

Comparing Service Quality research 2018: Complaints handling

Produced by: BVA BDRC

Fieldwork: December 2018/January 2019

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Background

Communications providers in the research

Since 2009 Ofcom has conducted research to quantify levels of satisfaction with customer service for the main communications providers in the UK (defined as those with a 4% or more market share).

Following a review, in 2016 Ofcom has refocused the study to monitor customer satisfaction with complaints handling. Consequently this research monitors satisfaction with customer service provided to customers who have contacted their provider with a complaint in the six months prior to fieldwork. As such, the data is comparable with the Quality of Customer Service – Complaints 2016 & 2017 research, but not directly comparable with other previous quality of customer service research conducted by Ofcom.

As with the previous quality of customer service research, this research includes UK communications providers with a market share of 4% or more (Q2 2018.) The providers included in the research are listed below.

Fixed-line	Mobile	Broadband	Pay TV
BT	EE	BT	BT
EE	giffgaff	EE	Sky
Sky	O2	Plusnet	TalkTalk
TalkTalk	Tesco Mobile	Sky	Virgin Media
Virgin Media	Three	TalkTalk	
	Virgin Mobile	Virgin Media	
	Vodafone		

Objectives

Core objectives for this study

- The core aim of this study is understand the level of satisfaction with customer service on a range of criteria across the main providers of fixed broadband, pay TV, mobile and fixed voice services among those who have contacted their provider with a complaint within the last six months.
- To report customer service satisfaction and consumer perceptions of provider performance by types of complaint i.e. billing and customer service, repairs and installation, service issues for each of the main providers in each sector.
- To gather an overall customer satisfaction measure for all providers per sector.

Methodology

Sample

- The overall sample size is 9,517 interviews
- Targets were set by provider within sector in order to ensure that a minimum number of interviews per cell was achieved for the purposes of analysis
- See sample distribution slide for further details of cells included in the research

Data collection

- The survey was conducted among an online panel sample by BVA BDRC
- Online research allowed a cost effective and efficient means to reach the low incidence audience Ofcom wished to consult
- Fieldwork took place from 3rd December 2018 to 14th January 2019. Therefore the last six month time period refers to complaints to providers in the second half of 2018.

Data reporting

- Data is reported on a total sector level (i.e. the combined results of the providers included in the research for each sector) as well as split by provider within each sector
- The total has been weighted to represent complaints within each sector among the providers included, using market share and incidence of complaint data for each provider
- Significance testing performed at the 95% confidence level and conducted using unrounded percentage values

Methodology

Weighting

- The data is presented at both a total sector level and at a provider level. We have weighted the total sector level data only, provider level data is unweighted.
- Total sector level data has been weighted using market share and incidence of complaints for each provider, in order to report total sector figures that best represent the make up of complaints within each sector. This was done using market share data and the incidence of complaint for each supplier and each service which was calculated from the fieldwork data.
- There were several reasons why we chose this approach:
 - Weighting to market share alone, would not account for the differences in incidence of complaints by provider and, as such, may overweight the effects of some providers that have a larger market share.
 - This approach is repeatable for subsequent waves and will be able to account for changes over time
- The provider level data is unweighted and is therefore representative of customers of the provider **with a complaint in the 6 months prior to fieldwork** and who are **online**.

Methodology

Complaints were grouped into three categories for reporting:

- *Billing and customer service* complaints, these could include: unexpected/unclear charges, overcharged or incorrect bill, dissatisfaction with customer service from a previous occasion or contact.
- *Repairs and installation* complaints, these could include; a problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem. A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive.
- *Service issues* complaints, could include; the service not performing as it should, for example loss of service, unable to use mobile (2G, 3G or 4G) in certain areas, text (SMS or IM) or voice mails delivered late, slow broadband speeds, poor call/line/picture quality or unable to get certain TV channels/content.

Methodology



Sample distribution:





Provider	Sample Sizes by Sector 2017/2018			
	Fixed Line	Fixed BB	Mobile	Pay TV
BT	566	604		300
EE	162	204	645	
Sky	437	624		615
TalkTalk	340	563		252
Virgin	428	695	198	492
Plusnet		208		
O2			677	
Tesco Mobile			306	
Three			450	
Vodafone			532	
giffgaff			219	

Executive summary

Executive summary: satisfaction with complaint handling



Overall satisfaction with providers' handling of most recent complaint

	Above market average	In line with market	Below market average
 Landline	EE	Sky, Virgin Media, BT, TalkTalk	
 Mobile		giffgaff, O2, Three, Vodafone, EE, Tesco Mobile	Virgin Mobile
 Fixed broadband	Sky	EE, Virgin Media, Plusnet, BT	TalkTalk
 Pay TV		BT, Sky, TalkTalk	Virgin Media

Executive summary: satisfaction with complaints handling – by sector



- **Half** (51%) of landline customers who contacted their provider with a complaint were satisfied with how the complaint was handled; overall satisfaction with complaint handling was higher for **EE** (63%).
 - There were no differences from 2017 for overall satisfaction.



- **Over half** (56%) of mobile customers who contacted their provider with a complaint were satisfied with how the complaint was handled; overall satisfaction with complaint handling was lower for **Virgin Mobile** (44%).
 - Compared to 2017 **Tesco Mobile** declined for overall satisfaction while **Vodafone** increased for overall satisfaction.



- **Half** (49%) of fixed broadband customers who contacted their provider with a complaint were satisfied with how the complaint was handled; overall satisfaction with complaint handling was higher for **Sky** (54%) and lower for **TalkTalk** (44%).
 - There were no differences from 2017 for overall satisfaction.



- **Over half** (54%) of pay TV customers who contacted their provider with a complaint were satisfied with how the complaint was handled; overall satisfaction with complaint handling was lower for **Virgin Media** (46%).
 - There were no differences from 2017 for overall satisfaction.

Sector overview

Executive summary – sector overview (1)

High level summary:

Satisfaction: overall and by complaint type

- Satisfaction with complaint handling was lower for **broadband** (49%) compared to **mobile** (56%) and **pay TV** (54%).
- For *billing/customer service* complaints satisfaction with complaints handling was higher for **mobile** than **landline** or **broadband**, while for *service issues* complaints, **broadband** was lower than all other sectors, and for *repairs/installation* complaints **mobile** was higher than all other sectors.
- Compared to 2017, satisfaction with complaints handling in 2018 is in line for all markets.

Executive summary – sector overview (2)

High level summary:

Satisfaction with specific aspects

- Satisfaction with specific aspects of complaints handling varied between markets. Those who made a complaint to their **mobile** provider largely reported higher satisfaction levels than **landline**, **broadband** and **pay TV** markets across most measures.

Completely resolved

- The proportion of complaints that were completely resolved was lower for **broadband** (44%) compared to **landline** (49%), **mobile** (51%) and **pay TV** (52%).

Satisfaction among completely resolved

- For all sectors, satisfaction with complaint handling was higher among those whose complaint was completely resolved than all complaints. **Landline** customers were less likely to be satisfied with handling of complaint than other sectors

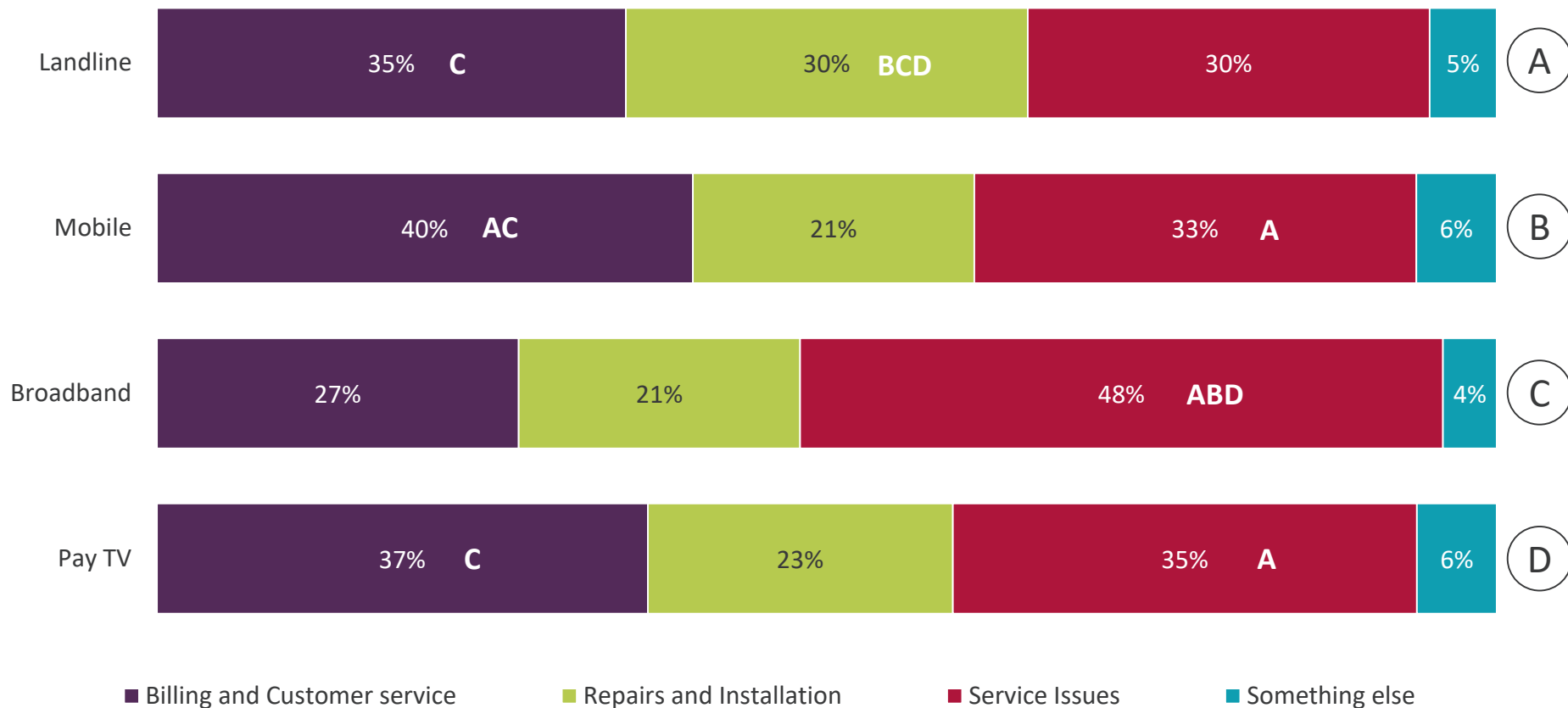
Resolved on first contact

- **Broadband** complaints were less likely to be resolved on first contact than all other sectors.

Billing and customer service issues made up the largest proportion of complaints across sectors, with the exception of the broadband market where service issues made up the largest proportion of complaints.

Complaint type

All sectors



Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. And thinking of the most recent complaint you had to contact [company] about, which one of the following categories did the issue fall into? Was it to do with...

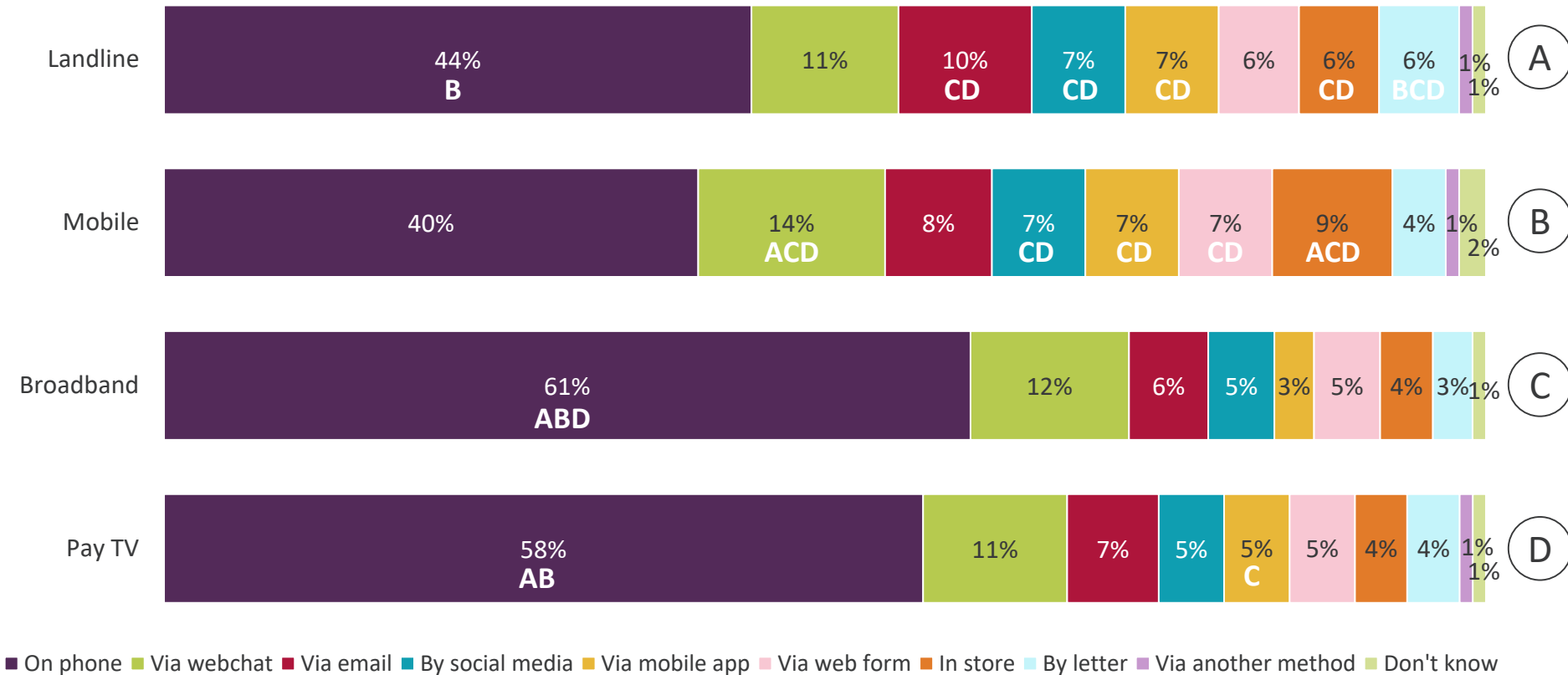
Base: All who complained about each service in past 6 months: Landline (1933), Mobile (3027), Broadband (2898), Pay TV (1659).

A/B/C/D shows significantly higher within category (95% level)

Phone was the dominant form of contacting to complain. This was lower for mobile than for other sectors.



Method of contact (Only / mainly)
All sectors



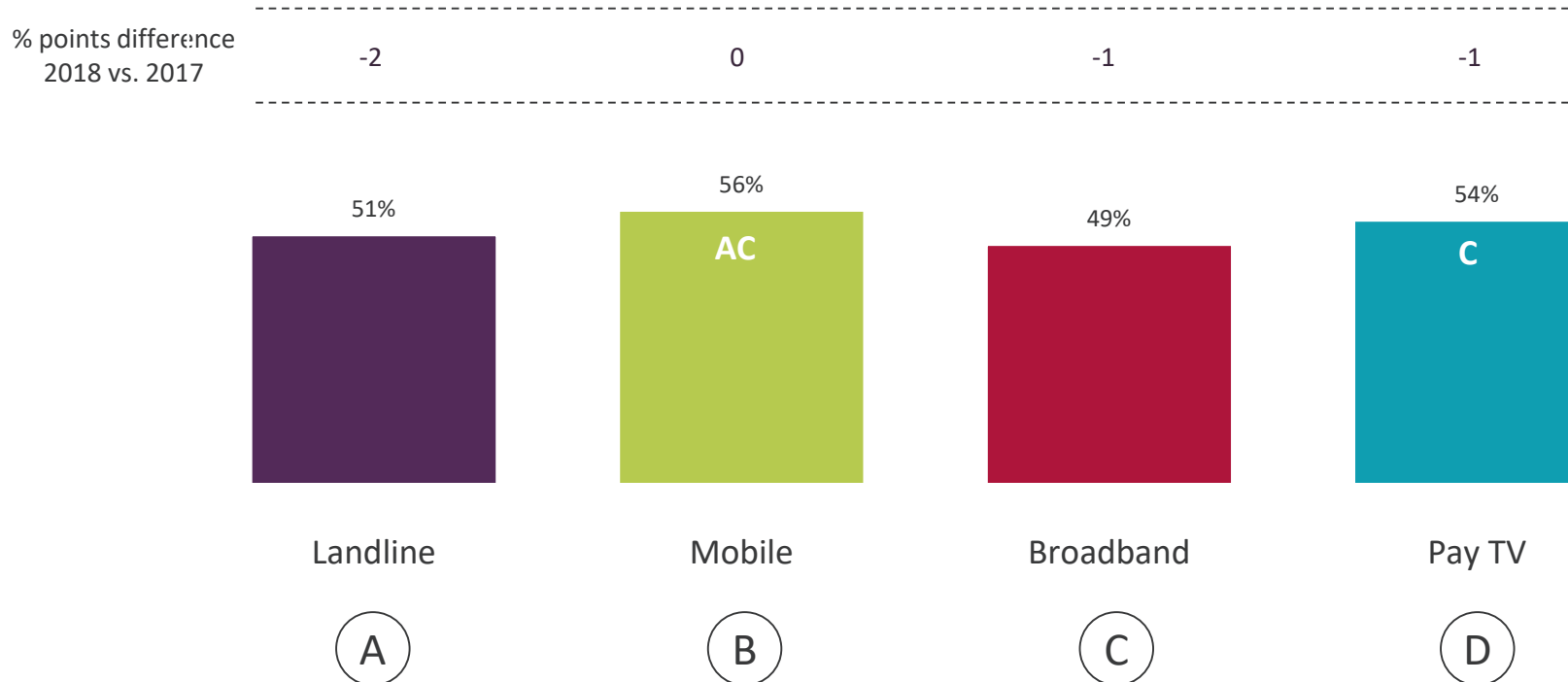
Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019
 Q. In dealing with [provider] about this complaint did you contact them...?
 Base: All who complained about each service in past 6 months: 2017: Landline (2002), Mobile (2856), Broadband (3396), Pay TV (1824). 2018: Landline (1933), Mobile (3027), Broadband (2898), Pay TV (1659). A/B/C/D shows significantly higher within category (95% level)

Satisfaction with complaint handling was lower for broadband compared to mobile and pay TV, and lower for landline than mobile.

Overall satisfaction with provider's handling of most recent complaint

All sectors

% Satisfied (7-10)



Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. Overall, how satisfied are you with the service you received from [provider] customer services with regard to the complaint that you had?

Base: All who complained about each service in past 6 months: 2017: Landline (2002), Mobile (2856), Broadband (3396), Pay TV (1824). 2018: Landline (1933), Mobile (3027), Broadband (2898), Pay TV (1659). A/B/C/D shows significantly higher within category (95% level). Red or Green text indicates significantly lower/higher than 2017 at the 95% confidence level.

For *billing/customer service* complaints satisfaction with complaints handling was higher for mobile than landline or broadband, while for *service issues* complaints, broadband was lower than all other sectors, and for *repairs/installation* complaints mobile was higher than all other sectors.

Satisfaction by complaint type

All sectors

% Satisfied (7-10)

A

B

C

D

Landline

Mobile

Broadband

Pay TV

2018

YoY

2018

YoY

2018

YoY

2018

YoY

Billing and customer service

48%

-2

AC

52%

-1

49%

-2

50%

-3

Repairs and Installation

55%

-2

ACD

61%

4

56%

-1

56%

-1

Service issues

50%

-2

AC

57%

-2

45%

0

AC

54%

0

YoY=2018%-2017%

Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. Overall, how satisfied are you with the service you received from [provider] customer services with regard to the complaint that you had?

Base: All who complained about each service in past 6 months: 2017: Landline (2002), Mobile (2856), Broadband (3396), Pay TV (1824). 2018: Landline (1933), Mobile (3027), Broadband (2898), Pay TV (1659). A/B/C/D shows significantly higher within category (95% level). Red or Green text indicates significantly lower/higher than 2017 at the 95% confidence level.

Those who made a complaint to their mobile provider reported higher satisfaction levels than landline, broadband and pay TV markets across most measures.

Satisfaction with specific aspects

All sectors

% Satisfied (7-10)

YoY=2018%-2017%

		A Landline		B Mobile		C Broadband		D Pay TV	
		2018	YoY	2018	YoY	2018	YoY	2018	YoY
Contacting	Ease of finding provider contact details	57%	-5	62% A	-3	61% A	-2	59%	-4
	Ease of getting through to the right person (phone) ¹	46%	-3	53% ACD	0	47%	-3	48%	-3
Speed	The time taken to handle your issue	50% C	-1	54% ACD	-2	47%	1	49%	-2
Standard of advice	Getting the issue resolved to your satisfaction	51%	-3	56% ACD	-1	49%	0	52%	-5
Advisor	Courtesy and politeness of advisors	60%	-4	64% A	-3	63% A	-2	63%	-5
	Advisor doing what they said they would do	54%	-4	59% ACD	0	55%	0	55%	-6
	Logging of query details to avoid having to repeat yourself	52% C	-2	55% AC	0	49%	0	52%	-3
General	Offering compensation or a goodwill payment	47% CD	0	49% CD	1	39%	3	42%	-2
	Willingness to help resolve your issue	58%	-1	61% AC	-1	57%	-1	58%	-5

Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. And how satisfied were you with the following aspects of [provider]'s customer service?

Base: All who complained about each service in past 6 months: 2017: Landline (2002), Mobile (2856), Broadband (3396), Pay TV (1824). 2018: Landline (1933), Mobile (3027), Broadband (2898), Pay TV (1659). A/B/C/D shows significantly higher within category (95% level). Red or Green text indicates significantly lower/higher than 2017 at the 95% confidence level.

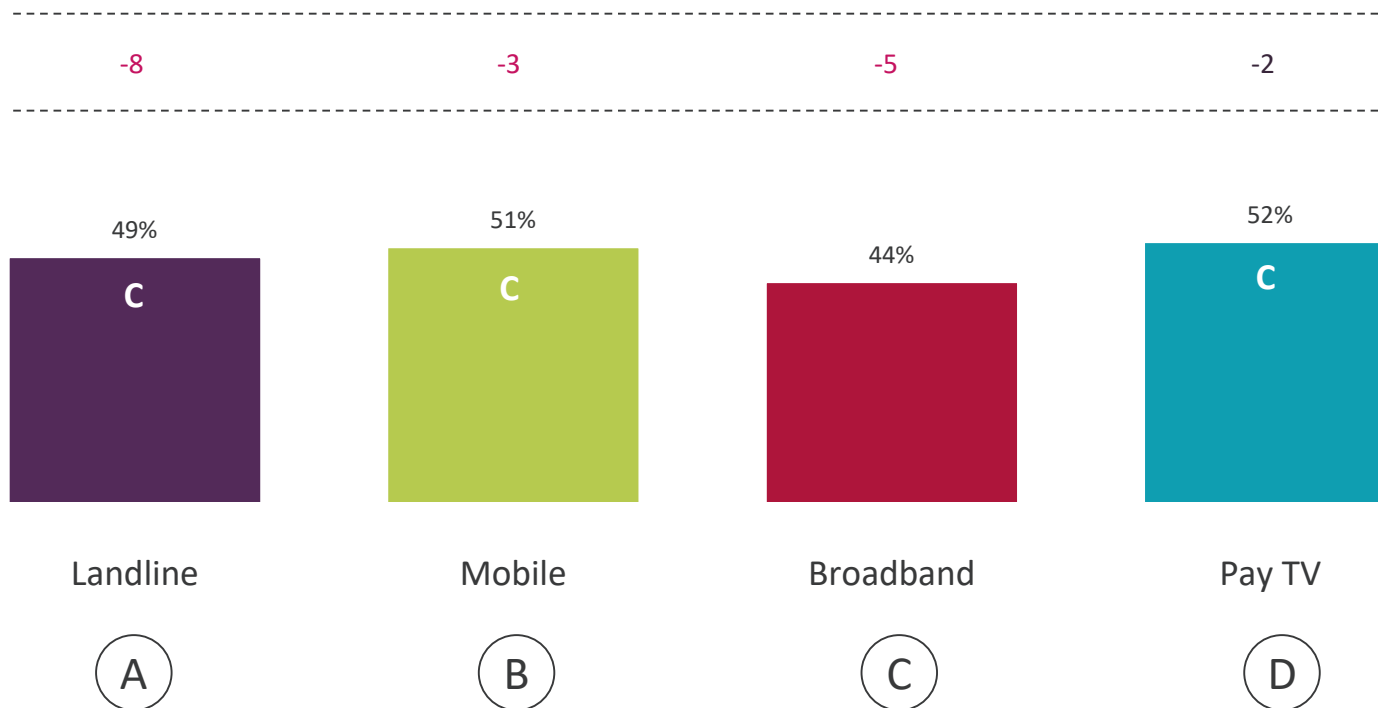
¹All contacting by phone (852/1206/1744/905)

The proportion of complaints that were completely resolved was lower for broadband compared to landline, mobile and pay TV.

