overall service provided by their mobile phone service provider

	Total	MOBILE PACKAGE		NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		CONTRACT	PREPAY	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		~a	~b	~c	~d	~e	~f	g	~h	~i	~j	~k	~l
Unweighted total	108	88	19	67	16	17	8	108	27	72	17	28	16
Effective Weighted Sample	80	68	12	56	15	14	7	80	20	53	13	21	12
Total	89	77	12	71	11	6	2	89	24	58	16	24	13
Locked into a contract and can't get out	3	**	**	**	**	**	**	3	**	**	**	**	**
	4%	**	**	**	**	**	**	4%	**	**	**	**	**
Speed isn't as advertised/ slow	3	**	**	**	**	**	**	3	**	**	**	**	**
	3%	**	**	**	**	**	**	3%	**	**	**	**	**
Not a trustworthy company	2	**	**	**	**	**	**	2	**	**	**	**	**
	3%	**	**	**	**	**	**	3%	**	**	**	**	**
Price keeps increasing	2	**	**	**	**	**	**	2	**	**	**	**	**
	2%	**	**	**	**	**	**	2%	**	**	**	**	**
They offer poor deals/ I have seen better deals elsewhere	2	**	**	**	**	**	**	2	**	**	**	**	**
	2%	**	**	**	**	**	**	2%	**	**	**	**	**
I am considering leaving	1	**	**	**	**	**	**	1	**	**	**	**	**
	1%	**	**	**	**	**	**	1%	**	**	**	**	**
Receive lots of unwanted communication	*	**	**	**	**	**	**	*	**	**	**	**	**
	*%	**	**	**	**	**	**	*%	**	**	**	**	**
Other	1	**	**	**	**	**	**	1	**	**	**	**	**
	2%	**	**	**	**	**	**	2%	**	**	**	**	**
Don't know/ no reason	1	**	**	**	**	**	**	1	**	**	**	**	**
	1%	**	**	**	**	**	**	1%	**	**	**	**	**

Columns Tested: a,b - c,d,e,f,g - h,i - j,k,l

The significance testing shown is based on treating the NPS score as a continuous variable, whereas in fact it is a variable with discrete values. As a result the standard errors tend to be overestimated, and the significance underestimated.

QN2. Based on your overall experience of (MOBILE PHONE SERVICE PROVIDER) as your mobile phone service provider, how likely would you be to recommend them to a friend or family member as a mobile phone service provider? Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely' (SINGLE CODE)

Base : Those responsible for and answering about mobile phones

	Total	EE	GIFFGAFF	O2	TESCO MOBILE	THREE	VIRGIN MOBILE	VODAFONE	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	3068	742	126	604	257	331	164	436	408	3068	500	2568
Effective Weighted Sample	2313	570	102	428	192	255	128	340	305	2313	375	1938
Total	2760	688	116	490	198	330	167	397	374	2760	439	2321
0 - Extremely Unlikely	44	7	2	9	-	10	4	6	6	44	8	36
	2%	1%	2%	2%	-%	3%	2%	2%	2%	2%	2%	2%
						ad	d					
1	20	4	-	2	-	4	1	5	4	20	4	16
	1%	1%	-%	*%	-%	1%	1%	1%	1%	1%	1%	1%
2	22	6	1	4	-	2	1	6	2	22	3	19
	1%	1%	1%	1%	-%	1%	1%	2%	1%	1%	1%	1%
3	29	4	1	6	*	10	-	2	7	29	7	23
	1%	1%	1%	1%	*%	3%	-%	*%	2%	1%	2%	1%
						adfgi						
4	34	10	2	2	*	6	1	5	8	34	12	22
	1%	1%	2%	*%	*%	2%	1%	1%	2%	1%	3%	1%
											k	
5	196	56	6	32	15	27	11	22	28	196	30	166
	7%	8%	5%	6%	7%	8%	7%	6%	7%	7%	7%	7%
6	169	53	3	21	8	29	10	18	27	169	26	143
	6%	8%	3%	4%	4%	9%	6%	5%	7%	6%	6%	6%
		c				bcdg						
7	384	95	9	68	21	40	36	74	40	384	66	318
	14%	14%	8%	14%	11%	12%	22%	19%	11%	14%	15%	14%
							abcdehi	bdehi				
8	656	194	17	122	43	84	30	87	78	656	85	571
	24%	28%	15%	25%	22%	25%	18%	22%	21%	24%	19%	25%
		bfghi		b		b				b		j

Columns Tested: a,b,c,d,e,f,g,h,i - j,k

The significance testing shown is based on treating the NPS score as a continuous variable, whereas in fact it is a variable with discrete values. As a result the standard errors tend to be overestimated, and the significance underestimated.

QN2. Based on your overall experience of (MOBILE PHONE SERVICE PROVIDER) as your mobile phone service provider, how likely would you be to recommend them to a friend or family member as a mobile phone service provider? Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely' (SINGLE CODE)

Base : Those responsible for and answering about mobile phones

	Total	EE	GIFFGAFF	O2	TESCO MOBILE	THREE	VIRGIN MOBILE	VODAFONE	OTHERS	ALL	MOBILE BUNDLE YES	MOBILE BUNDLE NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	3068	742	126	604	257	331	164	436	408	3068	500	2568
Effective Weighted Sample	2313	570	102	428	192	255	128	340	305	2313	375	1938
Total	2760	688	116	490	198	330	167	397	374	2760	439	2321
9	421	92	15	82	32	45	25	67	64	421	72	350
	15%	13%	13%	17%	16%	14%	15%	17%	17%	15%	16%	15%
10 - Extremely Likely	785	167	60	143	79	75	47	105	110	785	127	658
	28%	24%	52%	29%	40%	23%	28%	26%	30%	28%	29%	28%
			acefghi		acefghi					ae		
PROMOTERS (9-10)	1206	259	75	225	111	120	72	172	174	1206	199	1008
	44%	38%	65%	46%	56%	36%	43%	43%	47%	44%	45%	43%
			acefghi	ae	acefghi				ae	ae		
PASSIVES (7-8)	1040	290	27	190	64	124	67	161	118	1040	151	889
	38%	42%	23%	39%	32%	37%	40%	41%	32%	38%	34%	38%
		bdh		bh			b	b	bh	bh		
DETRACTORS (0-6)	514	140	14	76	23	87	28	64	81	514	89	425
	19%	20%	13%	15%	12%	26%	17%	16%	22%	19%	20%	18%
		cd				bcdfgi			bcd	d		
Answered	2760	688	116	490	198	330	167	397	374	2760	439	2321
NPS (PROMOTERS - DETRACTORS)	25	17	52	30	44	10	26	27	25	25	25	25
			acefghi	ae	acefghi			e	e	ae		
Standard deviation	74.86	74.17	71.03	72.22	69.53	78.58	73.14	72.22	78.97	74.86	77.08	74.45
Standard error	1.35	2.72	6.33	2.94	4.34	4.32	5.71	3.46	3.91	1.35	3.45	1.47

Columns Tested: a,b,c,d,e,f,g,h,i - j,k

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 37

The significance testing shown is based on treating the NPS score as a continuous variable, whereas in fact it is a variable with discrete values. As a result the standard errors tend to be overestimated, and the significance underestimated.

QN2. Based on your overall experience of (MOBILE PHONE SERVICE PROVIDER) as your mobile phone service provider, how likely would you be to recommend them to a friend or family member as a mobile phone service provider? Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely' (SINGLE CODE)

Base : Those responsible for and answering about mobile phones

	Total	MOBILE PACKAGE		NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		CONTRACT	PREPAY	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	3068	2404	654	2036	376	332	324	3068	729	1939	551	863	450
Effective Weighted Sample	2313	1824	493	1740	340	296	288	2313	537	1482	408	657	346
Total	2760	2246	508	2298	244	133	86	2760	614	1775	490	761	434
0 - Extremely Unlikely	44	33	10	39	3	3	-	44	16	24	11	9	4
	2%	1%	2%	2%	1%	2%	-%	2%	3%	1%	2%	1%	1%
				f		f		f	i				
1	20	18	2	17	2	1	*	20	2	15	1	11	2
	1%	1%	*%	1%	1%	1%	*%	1%	*%	1%	*%	1%	1%
												j	
2	22	20	2	15	4	2	1	22	5	14	4	6	5
	1%	1%	*%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%
3	29	25	4	25	4	-	1	29	7	19	5	8	7
	1%	1%	1%	1%	2%	-%	1%	1%	1%	1%	1%	1%	2%
					e								
4	34	25	9	30	3	1	1	34	13	10	11	9	2
	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	2%	1%	1%
									i		l		
5	196	153	41	174	10	11	2	196	34	134	29	49	23
	7%	7%	8%	8%	4%	8%	2%	7%	6%	8%	6%	6%	5%
				df		df		df					
6	169	136	32	142	11	11	5	169	34	119	25	45	37
	6%	6%	6%	6%	4%	8%	6%	6%	6%	7%	5%	6%	9%
						d							j
7	384	317	66	326	37	11	10	384	81	238	76	101	79
	14%	14%	13%	14%	15%	9%	12%	14%	13%	13%	16%	13%	18%
				e	e			e					k
8	656	558	96	537	64	26	28	656	115	428	99	195	109
	24%	25%	19%	23%	26%	20%	33%	24%	19%	24%	20%	26%	25%
		b					ceg			h		j	

Columns Tested: a,b - c,d,e,f,g - h,i - j,k,l

The significance testing shown is based on treating the NPS score as a continuous variable, whereas in fact it is a variable with discrete values. As a result the standard errors tend to be overestimated, and the significance underestimated.

QN2. Based on your overall experience of (MOBILE PHONE SERVICE PROVIDER) as your mobile phone service provider, how likely would you be to recommend them to a friend or family member as a mobile phone service provider? Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely' (SINGLE CODE)

Base : Those responsible for and answering about mobile phones

	Total	MOBILE PACKAGE		NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		CONTRACT	PREPAY	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	3068	2404	654	2036	376	332	324	3068	729	1939	551	863	450
Effective Weighted Sample	2313	1824	493	1740	340	296	288	2313	537	1482	408	657	346
Total	2760	2246	508	2298	244	133	86	2760	614	1775	490	761	434
9	421	358	63	346	40	18	18	421	88	280	73	125	75
	15%	16%	12%	15%	16%	13%	20%	15%	14%	16%	15%	16%	17%
							ceg						
10 - Extremely Likely	785	601	183	647	67	50	21	785	217	494	156	202	90
	28%	27%	36%	28%	27%	38%	25%	28%	35%	28%	32%	27%	21%
			a			cdfg			i		l	l	
PROMOTERS (9-10)	1206	960	246	993	106	68	39	1206	305	774	229	328	165
	44%	43%	48%	43%	44%	51%	45%	44%	50%	44%	47%	43%	38%
			a			cg			i		l		
PASSIVES (7-8)	1040	875	162	863	101	38	38	1040	196	666	175	296	188
	38%	39%	32%	38%	42%	28%	44%	38%	32%	38%	36%	39%	43%
		b		e	e		ceg	e		h			j
DETRACTORS (0-6)	514	411	100	441	36	27	9	514	113	335	85	137	81
	19%	18%	20%	19%	15%	21%	11%	19%	18%	19%	17%	18%	19%
				f		f		f					
Answered	2760	2246	508	2298	244	133	86	2760	614	1775	490	761	434
NPS (PROMOTERS - DETRACTORS)	25	24	29	24	29	30	35	25	31	25	29	25	19
							cg						
Standard deviation	74.86	74.23	77.38	75.29	70.93	79.25	66.51	74.86	76.35	75.09	74.65	74.05	72.77
Standard error	1.35	1.51	3.03	1.67	3.66	4.35	3.69	1.35	2.83	1.71	3.18	2.52	3.43

Columns Tested: a,b - c,d,e,f,g - h,i - j,k,l

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 40

QD3. You said earlier you were dissatisfied with the overall service from your fixed broadband service provider, (FIXED BROADBAND SERVICE PROVIDER). Why do you say that? (MULTI CODE)

Base : Those responsible for and answering about fixed broadband that are dissatisfied with the overall service provided by their broadband provider

	Total	FIXED BROADBAND PROVIDER								INTERNET BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	h	i	~j
Unweighted total	195	40	7	5	47	35	44	17	195	171	24
Effective Weighted Sample	148	32	6	5	34	25	38	12	148	132	16
Total	164	30	4	2	40	26	47	15	164	150	15
Speed isn't as advertised/ slow	82	**	**	**	**	**	**	**	82	73	**
	50%	**	**	**	**	**	**	**	50%	49%	**
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	65	**	**	**	**	**	**	**	65	59	**
	40%	**	**	**	**	**	**	**	40%	39%	**
Too expensive/ not good value for money	30	**	**	**	**	**	**	**	30	28	**
	18%	**	**	**	**	**	**	**	18%	19%	**
Poor customer service/ unhelpful	17	**	**	**	**	**	**	**	17	16	**
	10%	**	**	**	**	**	**	**	10%	11%	**
Poor/ bad Wi-Fi signal/ doesn't reach all parts of the house/ need boosters	17	**	**	**	**	**	**	**	17	16	**
	10%	**	**	**	**	**	**	**	10%	11%	**
Problems left unresolved/ takes a long time to fix	12	**	**	**	**	**	**	**	12	12	**
	7%	**	**	**	**	**	**	**	7%	8%	**
Difficult to contact anyone at the company	6	**	**	**	**	**	**	**	6	6	**
	4%	**	**	**	**	**	**	**	4%	4%	**
Problems with payment/ billing	6	**	**	**	**	**	**	**	6	5	**
	4%	**	**	**	**	**	**	**	4%	3%	**

Columns Tested: a,b,c,d,e,f,g,h - i,j

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 40

QD3. You said earlier you were dissatisfied with the overall service from your fixed broadband service provider, (FIXED BROADBAND SERVICE PROVIDER). Why do you say that? (MULTI CODE)

Base : Those responsible for and answering about fixed broadband that are dissatisfied with the overall service provided by their broadband provider

	Total	FIXED BROADBAND PROVIDER								INTERNET BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	h	i	~j
Unweighted total	195	40	7	5	47	35	44	17	195	171	24
Effective Weighted Sample	148	32	6	5	34	25	38	12	148	132	16
Total	164	30	4	2	40	26	47	15	164	150	15
Price keeps increasing	4	**	**	**	**	**	**	**	4	4	**
	2%	**	**	**	**	**	**	**	2%	3%	**
Locked into a contract and can't get out	3	**	**	**	**	**	**	**	3	3	**
	2%	**	**	**	**	**	**	**	2%	2%	**
They do not value loyalty	3	**	**	**	**	**	**	**	3	3	**
	2%	**	**	**	**	**	**	**	2%	2%	**
Overseas call centre	3	**	**	**	**	**	**	**	3	3	**
	2%	**	**	**	**	**	**	**	2%	2%	**
I am considering leaving	2	**	**	**	**	**	**	**	2	2	**
	1%	**	**	**	**	**	**	**	1%	1%	**
General negative comments	2	**	**	**	**	**	**	**	2	2	**
	1%	**	**	**	**	**	**	**	1%	1%	**
They offer poor deals/ I have seen better deals elsewhere	2	**	**	**	**	**	**	**	2	2	**
	1%	**	**	**	**	**	**	**	1%	1%	**
Not a trustworthy company	1	**	**	**	**	**	**	**	1	*	**
	*%	**	**	**	**	**	**	**	*%	*%	**
Too pushy with their sales	1	**	**	**	**	**	**	**	1	1	**
	*%	**	**	**	**	**	**	**	*%	*%	**
Other	3	**	**	**	**	**	**	**	3	3	**
	2%	**	**	**	**	**	**	**	2%	2%	**

Columns Tested: a,b,c,d,e,f,g,h - i,j

QD3. You said earlier you were dissatisfied with the overall service from your fixed broadband service provider, (FIXED BROADBAND SERVICE PROVIDER). Why do you say that? (MULTI CODE)

Base : Those responsible for and answering about fixed broadband that are dissatisfied with the overall service provided by their broadband provider

	Total	FIXED BROADBAND PROVIDER								INTERNET BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	h	i	~j
Unweighted total	195	40	7	5	47	35	44	17	195	171	24
Effective Weighted Sample	148	32	6	5	34	25	38	12	148	132	16
Total	164	30	4	2	40	26	47	15	164	150	15
Don't know/ no reason	2	**	**	**	**	**	**	**	2	1	**
	1%	**	**	**	**	**	**	**	1%	1%	**

Columns Tested: a,b,c,d,e,f,g,h - i,j

QD3. You said earlier you were dissatisfied with the overall service from your fixed broadband service provider, (FIXED BROADBAND SERVICE PROVIDER). Why do you say that? (MULTI CODE)

Base : Those responsible for and answering about fixed broadband that are dissatisfied with the overall service provided by their broadband provider

	Total	NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	~b	~c	~d	e	~f	g	~h	~i	~j
Unweighted total	195	131	20	22	22	195	54	117	36	56	35
Effective Weighted Sample	148	113	19	20	20	148	42	87	25	40	27
Total	164	139	12	9	5	164	48	96	28	44	30
Speed isn't as advertised/ slow	82	68	**	**	**	82	**	48	**	**	**
	50%	49%	**	**	**	50%	**	50%	**	**	**
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	65	55	**	**	**	65	**	37	**	**	**
	40%	40%	**	**	**	40%	**	39%	**	**	**
Too expensive/ not good value for money	30	25	**	**	**	30	**	16	**	**	**
	18%	18%	**	**	**	18%	**	17%	**	**	**
Poor customer service/ unhelpful	17	15	**	**	**	17	**	8	**	**	**
	10%	11%	**	**	**	10%	**	9%	**	**	**
Poor/ bad Wi-Fi signal/ doesn't reach all parts of the house/ need boosters	17	13	**	**	**	17	**	11	**	**	**
	10%	10%	**	**	**	10%	**	12%	**	**	**
Problems left unresolved/ takes a long time to fix	12	11	**	**	**	12	**	10	**	**	**
	7%	8%	**	**	**	7%	**	10%	**	**	**
Difficult to contact anyone at the company	6	6	**	**	**	6	**	2	**	**	**
	4%	4%	**	**	**	4%	**	2%	**	**	**

Columns Tested: a,b,c,d,e - f,g - h,i,j

QD3. You said earlier you were dissatisfied with the overall service from your fixed broadband service provider, (FIXED BROADBAND SERVICE PROVIDER). Why do you say that? (MULTI CODE)

Base : Those responsible for and answering about fixed broadband that are dissatisfied with the overall service provided by their broadband provider

	Total	NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN- TIALLY	LEAST
Significance Level: 95%		a	~b	~c	~d	e	~f	g	~h	~i	~j
Unweighted total	195	131	20	22	22	195	54	117	36	56	35
Effective Weighted Sample	148	113	19	20	20	148	42	87	25	40	27
Total	164	139	12	9	5	164	48	96	28	44	30
Problems with payment/ billing	6	4	**	**	**	6	**	4	**	**	**
	4%	3%	**	**	**	4%	**	4%	**	**	**
Price keeps increasing	4	4	**	**	**	4	**	1	**	**	**
	2%	3%	**	**	**	2%	**	1%	**	**	**
Locked into a contract and can't get out	3	2	**	**	**	3	**	2	**	**	**
	2%	2%	**	**	**	2%	**	2%	**	**	**
They do not value loyalty	3	3	**	**	**	3	**	1	**	**	**
	2%	2%	**	**	**	2%	**	1%	**	**	**
Overseas call centre	3	3	**	**	**	3	**	*	**	**	**
	2%	2%	**	**	**	2%	**	*%	**	**	**
I am considering leaving	2	2	**	**	**	2	**	-	**	**	**
	1%	2%	**	**	**	1%	**	-%	**	**	**
General negative comments	2	2	**	**	**	2	**	-	**	**	**
	1%	1%	**	**	**	1%	**	-%	**	**	**
They offer poor deals/ I have seen better deals elsewhere	2	2	**	**	**	2	**	-	**	**	**
	1%	1%	**	**	**	1%	**	-%	**	**	**
Not a trustworthy company	1	*	**	**	**	1	**	1	**	**	**
	*%	*%	**	**	**	*%	**	1%	**	**	**

Columns Tested: a,b,c,d,e - f,g - h,i,j

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 40

QD3. You said earlier you were dissatisfied with the overall service from your fixed broadband service provider, (FIXED BROADBAND SERVICE PROVIDER). Why do you say that? (MULTI CODE)

Base : Those responsible for and answering about fixed broadband that are dissatisfied with the overall service provided by their broadband provider

		NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
	Total	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	~b	~c	~d	e	~f	g	~h	~i	~j
Unweighted total	195	131	20	22	22	195	54	117	36	56	35
Effective Weighted Sample	148	113	19	20	20	148	42	87	25	40	27
Total	164	139	12	9	5	164	48	96	28	44	30
Too pushy with their sales	1	1	**	**	**	1	**	1	**	**	**
	*%	*%	**	**	**	*%	**	1%	**	**	**
Other	3	3	**	**	**	3	**	3	**	**	**
	2%	2%	**	**	**	2%	**	3%	**	**	**
Don't know/ no reason	2	2	**	**	**	2	**	1	**	**	**
	1%	1%	**	**	**	1%	**	2%	**	**	**

Columns Tested: a,b,c,d,e - f,g - h,i,j

The significance testing shown is based on treating the NPS score as a continuous variable, whereas in fact it is a variable with discrete values. As a result the standard errors tend to be overestimated, and the significance underestimated.

QN3. Based on your overall experience of (FIXED BROADBAND PROVIDER) as your fixed broadband provider, how likely would you be to recommend them to a friend or family member as a fixed broadband provider? Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely' (SINGLE CODE)

Base : Those responsible for and answering about broadband

	Total	FIXED BROADBAND PROVIDER								INTERNET BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2369	521	133	135	614	283	467	216	2369	2146	223
Effective Weighted Sample	1794	393	111	106	463	213	377	171	1794	1634	160
Total	2038	448	78	76	562	207	454	211	2038	1861	176
0 - Extremely Unlikely	71	13	3	2	20	12	15	6	71	69	2
	3%	3%	4%	2%	4%	6%	3%	3%	3%	4%	1%
1	17	6	-	-	1	2	6	2	17	15	2
	1%	1%	-%	-%	*%	1%	1%	1%	1%	1%	1%
2	31	8	*	2	2	7	9	3	31	29	3
	2%	2%	1%	3%	*%	3%	2%	1%	2%	2%	1%
		d		d		d	d				
3	32	2	-	1	14	5	7	3	32	26	6
	2%	1%	-%	1%	3%	2%	1%	1%	2%	1%	4%
					a	a					i
4	56	17	5	*	14	6	10	4	56	48	9
	3%	4%	6%	1%	3%	3%	2%	2%	3%	3%	5%
			cf								
5	171	39	6	6	46	22	30	22	171	142	28
	8%	9%	8%	8%	8%	11%	7%	10%	8%	8%	16%
											i
6	145	31	6	9	42	15	28	13	145	127	18
	7%	7%	8%	12%	7%	7%	6%	6%	7%	7%	10%
				f							
7	276	53	11	12	75	34	62	29	276	251	25
	14%	12%	14%	15%	13%	17%	14%	14%	14%	13%	14%
8	475	107	15	13	157	45	100	39	475	442	33
	23%	24%	19%	17%	28%	22%	22%	18%	23%	24%	19%
					bcfgh						

Columns Tested: a,b,c,d,e,f,g,h - i,j

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 41

The significance testing shown is based on treating the NPS score as a continuous variable, whereas in fact it is a variable with discrete values. As a result the standard errors tend to be overestimated, and the significance underestimated.

QN3. Based on your overall experience of (FIXED BROADBAND PROVIDER) as your fixed broadband provider, how likely would you be to recommend them to a friend or family member as a fixed broadband provider? Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely' (SINGLE CODE)

Base : Those responsible for and answering about broadband

	Total	FIXED BROADBAND PROVIDER								INTERNET BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2369	521	133	135	614	283	467	216	2369	2146	223
Effective Weighted Sample	1794	393	111	106	463	213	377	171	1794	1634	160
Total	2038	448	78	76	562	207	454	211	2038	1861	176
9	308	70	13	9	86	24	75	31	308	290	18
	15%	16%	17%	12%	15%	12%	16%	15%	15%	16%	10%
10 - Extremely Likely	456	102	20	23	103	34	115	59	456	423	33
	22%	23%	25%	30%	18%	17%	25%	28%	22%	23%	19%
				de			de	de			
PROMOTERS (9-10)	764	172	33	32	190	58	189	90	764	713	51
	37%	38%	42%	41%	34%	28%	42%	43%	37%	38%	29%
		e	e	e			de	de	e	j	
PASSIVES (7-8)	751	160	25	24	232	79	162	68	751	693	58
	37%	36%	32%	32%	41%	38%	36%	32%	37%	37%	33%
					g						
DETRACTORS (0-6)	523	117	20	21	140	69	103	53	523	455	68
	26%	26%	25%	27%	25%	33%	23%	25%	26%	24%	38%
						dfh					i
Answered	2038	448	78	76	562	207	454	211	2038	1861	176
NPS (PROMOTERS - DETRACTORS)	12	12	17	15	9	-5	19	18	12	14	-10
		e	e	e	e		e	e	e	j	
Standard deviation	78.60	79.37	80.99	81.92	76.18	78.53	78.05	80.58	78.60	78.03	81.58
Standard error	1.61	3.48	7.02	7.05	3.07	4.67	3.61	5.48	1.61	1.68	5.46

Columns Tested: a,b,c,d,e,f,g,h - i,j

The significance testing shown is based on treating the NPS score as a continuous variable, whereas in fact it is a variable with discrete values. As a result the standard errors tend to be overestimated, and the significance underestimated.

QN3. Based on your overall experience of (FIXED BROADBAND PROVIDER) as your fixed broadband provider, how likely would you be to recommend them to a friend or family member as a fixed broadband provider? Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely' (SINGLE CODE)

Base : Those responsible for and answering about broadband

	Total	NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2369	1592	264	285	228	2369	537	1529	385	737	404
Effective Weighted Sample	1794	1357	240	255	199	1794	401	1170	281	565	315
Total	2038	1700	168	112	58	2038	422	1344	332	642	375
0 - Extremely Unlikely	71	59	7	3	1	71	21	43	10	19	10
	3%	3%	4%	3%	2%	3%	5%	3%	3%	3%	3%
1	17	14	1	1	1	17	6	10	3	5	4
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
2	31	26	2	3	1	31	6	19	5	9	6
	2%	2%	1%	2%	1%	2%	1%	1%	1%	1%	2%
3	32	29	2	*	*	32	4	23	*	10	8
	2%	2%	1%	*%	1%	2%	1%	2%	*%	2%	2% h
4	56	48	4	2	2	56	14	29	11	27	9
	3%	3%	3%	2%	3%	3%	3%	2%	3%	4%	2%
5	171	139	12	18	1	171	55	89	34	48	28
	8%	8% d	7% d	16% abde	2%	8% d	13% g	7%	10%	7%	7%
6	145	119	10	12	4	145	27	95	26	41	34
	7%	7%	6%	11% ae	7%	7%	6%	7%	8%	6%	9%
7	276	226	30	10	10	276	46	184	35	100	60
	14%	13% c	18% c	9%	17% c	14% c	11%	14%	11%	16% h	16%
8	475	400	35	21	19	475	75	333	55	155	100
	23%	24%	21%	19%	33% abce	23%	18%	25% f	17%	24% h	27% h

Columns Tested: a,b,c,d,e - f,g - h,i,j

The significance testing shown is based on treating the NPS score as a continuous variable, whereas in fact it is a variable with discrete values. As a result the standard errors tend to be overestimated, and the significance underestimated.

QN3. Based on your overall experience of (FIXED BROADBAND PROVIDER) as your fixed broadband provider, how likely would you be to recommend them to a friend or family member as a fixed broadband provider? Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely' (SINGLE CODE)

Base : Those responsible for and answering about broadband

	Total	NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN- TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2369	1592	264	285	228	2369	537	1529	385	737	404
Effective Weighted Sample	1794	1357	240	255	199	1794	401	1170	281	565	315
Total	2038	1700	168	112	58	2038	422	1344	332	642	375
9	308	253	30	14	11	308	55	223	61	104	48
	15%	15%	18%	13%	19%	15%	13%	17%	18%	16%	13%
10 - Extremely Likely	456	387	34	27	8	456	112	297	91	125	69
	22%	23%	20%	24%	14%	22%	27%	22%	28%	20%	18%
		d		d		d			ij		
PROMOTERS (9-10)	764	640	64	41	19	764	167	520	152	229	117
	37%	38%	38%	37%	32%	37%	40%	39%	46%	36%	31%
									ij		
PASSIVES (7-8)	751	627	65	31	29	751	121	517	90	255	160
	37%	37%	39%	27%	50%	37%	29%	38%	27%	40%	43%
		c	c		abce	c		f		h	h
DETRACTORS (0-6)	523	434	39	40	10	523	134	307	89	158	99
	26%	25%	23%	36%	17%	26%	32%	23%	27%	25%	26%
		d		abde		d	g				
Answered	2038	1700	168	112	58	2038	422	1344	332	642	375
NPS (PROMOTERS - DETRACTORS)	12	12	15	1	15	12	8	16	19	11	5
		c				c			j		
Standard deviation	78.60	78.55	77.21	85.66	69.50	78.60	84.21	76.86	83.36	76.93	75.68
Standard error	1.61	1.97	4.75	5.07	4.60	1.61	3.63	1.97	4.25	2.83	3.77

Columns Tested: a,b,c,d,e - f,g - h,i,j

QD4. You said earlier you were dissatisfied with the overall service from your pay TV provider, (PAY TV PROVIDER). Why do you say that? (MULTI CODE)

Base : Those responsible for and answering about pay TV that are dissatisfied with the overall service provided by their pay TV provider

	Total	PAY TV PROVIDER						PAY TV BUNDLE	
		BT	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h
Unweighted total	75	8	30	4	29	4	75	60	15
Effective Weighted Sample	56	7	22	3	24	2	56	46	11
Total	60	6	22	2	29	1	60	51	9
Too expensive/ not good value for money	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Poor TV reception	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Too many repeats/ low quality programming/ too many channels/ poor selection of channels/not enough new content	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Poor customer service/ unhelpful	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Difficult to contact anyone at the company	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Speed isn't as advertised/ slow	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Price keeps increasing	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - g,h

QD4. You said earlier you were dissatisfied with the overall service from your pay TV provider, (PAY TV PROVIDER). Why do you say that? (MULTI CODE)

Base : Those responsible for and answering about pay TV that are dissatisfied with the overall service provided by their pay TV provider

	Total	PAY TV PROVIDER						PAY TV BUNDLE	
		BT	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h
Unweighted total	75	8	30	4	29	4	75	60	15
Effective Weighted Sample	56	7	22	3	24	2	56	46	11
Total	60	6	22	2	29	1	60	51	9
General negative comments	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
I am considering leaving	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Locked into a contract and can't get out	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
They offer poor deals/ I have seen better deals elsewhere	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Problems left unresolved/ takes a long time to fix	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
I have to pay for something I don't use/ have to have a landline	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Overseas call centre	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
For the money I'm paying I don't get a lot of TV channels	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - g,h

QD4. You said earlier you were dissatisfied with the overall service from your pay TV provider, (PAY TV PROVIDER). Why do you say that? (MULTI CODE)