Proportion whose most recent complaint was completely resolved

All sectors
% Completely Resolved

% points difference
2018 vs. 2017



Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. In your opinion, was [provider] able to successfully resolve your complaint?

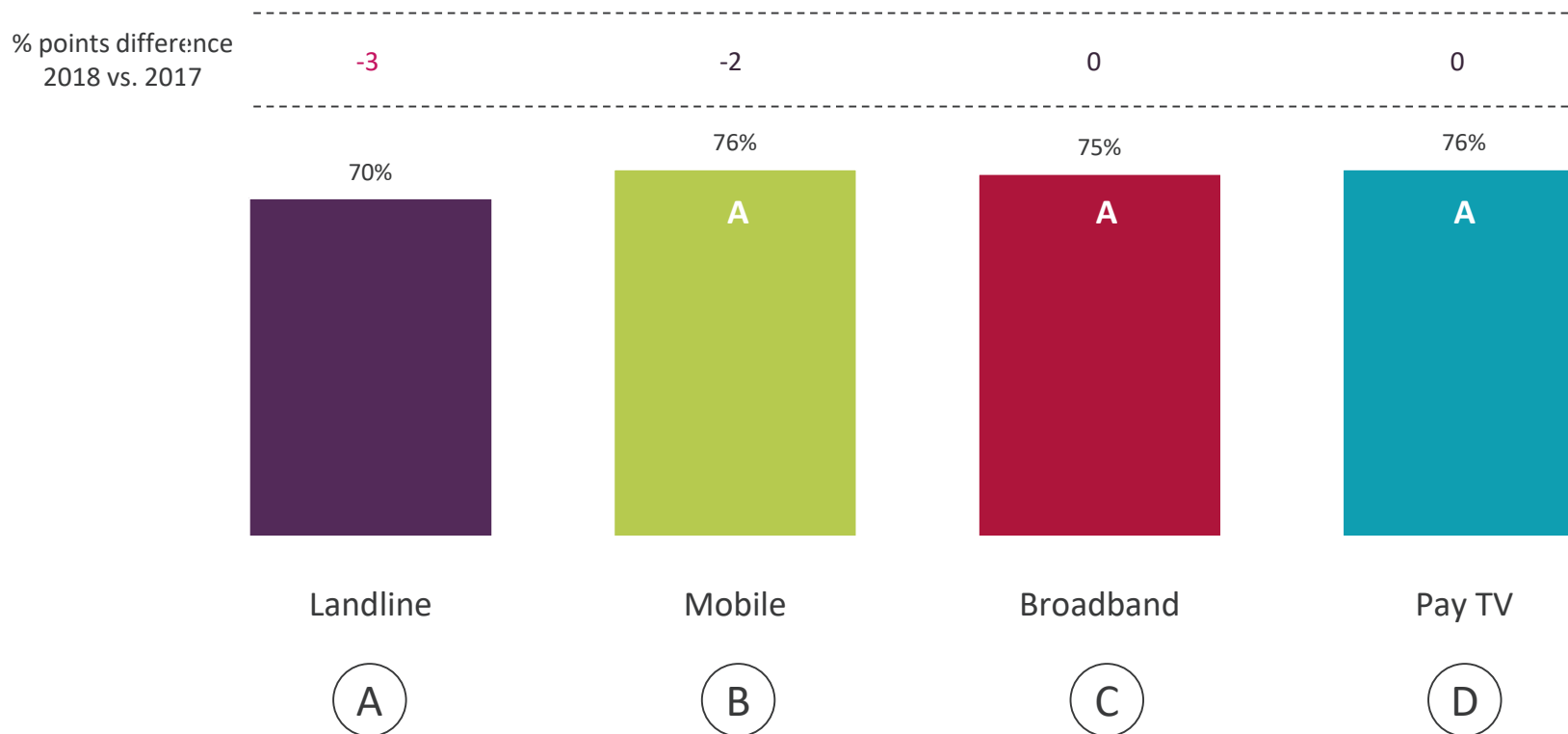
Base: All who complained about each service in past 6 months: 2017: Landline (2002), Mobile (2856), Broadband (3396), Pay TV (1824). 2018: Landline (1933), Mobile (3027), Broadband (2898), Pay TV (1659). A/B/C/D shows significantly higher within category (95% level). Red or Green text indicates significantly lower/higher than 2017 at the 95% confidence level.

For all sectors, satisfaction with complaint handling was higher among those whose complaint was completely resolved than all complaints. Landline customers were less satisfied with handling of complaint than all other sectors.

Overall satisfaction with provider's handling of most recent complaint

Among completely resolved complaints – All sectors

% Satisfied (7-10)



Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. Overall, how satisfied are you with the service you received from [provider] customer services with regard to the complaint that you had?

Base: All who complained about each service in past 6 months whose issue was completely resolved: 2017: Landline (1109), Mobile (1525), Broadband (1655),

Pay TV (979). 2018: Landline (938), Mobile (1533), Broadband (1280), Pay TV (851).

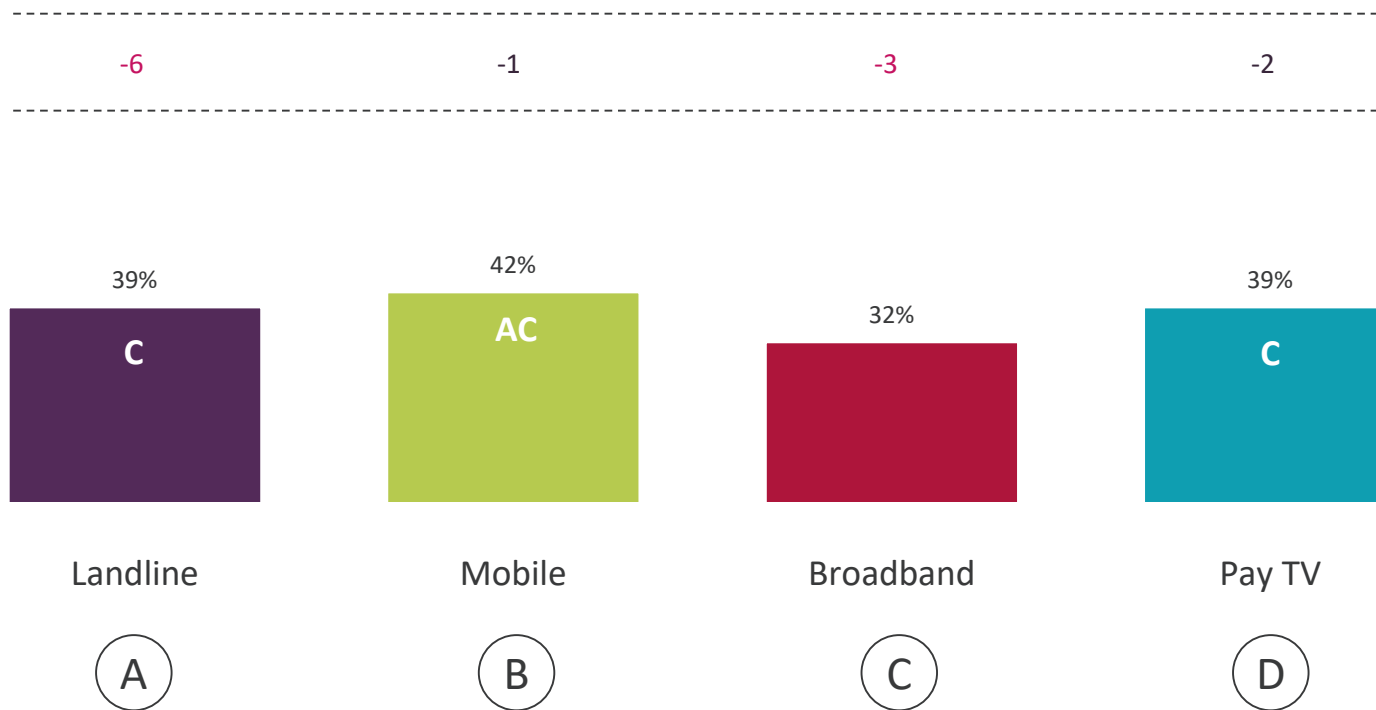
A/B/C/D shows significantly higher within category (95% level). Red or Green text indicates significantly lower/higher than 2017 at the 95% confidence level.

Broadband complaints were less likely to be resolved on first contact than all other sectors. Landline complaints were less likely to be resolved on first contact than mobile complaints.

Proportion where complaint was resolved on first contact

All sectors
% resolved 1st contact

% points difference
2018 vs. 2017



Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. You said that your complaint was completely resolved, was it completely resolved on your first contact with PROVIDER?

Base: All who complained about each service in past 6 months: Landline (1933), Mobile (3027), Broadband (2898), Pay TV (1659).

A/B/C/D shows significantly higher within category (95% level). Red or Green text indicates significantly lower/higher than 2017 at the 95% confidence level.

Results by communications sector

Broadband complaints

Executive summary – fixed broadband (1)

High level summary:

Overall satisfaction

- **Half** (49%) of fixed broadband customers who contacted their provider with a complaint were satisfied with how the complaint was handled; overall satisfaction with complaint handling was higher for **Sky** (54%) and lower for **TalkTalk** (44%).
 - There were no differences from 2017 for overall satisfaction.

Satisfaction among completely resolved

- **Three in four** (75%) customers whose complaint was completely resolved were satisfied with complaint handling; overall satisfaction with complaint handling was higher for **Sky** (82%).

Completely resolved

- **Nearly half** (44%) of broadband complaints were completely resolved; **TalkTalk** (40%) resolved a lower proportion.
 - Compared to 2017 **EE** and **Sky** saw declines in the proportion of complaints that were completely resolved.

Executive summary – fixed broadband (2)

High level summary:

Satisfaction by complaint type

- Satisfaction with all three types of complaints showed no difference by provider.
 - Compared to 2017, satisfaction with *billing and customer service* decreased for **Sky**.

Resolved on first contact

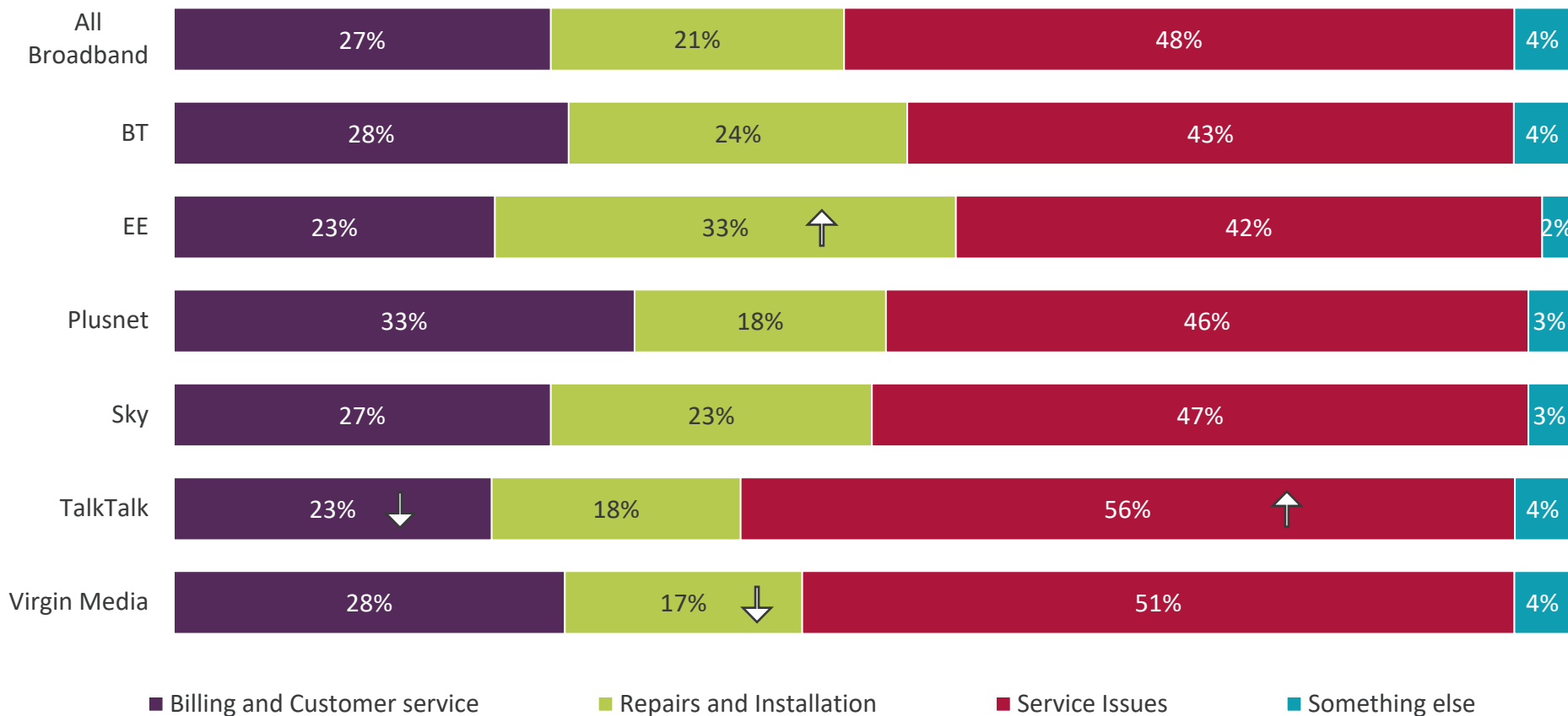
- **A third** (32%) of broadband complaints were resolved on first contact; **TalkTalk** (26%) was less likely to do so on first contact.
 - Compared to 2017, there were declines for **EE** and **Sky**.



Compared to all broadband complaints, TalkTalk had a higher proportion of *service issues* complaints, but a lower proportion of *billing/customer service* complaints; EE had a higher proportion of *repairs/installation* complaints, while Virgin Media had a lower proportion.

Complaint type

Broadband complaints



Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

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

Base: All who complained about the broadband service in past 6 months (2898), BT (604), EE (204), Plusnet (208), Sky (624), TalkTalk (563), Virgin Media (695).

↑ ↓ Indicates significantly higher/lower than the sector average at the 95% confidence level.

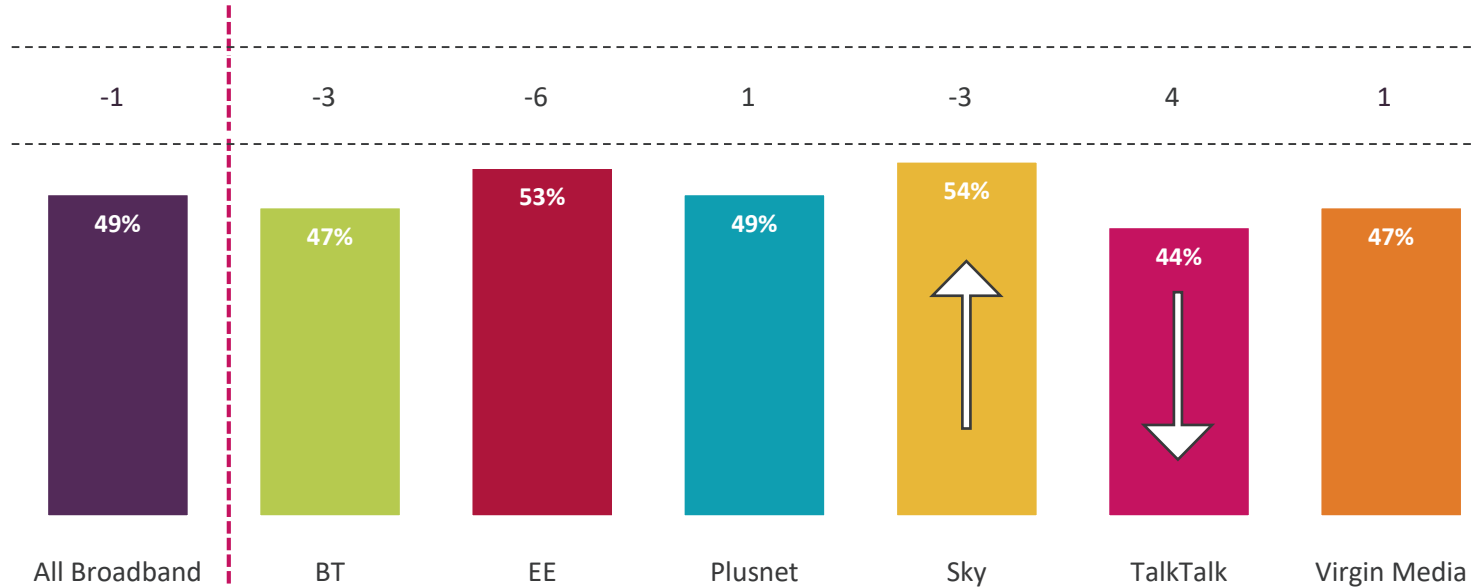
Overall, half of broadband complaints were handled to customers' satisfaction; higher for Sky and lower for TalkTalk.



Overall satisfaction with provider's handling of most recent complaint

Broadband complaints % Satisfied (7-10)

% points difference
2018 vs. 2017



◆ YoY = 2018%-2017%	All Broadband		BT		EE		Plusnet		Sky		TalkTalk		Virgin Media	
	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY
Billing/Customer Service	49%	-2	51%	4	**	**	48%	3	50%	-12	50%	1	45%	0
Repairs/Installation	56%	-1	55%	-9	60%	-2	**	**	62%	5	50%	5	52%	-4
Service Issues	45%	0	39%	-7	52%	-6	51%*	6	51%	-1	40%	4	47%	3

Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. Overall, how satisfied are you with the service you received from [provider] customer services with regard to the complaint that you had? Base: All who complained about the broadband service in past 6 months: 2017: All / Billing/Customer Service / Service Issues (3396/890/673/1720), BT (717/200/154/342), EE (291/72*/68*/135), Plusnet (266/51*/51*/157), Sky (720/199/150/349), TalkTalk (598/135/112/329), Virgin Media (804/253/138/408). 2018: All / Billing/Customer Service / Service Issues (2898/784/612/1398), BT (604/172/145/262), EE (204/47**/68*/85*), Plusnet (208/69*/37**/96*), Sky (624/171/141/291), TalkTalk (563/127/101/313), Virgin Media (695/198/120/351). *Caution: small base **Base too small to chart

↑ ↓ Indicates significantly higher/lower than the sector/complaint type average at the 95% confidence level. Red text Indicates significantly lower than 2017 at the 95% confidence level.

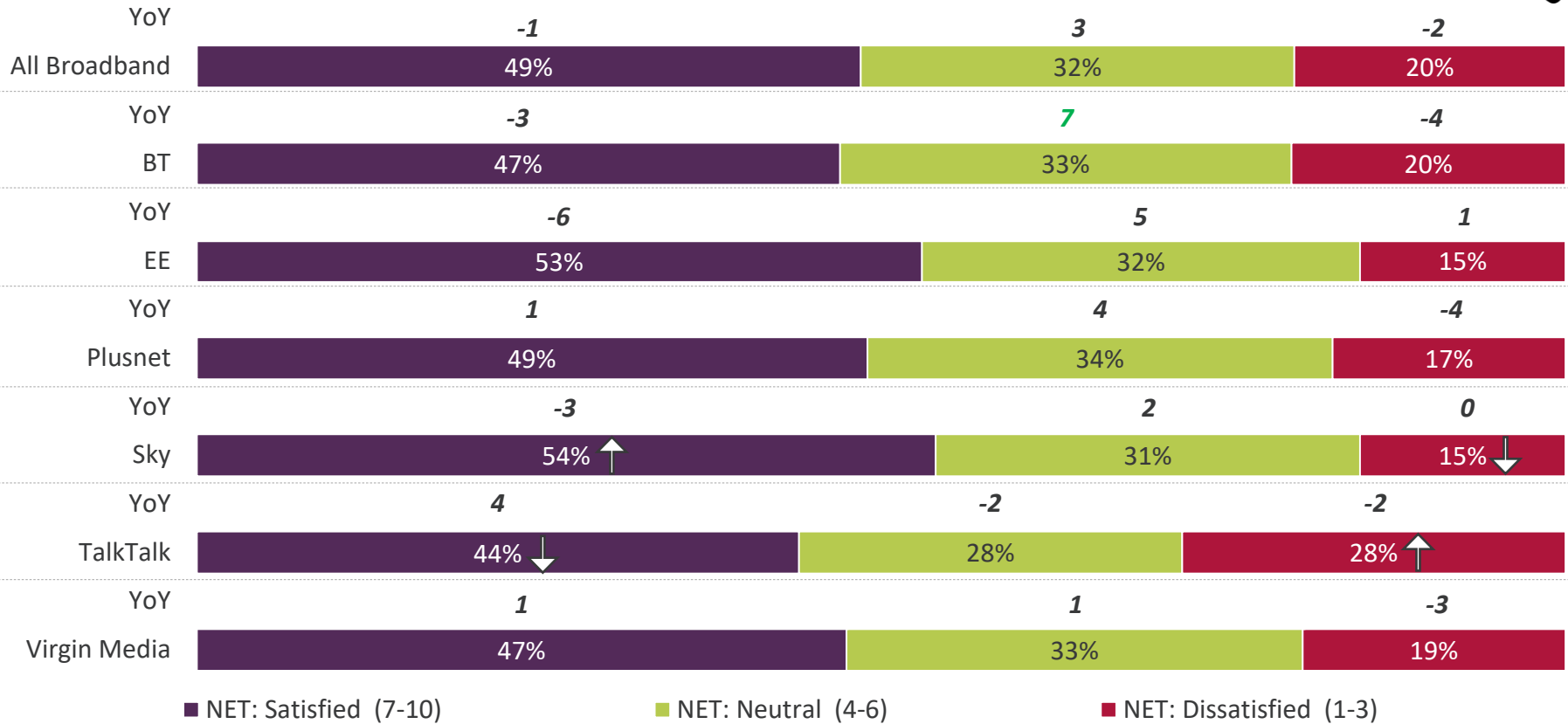
Green text Indicates significantly higher than 2017 at the 95% confidence level.

Overall, there was no change in satisfaction with complaints handling compared to 2017.



Satisfaction shifts
Broadband complaints

YoY = 2018%-2017%



◆ YoY = 2018%-2017%

Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. Overall, how satisfied are you with the service you received from [provider] customer services with regard to the complaint that you had?

Base: All who complained about the broadband service in past 6 months (2898), BT (604), EE (204), Plusnet (208), Sky (624), TalkTalk (563), Virgin Media (695).



↑ ↓ Indicates significantly higher/lower than the sector average at the 95% confidence level. Red text Indicates significantly lower than 2017 at the 95% confidence level.

Green text Indicates significantly higher than 2017 at the 95% confidence level.



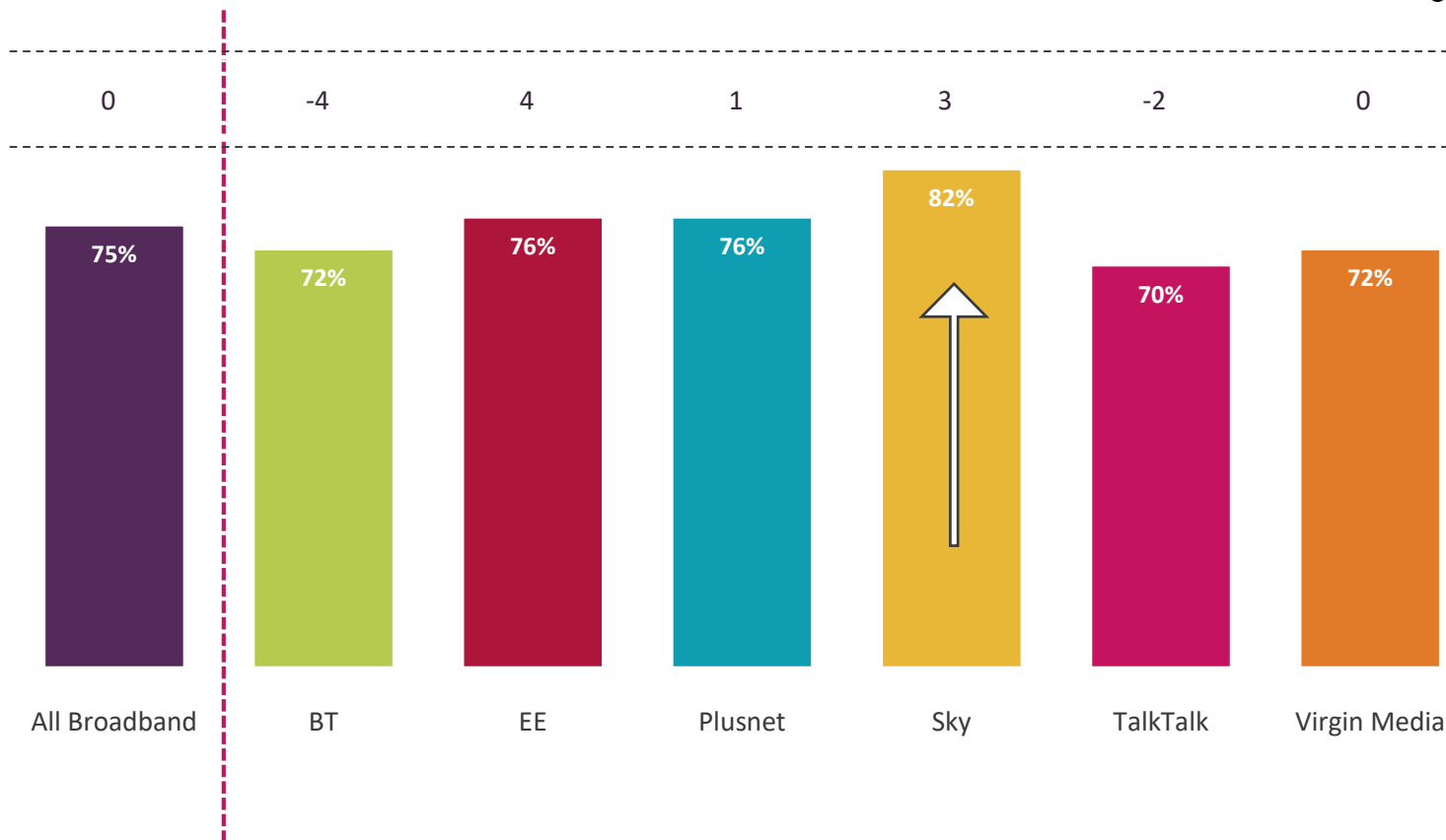
Overall, three in four whose broadband complaint was completely resolved were satisfied with the complaint handling, in line with 2017; the proportion for Sky was higher.

Overall satisfaction with provider's handling of most recent complaint

Among completely resolved broadband complaints

% Satisfied (7-10)

% points difference
2018 vs. 2017



Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. Overall, how satisfied are you with the service you received from [provider] customer services with regard to the complaint that you had? Base: All who complained about the broadband service in past 6 months whose issue was completely resolved: 2017: All (1655), BT (369), EE (167), Plusnet (126), Sky (382), TalkTalk (220), Virgin Media (391). 2018: All (1280), BT (276), EE (91*), Plusnet (94*), Sky (275), TalkTalk (223), Virgin Media (321). *Caution: small base

↑ ↓ Indicates significantly higher/lower than the sector/complaint type average at the 95% confidence level. Red text Indicates significantly lower than 2017 at the 95% confidence level. Green text Indicates significantly higher than 2017 at the 95% confidence level.

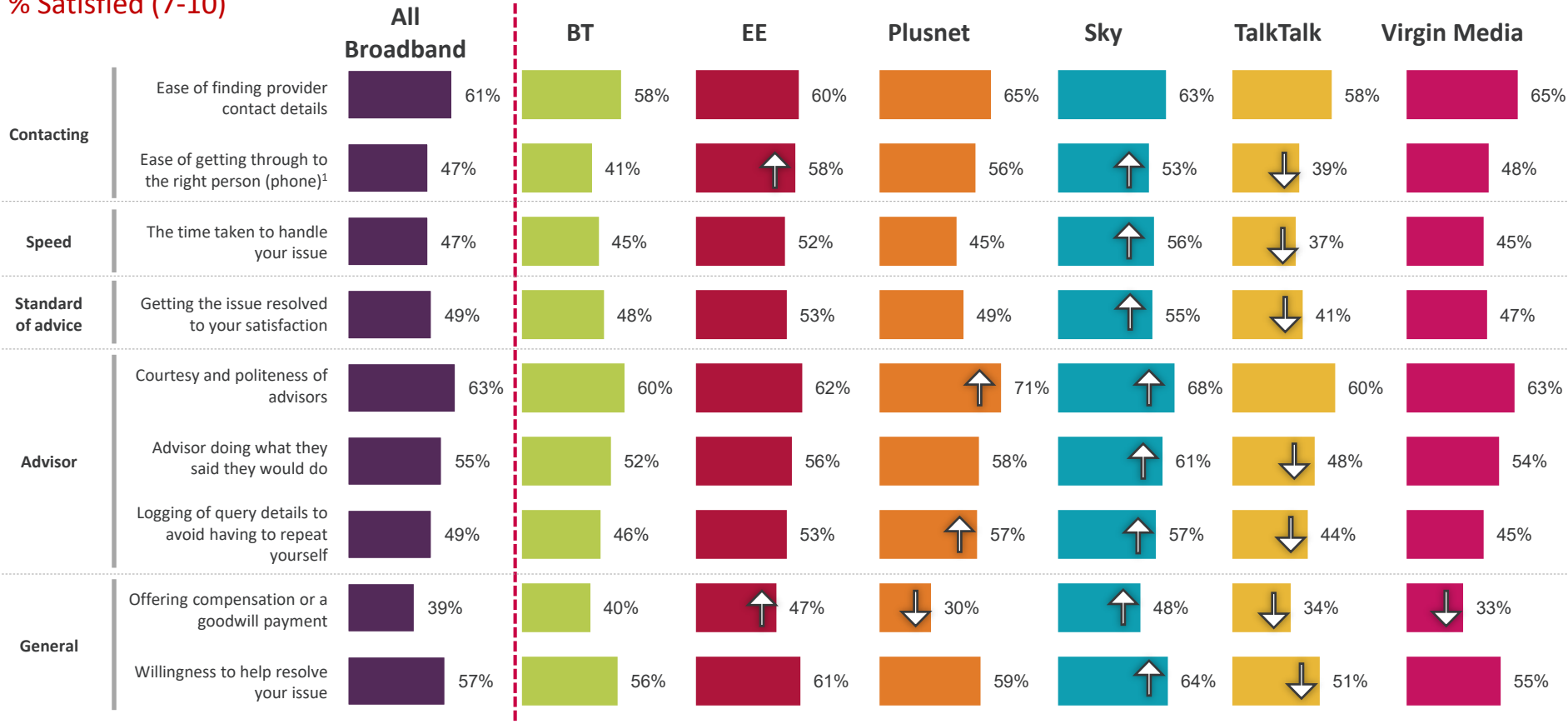


Sky was above average for satisfaction for eight specific aspects of complaints handling and EE and Plusnet for two. TalkTalk was below average for seven aspects; and both Plusnet and Virgin Media for one aspect.

Satisfaction with specific aspects

Broadband complaints – All

% Satisfied (7-10)



Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. And how satisfied were you with the following aspects of [provider]'s customer service?

Base: All who complained about the broadband service in past 6 months – All (2898), BT (604), EE (204), Plusnet (208), Sky (624), TalkTalk (563), Virgin Media (695).

↑ ↓ Indicates significantly higher/lower than the sector average at the 95% confidence level.

¹All contacting by phone
(1744/364/105/120/335/312/508)

Compared to 2017, Plusnet and Sky had an increase in satisfaction for one specific aspect; BT had a decrease for one aspect.



Satisfaction with specific aspects

Broadband complaints – All

YoY=2018%-2017%

% Satisfied (7-10)

		All Broadband		BT		EE		Plusnet		Sky		TalkTalk		Virgin Media	
		2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY
Contacting	Ease of finding provider contact details	61%	-2	58%	-4	60%	-4	65%	-4	63%	-2	58%	1	65%	0
	Ease of getting through to the right person (phone) ¹	47%	-3	41%	-9	58%	-8	56%	12	53%	-2	39%	0	48%	-2
Speed	The time taken to handle your issue	47%	1	45%	0	52%	-3	45%	1	56%	4	37%	0	45%	1
Standard of advice	Getting the issue resolved to your satisfaction	49%	0	48%	-1	53%	-5	49%	1	55%	-2	41%	1	47%	0
Advisor	Courtesy and politeness of advisors	63%	-2	60%	-5	62%	-8	71%	2	68%	-3	60%	5	63%	1
	Advisor doing what they said they would do	55%	0	52%	-2	56%	-6	58%	-2	61%	-1	48%	3	54%	0
	Logging of query details to avoid having to repeat yourself	49%	0	46%	-5	53%	-3	57%	2	57%	-1	44%	5	45%	2
General	Offering compensation or a goodwill payment	39%	3	40%	2	47%	1	30%	4	48%	6	34%	4	33%	0
	Willingness to help resolve your issue	57%	-1	56%	-2	61%	-3	59%	-3	64%	-1	51%	4	55%	0

Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. And how satisfied were you with the following aspects of [provider]'s customer service?

Base: All who complained about the broadband service in past 6 months – All (2898), BT (604), EE (204), Plusnet (208), Sky (624), TalkTalk (563), Virgin Media (695).

Red or Green text indicates significantly lower/higher than 2017 at the 95% confidence level.

¹All contacting by phone (1744/364/105/120/335/312/508)

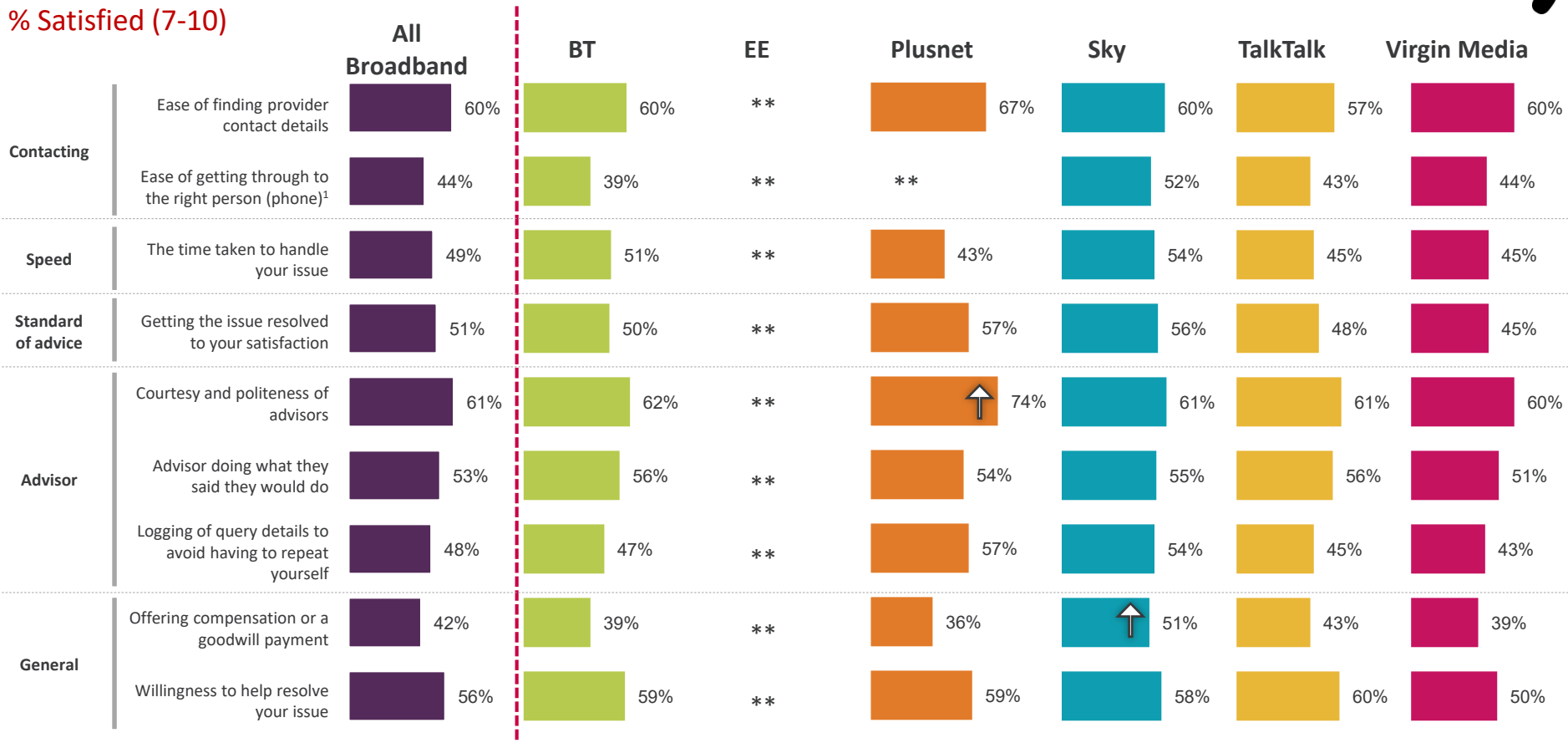
For *billing/customer service* complaints, both Sky and Plusnet were above average for satisfaction for one specific aspect; no provider was below average for any specific aspects.



Satisfaction with specific aspects

Broadband complaints – Billing and Customer Service

% Satisfied (7-10)



Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. And how satisfied were you with the following aspects of [provider]'s customer service?

Base: All who complained about the broadband service in past 6 months – Billing and Customer Service (784), BT (172), EE (47**), Plusnet (69*), Sky (171), TalkTalk (127), Virgin Media (198).

↑ ↓ Indicates significantly higher/lower than the sector average at the 95% confidence level. *Caution: small base **Base too small to chart

¹All contacting by phone (432/101/16**/38**/84*/53*/140)



For *billing/customer service* complaints compared to 2017, BT and Plusnet had an increase in satisfaction from 2017 for one aspect; no provider had decreases in satisfaction for any specific aspects.

Satisfaction with specific aspects

Broadband complaints – Billing and Customer Service

YoY=2018%-2017%

% Satisfied (7-10)		All Broadband		BT		EE		Plusnet		Sky		TalkTalk		Virgin Media	
		2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY
Contacting	Ease of finding provider contact details	60%	1	60%	3	**	N/A	67%	6	60%	-2	57%	-1	60%	1
	Ease of getting through to the right person (phone) ¹	44%	0	39%	-4	**	N/A	**	N/A	52%	3	43%	8	44%	-2
Speed	The time taken to handle your issue	49%	5	51%	12	**	N/A	43%	2	54%	5	45%	6	45%	0
Standard of advice	Getting the issue resolved to your satisfaction	51%	2	50%	2	**	N/A	57%	12	56%	-2	48%	1	45%	2
Advisor	Courtesy and politeness of advisors	61%	3	62%	5	**	N/A	74%	27	61%	-5	61%	11	60%	5
	Advisor doing what they said they would do	53%	0	56%	7	**	N/A	54%	3	55%	-7	56%	9	51%	0
	Logging of query details to avoid having to repeat yourself	48%	2	47%	2	**	N/A	57%	12	54%	-3	45%	5	43%	2
General	Offering compensation or a goodwill payment	42%	0	39%	-1	**	N/A	36%	1	51%	1	43%	1	39%	4
	Willingness to help resolve your issue	56%	2	59%	7	**	N/A	59%	12	58%	-7	60%	11	50%	2

Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. And how satisfied were you with the following aspects of [provider]'s customer service?

Base: All who complained about the broadband service in past 6 months – Billing and Customer Service (784), BT (172), EE (47**), Plusnet (69*), Sky (171), TalkTalk (127), Virgin Media (198).

Red or Green text indicates significantly lower/higher than 2017 at the 95% confidence level. *Caution: small base **Base too small to chart

¹All contacting by phone (432/101/16**/38**/84*/53*/140)

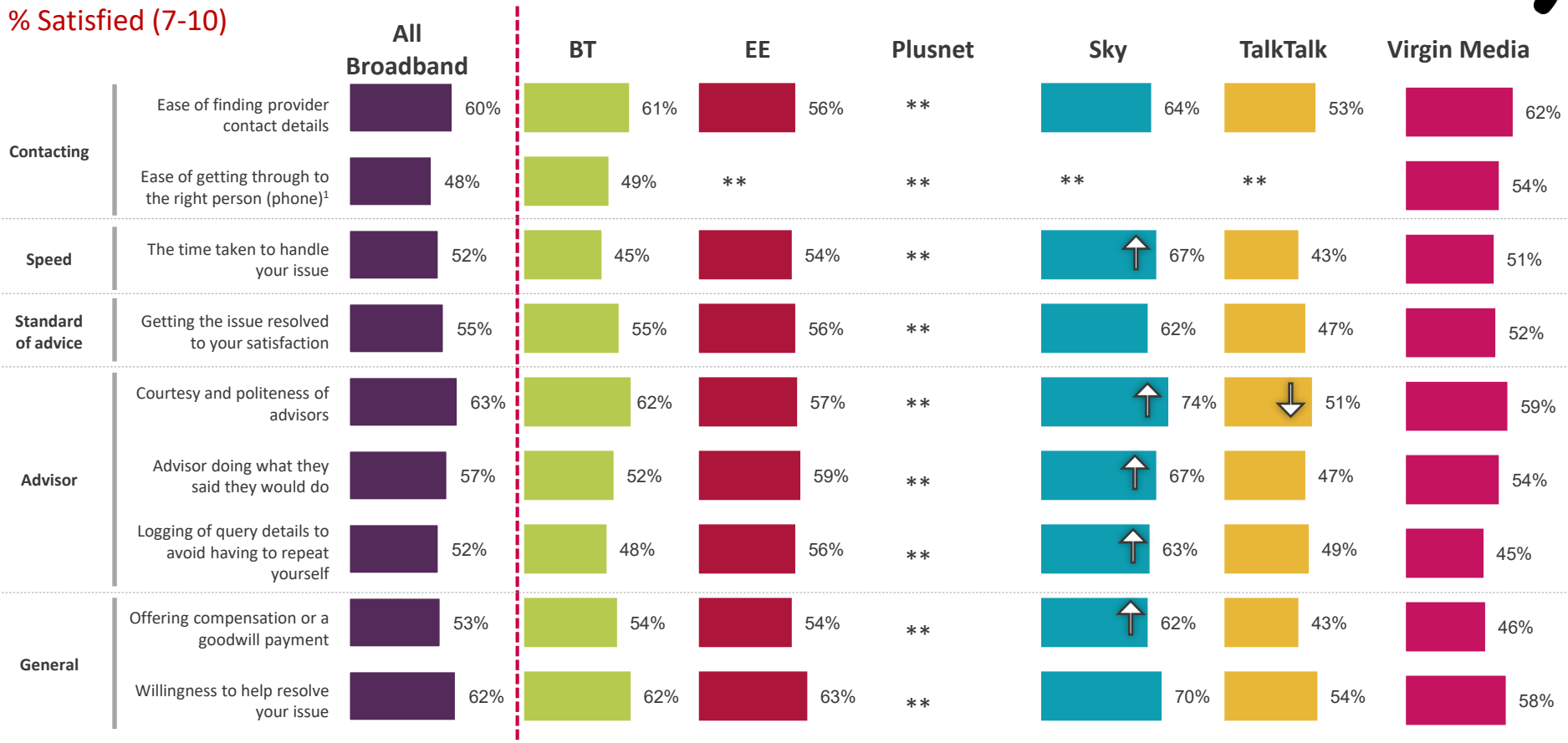
For repairs/installation complaints Sky was above average for five specific aspects, while TalkTalk was below average for one aspect.



Satisfaction with specific aspects

Broadband complaints – Repairs and Installation

% Satisfied (7-10)



Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. And how satisfied were you with the following aspects of [provider]'s customer service?

Base: All who complained about the broadband service in past 6 months – Repairs and Installation (612), BT (145), EE (68*), Plusnet (37**), Sky (141), TalkTalk (101), Virgin Media (120).

↑ ↓ Indicates significantly higher/lower than the sector average at the 95% confidence level. *Caution: small base **Base too small to chart

¹All contacting by phone (265/72*/27**/12**/44**/45**/65*)

For repairs/installation complaints compared to 2017, no provider had increases in satisfaction for any specific aspects of complaints handling; BT had decreases in satisfaction for four specific aspects.



Satisfaction with specific aspects

Broadband complaints – Repairs and Installation

% Satisfied (7-10)		All Broadband		BT		EE		Plusnet		Sky		TalkTalk		Virgin Media	
		2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY
Contacting	Ease of finding provider contact details	60%	-5	61%	-7	56%	-1	**	N/A	64%	-5	53%	-7	62%	-2
	Ease of getting through to the right person (phone) ¹	48%	-10	49%	-13	**	N/A	**	N/A	**	N/A	**	N/A	54%	-5
Speed	The time taken to handle your issue	52%	-3	45%	-15	54%	3	**	N/A	67%	7	43%	-3	51%	2
Standard of advice	Getting the issue resolved to your satisfaction	55%	-3	55%	-4	56%	-6	**	N/A	62%	0	47%	0	52%	-7
Advisor	Courtesy and politeness of advisors	63%	-5	62%	-13	57%	-6	**	N/A	74%	3	51%	-3	59%	-3
	Advisor doing what they said they would do	57%	-2	52%	-12	59%	9	**	N/A	67%	4	47%	-2	54%	-3
	Logging of query details to avoid having to repeat yourself	52%	-6	48%	-15	56%	2	**	N/A	63%	1	49%	2	45%	-9
General	Offering compensation or a goodwill payment	53%	-1	54%	-6	54%	-2	**	N/A	62%	5	43%	1	46%	-5
	Willingness to help resolve your issue	62%	-1	62%	-6	63%	9	**	N/A	70%	3	54%	6	58%	-4

YoY=2018%-2017%

Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. And how satisfied were you with the following aspects of [provider]'s customer service?

Base: All who complained about the broadband service in past 6 months – Repairs and Installation (612), BT (145), EE (68*), Plusnet (37**), Sky (141), TalkTalk (101), Virgin Media (120).

Red or Green text indicates significantly lower/higher than 2017 at the 95% confidence level. *Caution: small base **Base too small to chart

¹All contacting by phone (265/72*/27**/12**/44**/45**/65*)

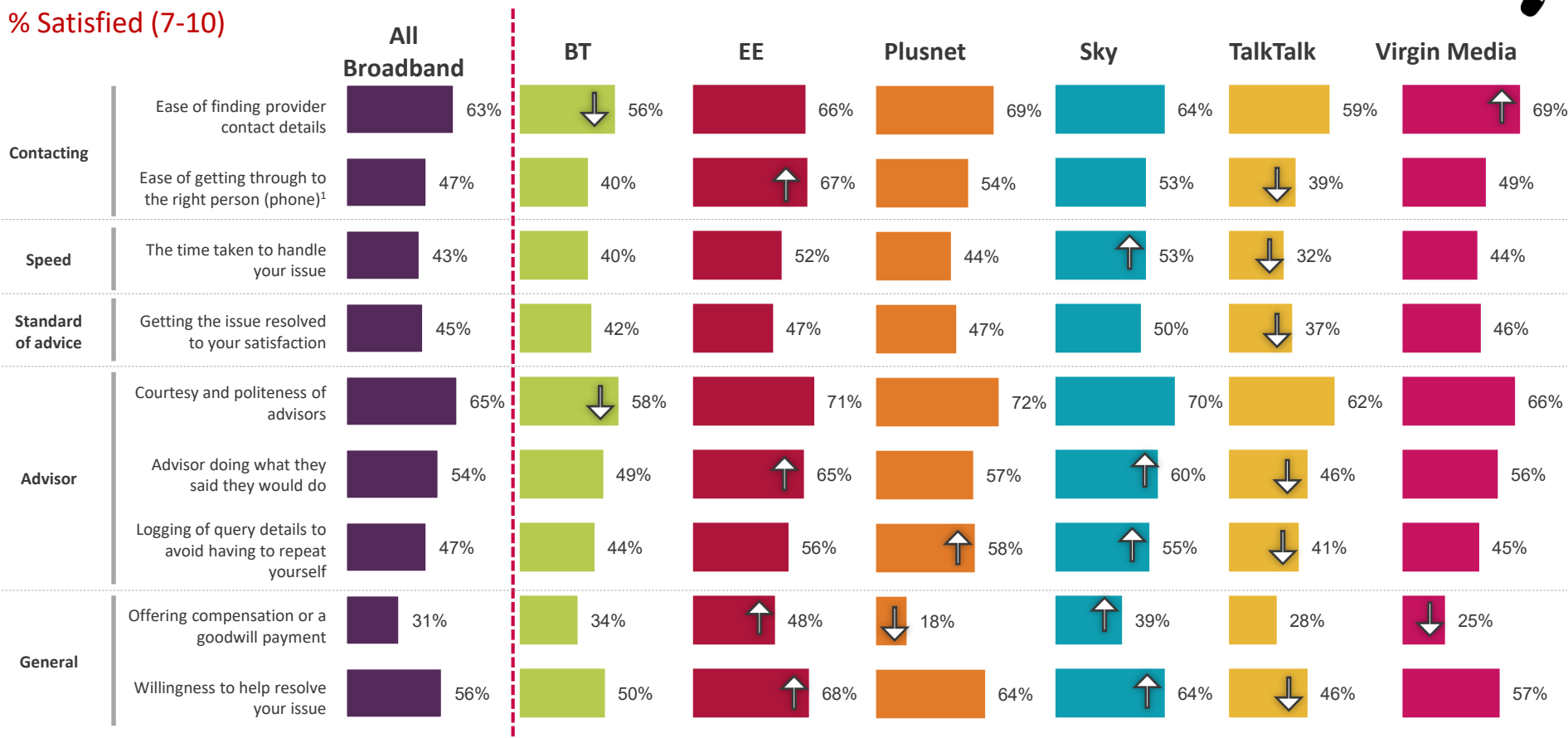


For *service issues* complaints Sky was above average for five specific aspects, EE for four and Virgin Media and Plusnet for one. TalkTalk was below average for six aspects, BT for two, and both Plusnet and Virgin Media for one.