Base : Those responsible for and answering about pay TV that are dissatisfied with the overall service provided by their pay TV provider

	Total	PAY TV PROVIDER						PAY TV BUNDLE	
		BT	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h
Unweighted total	75	8	30	4	29	4	75	60	15
Effective Weighted Sample	56	7	22	3	24	2	56	46	11
Total	60	6	22	2	29	1	60	51	9
They do not value loyalty	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Other	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Don't know/ no reason	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - g,h

QD4. You said earlier you were dissatisfied with the overall service from your pay TV provider, (PAY TV PROVIDER). Why do you say that? (MULTI CODE)

Base : Those responsible for and answering about pay TV that are dissatisfied with the overall service provided by their pay TV provider

	Total	NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j
Unweighted total	75	49	10	9	7	75	23	43	16	16	14
Effective Weighted Sample	56	42	9	9	7	56	17	31	11	12	11
Total	60	50	6	3	1	60	19	31	11	13	11
Too expensive/ not good value for money	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **
Poor TV reception	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **
Too many repeats/ low quality programming/ too many channels/ poor selection of channels/not enough new content	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **
Poor customer service/ unhelpful	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **
Difficult to contact anyone at the company	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **
Speed isn't as advertised/ slow	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **
Price keeps increasing	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **

Columns Tested: a,b,c,d,e - f,g - h,i,j

QD4. You said earlier you were dissatisfied with the overall service from your pay TV provider, (PAY TV PROVIDER). Why do you say that? (MULTI CODE)

Base : Those responsible for and answering about pay TV that are dissatisfied with the overall service provided by their pay TV provider

	Total	NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN- TIALLY	LEAST
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j
Unweighted total	75	49	10	9	7	75	23	43	16	16	14
Effective Weighted Sample	56	42	9	9	7	56	17	31	11	12	11
Total	60	50	6	3	1	60	19	31	11	13	11
General negative comments	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
I am considering leaving	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Locked into a contract and can't get out	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
They offer poor deals/ I have seen better deals elsewhere	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Problems left unresolved/ takes a long time to fix	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
I have to pay for something I don't use/ have to have a landline	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Overseas call centre	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
For the money I'm paying I don't get a lot of TV channels	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - f,g - h,i,j

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 44

QD4. You said earlier you were dissatisfied with the overall service from your pay TV provider, (PAY TV PROVIDER). Why do you say that? (MULTI CODE)

Base : Those responsible for and answering about pay TV that are dissatisfied with the overall service provided by their pay TV provider

	Total	NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j
Unweighted total	75	49	10	9	7	75	23	43	16	16	14
Effective Weighted Sample	56	42	9	9	7	56	17	31	11	12	11
Total	60	50	6	3	1	60	19	31	11	13	11
They do not value loyalty	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Other	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Don't know/ no reason	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - f,g - h,i,j

The significance testing shown is based on treating the NPS score as a continuous variable, whereas in fact it is a variable with discrete values. As a result the standard errors tend to be overestimated, and the significance underestimated.

QN4. Based on your overall experience of (PAY TV PROVIDER) as your pay TV provider, how likely would you be to recommend them to a friend or family member as a pay TV provider? Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely' (SINGLE CODE)

Base : Those responsible for and answering about pay TV

	Total	PAY TV PROVIDER						PAY TV BUNDLE	
		BT	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted total	1532	132	806	120	363	111	1532	1169	363
Effective Weighted Sample	1153	101	601	101	287	84	1153	892	261
Total	1341	110	703	68	356	104	1341	1033	308
0 - Extremely Unlikely	29	1	12	1	13	1	29	25	4
	2%	1%	2%	2%	4%	1%	2%	2%	1%
1	7	1	2	*	2	1	7	5	1
	*%	1%	*%	*%	1%	1%	*%	1%	*%
2	18	2	6	*	5	5	18	12	6
	1%	2%	1%	1%	1%	4%	1%	1%	2%
						bf			
3	17	2	2	3	6	4	17	13	4
	1%	2%	*%	4%	2%	4%	1%	1%	1%
				bf	b	b	b		
4	23	1	14	3	5	1	23	16	6
	2%	1%	2%	4%	1%	1%	2%	2%	2%
5	118	14	47	6	39	13	118	99	20
	9%	13%	7%	9%	11%	12%	9%	10%	6%
		b			b				
6	103	10	58	5	26	4	103	73	30
	8%	9%	8%	7%	7%	4%	8%	7%	10%
7	190	8	118	12	48	5	190	131	58
	14%	7%	17%	17%	13%	5%	14%	13%	19%
			ae	ae	e		e		g
8	358	30	199	14	86	29	358	277	81
	27%	27%	28%	20%	24%	28%	27%	27%	26%
9	187	16	104	10	41	16	187	146	42
	14%	14%	15%	15%	12%	16%	14%	14%	14%

Columns Tested: a,b,c,d,e,f - g,h

The significance testing shown is based on treating the NPS score as a continuous variable, whereas in fact it is a variable with discrete values. As a result the standard errors tend to be overestimated, and the significance underestimated.

QN4. Based on your overall experience of (PAY TV PROVIDER) as your pay TV provider, how likely would you be to recommend them to a friend or family member as a pay TV provider? Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely' (SINGLE CODE)

Base : Those responsible for and answering about pay TV

	Total	PAY TV PROVIDER						PAY TV BUNDLE	
		BT	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted total	1532	132	806	120	363	111	1532	1169	363
Effective Weighted Sample	1153	101	601	101	287	84	1153	892	261
Total	1341	110	703	68	356	104	1341	1033	308
10 - Extremely Likely	291	26	142	14	84	26	291	234	57
	22%	23%	20%	20%	24%	25%	22%	23%	18%
PROMOTERS (9-10)	478	41	246	24	125	42	478	380	98
	36%	38%	35%	36%	35%	40%	36%	37%	32%
PASSIVES (7-8)	548	38	317	25	134	34	548	409	139
	41%	35%	45%	37%	38%	32%	41%	40%	45%
			de						
DETRACTORS (0-6)	314	31	140	18	97	28	314	244	70
	23%	28%	20%	27%	27%	27%	23%	24%	23%
					b				
Answered	1341	110	703	68	356	104	1341	1033	308
NPS (PROMOTERS - DETRACTORS)	12	10	15	9	8	13	12	13	9
Standard deviation	75.94	80.65	72.63	79.29	78.63	81.58	75.94	76.65	73.53
Standard error	1.94	7.02	2.56	7.24	4.13	7.74	1.94	2.24	3.86

Columns Tested: a,b,c,d,e,f - g,h

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 45

The significance testing shown is based on treating the NPS score as a continuous variable, whereas in fact it is a variable with discrete values. As a result the standard errors tend to be overestimated, and the significance underestimated.

QN4. Based on your overall experience of (PAY TV PROVIDER) as your pay TV provider, how likely would you be to recommend them to a friend or family member as a pay TV provider? Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely' (SINGLE CODE)

Base : Those responsible for and answering about pay TV

	Total	NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1532	985	189	171	187	1532	347	993	239	471	264
Effective Weighted Sample	1153	845	176	152	167	1153	257	751	172	360	207
Total	1341	1098	122	70	50	1341	278	880	216	415	256
0 - Extremely Unlikely	29 2%	24 2%	4 3%	1 1%	* *%	29 2%	10 4%	16 2%	6 3%	9 2%	2 1%
1	7 *%	6 1%	- -%	1 1%	* 1%	7 *%	3 1%	4 *%	1 *%	3 1%	2 1%
2	18 1%	15 1%	3 2% d	* *%	- -%	18 1%	2 1%	12 1%	1 *%	4 1%	5 2%
3	17 1%	15 1%	2 1%	- -%	- -%	17 1%	7 2% g	6 1%	6 3%	6 1%	3 1%
4	23 2%	18 2%	3 2%	1 1%	1 2%	23 2%	6 2%	12 1%	6 3%	11 3%	3 1%
5	118 9%	99 9% d	6 5%	11 16% abde	2 4%	118 9% d	25 9%	72 8%	17 8%	26 6%	24 9%
6	103 8%	84 8%	9 7%	6 9%	4 9%	103 8%	27 10%	61 7%	13 6%	40 10%	21 8%
7	190 14%	153 14%	20 16%	12 17%	5 10%	190 14%	26 9%	129 15% f	31 14%	62 15%	41 16%
8	358 27%	294 27% c	34 28% c	11 16%	19 37% ace	358 27% c	60 22%	255 29% f	51 23%	117 28%	75 29%

Columns Tested: a,b,c,d,e - f,g - h,i,j

The significance testing shown is based on treating the NPS score as a continuous variable, whereas in fact it is a variable with discrete values. As a result the standard errors tend to be overestimated, and the significance underestimated.

QN4. Based on your overall experience of (PAY TV PROVIDER) as your pay TV provider, how likely would you be to recommend them to a friend or family member as a pay TV provider? Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely' (SINGLE CODE)

Base : Those responsible for and answering about pay TV

	Total	NATION					IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1532	985	189	171	187	1532	347	993	239	471	264
Effective Weighted Sample	1153	845	176	152	167	1153	257	751	172	360	207
Total	1341	1098	122	70	50	1341	278	880	216	415	256
9	187	151	15	11	11	187	38	125	37	62	30
	14%	14%	12%	15%	21% abe	14%	14%	14%	17%	15%	12%
10 - Extremely Likely	291	239	27	17	8	291	74	187	46	77	50
	22%	22%	22%	24%	17%	22%	27%	21%	21%	18%	20%
PROMOTERS (9-10)	478	390	42	28	19	478	112	312	83	138	80
	36%	36%	34%	39%	38%	36%	40%	35%	39%	33%	31%
PASSIVES (7-8)	548	447	54	23	24	548	87	384	82	178	116
	41%	41%	44% c	33%	47% c	41%	31%	44% f	38%	43%	45%
DETRACTORS (0-6)	314	261	26	20	8	314	79	184	51	99	60
	23%	24% d	22%	28% d	15%	23% d	29% g	21%	24%	24%	23%
Answered	1341	1098	122	70	50	1341	278	880	216	415	256
NPS (PROMOTERS - DETRACTORS)	12	12	12	11	23	12	12	15	15	10	8
Standard deviation	75.94	76.11	73.81	81.85	69.91	75.94	82.31	73.71	77.55	75.01	73.67
Standard error	1.94	2.43	5.37	6.26	5.11	1.94	4.42	2.34	5.02	3.46	4.53

Columns Tested: a,b,c,d,e - f,g - h,i,j

BM1. Which, if any, of these other services in your home are you the primary or joint decision maker for – in terms of deciding which provider to use? (MULTI CODE)

Base : All respondents

	Total	GENDER		AGE							LOCATION	
		MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	3324	1651	1669	391	506	620	544	511	748	3324	2785	532
Effective Weighted Sample	2527	1255	1269	315	400	500	434	401	565	2527	2150	375
Total	3000	1496	1500	488	496	665	443	402	503	3000	2591	401
Bank current account	2685	1333	1348	389	439	603	398	379	475	2685	2309	370
	89%	89%	90%	80%	88%	91%	90%	94%	94%	89%	89%	92%
					c	c	c	cdfi	cdefi	c		j
Electricity supplier	2327	1138	1186	146	374	572	400	368	464	2327	2000	320
	78%	76%	79%	30%	75%	86%	90%	92%	92%	78%	77%	80%
					c	cdi	cdei	cdei	cdei	c		
Gas supplier	2059	1007	1050	131	328	519	349	323	408	2059	1844	208
	69%	67%	70%	27%	66%	78%	79%	80%	81%	69%	71%	52%
					c	cdi	cdi	cdi	cdi	c	k	
None of these	129	65	64	57	21	20	14	9	7	129	113	16
	4%	4%	4%	12%	4%	3%	3%	2%	1%	4%	4%	4%
				defghi	h		h			h		

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

BM1. Which, if any, of these other services in your home are you the primary or joint decision maker for – in terms of deciding which provider to use? (MULTI CODE)

Base : All respondents

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	3324	788	999	706	829	1787	1535	3324	2188	405	373	358	3324
Effective Weighted Sample	2527	615	769	544	626	1382	1146	2527	1894	368	335	321	2527
Total	3000	775	913	514	796	1688	1310	3000	2490	267	150	93	3000
Bank current account	2685	693	826	465	700	1519	1165	2685	2220	239	143	83	2685
	89%	89%	90%	90%	88%	90%	89%	89%	89%	90%	95%	88%	89%
											hikl		
Electricity supplier	2327	615	712	373	626	1327	999	2327	1923	199	128	77	2327
	78%	79%	78%	73%	79%	79%	76%	78%	77%	75%	85%	83%	78%
		c	c		c	c		c			hil	hil	
Gas supplier	2059	556	631	323	548	1187	871	2059	1748	174	116	21	2059
	69%	72%	69%	63%	69%	70%	67%	69%	70%	65%	78%	22%	69%
		cf	c		c	cf		c	k	k	hikl		k
None of these	129	27	42	25	35	69	60	129	106	15	4	4	129
	4%	4%	5%	5%	4%	4%	5%	4%	4%	5%	2%	5%	4%
											j		

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

BM1. Which, if any, of these other services in your home are you the primary or joint decision maker for – in terms of deciding which provider to use? (MULTI CODE)

Base : All respondents

	Total	IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e
Unweighted total	3324	846	2043	617	945	464
Effective Weighted Sample	2527	635	1566	466	719	363
Total	3000	737	1865	566	837	444
Bank current account	2685	649	1711	490	763	412
	89%	88%	92%	86%	91%	93%
			a		c	c
Electricity supplier	2327	585	1450	458	698	381
	78%	79%	78%	81%	83%	86%
Gas supplier	2059	522	1290	411	604	344
	69%	71%	69%	73%	72%	77%
None of these	129	26	75	20	16	12
	4%	4%	4%	3%	2%	3%

Columns Tested: a,b - c,d,e

BM2. Which bank do use for your main current account? (SINGLE CODE)

Base : Those making decisions for their bank account

	Total	GENDER		AGE							LOCATION	
		MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	3003	1484	1515	313	444	565	495	482	700	3003	2497	501
Effective Weighted Sample	2290	1131	1156	252	353	456	394	381	532	2290	1938	353
Total	2685	1333	1348	389	439	603	398	379	475	2685	2309	370
Barclays	403	204	199	64	77	81	56	55	72	403	350	53
	15%	15%	15%	16%	17%	13%	14%	14%	15%	15%	15%	14%
Lloyds	355	197	155	58	66	72	43	45	71	355	311	44
	13%	15%	12%	15%	15%	12%	11%	12%	15%	13%	13%	12%
		b										
Halifax	318	149	169	47	70	80	33	46	43	318	283	35
	12%	11%	13%	12%	16%	13%	8%	12%	9%	12%	12%	9%
					fhi	fh				f		
NatWest	308	146	162	34	51	71	51	44	56	308	265	40
	11%	11%	12%	9%	12%	12%	13%	12%	12%	11%	11%	11%
Santander	279	141	137	55	35	53	42	55	38	279	238	41
	10%	11%	10%	14%	8%	9%	11%	15%	8%	10%	10%	11%
				deh				dehi				
HSBC	257	120	136	33	40	73	41	25	44	257	213	44
	10%	9%	10%	9%	9%	12%	10%	7%	9%	10%	9%	12%
						g						
Nationwide	235	108	127	27	31	65	35	32	45	235	205	30
	9%	8%	9%	7%	7%	11%	9%	8%	9%	9%	9%	8%
Bank of Scotland	90	42	48	13	17	17	11	14	19	90	81	10
	3%	3%	4%	3%	4%	3%	3%	4%	4%	3%	3%	3%
RBS	79	41	38	11	11	15	15	14	13	79	71	8
	3%	3%	3%	3%	2%	2%	4%	4%	3%	3%	3%	2%
TSB	68	33	35	8	12	14	13	7	15	68	58	10
	3%	2%	3%	2%	3%	2%	3%	2%	3%	3%	3%	3%
Co-op bank	45	20	24	9	1	11	11	3	9	45	38	4
	2%	2%	2%	2%	*%	2%	3%	1%	2%	2%	2%	1%
				d		d	dg		d	d		

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

BM2. Which bank do use for your main current account? (SINGLE CODE)

Base : Those making decisions for their bank account

	Total	GENDER		AGE							LOCATION	
		MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	3003	1484	1515	313	444	565	495	482	700	3003	2497	501
Effective Weighted Sample	2290	1131	1156	252	353	456	394	381	532	2290	1938	353
Total	2685	1333	1348	389	439	603	398	379	475	2685	2309	370
First Direct	37	20	17	1	5	7	12	4	7	37	29	8
	1%	1%	1%	*%	1%	1%	3%	1%	1%	1%	1%	2%
							ci					
Ulster Bank	21	11	10	5	3	2	3	4	3	21	14	7
	1%	1%	1%	1%	1%	*%	1%	1%	1%	1%	1%	2%
												j
Yorkshire Building Society	12	7	5	3	2	2	1	1	3	12	11	1
	*%	1%	*%	1%	*%	*%	*%	*%	1%	*%	*%	*%
Other	177	92	85	19	17	39	32	31	38	177	142	34
	7%	7%	6%	5%	4%	6%	8%	8%	8%	7%	6%	9%
							d	d	d	d		j

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 49

BM2. Which bank do use for your main current account? (SINGLE CODE)

Base : Those making decisions for their bank account

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	3003	713	910	640	738	1623	1378	3003	1967	364	354	318	3003
Effective Weighted Sample	2290	554	705	498	558	1257	1034	2290	1707	331	319	286	2290
Total	2685	693	826	465	700	1519	1165	2685	2220	239	143	83	2685
Barclays	403 15%	97 14%	122 15%	82 18%	102 15%	219 14%	185 16%	403 15%	373 17% ik	6 2%	23 16% ik	1 2%	403 15% ik
Lloyds	355 13%	95 14%	97 12%	67 15%	95 14%	193 13%	162 14%	355 13%	323 15% ik	5 2%	27 19% hikl	* *%	355 13% ik
Halifax	318 12%	74 11%	90 11%	54 12%	101 14% e	164 11%	154 13%	318 12%	282 13% ij	12 5%	12 8%	13 15% ij	318 12% i
NatWest	308 11%	88 13%	94 11%	43 9%	83 12%	183 12%	126 11%	308 11%	279 13% ik	4 2%	23 16% ikl	2 2%	308 11% ik
Santander	279 10%	67 10%	99 12%	46 10%	67 10%	166 11%	113 10%	279 10%	224 10%	31 13%	12 9%	13 15% hjl	279 10%
HSBC	257 10%	75 11% d	80 10%	50 11% d	50 7%	155 10% d	100 9%	257 10%	232 10% ik	4 2%	17 12% ik	3 4%	257 10% ik
Nationwide	235 9%	65 9%	77 9%	40 9%	53 8%	142 9%	93 8%	235 9%	202 9%	16 7%	9 7%	7 8%	235 9%
Bank of Scotland	90 3%	22 3%	26 3%	14 3%	28 4%	48 3%	42 4%	90 3%	13 1%	77 32% hjkl	* *%	- -%	90 3% hjk
RBS	79 3%	15 2%	27 3%	17 4%	20 3%	42 3%	37 3%	79 3%	25 1%	52 22% hjkl	1 1%	1 1%	79 3% hjk
TSB	68 3%	11 2%	26 3%	8 2%	23 3%	37 2%	31 3%	68 3%	45 2% k	19 8% hjkl	4 3% k	* *%	68 3% k

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 49

BM2. Which bank do use for your main current account? (SINGLE CODE)

Base : Those making decisions for their bank account

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	3003	713	910	640	738	1623	1378	3003	1967	364	354	318	3003
Effective Weighted Sample	2290	554	705	498	558	1257	1034	2290	1707	331	319	286	2290
Total	2685	693	826	465	700	1519	1165	2685	2220	239	143	83	2685
Co-op bank	45 2%	10 1%	12 2%	7 2%	15 2%	22 1%	22 2%	45 2%	42 2% ik	- -%	3 2% ik	* *%	45 2% ik
First Direct	37 1%	15 2% df	16 2% df	5 1%	1 *%	31 2% df	6 1%	37 1% df	33 2% k	2 1%	1 1%	- -%	37 1% k
Ulster Bank	21 1%	2 *%	6 1%	3 1%	9 1%	9 1%	12 1%	21 1%	1 *%	- -%	- -%	20 24% hijl	21 1% h
Yorkshire Building Society	12 *%	1 *%	4 *%	2 *%	6 1%	5 *%	7 1%	12 *%	11 1%	1 *%	- -%	- -%	12 *%
Other	177 7%	53 8%	50 6%	26 6%	48 7%	104 7%	73 6%	177 7%	134 6%	10 4%	10 7%	23 28% hijl	177 7%

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

BM2. Which bank do use for your main current account? (SINGLE CODE)

Base : Those making decisions for their bank account

	Total	IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e
Unweighted total	3003	752	1891	547	868	430
Effective Weighted Sample	2290	563	1454	415	664	336
Total	2685	649	1711	490	763	412
Barclays	403	92	261	76	129	66
	15%	14%	15%	16%	17%	16%
Lloyds	355	82	231	61	90	55
	13%	13%	14%	12%	12%	13%
Halifax	318	82	184	77	88	53
	12%	13%	11%	16%	12%	13%
NatWest	308	83	202	62	97	40
	11%	13%	12%	13%	13%	10%
Santander	279	65	181	42	74	44
	10%	10%	11%	9%	10%	11%
HSBC	257	40	181	39	66	50
	10%	6%	11%	8%	9%	12%
			a			
Nationwide	235	59	145	39	81	37
	9%	9%	8%	8%	11%	9%
Bank of Scotland	90	22	62	14	28	11
	3%	3%	4%	3%	4%	3%
RBS	79	20	52	18	22	8
	3%	3%	3%	4%	3%	2%
TSB	68	18	46	12	25	8
	3%	3%	3%	2%	3%	2%
Co-op bank	45	18	24	11	12	5
	2%	3%	1%	2%	2%	1%
		b				
First Direct	37	16	20	3	17	13
	1%	2%	1%	1%	2%	3%
		b			c	c

Columns Tested: a,b - c,d,e

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 49

BM2. Which bank do use for your main current account? (SINGLE CODE)

Base : Those making decisions for their bank account

	Total	IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e
Unweighted total	3003	752	1891	547	868	430
Effective Weighted Sample	2290	563	1454	415	664	336
Total	2685	649	1711	490	763	412
Ulster Bank	21	3	16	3	8	1
	1%	*%	1%	1%	1%	*%
Yorkshire Building Society	12	2	6	2	2	1
	*%	*%	*%	*%	*%	*%
Other	177	46	102	31	25	20
	7%	7%	6%	6% d	3%	5%

Columns Tested: a,b - c,d,e

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 50

BM3. In terms of your main current account, how satisfied are you with the overall service provided by (CURRENT ACCOUNT PROVIDER) (SINGLE CODE)

Base : Those making decisions for their bank account

	Total	GENDER		AGE						ALL UK	LOCATION	
		MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+		URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	3003	1484	1515	313	444	565	495	482	700	3003	2497	501
Effective Weighted Sample	2290	1131	1156	252	353	456	394	381	532	2290	1938	353
Total	2685	1333	1348	389	439	603	398	379	475	2685	2309	370
Base for % (Unweighted and weighted)	2992	1477	1511	311	444	565	491	478	699	2992	2488	499
	2675	1326	1344	385	439	603	394	376	475	2675	2300	369
Very satisfied	1661	795	864	249	270	359	239	223	320	1661	1417	241
	62%	60%	64%	65%	62%	59%	61%	59%	67%	62%	62%	65%
			a						efgi			
Fairly satisfied	807	419	385	112	136	202	123	115	117	807	707	98
	30%	32%	29%	29%	31%	33%	31%	31%	25%	30%	31%	27%
					h	h	h	h		h		
Neither/ nor	143	77	66	18	25	30	21	25	23	143	125	15
	5%	6%	5%	5%	6%	5%	5%	7%	5%	5%	5%	4%
Fairly dissatisfied	40	16	24	3	7	10	6	8	7	40	32	8
	1%	1%	2%	1%	2%	2%	2%	2%	1%	1%	1%	2%
Very dissatisfied	24	20	4	3	1	3	4	5	8	24	18	6
	1%	1%	*%	1%	*%	1%	1%	1%	2%	1%	1%	2%
		b										
SUMMARY CODES												
TOTAL SATISFIED	2468	1214	1250	361	406	560	363	338	437	2468	2125	340
	92%	92%	93%	94%	92%	93%	92%	90%	92%	92%	92%	92%
TOTAL DISSATISFIED	64	36	28	6	8	13	10	13	15	64	50	14
	2%	3%	2%	2%	2%	2%	3%	3%	3%	2%	2%	4%
Don't know	10	6	4	4	-	-	4	2	*	10	8	1

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 50

BM3. In terms of your main current account, how satisfied are you with the overall service provided by (CURRENT ACCOUNT PROVIDER) (SINGLE CODE)

Base : Those making decisions for their bank account

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	3003	713	910	640	738	1623	1378	3003	1967	364	354	318	3003
Effective Weighted Sample	2290	554	705	498	558	1257	1034	2290	1707	331	319	286	2290
Total	2685	693	826	465	700	1519	1165	2685	2220	239	143	83	2685
Base for % (Unweighted and weighted)	2992	709	909	637	735	1618	1372	2992	1961	363	352	316	2992
	2675	687	826	462	699	1512	1161	2675	2212	239	142	82	2675
Very satisfied	1661	395	512	293	461	908	753	1661	1395	109	105	52	1661
	62%	58%	62%	63%	66%	60%	65%	62%	63%	46%	74%	63%	62%
					ae		ae	a	i		hikl	i	i
Fairly satisfied	807	238	258	136	173	496	309	807	650	104	28	26	807
	30%	35%	31%	29%	25%	33%	27%	30%	29%	43%	19%	32%	30%
		dfg	df			df		df	j	hjkl		j	j
Neither/ nor	143	38	37	24	44	75	68	143	116	15	8	3	143
	5%	6%	4%	5%	6%	5%	6%	5%	5%	6%	6%	4%	5%
Fairly dissatisfied	40	9	13	5	13	22	18	40	29	9	1	1	40
	1%	1%	2%	1%	2%	1%	2%	1%	1%	4%	1%	1%	1%
										hjkl			
Very dissatisfied	24	6	5	5	8	11	13	24	22	2	*	-	24
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*%	-%	1%
SUMMARY CODES													
TOTAL SATISFIED	2468	633	771	429	634	1404	1063	2468	2045	213	133	78	2468
	92%	92%	93%	93%	91%	93%	92%	92%	92%	89%	93%	95%	92%
									i			i	i
TOTAL DISSATISFIED	64	15	18	10	21	34	31	64	51	11	2	1	64
	2%	2%	2%	2%	3%	2%	3%	2%	2%	5%	1%	1%	2%
										hjkl			
Don't know	10	6	1	3	1	6	4	10	8	1	1	*	10

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 50

BM3. In terms of your main current account, how satisfied are you with the overall service provided by (CURRENT ACCOUNT PROVIDER) (SINGLE CODE)

Base : Those making decisions for their bank account

	Total	IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e
Unweighted total	3003	752	1891	547	868	430
Effective Weighted Sample	2290	563	1454	415	664	336
Total	2685	649	1711	490	763	412
Base for % (Unweighted and weighted)	2992	749	1886	547	866	429
	2675	648	1705	490	762	410
Very satisfied	1661	411	1072	306	436	227
	62%	64%	63%	62%	57%	55%
Fairly satisfied	807	169	516	140	268	143
	30%	26%	30%	29%	35%	35%
					c	
Neither/ nor	143	42	85	27	40	28
	5%	6%	5%	6%	5%	7%
Fairly dissatisfied	40	14	22	11	11	6
	1%	2%	1%	2%	1%	2%
Very dissatisfied	24	12	10	5	7	6
	1%	2%	1%	1%	1%	1%
		b				
SUMMARY CODES						
TOTAL SATISFIED	2468	580	1588	446	704	370
	92%	90%	93%	91%	92%	90%
			a			
TOTAL DISSATISFIED	64	26	32	16	18	12
	2%	4%	2%	3%	2%	3%
		b				
Don't know	10	1	6	-	1	2

Columns Tested: a,b - c,d,e

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 51

BM7. Which supplier do you use for gas? (SINGLE CODE)

Base : Those making decisions for their gas service

	Total	GENDER		AGE							LOCATION	
		MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	2240	1096	1142	107	323	457	404	382	563	2240	1990	244
Effective Weighted Sample	1787	874	911	89	267	382	335	313	442	1787	1591	192
Total	2059	1007	1050	131	328	519	349	323	408	2059	1844	208
British Gas	617	323	294	40	97	133	82	96	168	617	553	59
	30%	32%	28%	30%	30%	26%	23%	30%	41%	30%	30%	28%
									defgi	f		
EDF	204	100	104	19	22	70	31	25	37	204	186	18
	10%	10%	10%	15%	7%	13%	9%	8%	9%	10%	10%	9%
				d		dfghi						
E.ON UK	193	100	91	9	30	56	35	35	27	193	174	18
	9%	10%	9%	7%	9%	11%	10%	11%	7%	9%	9%	9%
						h		h				
SSE	164	66	98	12	23	41	28	30	30	164	147	16
	8%	7%	9%	10%	7%	8%	8%	9%	7%	8%	8%	8%
			a									
Scottish Power	157	76	81	5	27	37	28	22	39	157	141	17
	8%	8%	8%	4%	8%	7%	8%	7%	10%	8%	8%	8%
Npower	127	53	74	12	18	32	29	19	17	127	111	16
	6%	5%	7%	9%	6%	6%	8%	6%	4%	6%	6%	8%
				h			h					
Bulb	76	35	41	4	13	28	16	8	6	76	72	4
	4%	3%	4%	3%	4%	5%	5%	2%	1%	4%	4%	2%
					h	gh	h			h		
Octopus	67	32	34	-	17	23	11	9	8	67	60	7
	3%	3%	3%	-%	5%	4%	3%	3%	2%	3%	3%	3%
					ch	ch						
OVO Energy	61	28	33	5	12	9	9	12	13	61	56	5
	3%	3%	3%	4%	4%	2%	3%	4%	3%	3%	3%	2%
Utilita Energy	58	28	30	4	15	13	14	8	3	58	51	7
	3%	3%	3%	3%	5%	3%	4%	2%	1%	3%	3%	3%
					h		h			h		

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

Table 51

BM7. Which supplier do you use for gas? (SINGLE CODE)

Base : Those making decisions for their gas service

	Total	GENDER		AGE							LOCATION	
		MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	2240	1096	1142	107	323	457	404	382	563	2240	1990	244
Effective Weighted Sample	1787	874	911	89	267	382	335	313	442	1787	1591	192
Total	2059	1007	1050	131	328	519	349	323	408	2059	1844	208
Utility Warehouse	54	20	34	-	11	15	13	9	6	54	43	11
	3%	2%	3%	-%	3%	3%	4%	3%	2%	3%	2%	5%
												j
First Utility	32	17	15	6	3	13	2	5	3	32	31	1
	2%	2%	1%	5%	1%	2%	1%	2%	1%	2%	2%	1%
				dfhi		fh						
Sainsbury's Energy	11	7	5	1	-	2	5	3	1	11	11	-
	1%	1%	*%	1%	-%	*%	1%	1%	*%	1%	1%	-%
							h					
Co-op Energy/ The Co-operative Energy	10	2	8	1	1	2	3	1	3	10	10	1
	1%	*%	1%	1%	*%	*%	1%	*%	1%	1%	1%	*%
Power NI	6	4	2	-	3	*	3	-	*	6	4	3
	*%	*%	*%	-%	1%	*%	1%	-%	*%	*%	*%	1%
												j
Other	223	117	106	11	35	47	43	40	46	223	196	27
	11%	12%	10%	8%	11%	9%	12%	12%	11%	11%	11%	13%