Satisfaction with specific aspects

Broadband complaints – Service Issues

% Satisfied (7-10)



Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. And how satisfied were you with the following aspects of [provider]'s customer service?

Base: All who complained about the broadband service in past 6 months – Service Issues (1398), BT (262), EE (85*), Plusnet (96*), Sky (291), TalkTalk (313), Virgin Media (351).

↑ ↓ Indicates significantly higher/lower than the sector average at the 95% confidence level. *Caution: small base **Base too small to chart

¹All contacting by phone (980/176/60*/68*/193/201/282)



For *service issues* complaints compared to 2017, BT, Sky and TalkTalk each had increases in satisfaction for one specific aspect; no provider had decreases in satisfaction for any specific aspects.

Satisfaction with specific aspects

Broadband complaints – Service Issues

YoY=2018%-2017%

% Satisfied (7-10)		All Broadband		BT		EE		Plusnet		Sky		TalkTalk		Virgin Media	
		2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY
Contacting	Ease of finding provider contact details	63%	-1	56%	-7	66%	-1	69%	-4	64%	0	59%	3	69%	1
	Ease of getting through to the right person (phone) ¹	47%	-2	40%	-8	67%	1	54%	7	53%	-2	39%	0	49%	0
Speed	The time taken to handle your issue	43%	0	40%	-2	52%	0	44%	3	53%	4	32%	-2	44%	2
Standard of advice	Getting the issue resolved to your satisfaction	45%	0	42%	-3	47%	-9	47%	2	50%	-2	37%	3	46%	1
Advisor	Courtesy and politeness of advisors	65%	-2	58%	-7	71%	-6	72%	-2	70%	-3	62%	3	66%	-1
	Advisor doing what they said they would do	54%	0	49%	-3	65%	-2	57%	-5	60%	-1	46%	3	56%	1
	Logging of query details to avoid having to repeat yourself	47%	0	44%	-5	56%	-1	58%	3	55%	0	41%	5	45%	4
General	Offering compensation or a goodwill payment	31%	5	34%	8	48%	12	18%	-1	39%	9	28%	7	25%	-1
	Willingness to help resolve your issue	56%	-1	50%	-6	68%	-2	64%	0	64%	1	46%	0	57%	1

Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. And how satisfied were you with the following aspects of [provider]'s customer service?

Base: All who complained about the broadband service in past 6 months – Service Issues (1398), BT (262), EE (85*), Plusnet (96*), Sky (291), TalkTalk (313), Virgin Media (351).

Red or Green text indicates significantly lower/higher than 2017 at the 95% confidence level. *Caution: small base **Base too small to chart

¹All contacting by phone (980/176/60*/68*/193/201/282)

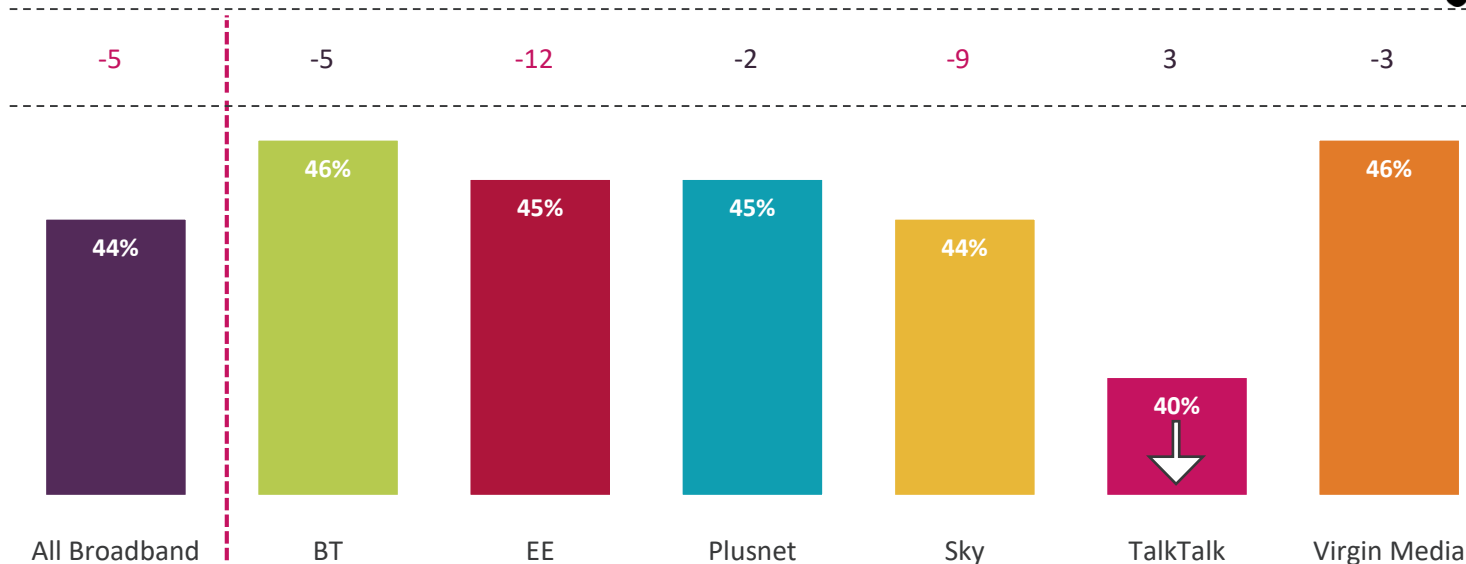
Overall, nearly half of broadband complaints were completely resolved (a decline since 2017); the proportion was lower for TalkTalk.



Proportion whose most recent complaint was completely resolved

Broadband complaints % Completely Resolved

% points difference
2018 vs. 2017



YoY = 2018%-2017%	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY
Billing/ Customer Service	46%	-4	49%	-4	**	**	54%	7	43%	-12	46%	1	46%	1
Repairs/ Installation	50%	-12	54%	-14	50%	-21	**	**	47%	-18	45%	0	52%	-6
Service Issues	41%	-1	39%	-4	42%	-7	36%	-3	42%	-3	35%	4	45%	-2

Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. In your opinion, was [provider] able to successfully resolve your complaint? Base: All who complained about the broadband service in past 6 months: 2017: All / Billing/Customer Service / Service Issues (3396/890/673/1720), BT (717/200/154/342), EE (291/72*/68*/135), Plusnet (266/51*/51*/157), Sky (720/199/150/349), TalkTalk (598/135/112/329), Virgin Media (804/253/138/408). 2018: All / Billing/Customer Service / Service Issues (2898/784/612/1398), BT (604/172/145/262), EE (204/47**/68*/85*), Plusnet (208/69*/37**/96*), Sky (624/171/141/291), TalkTalk (563/127/101/313), Virgin Media (695/198/120/351).

↑ ↓ Indicates significantly higher/lower than the sector/complaint type average at the 95% confidence level.

*Caution: small base **Base too small to chart

Red text Indicates significantly lower than 2017 at the 95% confidence level.

Green text Indicates significantly higher than 2017 at the 95% confidence level.

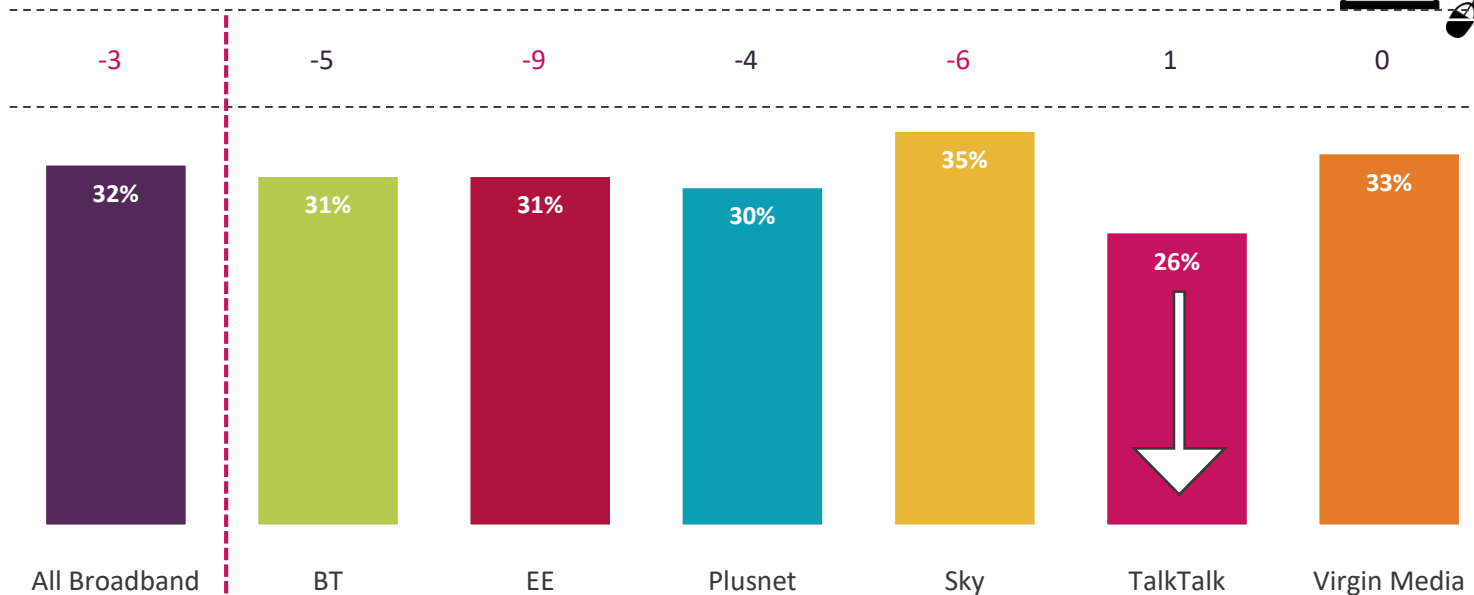


Overall, a third of broadband complaints were completely resolved on first contact (a decline since 2017); the proportion was lower for TalkTalk.

Proportion where complaint was resolved on first contact

Broadband complaints % resolved 1st contact

% points difference
2018 vs. 2017



YoY = 2018%-2017%	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY
Billing/ Customer Service	35%	-5	40%	1	**	**	33%	-8	34%	-13	36%	3	33%	-1
Repairs/ Installation	36%	-9	33%	-20	37%	-10	**	**	38%	-11	28%	-1	42%	1
Service Issues	27%	-1	25%	-2	27%	0	25%	-4	32%	-2	20%	↓ 1	30%	2

Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. You said that your complaint was completely resolved, was it completely resolved on your first contact with PROVIDER? Base: All who complained about the broadband service in past 6 months: 2017: All / Billing/Customer Service / Service Issues (3396/890/673/1720), BT (717/200/154/342), EE (291/72*/68*/135), Plusnet (266/51*/51*/157), Sky (720/199/150/349), TalkTalk (598/135/112/329), Virgin Media (804/253/138/408). 2018: All / Billing/Customer Service / Service Issues (2898/784/612/1398), BT (604/172/145/262), EE (204/47**/68*/85*), Plusnet (208/69*/37**/96*), Sky (624/171/141/291), TalkTalk (563/127/101/313), Virgin Media (695/198/120/351).

↑ ↓ Indicates significantly higher/lower than the sector/complaint type average at the 95% confidence level.

*Caution: small base **Base too small to chart

Red text Indicates significantly lower than 2017 at the 95% confidence level.

Green text Indicates significantly higher than 2017 at the 95% confidence level.

Landline complaints

Executive summary – landline (1)

High level summary:

Overall satisfaction

- **Half** (51%) of landline customers who contacted their provider with a complaint were satisfied with how the complaint was handled; overall satisfaction with complaint handling was higher for **EE** (63%).
 - There were no differences from 2017 for overall satisfaction.

Satisfaction among completely resolved

- **Seven in ten** (70%) customers whose complaint was completely resolved were satisfied with complaint handling, there was no variation by provider.
 - There were no changes compared to 2017.

Completely resolved

- **Half** (49%) of landline complaints were completely resolved; **TalkTalk** (42%) resolved a lower proportion.
 - Compared to 2017 **Sky**, **Virgin Media** and **BT** all saw declines in the proportion of complaints that were completely resolved.

Executive summary – landline (2)

High level summary:

Satisfaction by complaint type

- Satisfaction with *billing and customer service, repairs and installation and service issues* complaints showed no differences by provider
 - Compared to 2017, **TalkTalk** increased for *service issues* complaints,

Resolved on first contact

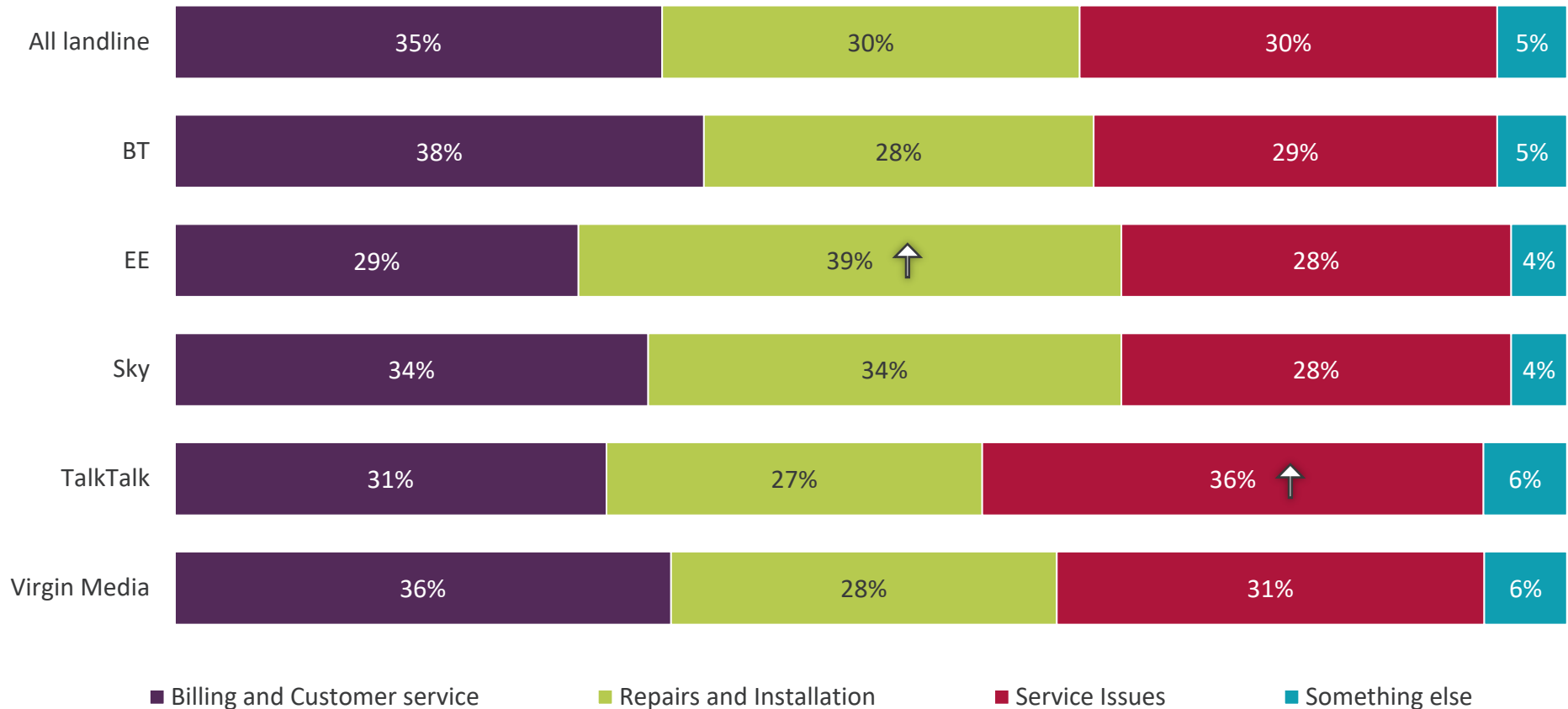
- **Two in five** (40%) of landline complaints were resolved on first contact; **TalkTalk** (31%) was less likely to do so on first contact.
 - Compared to 2017, there were declines for **BT** and **Virgin Media**.

EE had a higher proportion of *repairs/installation* complaints compared to all landline complaints, while TalkTalk had a higher proportion of *service issues* complaints.



Complaint type

Landline complaints



Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

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

Base: All who complained about the landline service in past 6 months (1933), BT (566), EE (162), Sky (437), TalkTalk (340), Virgin Media (428).

↑ ↓ Indicates significantly higher/lower than the sector average at the 95% confidence level.

Overall, half of landline complaints were handled to customers' satisfaction; higher for EE.

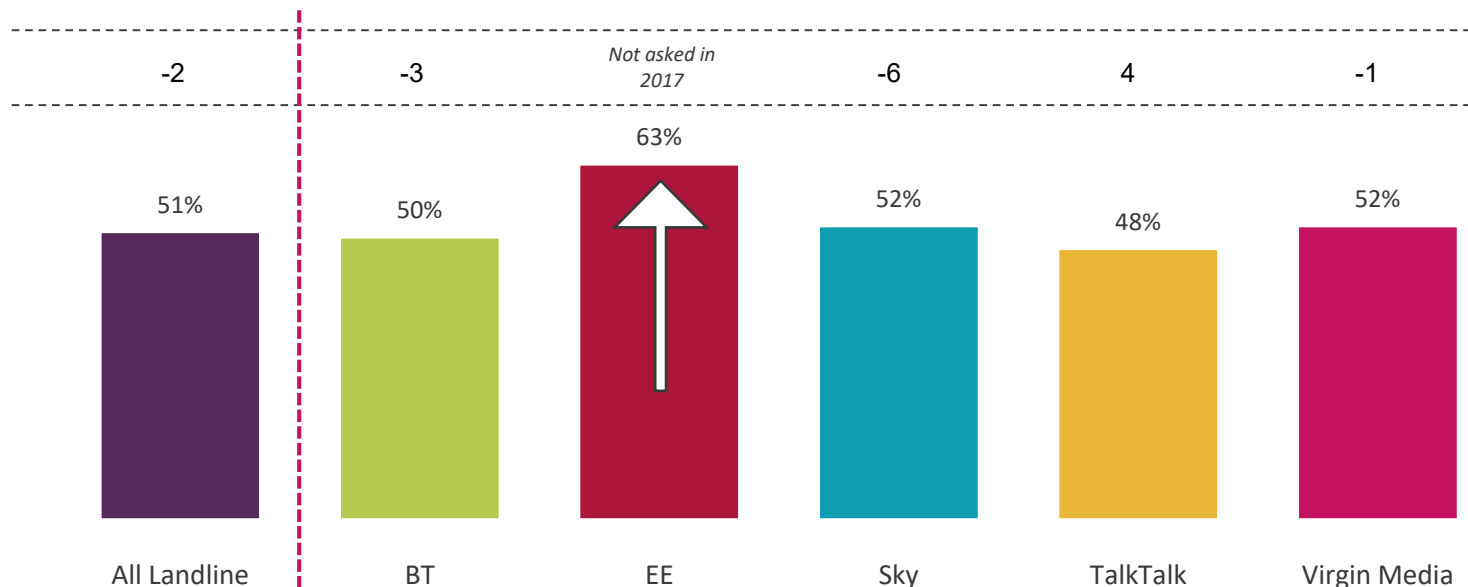


Overall satisfaction with provider's handling of most recent complaint

Landline complaints

% Satisfied (7-10)

% points difference
2018 vs. 2017



◆ YoY = 2018%-2017%

	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY
Billing/Customer Service	48%	-2	51%	3	**	N/A	45%	-10	42%	-9	46%	0
Repairs/Installation	55%	-2	55%	-3	62%	N/A	51%	-10	51%	9	64%	3
Service Issues	50%	-2	45%	-9	**	N/A	57%	0	49%	14	48%	-6

Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. Overall, how satisfied are you with the service you received from [provider] customer services with regard to the complaint that you had? Base: All who complained about the landline service in past 6 months: 2017: All / Billing/Customer Service / Service Issues (2002/737/600/573), BT (579/215/185/157), Sky (500/184/156/136), TalkTalk (420/138/111/144), Virgin Media (503/200/148/136). 2018: All / Billing/Customer Service / Service Issues (1933/667/581/590), BT (566/214/160/166), Sky (437/147/148/124), TalkTalk (340/104/92*/123), Virgin Media (428/155/118/131), EE (162/47**/63*/46**).



Indicates significantly higher/lower than the sector/complaint type average at the 95% confidence level.

Red text Indicates significantly lower than 2017 at the 95% confidence level.

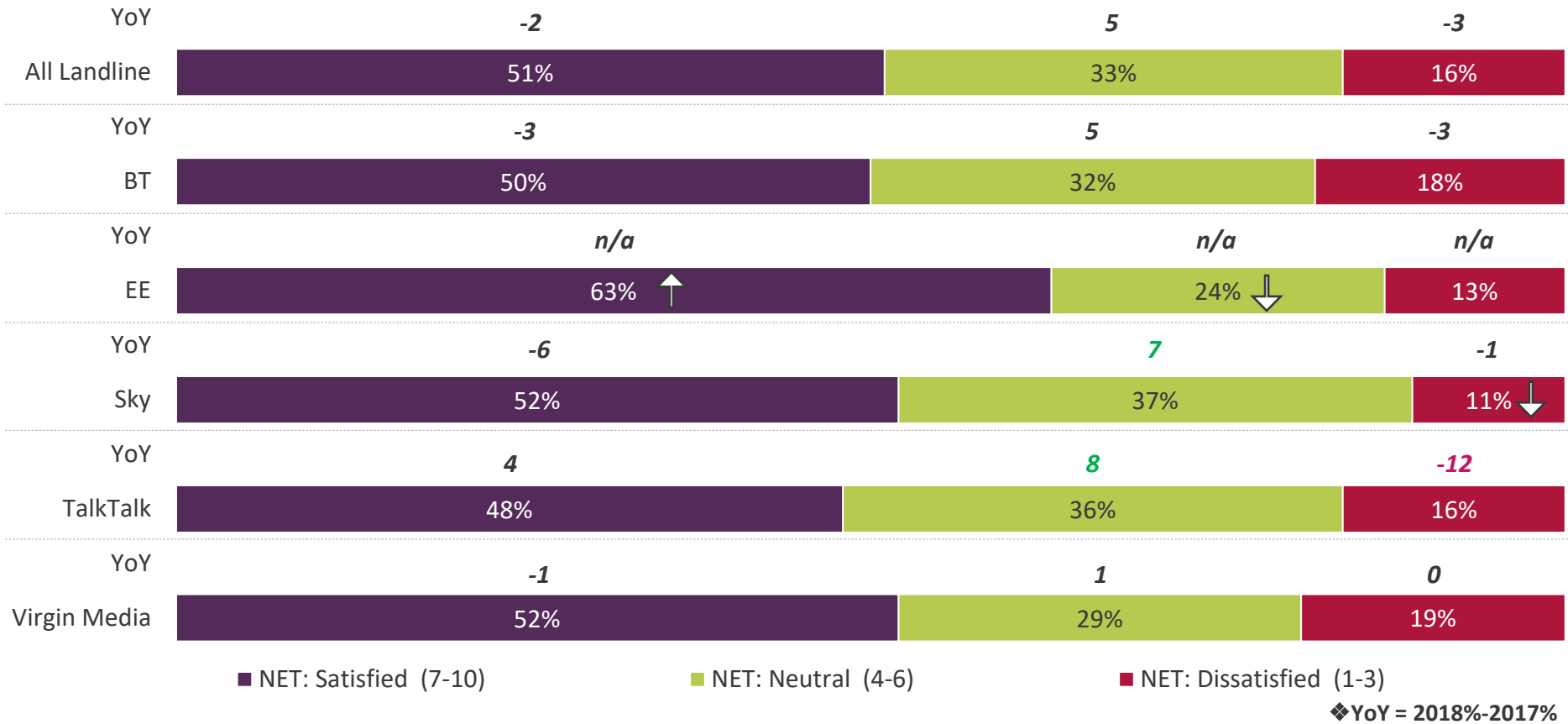
*Caution: small base **Base too small to chart

Green text Indicates significantly higher than 2017 at the 95% confidence level.

Overall, there was no change in satisfaction with complaints handling compared to 2017.



Satisfaction shifts
Landline complaints



Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. Overall, how satisfied are you with the service you received from [provider] customer services with regard to the complaint that you had? Base: All who complained about the landline service in past 6 months (1933), BT (566), Sky (437), TalkTalk (340), Virgin Media (428), EE (162).

↑ ↓ Indicates significantly higher/lower than the sector/complaint type average at the 95% confidence level. Red text Indicates significantly lower than 2017 at the 95% confidence level.