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 51

BM7. Which supplier do you use for gas? (SINGLE CODE)

Base : Those making decisions for their gas service

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	~k	l
Unweighted total	2240	556	677	450	555	1233	1005	2240	1598	268	294	80	2240
Effective Weighted Sample	1787	448	551	376	440	998	790	1787	1394	244	266	73	1787
Total	2059	556	631	323	548	1187	871	2059	1748	174	116	21	2059
British Gas	617 30%	164 29%	185 29%	99 31%	169 31%	349 29%	268 31%	617 30%	556 32% ij	36 21%	25 22%	** **	617 30% ij
EDF	204 10%	65 12% df	70 11% f	26 8%	42 8%	135 11% df	69 8%	204 10%	189 11% i	6 4%	8 7%	** **	204 10% i
E.ON UK	193 9%	54 10%	56 9%	29 9%	53 10%	110 9%	82 9%	193 9%	164 9%	13 8%	16 13% hil	** **	193 9%
SSE	164 8%	39 7%	49 8%	24 8%	52 9%	88 7%	76 9%	164 8%	113 6%	19 11% h	20 17% hil	** **	164 8%
Scottish Power	157 8%	34 6%	46 7%	22 7%	55 10% ae	80 7%	77 9%	157 8%	104 6%	47 27% hjl	7 6%	** **	157 8%
Npower	127 6%	21 4%	43 7% a	27 8% a	36 7%	64 5%	62 7%	127 6% a	118 7% ij	6 3%	3 2%	** **	127 6% j
Bulb	76 4%	28 5%	19 3%	13 4%	14 3%	47 4%	27 3%	76 4%	67 4%	6 4%	2 2%	** **	76 4%
Octopus	67 3%	18 3%	27 4% df	13 4% d	8 1%	46 4% d	21 2%	67 3% d	56 3%	7 4%	4 3%	** **	67 3%
OVO Energy	61 3%	21 4%	16 2%	10 3%	14 2%	37 3%	24 3%	61 3%	57 3% j	3 2%	1 1%	** **	61 3% j
Utilita Energy	58 3%	6 1%	13 2%	14 4% abe	26 5% abeg	18 2%	39 5% abeg	58 3% ae	49 3%	6 3%	3 3%	** **	58 3%

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

BM7. Which supplier do you use for gas? (SINGLE CODE)

Base : Those making decisions for their gas service

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	~k	l
Unweighted total	2240	556	677	450	555	1233	1005	2240	1598	268	294	80	2240
Effective Weighted Sample	1787	448	551	376	440	998	790	1787	1394	244	266	73	1787
Total	2059	556	631	323	548	1187	871	2059	1748	174	116	21	2059
Utility Warehouse	54	15	16	9	14	31	23	54	40	1	12	**	54
	3%	3%	3%	3%	3%	3%	3%	3%	2%	1%	10% hil	**	3%
First Utility	32	11	11	3	7	22	10	32	30	-	2	**	32
	2%	2%	2%	1%	1%	2%	1%	2%	2% i	-%	2% i	**	2%
Sainsbury's Energy	11	6	3	2	-	10	2	11	11	-	-	**	11
	1%	1% df	1%	1%	-%	1%	*%	1%	1%	-%	-%	**	1%
Co-op Energy/ The Co-operative Energy	10	4	2	2	2	6	4	10	9	1	-	**	10
	1%	1%	*%	1%	*%	1%	*%	1%	1%	*%	-%	**	1%
Power NI	6	2	1	1	2	3	3	6	2	1	1	**	6
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	**	*%
Other	223	68	72	30	53	140	83	223	183	22	13	**	223
	11%	12%	11%	9%	10%	12%	10%	11%	10%	12%	11%	**	11%

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

BM7. Which supplier do you use for gas? (SINGLE CODE)

Base : Those making decisions for their gas service

	Total	IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e
Unweighted total	2240	595	1384	427	660	345
Effective Weighted Sample	1787	466	1112	341	532	280
Total	2059	522	1290	411	604	344
British Gas	617	170	371	129	174	97
	30%	33%	29%	31%	29%	28%
EDF	204	45	124	35	64	44
	10%	9%	10%	8%	11%	13%
E.ON UK	193	44	124	34	58	28
	9%	8%	10%	8%	10%	8%
SSE	164	45	106	35	42	23
	8%	9%	8%	8%	7%	7%
Scottish Power	157	45	97	39	52	16
	8%	9%	7%	9%	9%	5%
				e	e	
Npower	127	19	85	29	36	19
	6%	4%	7%	7%	6%	5%
			a			
Bulb	76	23	44	12	21	20
	4%	4%	3%	3%	3%	6%
Octopus	67	12	49	8	22	15
	3%	2%	4%	2%	4%	4%
OVO Energy	61	15	42	11	23	12
	3%	3%	3%	3%	4%	4%
Utilita Energy	58	26	25	25	11	4
	3%	5%	2%	6%	2%	1%
		b		de		
Utility Warehouse	54	10	40	7	15	6
	3%	2%	3%	2%	3%	2%

Columns Tested: a,b - c,d,e

BM7. Which supplier do you use for gas? (SINGLE CODE)

Base : Those making decisions for their gas service

	Total	IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e
Unweighted total	2240	595	1384	427	660	345
Effective Weighted Sample	1787	466	1112	341	532	280
Total	2059	522	1290	411	604	344
First Utility	32	12	18	5	15	8
	2%	2%	1%	1%	2%	2%
Sainsbury's Energy	11	3	8	1	4	3
	1%	1%	1%	*%	1%	1%
Co-op Energy/ The Co-operative Energy	10	3	6	3	2	1
	1%	1%	*%	1%	*%	*%
Power NI	6	2	1	2	2	*
	*%	*%	*%	*%	*%	*%
Other	223	49	150	36	63	48
	11%	9%	12%	9%	10%	14%
						c

 Columns Tested: a,b - c,d,e

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 52

BM8. In terms of your gas service, how satisfied are you with the overall service provided by (GAS PROVIDER)? (SINGLE CODE)

Base : Those making decisions for their gas service

	Total	GENDER		AGE							LOCATION	
		MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	2240	1096	1142	107	323	457	404	382	563	2240	1990	244
Effective Weighted Sample	1787	874	911	89	267	382	335	313	442	1787	1591	192
Total	2059	1007	1050	131	328	519	349	323	408	2059	1844	208
Base for % (Unweighted and weighted)	2225	1092	1131	106	321	456	401	381	556	2225	1977	242
	2046	1005	1040	129	326	518	346	322	404	2046	1832	207
Very satisfied	1067	498	567	69	157	246	187	167	239	1067	943	121
	52%	50%	55%	54%	48%	48%	54%	52%	59%	52%	51%	58%
			a						dei			
Fairly satisfied	712	363	349	43	115	195	117	117	123	712	644	66
	35%	36%	34%	34%	35%	38%	34%	36%	30%	35%	35%	32%
						h						
Neither/ nor	176	97	79	12	31	52	24	24	32	176	163	10
	9%	10%	8%	10%	10%	10%	7%	7%	8%	9%	9%	5%
Fairly dissatisfied	49	27	22	4	13	13	8	7	4	49	47	2
	2%	3%	2%	3%	4%	3%	2%	2%	1%	2%	3%	1%
					h							
Very dissatisfied	42	20	23	-	9	12	9	6	5	42	35	8
	2%	2%	2%	-%	3%	2%	3%	2%	1%	2%	2%	4%
SUMMARY CODES												
TOTAL SATISFIED	1779	861	916	113	272	441	304	284	362	1779	1588	187
	87%	86%	88%	87%	84%	85%	88%	88%	90%	87%	87%	90%
									d			
TOTAL DISSATISFIED	91	47	45	4	22	25	18	13	10	91	82	10
	4%	5%	4%	3%	7%	5%	5%	4%	2%	4%	4%	5%
					h		h			h		
Don't know	13	3	10	2	2	1	3	1	5	13	12	1

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

BM8. In terms of your gas service, how satisfied are you with the overall service provided by (GAS PROVIDER)? (SINGLE CODE)

Base : Those making decisions for their gas service

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	~k	l
Unweighted total	2240	556	677	450	555	1233	1005	2240	1598	268	294	80	2240
Effective Weighted Sample	1787	448	551	376	440	998	790	1787	1394	244	266	73	1787
Total	2059	556	631	323	548	1187	871	2059	1748	174	116	21	2059
Base for % (Unweighted and weighted)	2225	552	671	448	552	1223	1000	2225	1588	264	293	**	2225
	2046	553	625	322	546	1178	867	2046	1738	172	116	21	2046
Very satisfied	1067	275	310	183	297	586	480	1067	921	65	69	**	1067
	52%	50%	50%	57%	54%	50%	55%	52%	53%	38%	59%	**	52%
				abe			be		i		il		i
Fairly satisfied	712	199	237	99	177	436	276	712	590	77	37	**	712
	35%	36%	38%	31%	32%	37%	32%	35%	34%	44%	32%	**	35%
			cf			cf				hjl			
Neither/ nor	176	59	53	27	37	112	64	176	154	15	6	**	176
	9%	11%	8%	8%	7%	9%	7%	9%	9%	9%	5%	**	9%
		df							j				j
Fairly dissatisfied	49	14	12	7	16	26	23	49	36	11	2	**	49
	2%	3%	2%	2%	3%	2%	3%	2%	2%	6%	1%	**	2%
										hjl			
Very dissatisfied	42	5	13	6	19	18	25	42	36	4	2	**	42
	2%	1%	2%	2%	3%	2%	3%	2%	2%	2%	2%	**	2%
					ae		a						
SUMMARY CODES													
TOTAL SATISFIED	1779	474	547	281	474	1022	756	1779	1511	142	106	**	1779
	87%	86%	88%	87%	87%	87%	87%	87%	87%	82%	91%	**	87%
											hil		i
TOTAL DISSATISFIED	91	19	25	13	34	44	47	91	72	15	4	**	91
	4%	3%	4%	4%	6%	4%	5%	4%	4%	9%	4%	**	4%
					ae					hjl			
Don't know	13	3	6	2	3	9	4	13	11	2	1	**	13

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

BM8. In terms of your gas service, how satisfied are you with the overall service provided by (GAS PROVIDER)? (SINGLE CODE)

Base : Those making decisions for their gas service

	Total	IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e
Unweighted total	2240	595	1384	427	660	345
Effective Weighted Sample	1787	466	1112	341	532	280
Total	2059	522	1290	411	604	344
Base for % (Unweighted and weighted)	2225	590	1376	427	654	343
	2046	517	1284	411	600	342
Very satisfied	1067	288	667	211	297	156
	52%	56%	52%	51%	49%	46%
Fairly satisfied	712	159	452	139	232	132
	35%	31%	35%	34%	39%	39%
Neither/ nor	176	43	111	36	42	42
	9%	8%	9%	9%	7%	12%
						d
Fairly dissatisfied	49	12	33	11	22	5
	2%	2%	3%	3%	4%	1%
Very dissatisfied	42	15	21	14	7	7
	2%	3%	2%	3%	1%	2%
				d		
SUMMARY CODES						
TOTAL SATISFIED	1779	447	1119	350	529	288
	87%	87%	87%	85%	88%	84%
TOTAL DISSATISFIED	91	27	54	25	29	12
	4%	5%	4%	6%	5%	3%
Don't know	13	6	6	-	4	2

Columns Tested: a,b - c,d,e

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 53

BM9. Which supplier do you use for electricity? (SINGLE CODE)

Base : Those making decisions for their electricity service

	Total	GENDER		AGE							LOCATION	
		MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	2712	1327	1382	134	389	539	491	468	687	2712	2260	446
Effective Weighted Sample	2070	1011	1056	103	307	434	392	366	518	2070	1751	319
Total	2327	1138	1186	146	374	572	400	368	464	2327	2000	320
British Gas	569	291	278	41	94	121	80	81	151	569	507	59
	24%	26%	23%	28%	25%	21%	20%	22%	32% defgi	24%	25% k	18%
EDF	263	130	133	24	33	90	38	30	49	263	229	34
	11%	11%	11%	16% dg	9%	16% dfghi	9%	8%	11%	11%	11%	11%
E.ON UK	242	122	118	15	38	67	42	42	38	242	208	32
	10%	11%	10%	10%	10%	12%	10%	11%	8%	10%	10%	10%
SSE	206	91	115	11	27	45	40	42	40	206	172	32
	9%	8%	10%	7%	7%	8%	10%	11%	9%	9%	9%	10%
Scottish Power	182	90	91	6	33	36	31	29	47	182	153	29
	8%	8%	8%	4%	9%	6%	8%	8%	10% ce	8%	8%	9%
Npower	148	69	79	12	19	35	30	25	25	148	127	21
	6%	6%	7%	8%	5%	6%	8%	7%	5%	6%	6%	7%
Bulb	102	45	57	4	20	36	21	13	9	102	82	20
	4%	4%	5%	2%	5% h	6% h	5% h	3%	2%	4% h	4%	6%
Octopus	70	36	35	-	17	22	13	10	8	70	61	9
	3%	3%	3%	-%	4% ch	4% ch	3%	3%	2%	3%	3%	3%
OVO Energy	68	31	37	7	9	10	12	14	15	68	58	9
	3%	3%	3%	5% e	3%	2%	3%	4%	3%	3%	3%	3%
Utilita Energy	62	29	33	5	16	13	14	9	4	62	52	10
	3%	3%	3%	3%	4% h	2%	4% h	3%	1%	3% h	3%	3%
Utility Warehouse	62	23	39	-	13	18	14	12	6	62	51	11
	3%	2%	3%	-%	3%	3%	3% h	3%	1%	3%	3%	3%

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 53

BM9. Which supplier do you use for electricity? (SINGLE CODE)

Base : Those making decisions for their electricity service

	Total	GENDER		AGE							LOCATION	
		MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	2712	1327	1382	134	389	539	491	468	687	2712	2260	446
Effective Weighted Sample	2070	1011	1056	103	307	434	392	366	518	2070	1751	319
Total	2327	1138	1186	146	374	572	400	368	464	2327	2000	320
Power NI	40	19	21	3	7	7	9	5	8	40	25	14
	2%	2%	2%	2%	2%	1%	2%	1%	2%	2%	1%	4%
												j
First Utility	32	15	17	2	3	15	3	6	3	32	28	4
	1%	1%	1%	1%	1%	3%	1%	2%	1%	1%	1%	1%
						dfhi						
Sainsbury's Energy	16	11	6	3	1	2	5	3	2	16	15	1
	1%	1%	*%	2%	*%	*%	1%	1%	*%	1%	1%	*%
				deh								
Co-op Energy/ The Co-operative Energy	14	4	10	2	3	2	3	2	3	14	13	1
	1%	*%	1%	1%	1%	*%	1%	1%	1%	1%	1%	*%
Other	252	134	118	13	40	53	45	45	54	252	218	34
	11%	12%	10%	9%	11%	9%	11%	12%	12%	11%	11%	11%

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 53

BM9. Which supplier do you use for electricity? (SINGLE CODE)