Green text Indicates significantly higher than 2017 at the 95% confidence level. 46

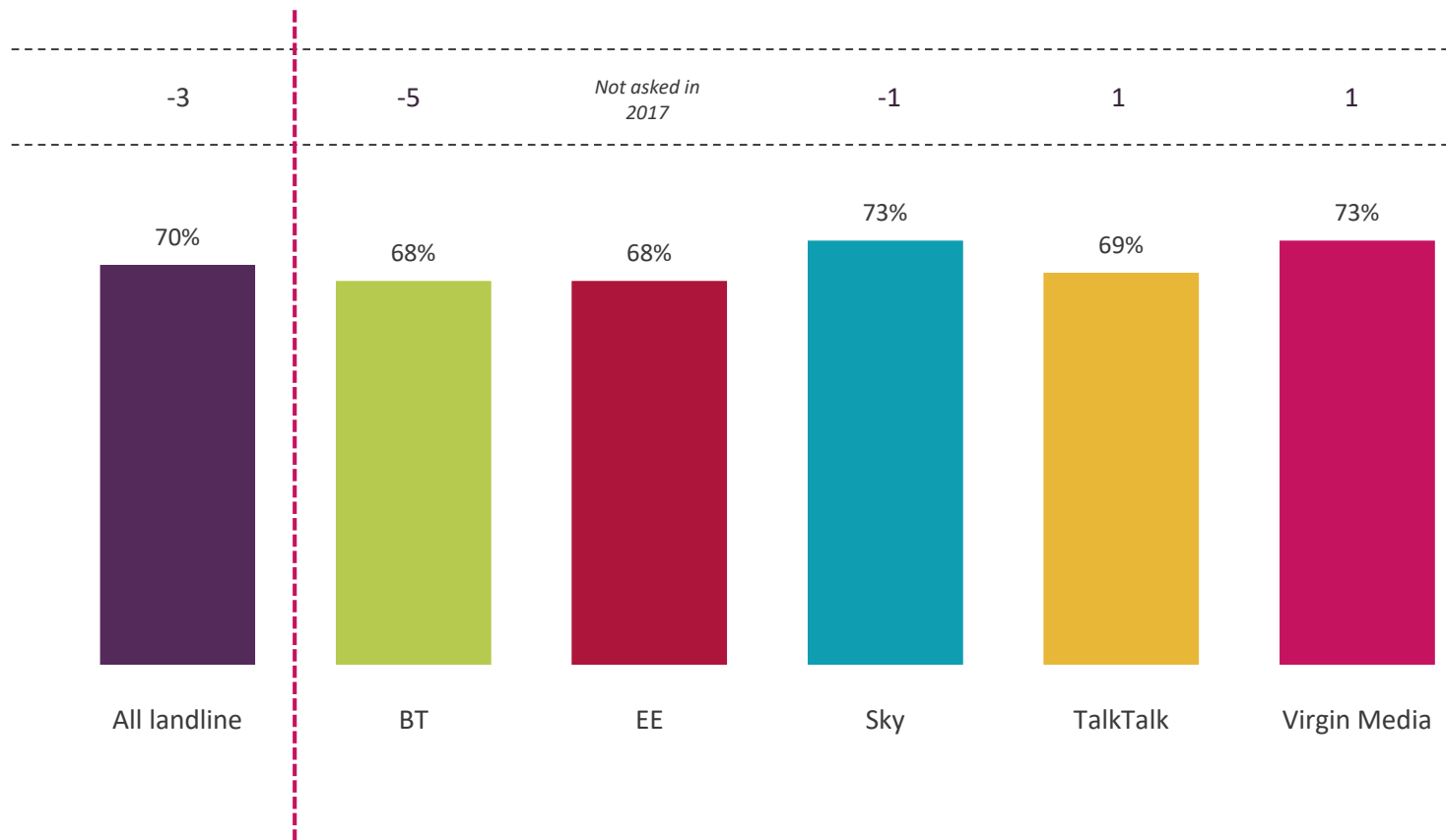


Overall, seven in ten whose landline complaint was completely resolved were satisfied with the complaint handling, unchanged from 2017.

Overall satisfaction with provider's handling of most recent complaint Among completely resolved landline complaints

% Satisfied (7-10)

% points difference
2018 vs. 2017



Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. Overall, how satisfied are you with the service you received from [provider] customer services with regard to the complaint that you had? Base: All who complained about the landline service in past 6 months whose issue was completely resolved: 2017: All (1109), BT (348), Sky (283), TalkTalk (198), Virgin Media (280). 2018: All (938), BT (302), EE (79*), Sky (204), TalkTalk (144), Virgin Media (209).

↑ ↓ Indicates significantly higher/lower than the sector/complaint type average at the 95% confidence level. Red text Indicates significantly lower than 2017 at the 95% confidence level. Green text Indicates significantly higher than 2017 at the 95% confidence level.

*Caution: small base

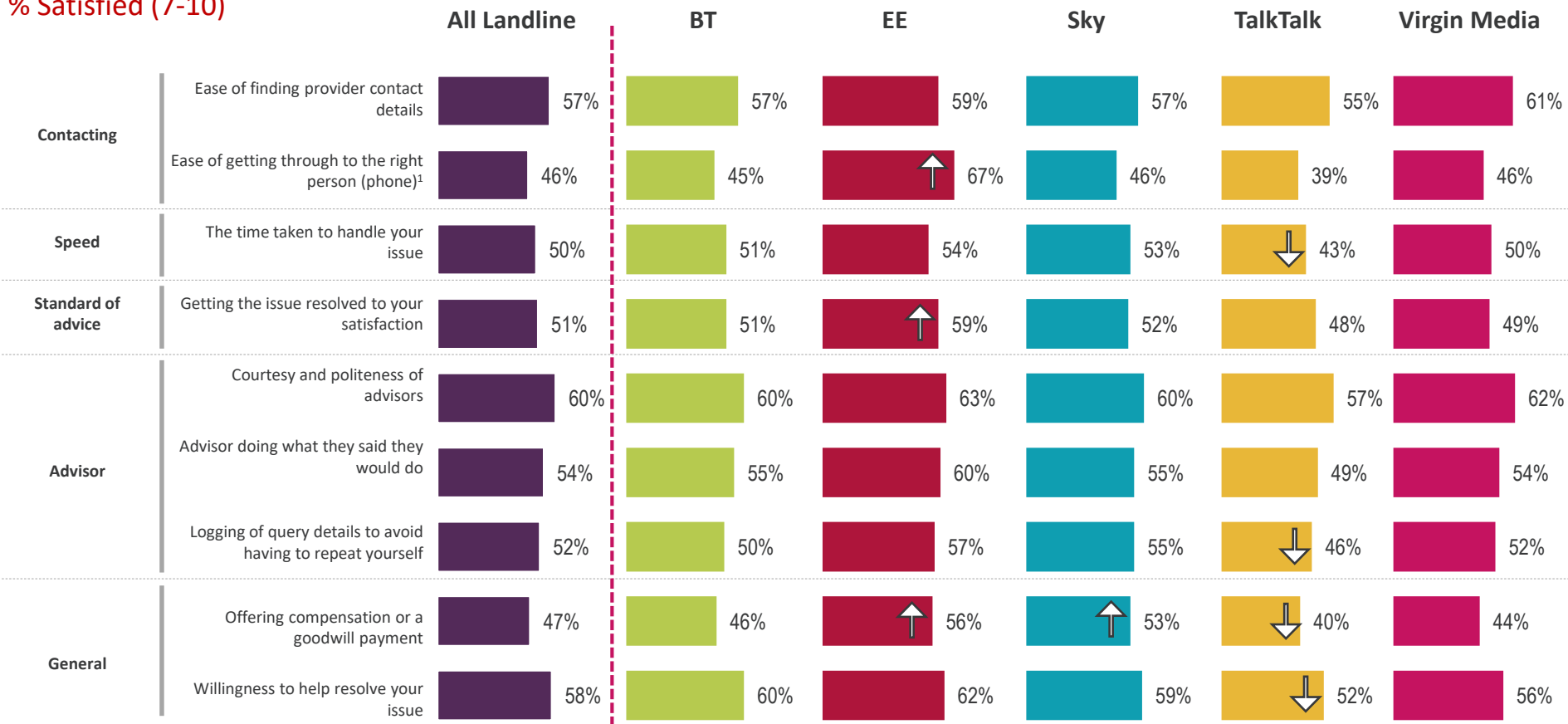
EE was above average for satisfaction for three specific aspects of complaints handling, Sky was above average for one. TalkTalk was below average for four. Virgin Media was above average for one. TalkTalk was below average for four.



Satisfaction with specific aspects

Landline complaints – All

% Satisfied (7-10)



Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. And how satisfied were you with the following aspects of [provider]’s customer service?

Base: All who complained about the landline service in past 6 months – All (1933), BT (566), EE (162), Sky (437), TalkTalk (340), Virgin Media (428).

↑ ↓ Indicates significantly higher/lower than the sector average at the 95% confidence level. *Caution: small base

¹All contacting by phone (852/270/147/141/237/57*)

Compared to 2017, no provider had increases in satisfaction for any specific aspects of complaints handling; Sky had decreases for four.



YoY=2018%-2017%

Satisfaction with specific aspects

Landline complaints – All

% Satisfied (7-10)

		All Landline		BT		EE		Sky		TalkTalk		Virgin Media	
		2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY
Contacting	Ease of finding provider contact details	57%	-5	57%	-5	59%	N/A	57%	-7	55%	3	61%	-4
	Ease of getting through to the right person (phone) ¹	46%	-3	45%	-5	67%	N/A	46%	-7	39%	-3	46%	0
Speed	The time taken to handle your issue	50%	-1	51%	1	54%	N/A	53%	-5	43%	0	50%	0
Standard of advice	Getting the issue resolved to your satisfaction	51%	-3	51%	-5	59%	N/A	52%	-6	48%	3	49%	-3
Advisor	Courtesy and politeness of advisors	60%	-4	60%	-5	63%	N/A	60%	-7	57%	3	62%	-2
	Advisor doing what they said they would do	54%	-4	55%	-2	60%	N/A	55%	-11	49%	3	54%	-4
	Logging of query details to avoid having to repeat yourself	52%	-2	50%	-4	57%	N/A	55%	-7	46%	3	52%	1
General	Offering compensation or a goodwill payment	47%	0	46%	0	56%	N/A	53%	-2	40%	0	44%	1
	Willingness to help resolve your issue	58%	-1	60%	2	62%	N/A	59%	-6	52%	5	56%	-4

Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. And how satisfied were you with the following aspects of [provider]’s customer service?

Base: All who complained about the landline service in past 6 months – All (1933), BT (566), EE (162), Sky (437), TalkTalk (340), Virgin Media (428).

Red or Green text indicates significantly lower/higher than 2017 at the 95% confidence level. *Caution: small base

¹All contacting by phone (852/270/147/141/237/57*)

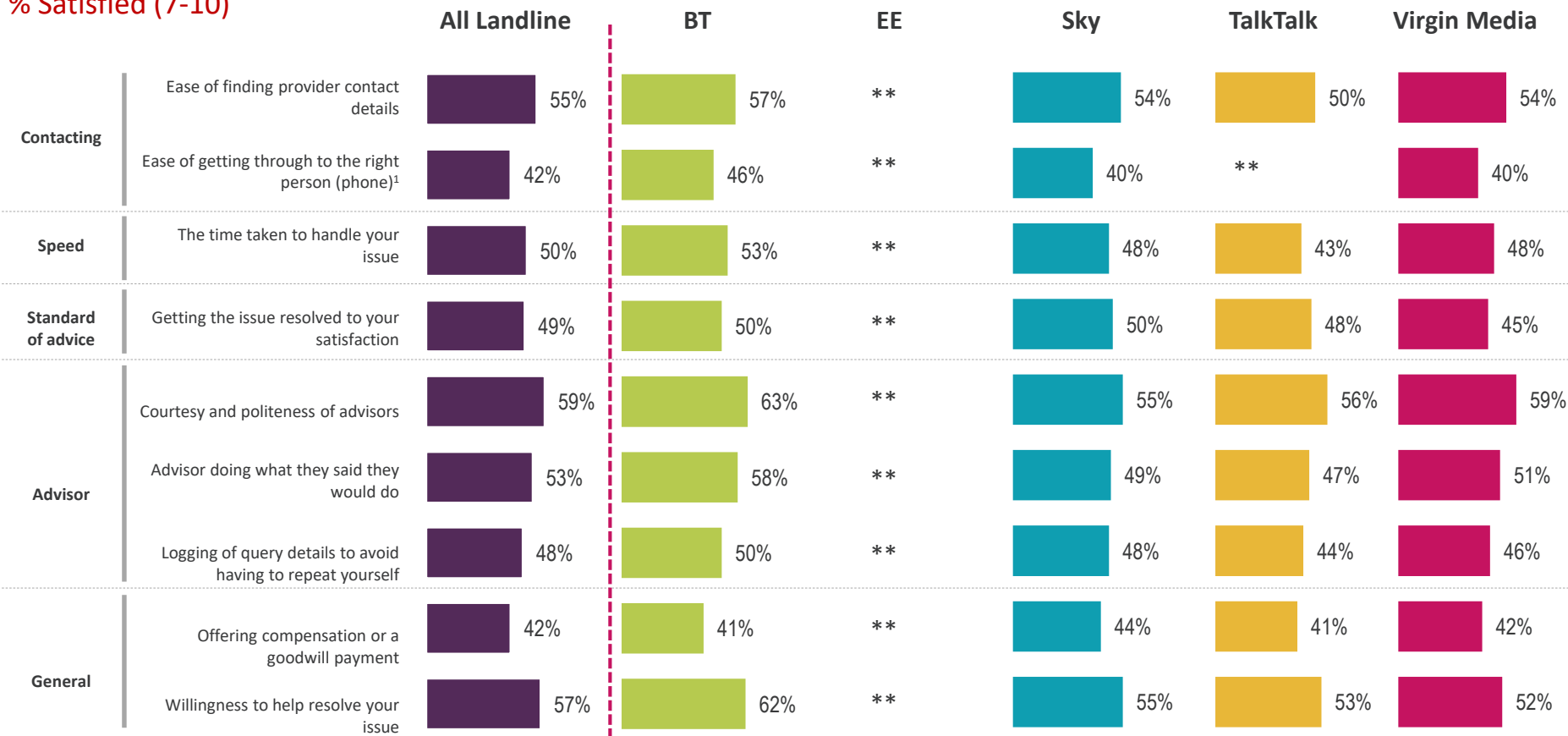
For *billing/customer service* complaints, no provider was above or below average for any specific aspect of complaints handling.



Satisfaction with specific aspects

Landline complaints – Billing and Customer Service

% Satisfied (7-10)



Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. And how satisfied were you with the following aspects of [provider]’s customer service? Base: All who complained about the landline service in past 6 months – Billing and Customer Service (667), BT (214), EE (47**), Sky (147), TalkTalk (104), Virgin Media (155).

↑ ↓ Indicates significantly higher/lower than the sector average at the 95% confidence level. *Caution: small base **Base too small to chart

¹All contacting by phone (323/111/58*/47**/92*/15**)

For *billing/customer service* complaints compared to 2017, BT had an increase for one specific aspect of complaints handling; Sky had a decrease for one specific aspect.



Satisfaction with specific aspects

Landline complaints – Billing and Customer Service

% Satisfied (7-10)

YoY=2018%-2017%
Virgin Media

		All Landline		BT		EE		Sky		TalkTalk		Virgin Media	
		2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY
Contacting	Ease of finding provider contact details	55%	-3	57%	1	**	N/A	54%	-5	50%	-9	54%	-7
	Ease of getting through to the right person (phone) ¹	42%	0	46%	5	**	N/A	40%	-4	**	**	40%	-3
Speed	The time taken to handle your issue	50%	2	53%	7	**	N/A	48%	-6	43%	-6	48%	0
Standard of advice	Getting the issue resolved to your satisfaction	49%	0	50%	3	**	N/A	50%	-2	48%	-4	45%	-1
Advisor	Courtesy and politeness of advisors	59%	-2	63%	0	**	N/A	55%	-7	56%	-1	59%	2
	Advisor doing what they said they would do	53%	-1	58%	7	**	N/A	49%	-12	47%	-2	51%	-2
	Logging of query details to avoid having to repeat yourself	48%	-1	50%	3	**	N/A	48%	-7	44%	-5	46%	1
General	Offering compensation or a goodwill payment	42%	1	41%	3	**	N/A	44%	-4	41%	-5	42%	4
	Willingness to help resolve your issue	57%	2	62%	10	**	N/A	55%	-7	53%	1	52%	-5

Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. And how satisfied were you with the following aspects of [provider]’s customer service? Base: All who complained about the landline service in past 6 months – Billing and Customer Service (667), BT(214), EE (47**), Sky (147), TalkTalk (104), Virgin Media (155).

Red or Green text indicates significantly lower/higher than 2017 at the 95% confidence level. *Caution: small base **Base too small to chart

¹All contacting by phone (323/111/58*/47**/92*/15**)

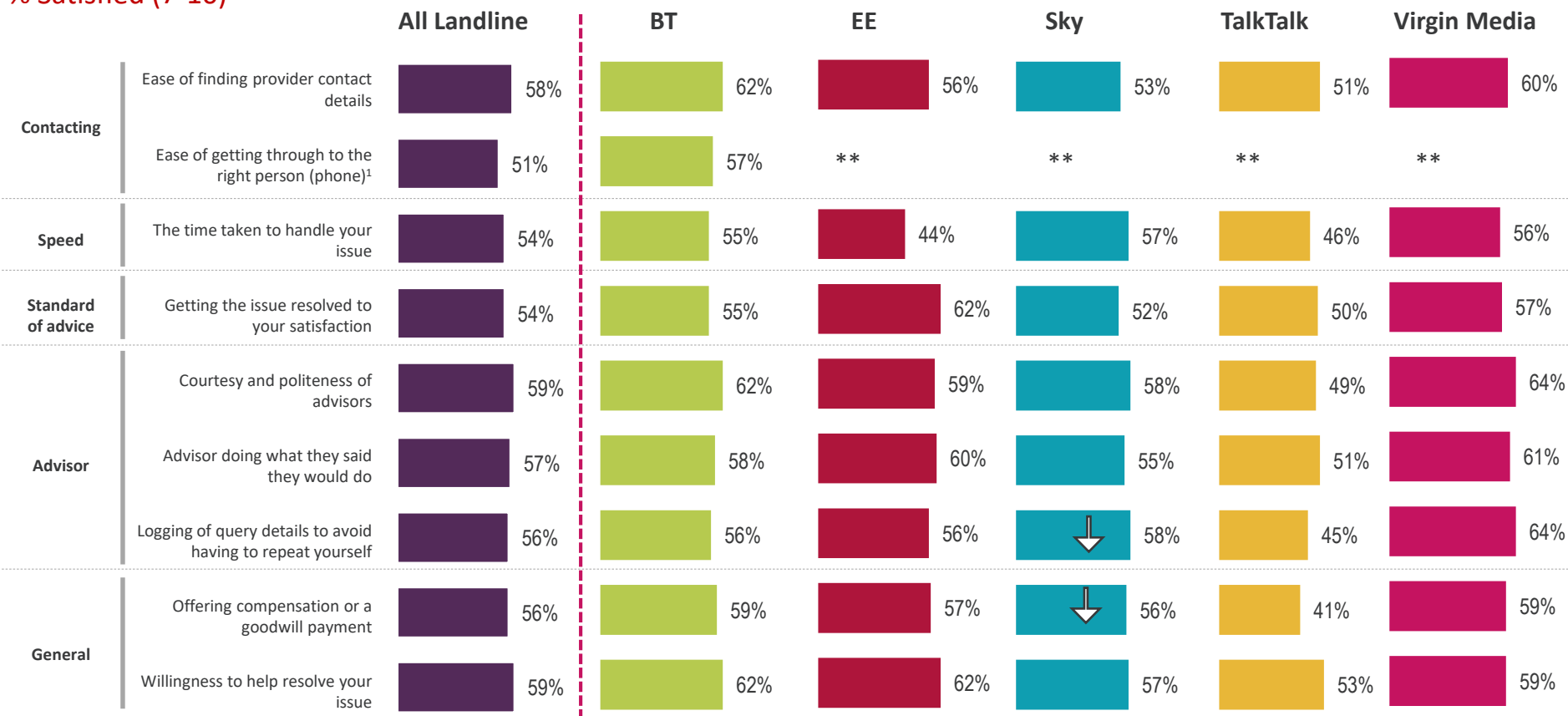
For repairs/installation complaints, no provider was above average for any specific aspects; TalkTalk was below average for two specific aspects.



Satisfaction with specific aspects

Landline complaints – Repairs and Installation

% Satisfied (7-10)



Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. And how satisfied were you with the following aspects of [provider]’s customer service? Base: All who complained about the landline service in past 6 months – Repairs and Installation (581), BT (160), EE (63*), Sky (148), TalkTalk (92*), Virgin Media (118).

↑ ↓ Indicates significantly higher/lower than the sector average at the 95% confidence level. *Caution: small base **Base too small to chart

¹All contacting by phone (188/61*/37**/24**/47**/19**)



For repairs/installation complaints compared to 2017, no provider had increases in satisfaction for any specific aspects of complaints handling; Sky had decreases for seven specific aspects and BT for one.

Satisfaction with specific aspects

Landline complaints – Repairs and Installation

% Satisfied (7-10)

YoY=2018%-2017%

		All Landline		BT		EE		Sky		TalkTalk		Virgin Media	
		2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY
Contacting	Ease of finding provider contact details	58%	-9	62%	-7	56%	N/A	53%	-16	51%	2	60%	-9
	Ease of getting through to the right person (phone) ¹	51%	-12	57%	-9	**	N/A	**	**	**	**	**	**
Speed	The time taken to handle your issue	54%	-5	55%	-5	44%	N/A	57%	-10	46%	4	56%	-1
Standard of advice	Getting the issue resolved to your satisfaction	54%	-10	55%	-11	62%	N/A	52%	-17	50%	8	57%	-4
Advisor	Courtesy and politeness of advisors	59%	-11	62%	-9	59%	N/A	58%	-18	49%	-3	64%	-7
	Advisor doing what they said they would do	57%	-9	58%	-10	60%	N/A	55%	-20	51%	3	61%	-1
	Logging of query details to avoid having to repeat yourself	56%	-8	56%	-9	56%	N/A	58%	-16	45%	0	64%	4
General	Offering compensation or a goodwill payment	56%	-7	59%	-5	57%	N/A	56%	-13	41%	-4	59%	-1
	Willingness to help resolve your issue	59%	-8	62%	-9	62%	N/A	57%	-14	53%	12	59%	-8

Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. And how satisfied were you with the following aspects of [provider]'s customer service?

Base: All who complained about the landline service in past 6 months – Repairs and Installation (581), BT (160), EE (63*), Sky (148), TalkTalk (92*), Virgin Media (118).

Red or Green text indicates significantly lower/higher than 2017 at the 95% confidence level. *Caution: small base **Base too small to chart

¹All contacting by phone (188/61*/37**/24**/47**/19**)

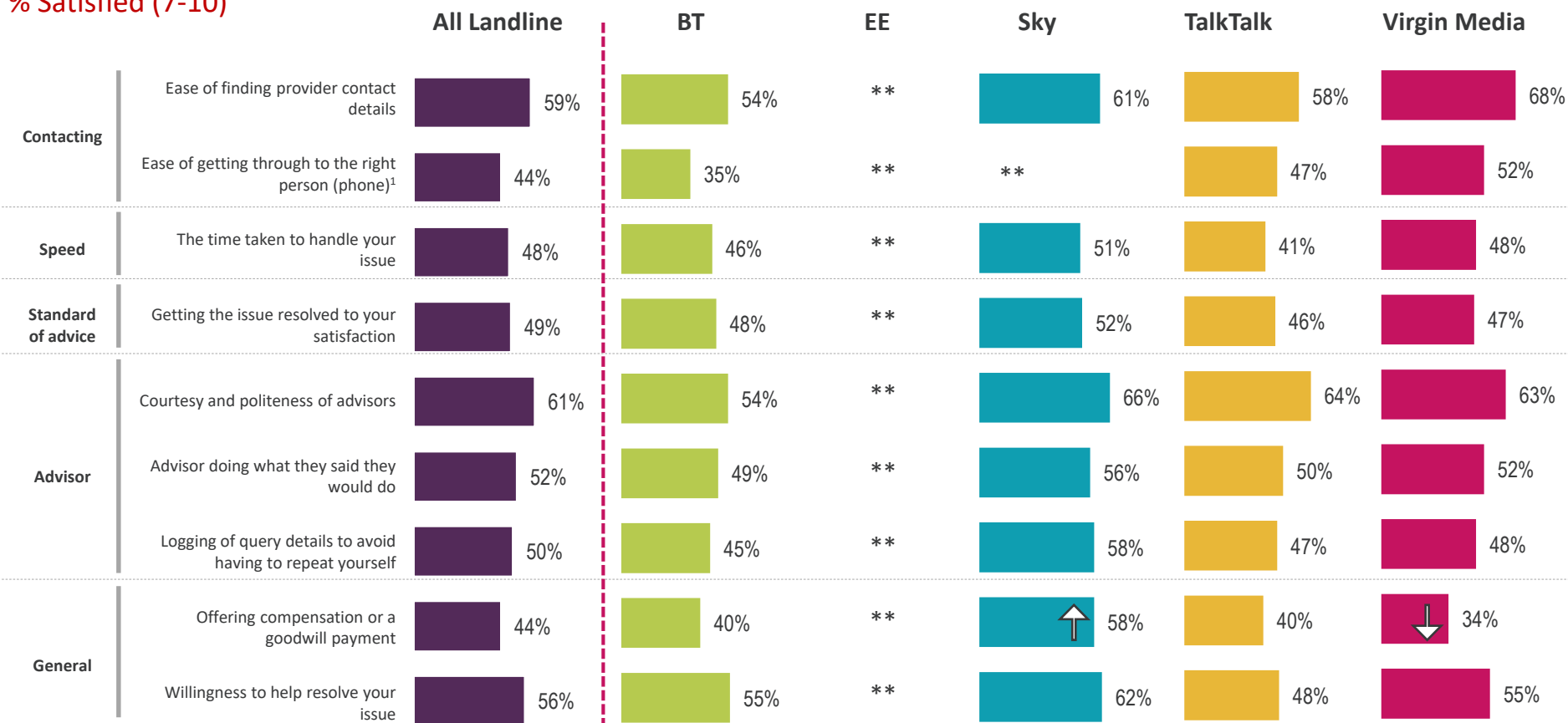


For *service issues* complaints, Sky was above average for satisfaction for one specific aspect of complaints handling; Virgin Media was below average for one specific aspect.