Base : Those making decisions for their electricity service

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	2712	652	811	558	689	1463	1247	2712	1773	311	325	303	2712
Effective Weighted Sample	2070	511	631	439	519	1140	932	2070	1542	283	293	272	2070
Total	2327	615	712	373	626	1327	999	2327	1923	199	128	77	2327
British Gas	569	149	167	90	163	316	253	569	516	29	24	-	569
	24%	24%	23%	24%	26%	24%	25%	24%	27%	15%	19%	-%	24%
									ijk	k	k		ijk
EDF	263	78	92	32	60	170	93	263	247	8	8	*	263
	11%	13%	13%	9%	10%	13%	9%	11%	13%	4%	6%	*%	11%
		cf	cf			cf			ijk	k	k		ijk
E.ON UK	242	66	68	39	69	133	109	242	206	17	19	*	242
	10%	11%	9%	11%	11%	10%	11%	10%	11%	8%	15%	*%	10%
									k	k	hikl		k
SSE	206	48	63	32	62	111	94	206	136	27	25	18	206
	9%	8%	9%	9%	10%	8%	9%	9%	7%	14%	19%	23%	9%
										hl	hl	hil	
Scottish Power	182	40	52	25	64	92	89	182	108	65	9	-	182
	8%	7%	7%	7%	10%	7%	9%	8%	6%	33%	7%	-%	8%
					ae				k	hjkl	k		hk
Npower	148	27	45	34	41	72	76	148	134	8	3	3	148
	6%	4%	6%	9%	7%	5%	8%	6%	7%	4%	2%	4%	6%
				aeg			ae		jk				j
Bulb	102	34	29	16	23	62	39	102	93	6	3	-	102
	4%	5%	4%	4%	4%	5%	4%	4%	5%	3%	2%	-%	4%
									k	k	k		k
Octopus	70	19	29	14	8	48	22	70	61	6	3	-	70
	3%	3%	4%	4%	1%	4%	2%	3%	3%	3%	2%	-%	3%
			df	d		d		d	k	k	k		k
OVO Energy	68	24	17	13	14	41	27	68	63	3	1	-	68
	3%	4%	2%	3%	2%	3%	3%	3%	3%	2%	1%	-%	3%
									jk	k			k
Utilita Energy	62	6	14	16	27	20	43	62	52	7	3	-	62
	3%	1%	2%	4%	4%	1%	4%	3%	3%	3%	2%	-%	3%
				abe	abeg		abeg	ae	k	k	k		k

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 53

BM9. Which supplier do you use for electricity? (SINGLE CODE)

Base : Those making decisions for their electricity service

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	2712	652	811	558	689	1463	1247	2712	1773	311	325	303	2712
Effective Weighted Sample	2070	511	631	439	519	1140	932	2070	1542	283	293	272	2070
Total	2327	615	712	373	626	1327	999	2327	1923	199	128	77	2327
Utility Warehouse	62	16	20	11	15	36	26	62	48	1	13	-	62
	3%	3%	3%	3%	2%	3%	3%	3%	2%	1%	10%	-%	3%
									k		hikl		k
Power NI	40	11	8	7	13	20	20	40	2	1	-	37	40
	2%	2%	1%	2%	2%	1%	2%	2%	*%	*%	-%	48%	2%
												hijl	hj
First Utility	32	10	13	4	5	23	9	32	30	-	2	-	32
	1%	2%	2%	1%	1%	2%	1%	1%	2%	-%	2%	-%	1%
									ik		ik		i
Sainsbury's Energy	16	9	3	4	-	12	4	16	16	-	-	-	16
	1%	1%	*%	1%	-%	1%	*%	1%	1%	-%	-%	-%	1%
		df		d		d							
Co-op Energy/ The Co-operative Energy	14	6	3	3	2	9	5	14	13	1	-	*	14
	1%	1%	*%	1%	*%	1%	*%	1%	1%	*%	-%	*%	1%
Other	252	73	88	34	57	161	91	252	198	20	15	19	252
	11%	12%	12%	9%	9%	12%	9%	11%	10%	10%	11%	25%	11%
			f			f						hijl	

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 53

BM9. Which supplier do you use for electricity? (SINGLE CODE)

Base : Those making decisions for their electricity service

	Total	IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e
Unweighted total	2712	707	1670	521	812	407
Effective Weighted Sample	2070	532	1286	393	628	319
Total	2327	585	1450	458	698	381
British Gas	569	163	328	127	157	88
	24%	28% b	23%	28%	23%	23%
EDF	263	54	162	45	72	57
	11%	9%	11%	10%	10%	15% cd
E.ON UK	242	57	154	44	76	32
	10%	10%	11%	10%	11%	8%
SSE	206	57	128	35	66	29
	9%	10%	9%	8%	9%	8%
Scottish Power	182	52	111	44	62	16
	8%	9%	8%	10% e	9% e	4%
Npower	148	27	102	32	46	19
	6%	5%	7% a	7%	7%	5%
Bulb	102	27	64	17	33	25
	4%	5%	4%	4%	5%	7%
Octopus	70	12	50	8	24	18
	3%	2%	3%	2%	3%	5% c
OVO Energy	68	19	45	12	26	15
	3%	3%	3%	3%	4%	4%
Utilita Energy	62	27	26	26	14	4
	3%	5% b	2%	6% de	2%	1%

Columns Tested: a,b - c,d,e

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 53

BM9. Which supplier do you use for electricity? (SINGLE CODE)

Base : Those making decisions for their electricity service

	Total	IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e
Unweighted total	2712	707	1670	521	812	407
Effective Weighted Sample	2070	532	1286	393	628	319
Total	2327	585	1450	458	698	381
Utility Warehouse	62	11	46	7	19	9
	3%	2%	3%	2%	3%	2%
Power NI	40	9	24	10	9	4
	2%	2%	2%	2%	1%	1%
First Utility	32	9	22	2	14	7
	1%	1%	2%	*%	2%	2%
					c	
Sainsbury's Energy	16	5	9	3	6	4
	1%	1%	1%	1%	1%	1%
Co-op Energy/ The Co-operative Energy	14	5	8	5	3	1
	1%	1%	1%	1%	*%	*%
Other	252	53	171	41	71	53
	11%	9%	12%	9%	10%	14%
						c

Columns Tested: a,b - c,d,e

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 54

BM10. In terms of your electricity service, how satisfied are you with the overall service provided by (ELECTRICITY PROVIDER) (SINGLE CODE)

Base : Those making decisions for their electricity service

	Total	GENDER		AGE						ALL UK	LOCATION	
		MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+		URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	2712	1327	1382	134	389	539	491	468	687	2712	2260	446
Effective Weighted Sample	2070	1011	1056	103	307	434	392	366	518	2070	1751	319
Total	2327	1138	1186	146	374	572	400	368	464	2327	2000	320
Base for % (Unweighted and weighted)	2697	1322	1372	132	389	537	489	467	679	2697	2246	445
	2315	1135	1178	144	374	572	397	367	459	2315	1989	320
Very satisfied	1196	561	633	72	184	270	219	188	262	1196	1012	183
	52%	49%	54%	50%	49%	47%	55%	51%	57%	52%	51%	57%
			a				e		dei			j
Fairly satisfied	809	409	399	52	133	210	127	138	148	809	708	98
	35%	36%	34%	36%	35%	37%	32%	38%	32%	35%	36%	30%
Neither/ nor	209	113	96	17	33	63	31	26	38	209	184	22
	9%	10%	8%	12%	9%	11%	8%	7%	8%	9%	9%	7%
Fairly dissatisfied	54	33	21	3	11	15	11	8	5	54	48	6
	2%	3%	2%	2%	3%	3%	3%	2%	1%	2%	2%	2%
Very dissatisfied	48	20	28	-	13	14	9	7	5	48	37	11
	2%	2%	2%	-%	3%	2%	2%	2%	1%	2%	2%	4%
					h							j
SUMMARY CODES												
TOTAL SATISFIED	2004	970	1033	123	317	480	346	326	410	2004	1720	280
	87%	85%	88%	86%	85%	84%	87%	89%	89%	87%	86%	88%
									de			
TOTAL DISSATISFIED	102	53	49	3	24	29	20	16	11	102	84	18
	4%	5%	4%	2%	6%	5%	5%	4%	2%	4%	4%	5%
					h	h	h				h	
Don't know	12	3	9	3	-	1	2	1	5	12	12	*

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

BM10. In terms of your electricity service, how satisfied are you with the overall service provided by (ELECTRICITY PROVIDER) (SINGLE CODE)

Base : Those making decisions for their electricity service

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	2712	652	811	558	689	1463	1247	2712	1773	311	325	303	2712
Effective Weighted Sample	2070	511	631	439	519	1140	932	2070	1542	283	293	272	2070
Total	2327	615	712	373	626	1327	999	2327	1923	199	128	77	2327
Base for % (Unweighted and weighted)	2697	648	807	554	686	1455	1240	2697	1763	307	324	303	2697
	2315	612	708	371	623	1320	994	2315	1913	197	127	77	2315
Very satisfied	1196	302	353	200	340	655	539	1196	999	76	75	46	1196
	52%	49%	50%	54%	55%	50%	54%	52%	52%	38%	59%	60%	52%
							e		i		hil	hil	i
Fairly satisfied	809	221	272	117	198	493	315	809	656	87	40	25	809
	35%	36%	38%	32%	32%	37%	32%	35%	34%	44%	32%	32%	35%
			cdf			cdf				hjkl			
Neither/ nor	209	67	58	38	47	125	84	209	177	20	7	4	209
	9%	11%	8%	10%	7%	9%	8%	9%	9%	10%	6%	5%	9%
									k	k			k
Fairly dissatisfied	54	15	11	10	18	26	28	54	41	8	2	3	54
	2%	2%	2%	3%	3%	2%	3%	2%	2%	4%	1%	4%	2%
										hj			
Very dissatisfied	48	6	15	6	20	22	26	48	40	6	2	-	48
	2%	1%	2%	2%	3%	2%	3%	2%	2%	3%	2%	-%	2%
					ae		a		k	k	k		k
SUMMARY CODES													
TOTAL SATISFIED	2004	524	624	317	538	1148	855	2004	1655	163	116	71	2004
	87%	86%	88%	85%	86%	87%	86%	87%	86%	83%	91%	92%	87%
											hil	hil	
TOTAL DISSATISFIED	102	21	26	16	39	47	55	102	81	14	4	3	102
	4%	3%	4%	4%	6%	4%	6%	4%	4%	7%	3%	4%	4%
					abe		e			hjl			
Don't know	12	3	4	3	3	7	5	12	10	2	1	-	12

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

BM10. In terms of your electricity service, how satisfied are you with the overall service provided by (ELECTRICITY PROVIDER) (SINGLE CODE)

Base : Those making decisions for their electricity service

	Total	IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e
Unweighted total	2712	707	1670	521	812	407
Effective Weighted Sample	2070	532	1286	393	628	319
Total	2327	585	1450	458	698	381
Base for % (Unweighted and weighted)	2697	702	1662	521	807	405
	2315	580	1445	458	695	380
Very satisfied	1196	318	749	231	345	170
	52%	55%	52%	50%	50%	45%
Fairly satisfied	809	181	509	156	270	145
	35%	31%	35%	34%	39%	38%
Neither/ nor	209	51	127	43	48	51
	9%	9%	9%	9%	7%	13%
						d
Fairly dissatisfied	54	14	36	13	22	7
	2%	2%	2%	3%	3%	2%
Very dissatisfied	48	16	24	15	11	7
	2%	3%	2%	3%	2%	2%
SUMMARY CODES						
TOTAL SATISFIED	2004	499	1259	387	614	316
	87%	86%	87%	84%	88%	83%
					e	
TOTAL DISSATISFIED	102	29	60	28	32	14
	4%	5%	4%	6%	5%	4%
Don't know	12	6	5	-	3	1

Columns Tested: a,b - c,d,e

QC4. What is the total number of people in the household (including yourself and any children)? (SINGLE CODE)

Base : All respondents

	Total	GENDER		AGE							LOCATION	
		MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	3324	1651	1669	391	506	620	544	511	748	3324	2785	532
Effective Weighted Sample	2527	1255	1269	315	400	500	434	401	565	2527	2150	375
Total	3000	1496	1500	488	496	665	443	402	503	3000	2591	401
1	540	268	271	26	40	60	69	103	241	540	483	57
	18%	18%	18%	5%	8%	9%	16%	26%	48%	18%	19%	14%
							cde	cdefi	cdefgi	cde	k	
2	868	462	403	95	125	112	115	188	230	868	731	134
	29%	31%	27%	20%	25%	17%	26%	47%	46%	29%	28%	34%
		b			e		ce	cdefi	cdefi	ce		j
3	659	305	354	136	151	176	116	56	24	659	569	89
	22%	20%	24%	28%	30%	26%	26%	14%	5%	22%	22%	22%
				ghi	ghi	ghi	gh	h		gh		
4	583	289	294	129	112	209	90	41	3	583	506	77
	19%	19%	20%	26%	23%	31%	20%	10%	1%	19%	20%	19%
				ghi	gh	dfghi	gh	h		gh		
5-6	321	161	159	91	65	96	51	14	3	321	276	42
	11%	11%	11%	19%	13%	15%	12%	3%	1%	11%	11%	11%
				dfghi	gh	ghi	gh	h		gh		
7-9	26	10	16	10	2	12	1	*	1	26	24	*
	1%	1%	1%	2%	*%	2%	*%	*%	*%	1%	1%	*%
				dfgh		dfgh						
10 or more	4	-	4	2	2	1	-	-	-	4	2	2
	*%	-%	*%	*%	*%	*%	-%	-%	-%	*%	*%	*%

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 55

QC4. What is the total number of people in the household (including yourself and any children)? (SINGLE CODE)

Base : All respondents

		SOCIO-ECONOMIC GROUP							NATION				
	Total	AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	3324	788	999	706	829	1787	1535	3324	2188	405	373	358	3324
Effective Weighted Sample	2527	615	769	544	626	1382	1146	2527	1894	368	335	321	2527
Total	3000	775	913	514	796	1688	1310	3000	2490	267	150	93	3000
1	540 18%	100 13%	164 18% ac	71 14%	204 26% abcefg	265 16%	275 21% aceg	540 18% ac	450 18%	49 18%	28 19%	14 15%	540 18%
2	868 29%	203 26%	277 30%	155 30%	231 29%	480 28%	386 29%	868 29%	699 28%	92 34% hl	47 32%	29 31%	868 29%
3	659 22%	180 23%	206 23%	117 23%	155 20%	386 23%	273 21%	659 22%	549 22%	59 22%	29 20%	21 22%	659 22%
4	583 19%	200 26% bcdfg	186 20% df	94 18% d	103 13%	386 23% cdfg	197 15%	583 19% df	485 19%	45 17%	30 20%	23 24% il	583 19%
5-6	321 11%	83 11%	74 8%	73 14% beg	90 11% b	157 9%	163 12% be	321 11% b	279 11% i	20 8%	13 9%	7 8%	321 11%
7-9	26 1%	7 1%	3 *%	4 1%	12 1% b	10 1%	16 1% b	26 1%	23 1%	1 *%	2 1%	* *%	26 1%
10 or more	4 *%	2 *%	2 *%	- -%	1 *%	3 *%	1 *%	4 *%	3 *%	- -%	1 *%	- -%	4 *%

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 55

QC4. What is the total number of people in the household (including yourself and any children)? (SINGLE CODE)

Base : All respondents

	Total	IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e
Unweighted total	3324	846	2043	617	945	464
Effective Weighted Sample	2527	635	1566	466	719	363
Total	3000	737	1865	566	837	444
1	540 18%	230 31% b	242 13%	159 28% de	129 15%	75 17%
2	868 29%	230 31%	520 28%	97 17%	288 34% c	159 36% c
3	659 22%	145 20%	434 23%	86 15%	243 29% ce	74 17%
4	583 19%	68 9%	431 23% a	91 16%	159 19%	99 22% c
5-6	321 11%	58 8%	218 12% a	125 22% de	19 2%	31 7% d
7-9	26 1%	5 1%	16 1%	6 1% d	- -%	4 1% d
10 or more	4 *%	2 *%	2 *%	2 *%	- -%	2 *%