Satisfaction with specific aspects

Landline complaints – Service Issues

% Satisfied (7-10)



Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. And how satisfied were you with the following aspects of [provider]’s customer service?

Base: All who complained about the landline service in past 6 months – Service Issues (590), BT (166), EE (46**), Sky (124), TalkTalk (123), Virgin Media (131).

↑ ↓ Indicates significantly higher/lower than the sector average at the 95% confidence level. *Caution: small base **Base too small to chart

¹All contacting by phone (288/85*/42**/62*/79*/20**)

For *service issues* complaints compared to 2017, no provider had increases or decreases for satisfaction for any specific aspects of complaints handling



YoY=2018%-2017%

Satisfaction with specific aspects
Landline complaints – Service Issues

% Satisfied (7-10)

		All Landline		BT		EE		Sky		TalkTalk		Virgin Media	
		2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY
Contacting	Ease of finding provider contact details	59%	-1	54%	-8	**	N/A	61%	-1	58%	12	68%	2
	Ease of getting through to the right person (phone) ¹	44%	0	35%	-11	**	N/A	**	**	47%	8	52%	10
Speed	The time taken to handle your issue	48%	2	46%	-2	**	N/A	51%	-1	41%	3	48%	5
Standard of advice	Getting the issue resolved to your satisfaction	49%	-3	48%	-6	**	N/A	52%	-2	46%	6	47%	-6
Advisor	Courtesy and politeness of advisors	61%	0	54%	-8	**	N/A	66%	3	64%	11	63%	-2
	Advisor doing what they said they would do	52%	-3	49%	-6	**	N/A	56%	-7	50%	10	52%	-8
	Logging of query details to avoid having to repeat yourself	50%	-1	45%	-7	**	N/A	58%	0	47%	11	48%	-3
General	Offering compensation or a goodwill payment	44%	5	40%	1	**	N/A	58%	10	40%	11	34%	1
	Willingness to help resolve your issue	56%	2	55%	3	**	N/A	62%	1	48%	3	55%	-2

Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. And how satisfied were you with the following aspects of [provider]’s customer service?

Base: All who complained about the landline service in past 6 months – Service Issues (590), BT (166), EE (46**), Sky (124), TalkTalk (123), Virgin Media (131).

Red or Green text indicates significantly lower/higher than 2017 at the 95% confidence level. *Caution: small base **Base too small to chart

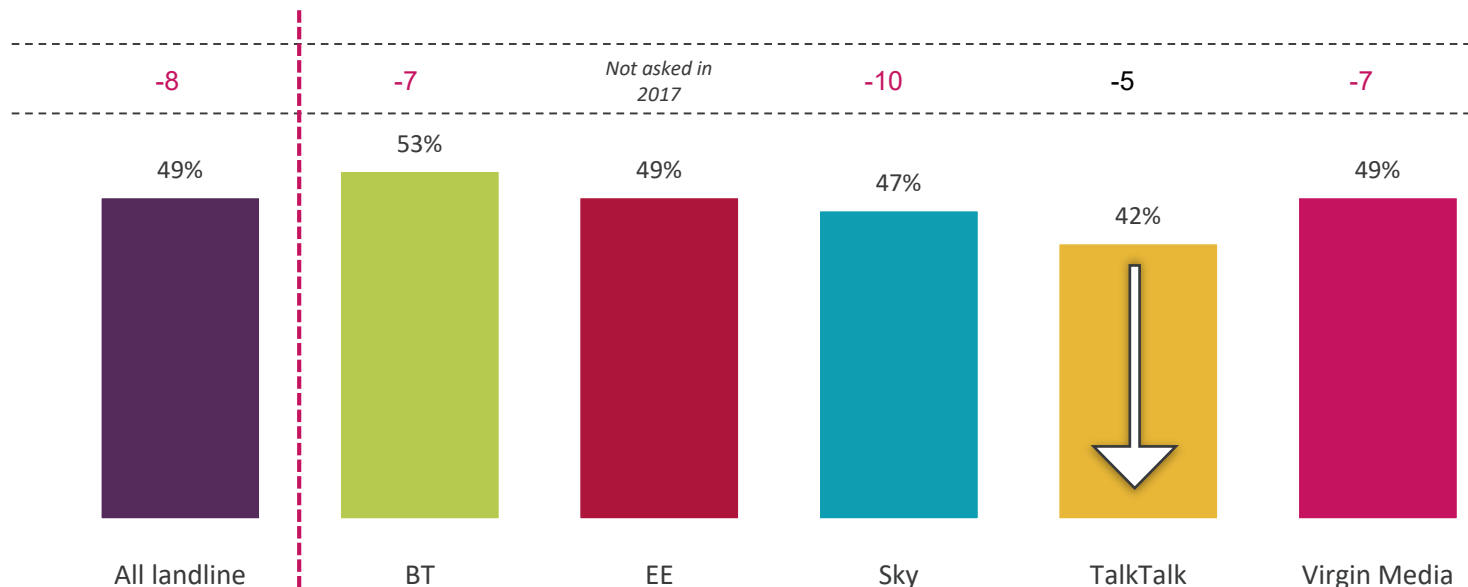
¹All contacting by phone (288/85*/42**/62*/79*/20**)

Overall, half of landline complaints were completely resolved (a decrease since 2017); the proportion was lower for TalkTalk.

Proportion whose most recent complaint was completely resolved

Landline complaints % Completely Resolved

% points difference
2018 vs. 2017



YoY = 2018%-2017%	All landline		BT		EE		Sky		TalkTalk		Virgin Media	
	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY
Billing/ Customer Service	48%	-4	52%	-1	**	N/A	45%	-4	44%	-10	44%	-5
Repairs/ Installation	52%	-13	59%	-12	46%	N/A	47%	-16	39%	-11	55%	-6
Service Issues	46%	-9	51%	-6	**	N/A	43%	-14	43%	2	46%	-11

Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. In your opinion, was [provider] able to successfully resolve your complaint? Base: All who complained about the landline service in past 6 months: 2017: All / Billing/Customer Service / Service Issues (2002/737/600/573), BT (579/215/185/157), Sky (500/184/156/136), TalkTalk (420/138/111/144), Virgin Media (503/200/148/136). 2018: All / Billing/Customer Service / Service Issues (1933/667/581/590), BT (566/214/160/166), EE (162/47**/63*/46**), Sky (437/147/148/124), TalkTalk (340/104/92*/123), Virgin Media (428/155/118/131).



↑ ↓ Indicates significantly higher/lower than the sector/complaint type average at the 95% confidence level.

*Caution: small base **Base too small to chart

Red text Indicates significantly lower than 2017 at the 95% confidence level.

Green text Indicates significantly higher than 2017 at the 95% confidence level.

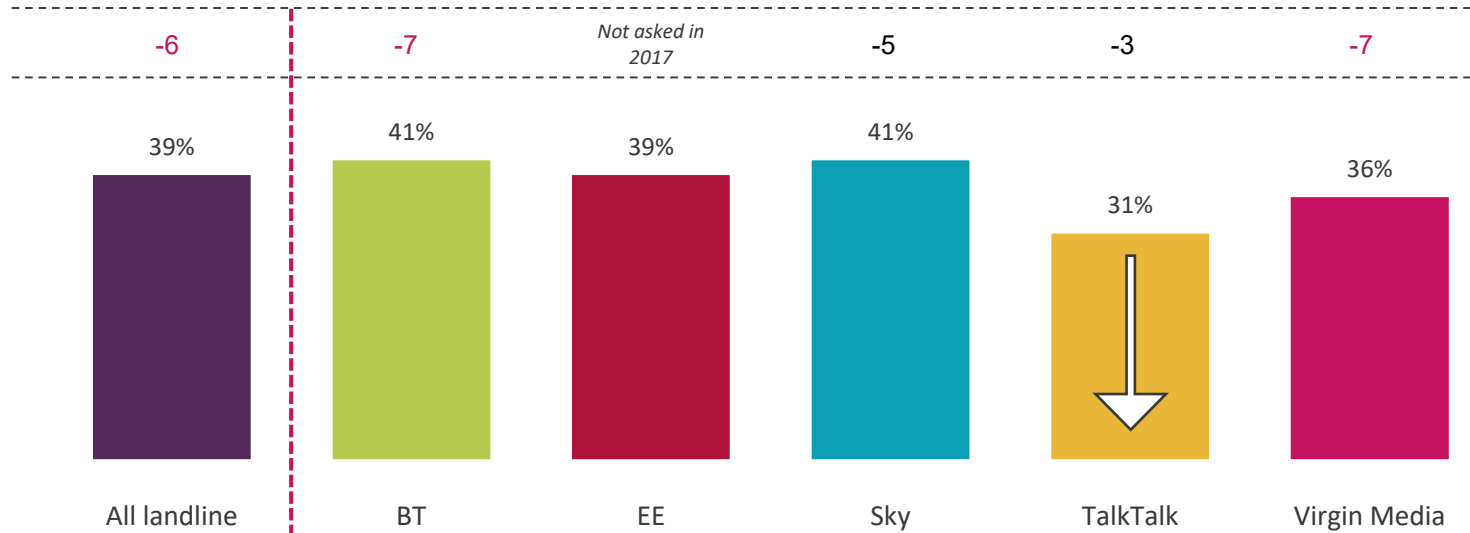
Overall, two in five landline complaints were resolved on first contact (a decrease since 2017); lower for TalkTalk.



Proportion where complaint was resolved on first contact

Landline complaints % resolved 1st contact

% points difference
2018 vs. 2017



YoY = 2018%-2017%	All landline		BT		EE		Sky		TalkTalk		Virgin Media	
	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY
Billing/ Customer Service	40%	0	44%	3	**	N/A	39%	-1	32%	-9	31%	-7
Repairs/ Installation	42%	-11	46%	-13	35%	N/A	40%	-11	34%	-8	44%	-3
Service Issues	33%	-9	33%	-13	**	N/A	38%	-10	29%	6	32%	-11

Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. You said that your complaint was completely resolved, was it completely resolved on your first contact with PROVIDER? Base: All who complained about the landline service in past 6 months: 2017: All / Billing/Customer Service / Service Issues (2002/737/600/573), BT (579/215/185/157), Sky (500/184/156/136), TalkTalk (420/138/111/144), Virgin Media (503/200/148/136). 2018: All / Billing/Customer Service / Service Issues (1933/667/581/590), BT (566/214/160/166), EE (162/47**/63*/46**), Sky (437/147/148/124), TalkTalk (340/104/92*/123), Virgin Media (428/155/118/131).

Indicates significantly higher than the sector/complaint type average at the 95% confidence level.
 Indicates significantly lower than 2017 at the 95% confidence level.
 Indicates significantly higher than 2017 at the 95% confidence level.

*Caution: small base **Base too small to chart

Mobile complaints

Executive summary – mobile (1)

High level summary:

Overall satisfaction

- **Over half** (56%) of mobile customers who contacted their provider with a complaint were satisfied with how the complaint was handled; overall satisfaction with complaint handling was lower for **Virgin Mobile** (44%).
 - Compared to 2017 **Tesco Mobile** declined for overall satisfaction while **Vodafone** increased for overall satisfaction.

Satisfaction among completely resolved

- **Three in four** (76%) whose complaint was completely resolved were satisfied with complaint handling, with no differences by provider.
 - There were no changes compared to 2017.

Completely resolved

- **Half** (51%) of mobile complaints were completely resolved; **EE** (55%) resolved a higher proportion.
 - Compared to 2017 **EE**, **Tesco Mobile** and **O2** all saw declines in the proportion of completely resolved complaints.

Executive summary – mobile (2)

High level summary:

Satisfaction by complaint type

- Satisfaction with *billing and customer service* complaints showed no differences by provider. Satisfaction with *repairs and installation* complaints was lower for **Virgin Mobile**, while satisfaction with *service issues* complaints was higher for **Three**.
 - Compared to 2017, **EE** decreased for *billing and customer service* complaints, while *service issues* decreased for **O2** and increased for **Three**.

Resolved on first contact

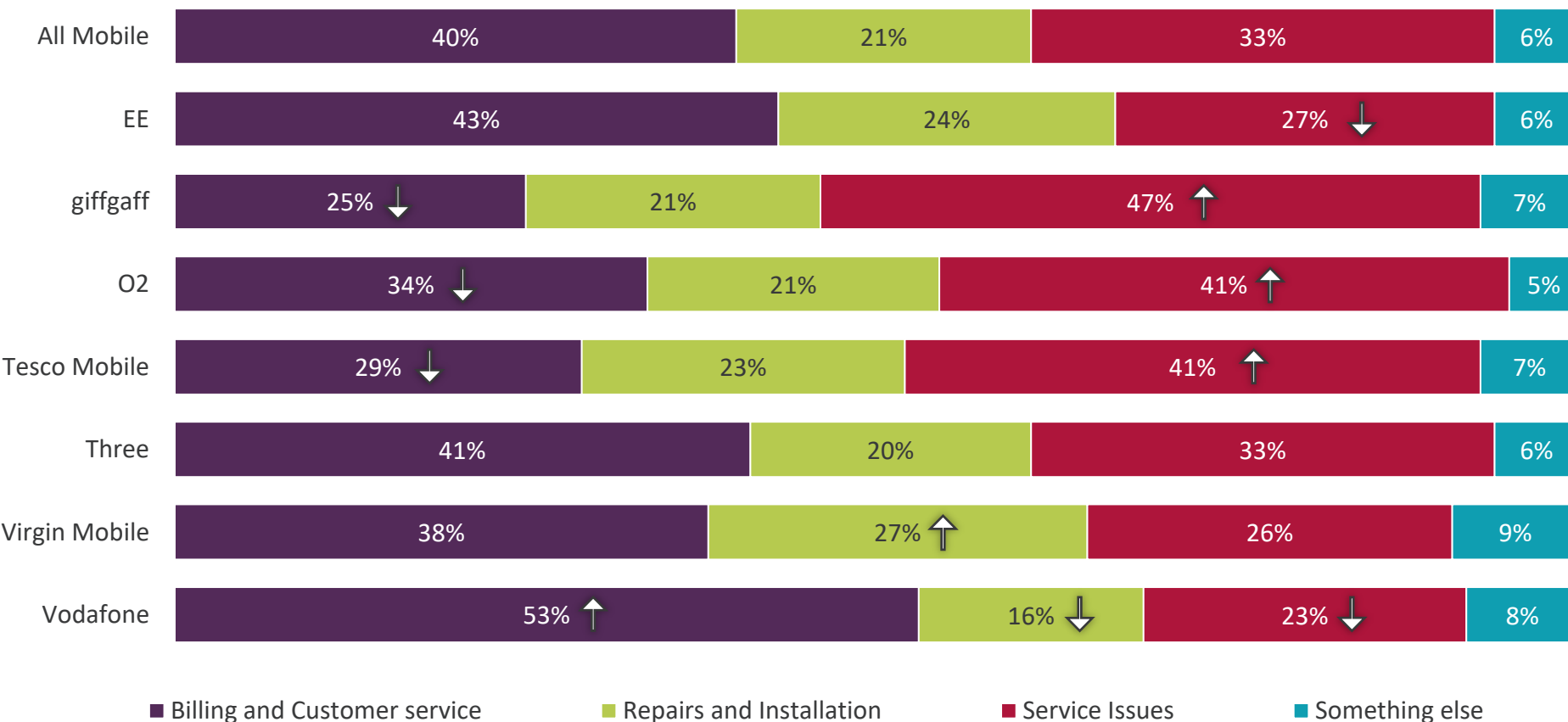
- **Two in five** (42%) mobile complaints were resolved on first contact; **EE** (48%) was more likely to resolve the complaint on first contact, while **Vodafone** (37%) and **Virgin Mobile** (34%) were less likely to do so.
 - Compared to 2017, there were declines for **O2** and **Tesco Mobile**.



Type of complaint varied by provider; compared to all mobile complaints Vodafone had a higher proportion of *billing/customer service* complaints; Virgin Mobile had a higher proportion of *repairs/installation* complaints; and giffgaff, O2, and Tesco Mobile had a higher proportion for *service issues*.

Complaint type

Mobile complaints



Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

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

Base: All who complained about the mobile service in past 6 months (3027), EE (645), giffgaff (219), O2 (677), Tesco Mobile (306), Three (450), Virgin Media (198), Vodafone (532). ↑ ↓ Indicates significantly higher/lower than the sector average at the 95% confidence level.

Overall, more than half of mobile complaints were handled to customers' satisfaction; lower for Virgin Mobile.

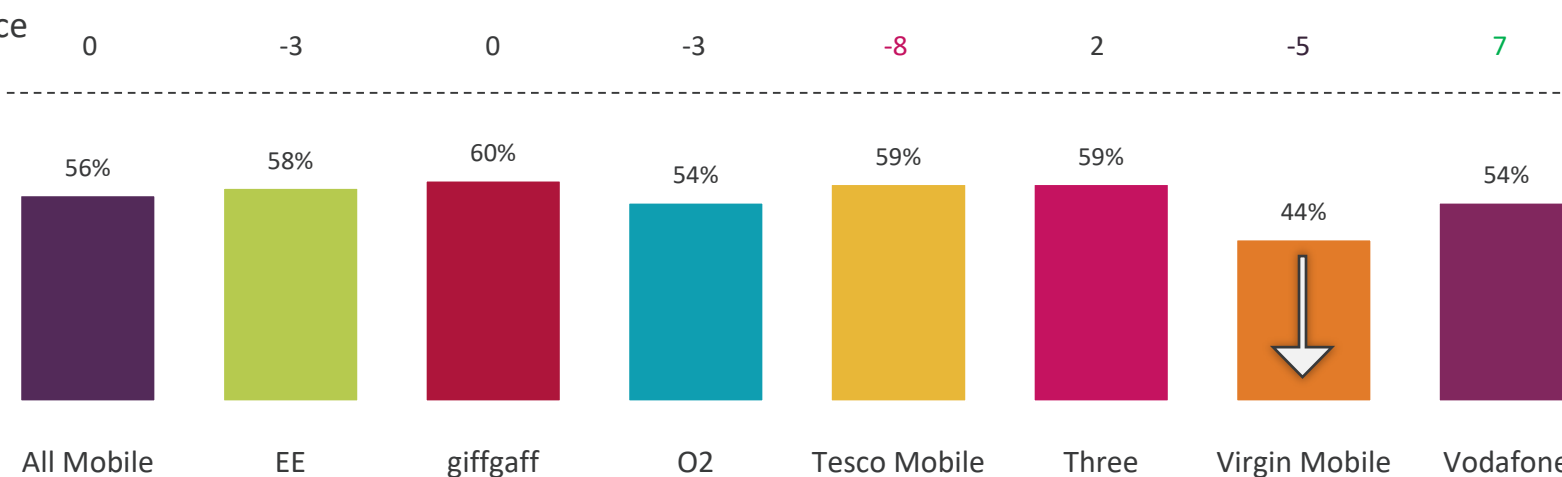


Overall satisfaction with provider's handling of most recent complaint

Mobile complaints

% Satisfied (7-10)

% points difference
2018 vs. 2017



◆ YoY = 2018%-2017%

	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY
Billing/Customer Service	52%	-1	52%	-9	65%	8	54%	1	59%	-10	55%	-1	43%	-6	48%	6
Repairs/Installation	61%	4	65%	5	**	**	60%	7	55%	-6	56%	-4	47%	-13	62%	11
Service Issues	57%	-2	61%	-2	53%	-2	51%	-13	60%	-9	66%	12	44%	4	59%	2

Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. Overall, how satisfied are you with the service you received from [provider] customer services with regard to the complaint that you had? Base: All who complained about the mobile service in past 6 months: 2017: All / Billing/Customer Service / Service Issues (2856/1339/545/777), EE (511/231/93*/152), giffgaff (219/87*46**/64*), O2 (538/262/102/123), Tesco Mobile (319/137/76*/84*), Three (500/223/85*/165), Virgin Mobile (269/109/70*/78*), Vodafone (500/290/73*/111). 2018: All / Billing/Customer Service / Service Issues (3027/1190/637/1001), EE (645/277/154/173), giffgaff (219/55*/46**/102), O2 (677/228/139/276), Tesco Mobile (306/88*/71*/125), Three (450/185/89*/149), Virgin Mobile (198/75*/53*/52*), Vodafone (532/282/85*/124). *Caution: small base **Base too small to chart

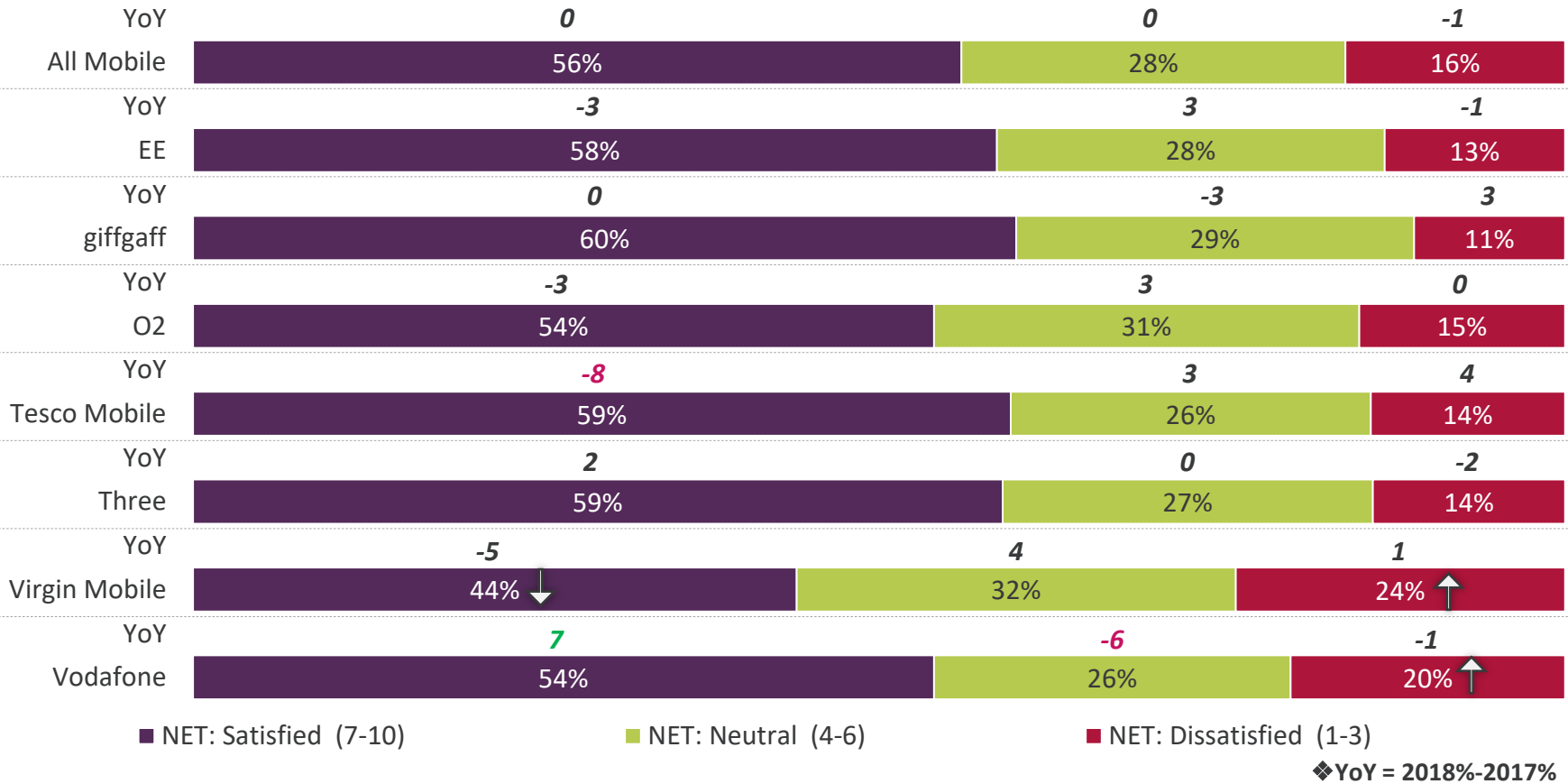
↑ ↓ Indicates significantly higher/lower than the sector/complaint type average at the 95% confidence level.