Columns Tested: a,b - c,d,e

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 56

QC5. And what is the total number of children aged under 18 in the household? (SINGLE CODE)

Base : All respondents

		GENDER		AGE							LOCATION	
	Total	MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	3324	1651	1669	391	506	620	544	511	748	3324	2785	532
Effective Weighted Sample	2527	1255	1269	315	400	500	434	401	565	2527	2150	375
Total	3000	1496	1500	488	496	665	443	402	503	3000	2591	401
None	1789	969	816	273	226	182	252	357	496	1789	1550	233
	60%	65%	54%	56%	45%	27%	57%	89%	98%	60%	60%	58%
		b		de	e		de	cdefi	cdefgi	de		
1	540	254	286	127	118	164	96	30	5	540	459	80
	18%	17%	19%	26%	24%	25%	22%	7%	1%	18%	18%	20%
				ghi	ghi	ghi	gh	h		gh		
2	486	201	286	57	103	238	72	14	3	486	423	61
	16%	13%	19%	12%	21%	36%	16%	4%	1%	16%	16%	15%
			a	gh	cghi	cdfghi	gh	h		cgh		
3	144	58	85	25	34	66	18	-	-	144	124	20
	5%	4%	6%	5%	7%	10%	4%	-%	-%	5%	5%	5%
			a	gh	gh	cfghi	gh			gh		
4	27	10	17	1	12	10	4	1	-	27	20	7
	1%	1%	1%	*%	2%	1%	1%	*%	-%	1%	1%	2%
					cghi	h	h			h		
5-6	14	4	9	5	3	4	1	-	-	14	14	-
	*%	*%	1%	1%	1%	1%	*%	-%	-%	*%	1%	-%
				h	h	h						
7-9	1	-	1	-	-	1	-	-	-	1	1	-
	*%	-%	*%	-%	-%	*%	-%	-%	-%	*%	*%	-%

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 56

QC5. And what is the total number of children aged under 18 in the household? (SINGLE CODE)

Base : All respondents

		SOCIO-ECONOMIC GROUP							NATION				
	Total	AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	3324	788	999	706	829	1787	1535	3324	2188	405	373	358	3324
Effective Weighted Sample	2527	615	769	544	626	1382	1146	2527	1894	368	335	321	2527
Total	3000	775	913	514	796	1688	1310	3000	2490	267	150	93	3000
None	1789	403	569	304	511	972	815	1789	1473	175	85	55	1789
	60%	52%	62%	59%	64%	58%	62%	60%	59%	66%	57%	59%	60%
			ae	a	aeg	a	ae	a		hjl			
1	540	161	162	96	121	323	217	540	448	42	30	20	540
	18%	21%	18%	19%	15%	19%	17%	18%	18%	16%	20%	21%	18%
		df				d						i	
2	486	169	138	77	102	307	179	486	412	36	24	15	486
	16%	22%	15%	15%	13%	18%	14%	16%	17%	13%	16%	16%	16%
		bcdfg				df		df					
3	144	39	35	26	43	74	69	144	122	12	7	3	144
	5%	5%	4%	5%	5%	4%	5%	5%	5%	4%	5%	4%	5%
4	27	1	7	8	11	8	19	27	22	3	1	*	27
	1%	*%	1%	2%	1%	*%	1%	1%	1%	1%	1%	*%	1%
				ae	ae		ae	a					
5-6	14	3	1	2	7	4	9	14	12	-	2	-	14
	*%	*%	*%	*%	1%	*%	1%	*%	*%	-%	1%	-%	*%
					be								
7-9	1	-	-	-	1	-	1	1	-	-	1	-	1
	*%	-%	-%	-%	*%	-%	*%	*%	-%	-%	*%	-%	*%
											hl		

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 56

QC5. And what is the total number of children aged under 18 in the household? (SINGLE CODE)

Base : All respondents

	Total	IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e
Unweighted total	3324	846	2043	617	945	464
Effective Weighted Sample	2527	635	1566	466	719	363
Total	3000	737	1865	566	837	444
None	1789	541	1008	317	464	290
	60%	73%	54%	56%	55%	65%
		b				cd
1	540	97	366	65	216	65
	18%	13%	20%	11%	26%	15%
			a		ce	
2	486	69	354	96	146	73
	16%	9%	19%	17%	17%	16%
			a			
3	144	25	104	65	12	14
	5%	3%	6%	11%	1%	3%
			a	de		
4	27	4	19	19	-	1
	1%	1%	1%	3%	-%	*%
				de		
5-6	14	1	12	6	-	2
	*%	*%	1%	1%	-%	*%
				d		
7-9	1	-	1	-	-	-
	*%	-%	*%	-%	-%	-%

Columns Tested: a,b - c,d,e

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 57

QC6. Are any other adults in the household working either full time or part time? (SINGLE CODE)

Base : Households with more than one adult where the respondent is not working

	Total	GENDER		AGE							LOCATION	
		MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	~d	~e	~f	g	h	i	j	k
Unweighted total	935	471	463	172	79	88	81	143	371	935	773	162
Effective Weighted Sample	683	340	343	136	60	73	67	115	283	683	574	111
Total	814	400	412	218	73	104	72	121	225	814	696	118
Yes, somebody in the household is working	434	188	244	170	**	**	**	56	44	434	385	49
	53%	47%	59%	78%	**	**	**	46%	19%	53%	55%	42%
			a	ghi				h		h	k	
No members of the household are working	375	208	167	45	**	**	**	64	181	375	307	68
	46%	52%	41%	21%	**	**	**	53%	80%	46%	44%	58%
		b						c	cgi	c		j
Prefer not to say/ Refused	5	4	1	2	**	**	**	1	1	5	5	*
	1%	1%	*%	1%	**	**	**	*%	*%	1%	1%	*%

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

QC6. Are any other adults in the household working either full time or part time? (SINGLE CODE)

Base : Households with more than one adult where the respondent is not working

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	935	182	246	182	325	428	507	935	591	118	114	112	935
Effective Weighted Sample	683	136	179	139	236	314	369	683	501	104	99	98	683
Total	814	164	212	136	303	375	439	814	667	76	43	28	814
Yes, somebody in the household is working	434	95	126	95	119	221	214	434	377	35	13	10	434
	53%	58%	59%	70%	39%	59%	49%	53%	57%	45%	30%	36%	53%
		d	df	adefg		df	d	d	ijk	j			jk
No members of the household are working	375	68	85	41	180	153	221	375	287	41	30	17	375
	46%	42%	40%	30%	60%	41%	51%	46%	43%	54%	69%	63%	46%
		c			abcefg	c	bce	c		h	hil	hl	
Prefer not to say/ Refused	5	1	1	-	3	1	3	5	3	1	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

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 57

QC6. Are any other adults in the household working either full time or part time? (SINGLE CODE)

Base : Households with more than one adult where the respondent is not working

	Total	IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	~e
Unweighted total	935	320	498	192	213	63
Effective Weighted Sample	683	231	369	141	155	48
Total	814	270	441	176	180	53
Yes, somebody in the household is working	434	115	262	63	104	**
	53%	43%	59%	36%	58%	**
			a		c	
No members of the household are working	375	154	179	113	75	**
	46%	57%	41%	64%	42%	**
		b		d		
Prefer not to say/ Refused	5	1	-	-	*	**
	1%	*%	-%	-%	*%	**

Columns Tested: a,b - c,d,e

QC8. Which of these – if any – impact or limit your daily activities or the work you can do? (MULTI CODE)

Base : All respondents (giving their consent to answer this question)

		GENDER		AGE							LOCATION	
	Total	MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	2962	1458	1500	340	447	551	477	469	676	2962	2475	481
Effective Weighted Sample	2251	1106	1142	272	354	445	377	369	508	2251	1912	338
Total	2655	1304	1347	414	441	589	385	373	453	2655	2287	360
Hearing - Poor hearing, partial hearing, or are deaf	119	72	47	9	10	8	17	23	53	119	100	17
	4%	6%	3%	2%	2%	1%	4%	6%	12%	4%	4%	5%
		b					e	cde	cdefgi	de		
Eyesight - Poor vision, colour blindness, partial sight, or are blind	117	59	58	23	8	14	15	11	45	117	99	18
	4%	5%	4%	6%	2%	2%	4%	3%	10%	4%	4%	5%
				de					cdefgi	de		
Mobility - Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	238	129	109	17	12	38	28	45	97	238	204	31
	9%	10%	8%	4%	3%	6%	7%	12%	21%	9%	9%	9%
						d	d	cdef	cdefgi	cd		
Dexterity - Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	90	41	49	6	11	18	18	11	24	90	73	14
	3%	3%	4%	1%	3%	3%	5%	3%	5%	3%	3%	4%
							c		cdi			

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

QC8. Which of these – if any – impact or limit your daily activities or the work you can do? (MULTI CODE)

Base : All respondents (giving their consent to answer this question)

		GENDER		AGE							LOCATION	
	Total	MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	2962	1458	1500	340	447	551	477	469	676	2962	2475	481
Effective Weighted Sample	2251	1106	1142	272	354	445	377	369	508	2251	1912	338
Total	2655	1304	1347	414	441	589	385	373	453	2655	2287	360
Breathing - Breathlessness or chest pains	142	84	57	5	12	23	19	28	54	142	118	22
	5%	6%	4%	1%	3%	4%	5%	8%	12%	5%	5%	6%
		b				c	c	cde	cdefgi	cd		
Mental abilities - Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	73	37	36	17	10	13	13	13	5	73	60	11
	3%	3%	3%	4%	2%	2%	3%	4%	1%	3%	3%	3%
				h			h	h		h		
Social/ behavioural - Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	35	23	12	10	6	10	3	5	-	35	33	2
	1%	2%	1%	2%	1%	2%	1%	1%	-%	1%	1%	*%
				h	h	h		h		h		
Your mental health - Anxiety, depression, or trauma-related conditions, for example	231	101	127	49	31	66	42	26	16	231	202	28
	9%	8%	9%	12%	7%	11%	11%	7%	4%	9%	9%	8%
				dgh	h	dgh	h	h		h		
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	231	102	129	20	16	39	44	49	63	231	196	34
	9%	8%	10%	5%	4%	7%	12%	13%	14%	9%	9%	10%
							cde	cdei	cdei	cd		

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

QC8. Which of these – if any – impact or limit your daily activities or the work you can do? (MULTI CODE)

Base : All respondents (giving their consent to answer this question)

	Total	GENDER		AGE							LOCATION	
		MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	2962	1458	1500	340	447	551	477	469	676	2962	2475	481
Effective Weighted Sample	2251	1106	1142	272	354	445	377	369	508	2251	1912	338
Total	2655	1304	1347	414	441	589	385	373	453	2655	2287	360
ANY ISSUES THAT IMPACT DAILY ACTIVIITES OR WORK DONE	737	365	370	97	74	128	106	123	210	737	639	92
	28%	28%	27%	23%	17%	22%	27%	33%	46%	28%	28%	25%
				d			d	cdei	cdefgi	de		
Nothing – no impairments or conditions impact or limit your daily activities or the work you can do	1865	907	956	310	358	446	274	242	234	1865	1599	264
	70%	70%	71%	75%	81%	76%	71%	65%	52%	70%	70%	73%
				gh	fghi	ghi	h	h		gh		
Prefer not to say	30	17	12	3	4	5	3	8	6	30	26	4
	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%
Don't know	23	14	9	4	4	10	2	1	3	23	23	1
	1%	1%	1%	1%	1%	2%	*%	*%	1%	1%	1%	*%
						g						

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 58

QC8. Which of these – if any – impact or limit your daily activities or the work you can do? (MULTI CODE)

Base : All respondents (giving their consent to answer this question)

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	2962	683	890	636	751	1573	1387	2962	1940	367	342	313	2962
Effective Weighted Sample	2251	532	685	492	568	1217	1036	2251	1677	333	307	281	2251
Total	2655	667	813	456	717	1480	1173	2655	2195	241	138	81	2655
Hearing - Poor hearing, partial hearing, or are deaf	119 4%	29 4%	21 3%	19 4%	50 7% beg	50 3%	69 6% be	119 4% b	100 5%	12 5%	4 3%	3 4%	119 4%
Eyesight - Poor vision, colour blindness, partial sight, or are blind	117 4%	25 4%	31 4%	17 4%	43 6% e	56 4%	60 5%	117 4%	102 5% k	10 4%	4 3%	1 1%	117 4% k
Mobility - Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	238 9%	50 8% b	33 4%	39 8% be	116 16% abceg	83 6%	154 13% abceg	238 9% be	203 9% ik	14 6%	17 12% ik	4 5%	238 9% ik
Dexterity - Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	90 3%	16 2%	16 2%	14 3%	43 6% abceg	32 2%	57 5% abeg	90 3%	80 4% ik	2 1%	6 4% ik	1 1%	90 3% i

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 58

QC8. Which of these – if any – impact or limit your daily activities or the work you can do? (MULTI CODE)

Base : All respondents (giving their consent to answer this question)

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	2962	683	890	636	751	1573	1387	2962	1940	367	342	313	2962
Effective Weighted Sample	2251	532	685	492	568	1217	1036	2251	1677	333	307	281	2251
Total	2655	667	813	456	717	1480	1173	2655	2195	241	138	81	2655
Breathing - Breathlessness or chest pains	142	26	26	21	69	52	90	142	119	13	8	2	142
	5%	4%	3%	5%	10%	4%	8%	5%	5%	5%	6%	2%	5%
					abceg		abceg	be	k		k		k
Mental abilities - Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	73	13	12	7	40	25	48	73	63	4	5	*	73
	3%	2%	1%	2%	6%	2%	4%	3%	3%	2%	4%	*%	3%
					abceg		abceg		k		k		k
Social/ behavioural - Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	35	8	6	3	17	14	20	35	29	2	4	-	35
	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	3%	-%	1%
					bce						hikl		
Your mental health - Anxiety, depression, or trauma-related conditions, for example	231	38	53	26	114	91	140	231	191	19	18	2	231
	9%	6%	7%	6%	16%	6%	12%	9%	9%	8%	13%	2%	9%
					abcefg		abceg	ace	k	k	hikl		k

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 58

QC8. Which of these – if any – impact or limit your daily activities or the work you can do? (MULTI CODE)

Base : All respondents (giving their consent to answer this question)

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	2962	683	890	636	751	1573	1387	2962	1940	367	342	313	2962
Effective Weighted Sample	2251	532	685	492	568	1217	1036	2251	1677	333	307	281	2251
Total	2655	667	813	456	717	1480	1173	2655	2195	241	138	81	2655
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	231 9%	45 7%	47 6%	29 6%	109 15% abceg	92 6%	138 12% abceg	231 9% be	192 9%	20 8%	14 10%	6 7%	231 9%
ANY ISSUES THAT IMPACT DAILY ACTIVIITES OR WORK DONE	737 28%	149 22%	162 20%	101 22%	324 45% abcefg	311 21%	425 36% abceg	737 28% abce	611 28% k	64 26% k	48 35% hikl	14 18%	737 28% k
Nothing – no impairments or conditions impact or limit your daily activities or the work you can do	1865 70%	509 76% dfg	630 78% dfg	345 76% dfg	381 53%	1139 77% dfg	726 62% d	1865 70% df	1544 70% j	172 71% j	86 62%	63 77% hjl	1865 70% j
Prefer not to say	30 1%	4 1%	12 2%	6 1%	8 1%	16 1%	14 1%	30 1%	17 1%	6 2% h	3 2% h	4 5% hl	30 1%
Don't know	23 1%	6 1%	8 1%	5 1%	4 1%	14 1%	9 1%	23 1%	23 1%	- -%	1 1%	- -%	23 1%

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 58

QC8. Which of these – if any – impact or limit your daily activities or the work you can do? (MULTI CODE)