Red text Indicates significantly lower than 2017 at the 95% confidence level. Green text Indicates significantly higher than 2017 at the 95% confidence level.

Compared to 2017, satisfaction has remained relatively stable. However, Tesco Mobile had a decrease in satisfaction and Vodafone saw a shift from neutral to satisfied.



Satisfaction shifts Mobile complaints



Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. Overall, how satisfied are you with the service you received from [provider] customer services with regard to the complaint that you had?

Base: All who complained about the mobile service in past 6 months (3027), EE (645), giffgaff (219), O2 (677), Tesco Mobile (306), Three (450), Virgin Media (198), Vodafone (532).



↑ ↓ Indicates significantly higher/lower than the sector/complaint type average at the 95% confidence level. Red text Indicates significantly lower than 2017 at the 95% confidence level.

Green text Indicates significantly higher than 2017 at the 95% confidence level.

Overall, three in four whose mobile complaint was completely resolved were satisfied with the complaint handling. There was no variation by provider.

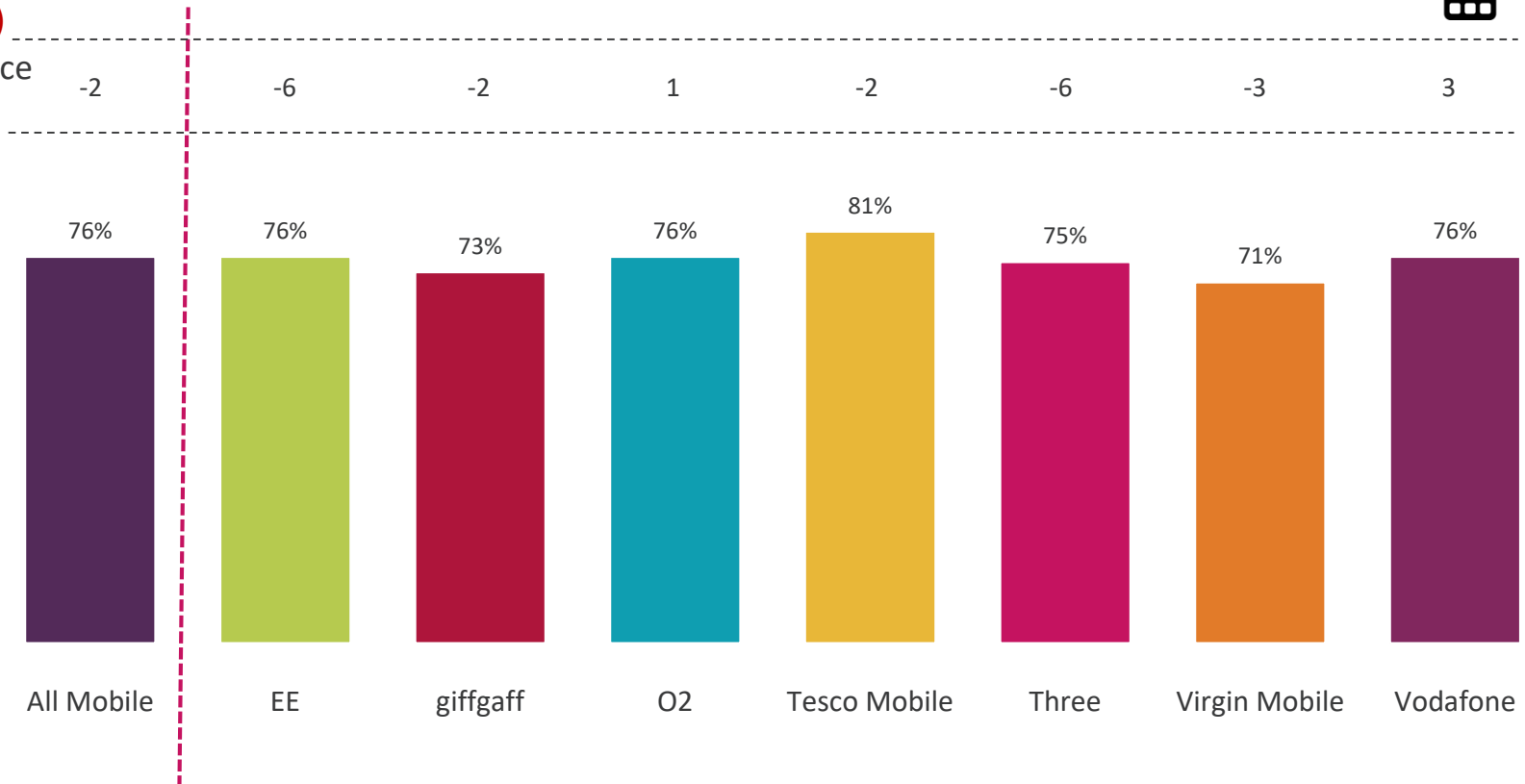


Overall satisfaction with provider's handling of most recent complaint

Among completely resolved mobile complaints

% Satisfied (7-10)

% points difference
2018 vs. 2017



Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

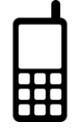
Q. Overall, how satisfied are you with the service you received from [provider] customer services with regard to the complaint that you had? Base: All who complained about the mobile service in past 6 months whose issue was completely resolved: 2017: All (1525), EE (311), giffgaff (124), O2 (293), Tesco Mobile (189), Three (244), Virgin Mobile (127), Vodafone (237). 2018: All (1533), EE (357), giffgaff (116), O2 (327), Tesco Mobile (156), Three (239), Virgin Mobile (87*), Vodafone (251).



Indicates significantly higher/lower than the sector/complaint type average at the 95% confidence level. Red text Indicates significantly lower than 2017 at the 95% confidence level.

Green text Indicates significantly higher than 2017 at the 95% confidence level.

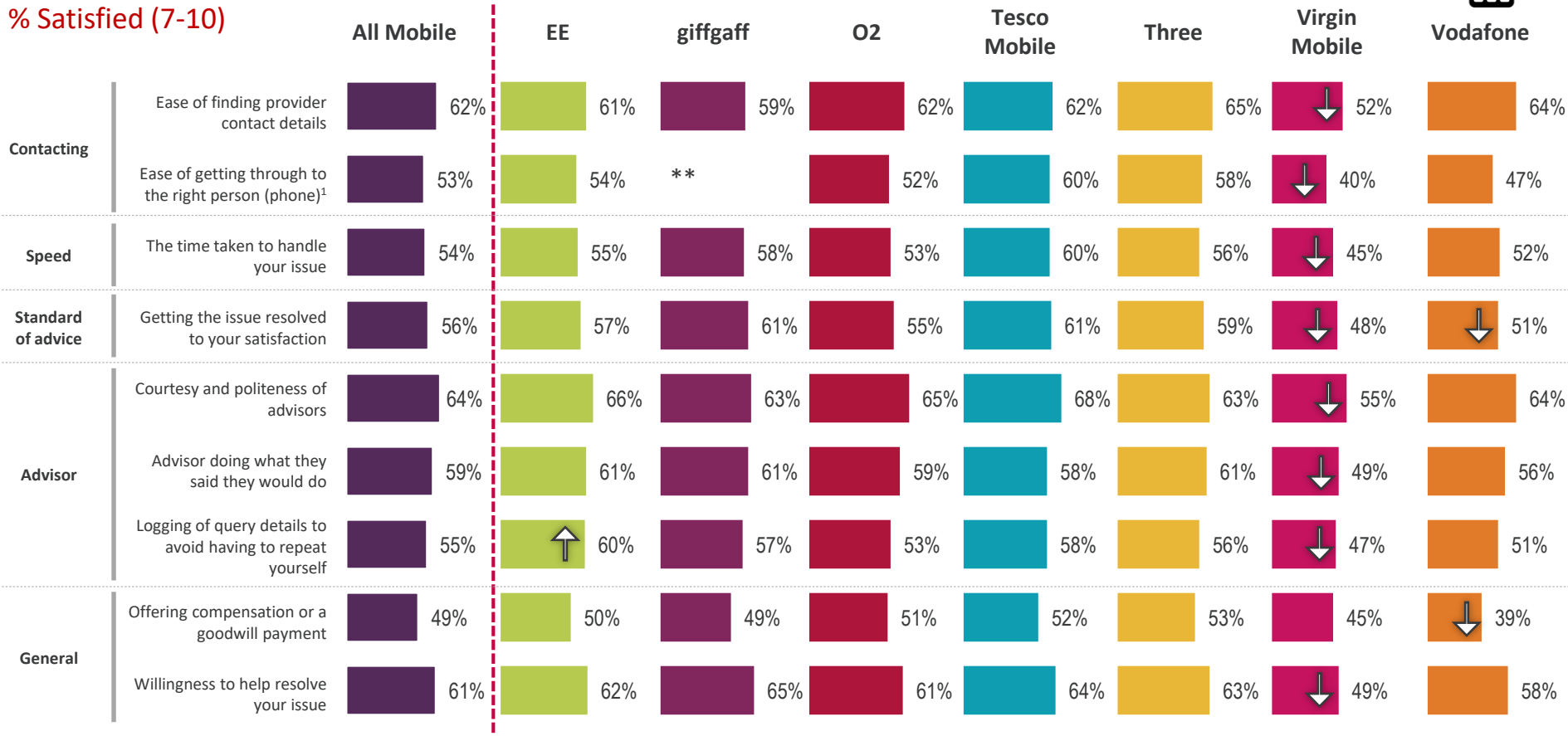
EE was above average for one specific aspect of complaints handling. Virgin Mobile was below average for eight specific aspects and Vodafone for two.



Satisfaction with specific aspects

Mobile complaints – All

% Satisfied (7-10)



Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. And how satisfied were you with the following aspects of [provider]’s customer service?

Base: All who complained about the mobile service in past 6 months – All (3027), EE (645), giffgaff (219), O2 (677), Tesco Mobile (306), Three (450), Virgin Media (198), Vodafone (532).
 ↑ ↓ Indicates significantly higher/lower than the sector average at the 95% confidence level. *Caution: small base **Base too small to chart

¹All contacting by phone (1206/275/39**/260/100/194/90*/248)

Compared to 2017, Vodafone had an increase in satisfaction for one specific aspect; EE had decreases for four aspects, and Tesco Mobile for one.



Satisfaction with specific aspects

Mobile complaints – All

% Satisfied (7-10)

YoY=2018%-2017%

		All Mobile		EE		giffgaff		O2		Tesco Mobile		Three		Virgin Mobile		Vodafone	
		2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY
Contacting	Ease of finding provider contact details	62%	-3	61%	-8	59%	-4	62%	-1	62%	-7	65%	-3	52%	-9	64%	1
	Ease of getting through to the right person (phone) ¹	53%	0	54%	-6	72%	**	52%	2	60%	-5	58%	-2	40%	-6	47%	3
Speed	The time taken to handle your issue	54%	-2	55%	-6	58%	0	53%	-3	60%	-6	56%	-1	45%	-4	52%	5
Standard of advice	Getting the issue resolved to your satisfaction	56%	-1	57%	-4	61%	2	55%	-3	61%	-4	59%	1	48%	0	51%	2
Advisor	Courtesy and politeness of advisors	64%	-3	66%	-5	63%	1	65%	0	68%	-6	63%	-6	55%	-6	64%	2
	Advisor doing what they said they would do	59%	0	61%	-3	61%	0	59%	-2	58%	-12	61%	-1	49%	-3	56%	7
	Logging of query details to avoid having to repeat yourself	55%	0	60%	0	57%	-2	53%	-2	58%	-3	56%	1	47%	1	51%	1
General	Offering compensation or a goodwill payment	49%	1	50%	1	49%	-3	51%	3	52%	0	53%	2	45%	2	39%	-4
	Willingness to help resolve your issue	61%	-1	62%	-6	65%	3	61%	1	64%	-6	63%	0	49%	-7	58%	3

Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. And how satisfied were you with the following aspects of [provider]’s customer service?

Base: All who complained about the mobile service in past 6 months – All (3027), EE (645), giffgaff (219), O2 (677), Tesco Mobile (306), Three (450), Virgin Media (198), Vodafone (532). Red or Green text indicates significantly lower/higher than 2017 at the 95% confidence level. *Caution: small base **Base too small to chart

¹All contacting by phone (1206/275/39**/260/100/194/90*/248)

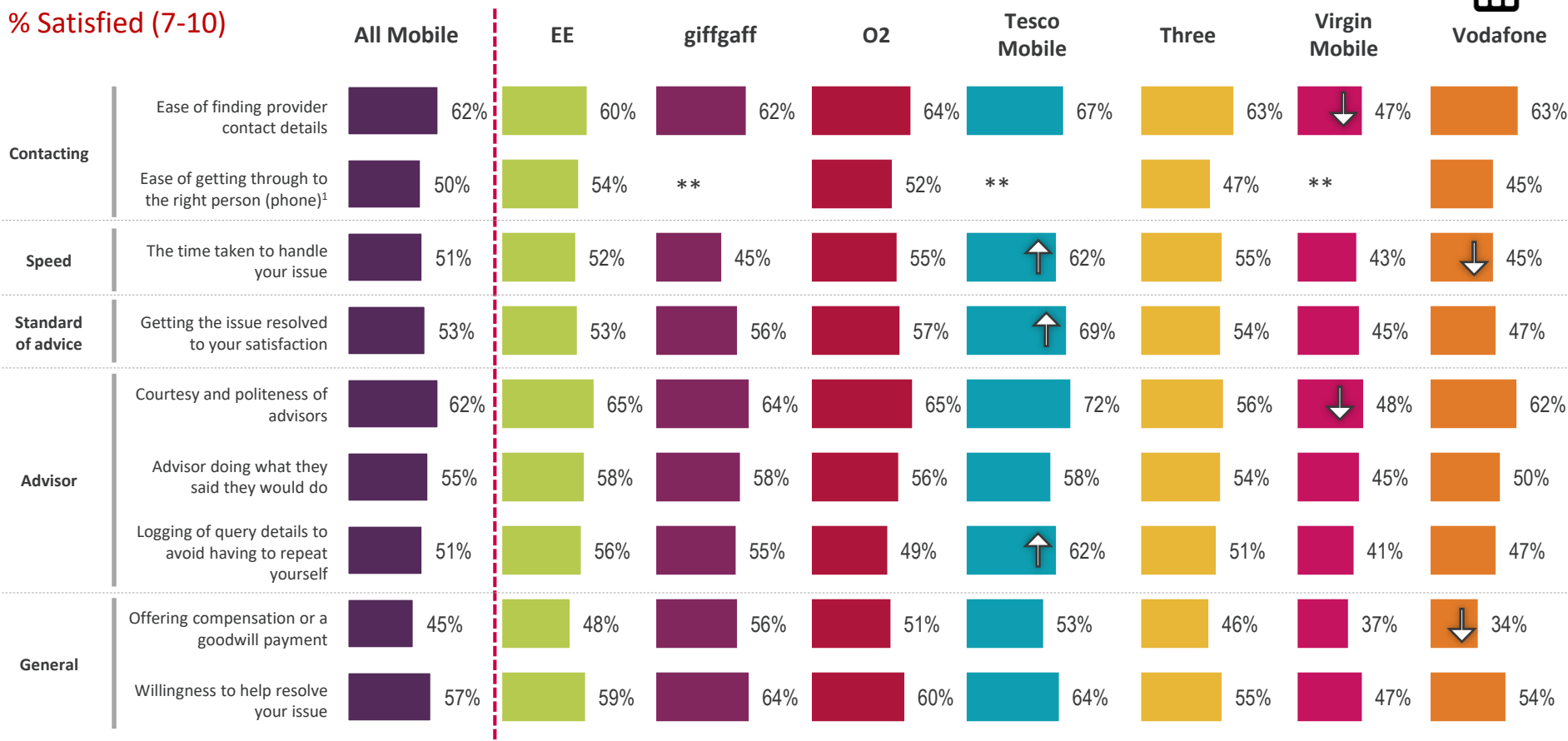


For *billing/customer service* complaints, Tesco Mobile was above average for satisfaction for three specific aspects of customer service; while Vodafone and Virgin Mobile were below average for two specific aspects each.

Satisfaction with specific aspects

Mobile complaints – Billing and Customer Service

% Satisfied (7-10)



Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. And how satisfied were you with the following aspects of [provider]’s customer service?

Base: All who complained about the mobile service in past 6 months – Billing and Customer service (1190), EE (277), giffgaff (55*), O2 (228), Tesco Mobile (88*), Three (185), Virgin Mobile (75*), Vodafone (282).
 Indicates significantly higher/lower than the sector average at the 95% confidence level.

¹All contacting by phone (552/128/9/109/30**/85*/38**/153) *Caution: small base **Base too small to chart

Compared to 2017 for *billing/customer service* complaints, O2 increased in satisfaction for one specific aspect; Tesco Mobile and Three both decreased for one specific aspect.



Satisfaction with specific aspects

Mobile complaints – Billing and Customer Service

YoY=2018%-2017%

% Satisfied (7-10)

		All Mobile		EE		giffgaff		O2		Tesco Mobile		Three		Virgin Mobile		Vodafone	
		2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY
Contacting	Ease of finding provider contact details	62%	-1	60%	-7	62%	1	64%	4	67%	-2	63%	-3	47%	-13	63%	4
	Ease of getting through to the right person (phone) ¹	50%	-1	54%	-7	**	**	52%	8	**	**	47%	-13	**	**	45%	2
Speed	The time taken to handle your issue	51%	-1	52%	-8	45%	-11	55%	3	62%	-7	55%	0	43%	-4	45%	4
Standard of advice	Getting the issue resolved to your satisfaction	53%	0	53%	-5	56%	-5	57%	3	69%	4	54%	-5	45%	-1	47%	5
Advisor	Courtesy and politeness of advisors	62%	-2	65%	-5	64%	5	65%	4	72%	-6	56%	-11	48%	-8	62%	5
	Advisor doing what they said they would do	55%	-1	58%	-5	58%	-5	56%	-1	58%	-19	54%	-5	45%	-5	50%	7
	Logging of query details to avoid having to repeat yourself	51%	-1	56%	-2	55%	-7	49%	-2	62%	-2	51%	-3	41%	2	47%	4
General	Offering compensation or a goodwill payment	45%	1	48%	0	56%	2	51%	9	53%	-4	46%	-5	37%	-2	34%	-3
	Willingness to help resolve your issue	57%	-2	59%	-7	64%	5	60%	3	64%	-7	55%	-7	47%	-8	54%	4

Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. And how satisfied were you with the following aspects of [provider]’s customer service?

Base: All who complained about the mobile service in past 6 months – Billing and Customer service (1190), EE (277), giffgaff (55*), O2 (228), Tesco Mobile (88*), Three (185), Virgin Mobile (75*), Vodafone (282). **Red** or **Green** text indicates significantly lower/higher than 2017 at the 95% confidence level.

¹All contacting by phone (552/128/9**/109/30**/85*/38**/153) *Caution: small base **Base too small to chart

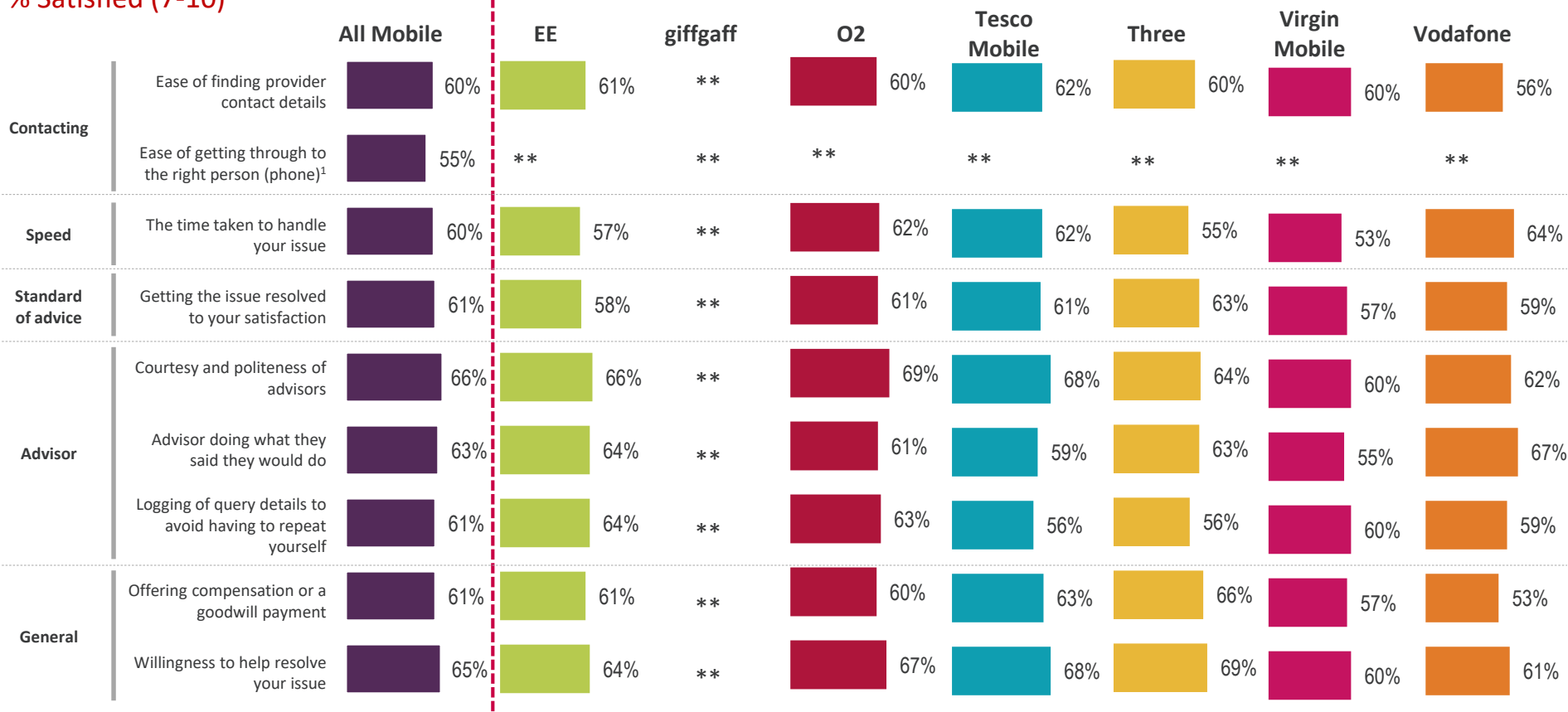
For repairs/installation complaints, no provider was above or below average for satisfaction with any specific aspects of complaints handling.



Satisfaction with specific aspects

Mobile complaints – Repairs and Installation

% Satisfied (7-10)



Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. And how satisfied were you with the following aspects of [provider]’s customer service?

Base: All who complained about the mobile service in past 6 months – Repairs and Installation (637), EE (154), giffgaff (46**), O2 (139), Tesco Mobile (71*), Three (89*), Virgin Mobile (53*), Vodafone (85*).

↑ ↓ Indicates significantly higher/lower than the sector average at the 95% confidence level.

¹All contacting by phone (175/44**/9**/35**/16**/26**/18**/27**) *Caution: small base **Base too small to chart



For repairs/installation complaints compared to 2017, no provider had increases or decreases for satisfaction for any specific aspects of complaints handling.

Satisfaction with specific aspects

Mobile complaints – Repairs and Installation

% Satisfied (7-10)

YoY=2018%-2017%

	All Mobile		EE		giffgaff		O2		Tesco Mobile		Three		Virgin Mobile		Vodafone		
	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	
Contacting	Ease of finding provider contact details	60%	-4	61%	-6	**	**	60%	-1	62%	0	60%	-1	60%	-7	56%	-10
	Ease of getting through to the right person (phone) ¹	55%	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Speed	The time taken to handle your issue	60%	1	57%	-5	**	**	62%	5	62%	0	55%	-9	53%	-7	64%	15
Standard of advice	Getting the issue resolved to your satisfaction	61%	0	58%	-9	**	**	61%	5	61%	-1	63%	3	57%	-7	59%	0
Advisor	Courtesy and politeness of advisors	66%	0	66%	0	**	**	69%	1	68%	2	64%	-4	60%	-10	62%	-1
	Advisor doing what they said they would do	63%	4	64%	-1	**	**	61%	7	59%	2	63%	-2	55%	-8	67%	15
	Logging of query details to avoid having to repeat yourself	61%	3	64%	3	**	**	63%	10	56%	5	56%	-5	60%	-3	59%	3
General	Offering compensation or a goodwill payment	61%	2	61%	2	**	**	60%	2	63%	9	66%	8	57%	-4	53%	-9
	Willingness to help resolve your issue	65%	1	64%	-4	**	**	67%	8	68%	2	69%	8	60%	-6	61%	-5

Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. And how satisfied were you with the following aspects of [provider]'s customer service?