Base : All respondents (giving their consent to answer this question)

| | Total | IMPACTING/ LIMITING CONDITIONS | | FINANCIAL VULNERABILITY INDEX | | |
| | | YES | NO | MOST | POTEN-TIALLY | LEAST |
Significance Level: 95%		a	b	c	d	e
Unweighted total	2962	846	2043	567	862	416
Effective Weighted Sample	2251	635	1566	429	656	324
Total	2655	737	1865	515	760	396
Hearing - Poor hearing, partial hearing, or are deaf	119 4%	119 16% b	- -%	32 6%	38 5%	13 3%
Eyesight - Poor vision, colour blindness, partial sight, or are blind	117 4%	117 16% b	- -%	38 7% e	43 6% e	9 2%
Mobility - Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	238 9%	238 32% b	- -%	92 18% de	54 7% e	15 4%
Dexterity - Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	90 3%	90 12% b	- -%	31 6% e	28 4%	6 2%

Columns Tested: a,b - c,d,e

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 58

QC8. Which of these – if any – impact or limit your daily activities or the work you can do? (MULTI CODE)

Base : All respondents (giving their consent to answer this question)

	Total	IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e
Unweighted total	2962	846	2043	567	862	416
Effective Weighted Sample	2251	635	1566	429	656	324
Total	2655	737	1865	515	760	396
Breathing - Breathlessness or chest pains	142	142	-	58	36	12
	5%	19%	-%	11%	5%	3%
		b		de		
Mental abilities - Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	73	73	-	29	17	6
	3%	10%	-%	6%	2%	1%
		b		de		
Social/ behavioural - Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	35	35	-	14	12	3
	1%	5%	-%	3%	2%	1%
		b				
Your mental health - Anxiety, depression, or trauma-related conditions, for example	231	231	-	86	72	19
	9%	31%	-%	17%	10%	5%
		b		de	e	

Columns Tested: a,b - c,d,e

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 58

QC8. Which of these – if any – impact or limit your daily activities or the work you can do? (MULTI CODE)

Base : All respondents (giving their consent to answer this question)

		IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
	Total	YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e
Unweighted total	2962	846	2043	567	862	416
Effective Weighted Sample	2251	635	1566	429	656	324
Total	2655	737	1865	515	760	396
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	231	231	-	84	54	17
	9%	31%	-%	16%	7%	4%
		b		de		
ANY ISSUES THAT IMPACT DAILY ACTIVIITES OR WORK DONE	737	737	-	246	206	59
	28%	100%	-%	48%	27%	15%
		b		de	e	
Nothing – no impairments or conditions impact or limit your daily activities or the work you can do	1865	-	1865	258	545	330
	70%	-%	100%	50%	72%	83%
			a		c	cd
Prefer not to say	30	-	-	3	4	3
	1%	-%	-%	1%	1%	1%
Don't know	23	-	-	7	6	3
	1%	-%	-%	1%	1%	1%

Columns Tested: a,b - c,d,e

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 59

QC9. RESPONDENT'S GENDER - Which one of these options best describes your gender? (SINGLE CODE)

Base : All respondents

	Total	GENDER		AGE						ALL UK	LOCATION	
		MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+		URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	3324	1651	1669	391	506	620	544	511	748	3324	2785	532
Effective Weighted Sample	2527	1255	1269	315	400	500	434	401	565	2527	2150	375
Total	3000	1496	1500	488	496	665	443	402	503	3000	2591	401
Male	1496	1496	-	262	225	306	216	226	261	1496	1301	189
	50%	100%	-%	54%	45%	46%	49%	56%	52%	50%	50%	47%
		b		de				defi	d			
Female	1500	-	1500	223	270	359	226	176	242	1500	1286	212
	50%	-%	100%	46%	54%	54%	51%	44%	48%	50%	50%	53%
			a		cg	cg	g			g		
Other/ prefer to use my own term – Please specify this term if you would like to	4	-	-	2	1	-	-	-	*	4	3	*
	*%	-%	-%	*%	*%	-%	-%	-%	*%	*%	*%	*%
Prefer not to say	1	-	-	-	-	-	1	-	-	1	1	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

QC9. RESPONDENT'S GENDER - Which one of these options best describes your gender? (SINGLE CODE)

Base : All respondents

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	3324	788	999	706	829	1787	1535	3324	2188	405	373	358	3324
Effective Weighted Sample	2527	615	769	544	626	1382	1146	2527	1894	368	335	321	2527
Total	3000	775	913	514	796	1688	1310	3000	2490	267	150	93	3000
Male	1496	434	412	282	367	847	649	1496	1251	127	75	43	1496
	50%	56%	45%	55%	46%	50%	50%	50%	50%	47%	50%	46%	50%
		bdefg		bdfg		b		b					
Female	1500	339	499	231	429	838	660	1500	1234	140	75	50	1500
	50%	44%	55%	45%	54%	50%	50%	50%	50%	53%	50%	54%	50%
			aceg		ac	a	ac	ac					
Other/ prefer to use my own term – Please specify this term if you would like to	4	2	1	-	-	4	-	4	4	-	-	-	4
	*%	*%	*%	-%	-%	*%	-%	*%	*%	-%	-%	-%	*%
Prefer not to say	1	-	-	1	-	-	1	1	1	-	-	-	1
	*%	-%	-%	*%	-%	-%	*%	*%	*%	-%	-%	-%	*%

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

QC9. RESPONDENT'S GENDER - Which one of these options best describes your gender? (SINGLE CODE)

Base : All respondents

	Total	IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e
Unweighted total	3324	846	2043	617	945	464
Effective Weighted Sample	2527	635	1566	466	719	363
Total	3000	737	1865	566	837	444
Male	1496	365	907	244	413	265
	50%	50%	49%	43%	49%	60%
					c	cd
Female	1500	370	956	322	420	179
	50%	50%	51%	57%	50%	40%
				de	e	
Other/ prefer to use my own term – Please specify this term if you would like to	4	2	1	-	4	-
	*%	*%	*%	-%	*%	-%
Prefer not to say	1	-	1	-	-	-
	*%	-%	*%	-%	-%	-%

Columns Tested: a,b - c,d,e

QC10. Which one of these bands describes your total household income before tax or any other deductions are made? Please include any benefits or credits that you or anyone else in your household receives, including household benefit, as well as any income from employment? (SINGLE CODE)

Base : All respondents

	Total	GENDER		AGE						ALL UK	LOCATION	
		MALE	**FEMALE**	**16-24**	**25-34**	**35-44**	**45-54**	**55-64**	**65+**		**URBAN**	**RURAL**
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	3324	1651	1669	391	506	620	544	511	748	3324	2785	532
Effective Weighted Sample	2527	1255	1269	315	400	500	434	401	565	2527	2150	375
Total	3000	1496	1500	488	496	665	443	402	503	3000	2591	401
Up to £199 per week / Up to £10,399 per year	259	101	158	53	26	51	27	30	70	259	234	24
	9%	7%	11%	11%	5%	8%	6%	8%	14%	9%	9%	6%
			a	df					defgi	d		
From £200 to £299 per week / From £10,400 to £15,599 per year	272	124	148	36	39	46	38	38	74	272	235	34
	9%	8%	10%	7%	8%	7%	9%	9%	15%	9%	9%	8%
									cdefgi			
From £300 to £499 per week / From £15,600 to £25,999 per year	367	169	194	46	71	69	52	53	76	367	318	47
	12%	11%	13%	9%	14%	10%	12%	13%	15%	12%	12%	12%
									ce			
From £500 to £699 per week / From £26,000 to £36,399 per year	350	191	158	49	75	94	54	42	36	350	303	47
	12%	13%	11%	10%	15%	14%	12%	10%	7%	12%	12%	12%
					cghi	h	h			h		
From £700 to £999 per week / From £36,400 to £51,999 per year	317	160	157	23	72	103	62	36	22	317	271	46
	11%	11%	10%	5%	14%	16%	14%	9%	4%	11%	10%	12%
					cghi	cghi	cghi	ch		ch		
£1,000 and above per week / £52,000 and above per year	284	177	107	36	57	96	46	38	12	284	245	35
	9%	12%	7%	7%	11%	14%	10%	9%	2%	9%	9%	9%
		b		h	h	cghi	h	h		h		
Don't know/ Refused	1153	573	579	245	158	206	163	166	213	1153	986	167
	38%	38%	39%	50%	32%	31%	37%	41%	42%	38%	38%	42%
				defghi				de	de	de		

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

QC10. Which one of these bands describes your total household income before tax or any other deductions are made? Please include any benefits or credits that you or anyone else in your household receives, including household benefit, as well as any income from employment? (SINGLE CODE)

Base : All respondents

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	3324	788	999	706	829	1787	1535	3324	2188	405	373	358	3324
Effective Weighted Sample	2527	615	769	544	626	1382	1146	2527	1894	368	335	321	2527
Total	3000	775	913	514	796	1688	1310	3000	2490	267	150	93	3000
Up to £199 per week / Up to £10,399 per year	259 9%	14 2%	39 4% a	25 5% a	181 23% abcefg	53 3%	206 16% abceg	259 9% abce	218 9%	19 7%	14 9%	7 8%	259 9%
From £200 to £299 per week / From £10,400 to £15,599 per year	272 9%	21 3%	63 7% a	58 11% abe	129 16% abceg	84 5% a	187 14% abeg	272 9% ae	225 9%	30 11% k	12 8%	6 6%	272 9%
From £300 to £499 per week / From £15,600 to £25,999 per year	367 12%	61 8%	127 14% a	80 16% aeg	98 12% a	188 11% a	179 14% a	367 12% a	300 12%	34 13%	23 15%	11 11%	367 12%
From £500 to £699 per week / From £26,000 to £36,399 per year	350 12%	94 12% d	134 15% dfg	69 13% df	52 7%	228 14% df	122 9% d	350 12% df	297 12% j	29 11% j	10 7%	14 15% j	350 12% j
From £700 to £999 per week / From £36,400 to £51,999 per year	317 11%	133 17% bcdfg	114 13% cdf	46 9% df	24 3%	247 15% cdfg	70 5% d	317 11% df	275 11% j	23 8%	7 5%	11 12% j	317 11% j
£1,000 and above per week / £52,000 and above per year	284 9%	181 23% bcdefg	64 7% df	29 6% df	10 1%	245 15% bcdfg	39 3% d	284 9% bcdf	258 10% ijk	15 6%	6 4%	4 4%	284 9% ijk
Don't know/ Refused	1153 38%	271 35% a	372 41%	207 40%	301 38%	643 38%	508 39%	1153 38%	917 37%	117 44% h	78 52% hikl	41 44% hl	1153 38%

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

OFCOM CUSTOMER SATISFACTION TRACKER 2020:2nd January to 11th February 2020.

Table 60

QC10. Which one of these bands describes your total household income before tax or any other deductions are made? Please include any benefits or credits that you or anyone else in your household receives, including household benefit, as well as any income from employment? (SINGLE CODE)

Base : All respondents

	Total	IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e
Unweighted total	3324	846	2043	617	945	464
Effective Weighted Sample	2527	635	1566	466	719	363
Total	3000	737	1865	566	837	444
Up to £199 per week / Up to £10,399 per year	259	132	95	259	-	-
	9%	18%	5%	46%	-%	-%
		b		de		
From £200 to £299 per week / From £10,400 to £15,599 per year	272	110	144	141	131	-
	9%	15%	8%	25%	16%	-%
		b		de	e	
From £300 to £499 per week / From £15,600 to £25,999 per year	367	105	216	107	260	-
	12%	14%	12%	19%	31%	-%
				e	ce	
From £500 to £699 per week / From £26,000 to £36,399 per year	350	70	235	50	254	46
	12%	10%	13%	9%	30%	10%
			a		ce	
From £700 to £999 per week / From £36,400 to £51,999 per year	317	58	226	10	192	115
	11%	8%	12%	2%	23%	26%
			a		c	c
£1,000 and above per week / £52,000 and above per year	284	36	216	-	-	284
	9%	5%	12%	-%	-%	64%
			a			cd

Columns Tested: a,b - c,d,e

QC10. Which one of these bands describes your total household income before tax or any other deductions are made? Please include any benefits or credits that you or anyone else in your household receives, including household benefit, as well as any income from employment? (SINGLE CODE)

Base : All respondents

	Total	IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		YES	NO	MOST	POTEN-TIALLY	LEAST
Significance Level: 95%		a	b	c	d	e
Unweighted total	3324	846	2043	617	945	464
Effective Weighted Sample	2527	635	1566	466	719	363
Total	3000	737	1865	566	837	444
Don't know/ Refused	1153	226	732	-	-	-
	38%	31%	39%	-%	-%	-%
			a			

Columns Tested: a,b - c,d,e

FINANCIAL VULNERABILITY

Base : Those where it is possible to calculate the Financial Vulnerability Index

	Total	GENDER		AGE						ALL UK	LOCATION	
		MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+		URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	2026	1014	1009	191	342	420	337	310	425	2026	1714	305
Effective Weighted Sample	1547	780	766	154	273	339	272	242	322	1547	1328	216
Total	1847	922	921	244	339	459	280	236	290	1847	1605	234
Most Financially Vulnerable	566	244	322	91	87	143	74	56	116	566	504	61
	31%	26%	35%	37%	26%	31%	26%	24%	40%	31%	31%	26%
			a	dfg					defgi	g		
Potentially Financially Vulnerable	837	413	420	100	161	197	132	112	134	837	718	115
	45%	45%	46%	41%	48%	43%	47%	48%	46%	45%	45%	49%
Least Financially Vulnerable	444	265	179	53	90	119	74	68	40	444	383	58
	24%	29%	19%	22%	27%	26%	26%	29%	14%	24%	24%	25%
		b		h	h	h	h	h		h		

Columns Tested: a,b - c,d,e,f,g,h,i - j,k

FINANCIAL VULNERABILITY

Base : Those where it is possible to calculate the Financial Vulnerability Index

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	N IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	2026	514	583	424	505	1097	929	2026	1411	236	177	202	2026
Effective Weighted Sample	1547	402	451	328	385	852	697	1547	1206	212	159	182	1547
Total	1847	504	541	307	495	1045	802	1847	1573	150	72	52	1847
Most Financially Vulnerable	566	46	84	80	357	130	437	566	470	50	30	16	566
	31%	9%	15%	26%	72%	12%	54%	31%	30%	33%	42%	32%	31%
			a	abe	abcefg		abceg	abe			hl		
Potentially Financially Vulnerable	837	216	329	175	118	544	293	837	704	75	30	27	837
	45%	43%	61%	57%	24%	52%	36%	45%	45%	50%	42%	52%	45%
		df	adefg	adfg		adfg	d	df					
Least Financially Vulnerable	444	242	129	52	21	371	73	444	399	25	11	9	444
	24%	48%	24%	17%	4%	36%	9%	24%	25%	17%	16%	17%	24%
		bcdefg	cdf	df		bcdfg	d	cdf	ijk				ijk

Columns Tested: a,b,c,d,e,f,g - h,i,j,k,l

FINANCIAL VULNERABILITY

Base : Those where it is possible to calculate the Financial Vulnerability Index

	Total	IMPACTING/ LIMITING CONDITIONS		FINANCIAL VULNERABILITY INDEX		
		YES	**NO**	**MOST**	**POTEN-TIALLY**	**LEAST**
Significance Level: 95%		a	b	c	d	e
Unweighted total	2026	566	1246	617	945	464
Effective Weighted Sample	1547	426	958	466	719	363
Total	1847	512	1133	566	837	444
Most Financially Vulnerable	566	246	258	566	-	-
	31%	48%	23%	100%	-%	-%
		b		de		
Potentially Financially Vulnerable	837	206	545	-	837	-
	45%	40%	48%	-%	100%	-%
			a		ce	
Least Financially Vulnerable	444	59	330	-	-	444
	24%	12%	29%	-%	-%	100%
			a			cd

Columns Tested: a,b - c,d,e