Base: All who complained about the mobile service in past 6 months – Repairs and Installation (637), EE (154), giffgaff (46**), O2 (139), Tesco Mobile (71*), Three (89*), Virgin Mobile (53*), Vodafone (85*).
Red or Green text indicates significantly lower/higher than 2017 at the 95% confidence level.

¹All contacting by phone (175/44/9/35/16/26/18/27) *Caution: small base **Base too small to chart

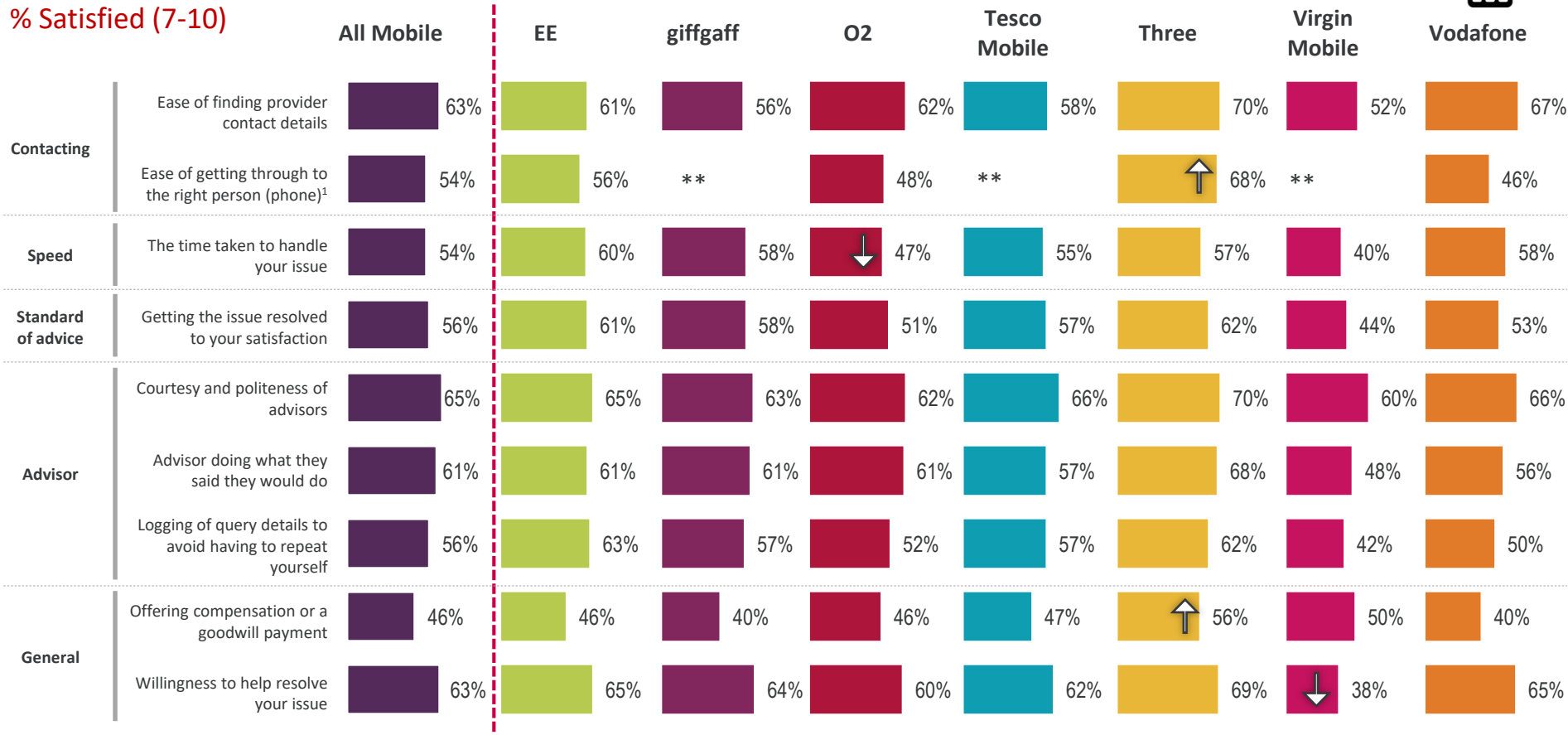
For *service issues* complaints, Three was above average for satisfaction for two specific aspects; O2 and Virgin Mobile were below average for one each.



Satisfaction with specific aspects

Mobile complaints – Service Issues

% Satisfied (7-10)



Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. And how satisfied were you with the following aspects of [provider]’s customer service?

Base: All who complained about the mobile service in past 6 months – Service Issues (1001), EE (173), giffgaff (102), O2 (276), Tesco Mobile (125), Three (149), Virgin Mobile (52*), Vodafone (124). ↑↓ Indicates significantly higher/lower than the sector average at the 95% confidence level.

¹All contacting by phone (399/80*/18**/106/47**/68*/26**/54*) *Caution: small base **Base too small to chart

For *service issues* complaints compared to 2017, Three had an increase in satisfaction for two specific aspects; O2 had a decrease for three, and EE for two.



Satisfaction with specific aspects

Mobile complaints – Service Issues

% Satisfied (7-10)

YoY=2018%-2017%

		All Mobile		EE		giffgaff		O2		Tesco Mobile		Three		Virgin Mobile		Vodafone	
		2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY
Contacting	Ease of finding provider contact details	63%	-5	61%	-11	56%	0	62%	-4	58%	-13	70%	0	52%	-4	67%	-1
	Ease of getting through to the right person (phone) ¹	54%	-2	56%	-4	**	**	48%	-9	**	**	68%	10	**	**	46%	-3
Speed	The time taken to handle your issue	54%	-4	60%	1	58%	0%	47%	-12	55%	-12	57%	4	40%	-6	58%	-2
Standard of advice	Getting the issue resolved to your satisfaction	56%	-2	61%	0	58%	-1	51%	-14	57%	-12	62%	10	44%	7	53%	-4
Advisor	Courtesy and politeness of advisors	65%	-7	65%	-11	63%	-3	62%	-10	66%	-7	70%	0	60%	0	66%	-4
	Advisor doing what they said they would do	61%	-2	61%	-3	61%	6	61%	-9	57%	-12	68%	6	48%	3	56%	-5
	Logging of query details to avoid having to repeat yourself	56%	-3	63%	2	57%	2	52%	-13	57%	-8	62%	12	42%	0	50%	-9
General	Offering compensation or a goodwill payment	46%	0	46%	1	40%	-2	46%	-8	47%	5	56%	12	50%	14	40%	-6
	Willingness to help resolve your issue	63%	-2	65%	-5	64%	-3	60%	-3	62%	-9	69%	6	38%	-11	65%	3

Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. And how satisfied were you with the following aspects of [provider]'s customer service?

Base: All who complained about the mobile service in past 6 months – Service Issues (1001), EE (173), giffgaff (102), O2 (276), Tesco Mobile (125), Three (149), Virgin Mobile (52*), Vodafone (124). **Red** or **Green** text indicates significantly lower/higher than 2017 at the 95% confidence level.

¹All contacting by phone (399/80*/18**/106/47**/68*/26**/54*) *Caution: small base **Base too small to chart

Overall, half of mobile complaints were completely resolved (a decrease since 2017); higher for EE.

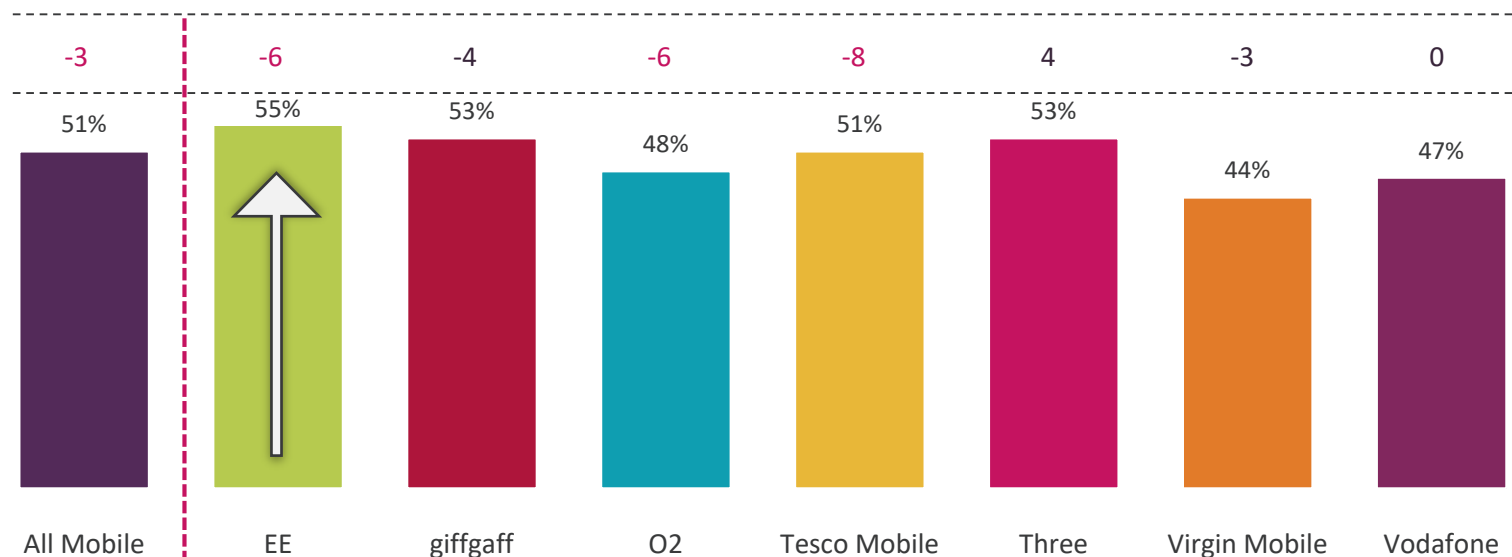


Proportion whose most recent complaint was completely resolved

Mobile complaints

% Completely Resolved

% points difference
2018 vs. 2017



YoY = 2018%-2017%	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY
Billing/ Customer Service	50%	-2	53%	-6	58%	-3	49%	1	59%	0	51%	-2	47%	5	44%	-4
Repairs/ Installation	55%	-4	60%	-9	**	**	51%	-9	46%	-16	57%	12	45%	-12	61%	9
Service Issues	48%	-4	53%	-5	52%	5	46%	-13	46%	-12	52%	12	38%	-7	42%	-3

Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q.Overall, how satisfied are you with the service you received from [provider] customer services with regard to the complaint that you had? Base: All who complained about the mobile service in past 6 months: 2017: All (2856), EE (511), giffgaff (219), O2 (538), Tesco Mobile (319), Three (500), Virgin Media (269), Vodafone (500). 2018: All / Billing/Customer Service / Service Issues (3027/1190/637/1001), EE (645/277/154/173), giffgaff (219/55*/46**/102), O2 (677/228/139/276), Tesco Mobile (306/88*/71*/125), Three (450/185/89*/149), Virgin Mobile (198/75*/53*/52*), Vodafone (532/282/85*/124).



Indicates significantly higher/lower than the sector/complaint type average at the 95% confidence level. Red text Indicates significantly lower than 2017 at the 95% confidence level.

*Caution: small base **Base too small to chart

Green text Indicates significantly higher than 2017 at the 95% confidence level.

Overall, two in five mobile complaints were resolved on first contact; higher for EE and lower for Vodafone and Virgin Mobile.

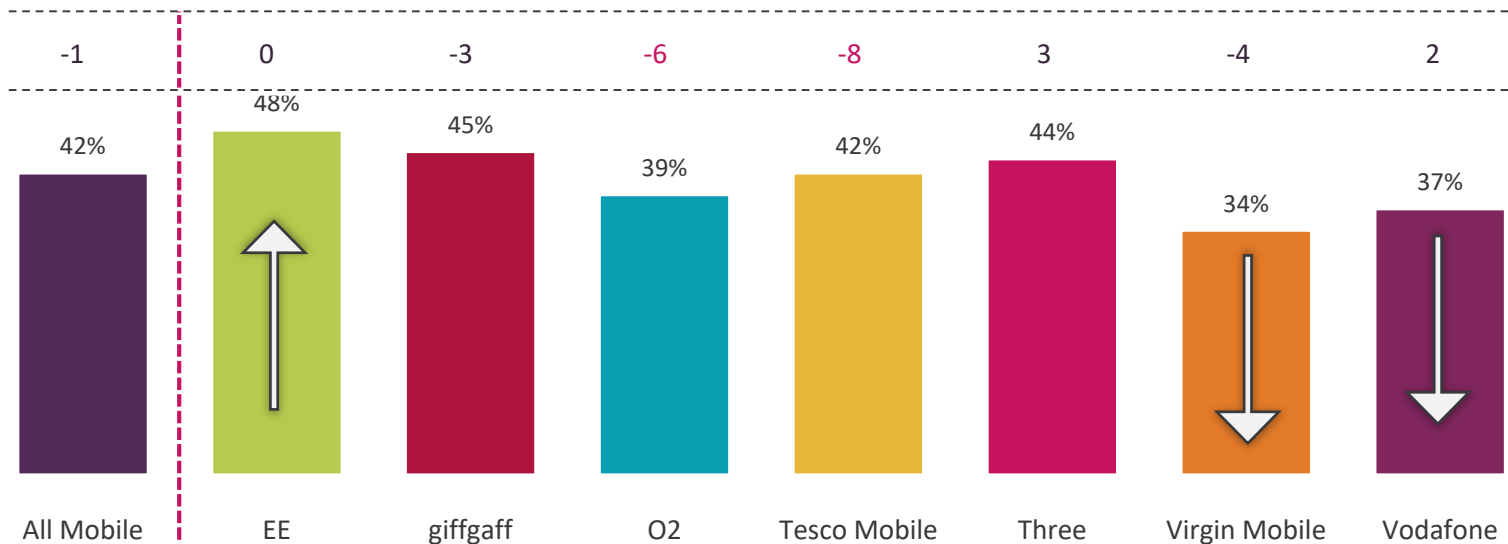


Proportion where complaint was resolved on first contact

Mobile complaints

% resolved 1st contact

% points difference
2018 vs. 2017



YoY =2018%-2017%	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY
Billing/ Customer Service	41%	0	46%	-2	53%	-1	40%	1	49%	-3	41%	-4	36%	-1	33%	2
Repairs/ Installation	48%	-2	51%	-9	**	**	44%	-6	42%	-11	53%	13	36%	-7	49%	4
Service Issues	40%	-1	48%	6	40%	1	36%	-11	36%	-13	42%	9	31%	-5	35%	-6

Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. You said that your complaint was completely resolved, was it completely resolved on your first contact with PROVIDER? Base: All who complained about the mobile service in past 6 months: 2017: All (2856), EE (511), giffgaff (219), O2 (538), Tesco Mobile (319), Three (500), Virgin Media (269), Vodafone (500). 2018: All/ Billing/Customer Service / Service Issues (3027/1190/637/1001), EE (645/277/154/173), giffgaff (219/55*/46*/102), O2 (677/228/139/276), Tesco Mobile (306/88*/71*/125), Three (450/185/89*/149), Virgin Mobile (198/75*/53*/52*), Vodafone (532/282/85*/124).



↑ ↓ Indicates significantly higher/lower than the sector/complaint type average at the 95% confidence level. Red text Indicates significantly lower than 2017 at the 95% confidence level.

Green text Indicates significantly higher than 2017 at the 95% confidence level.

Pay TV complaints

Executive summary – pay TV (1)

High level summary:

Overall satisfaction

- **Over half** (54%) of pay TV customers who contacted their provider with a complaint were satisfied with how the complaint was handled; overall satisfaction with complaint handling was lower for **Virgin Media** (46%).
 - There were no differences from 2017 for overall satisfaction.

Satisfaction among completely resolved

- **Three in four** (76%) customers whose complaint was completely resolved were satisfied with complaint handling, with no differences by provider.
 - Compared to 2017, there was a decline for **BT**.

Completely resolved

- **Half** (52%) of pay TV complaints were completely resolved; **TalkTalk** (45%) resolved a lower proportion.
 - Compared to 2017 there was no change in the proportion of complaints that were completely resolved.

Executive summary – pay TV (2)

High level summary:

Satisfaction by complaint type

- Satisfaction with *repairs and installation* and *billing and customer service* complaints did not differ by provider. *Service issues* complaints were lower for **Virgin Media**.
 - Compared to 2017, all three types of complaints remained consistent.

Resolved on first contact

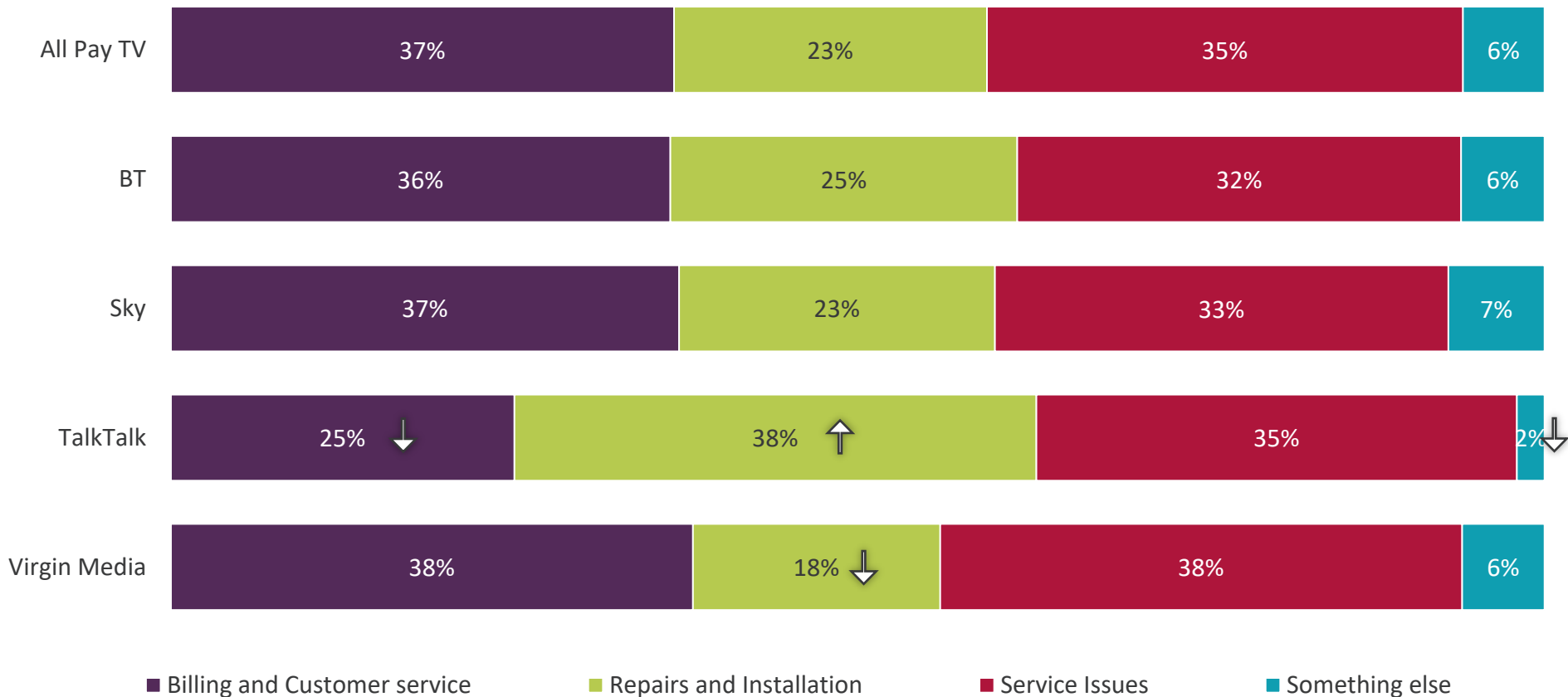
- **Two in five** (39%) pay TV complaints were resolved on first contact; **Virgin Media** (32%) was less likely to resolve the complaint on first contact.
 - Compared to 2017, there was a decline for **BT**.



TalkTalk had an above average proportion of *repairs/installation* complaints and a below average proportion of *billing/customer service* complaints. Virgin Media had a below average proportion of *repairs/installation* complaints.

Complaint type

Pay TV complaints



Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

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

Base: All who complained about the pay TV service in past 6 months (1659), BT (300), Sky (615) TalkTalk (252), Virgin Media (492).

↑ ↓ Indicates significantly higher/lower than the sector average at the 95% confidence level.

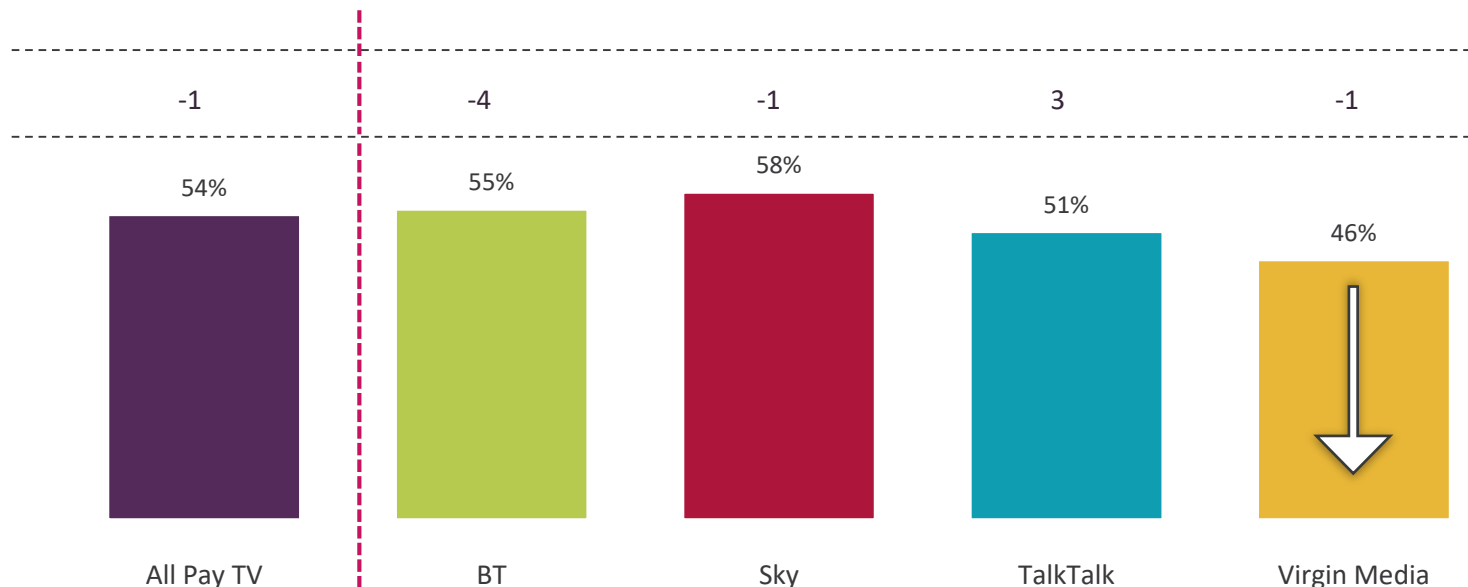
Overall, over half of pay TV complaints were handled to customers' satisfaction; lower for Virgin Media.



Overall satisfaction with provider's handling of most recent complaint

Pay TV complaints % Satisfied (7-10)

% points difference
2018 vs. 2017



YoY = 2018%-2017%	All Pay TV		BT		Sky		TalkTalk		Virgin Media	
	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY
Billing/Customer Service	50%	-3	51%	-4	53%	-3	57%	6	44%	-1
Repairs/Installation	56%	-1	58%	-13	57%	-2	51%	6	54%	4
Service Issues	54%	0	57%	7	61%	0	47%	-1	45%	1

Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. Overall, how satisfied are you with the service you received from [provider] customer services with regard to the complaint that you had? Base: All who complained about the Pay TV service in past 6 months: 2017: All / Billing/Customer Service / Service Issues (1824/688/470/582), BT (368/117/129/114), Sky (639/289/142/169), TalkTalk (298/83*/96*/108), Virgin Media (519/199/103/191). 2018: All / Billing/Customer Service / Service Issues (1659/587/401/576), BT (300/109/76*/97*), Sky (615/227/143/204), TalkTalk (252/63*/95*/88*), Virgin Media (492/188/87*/187).

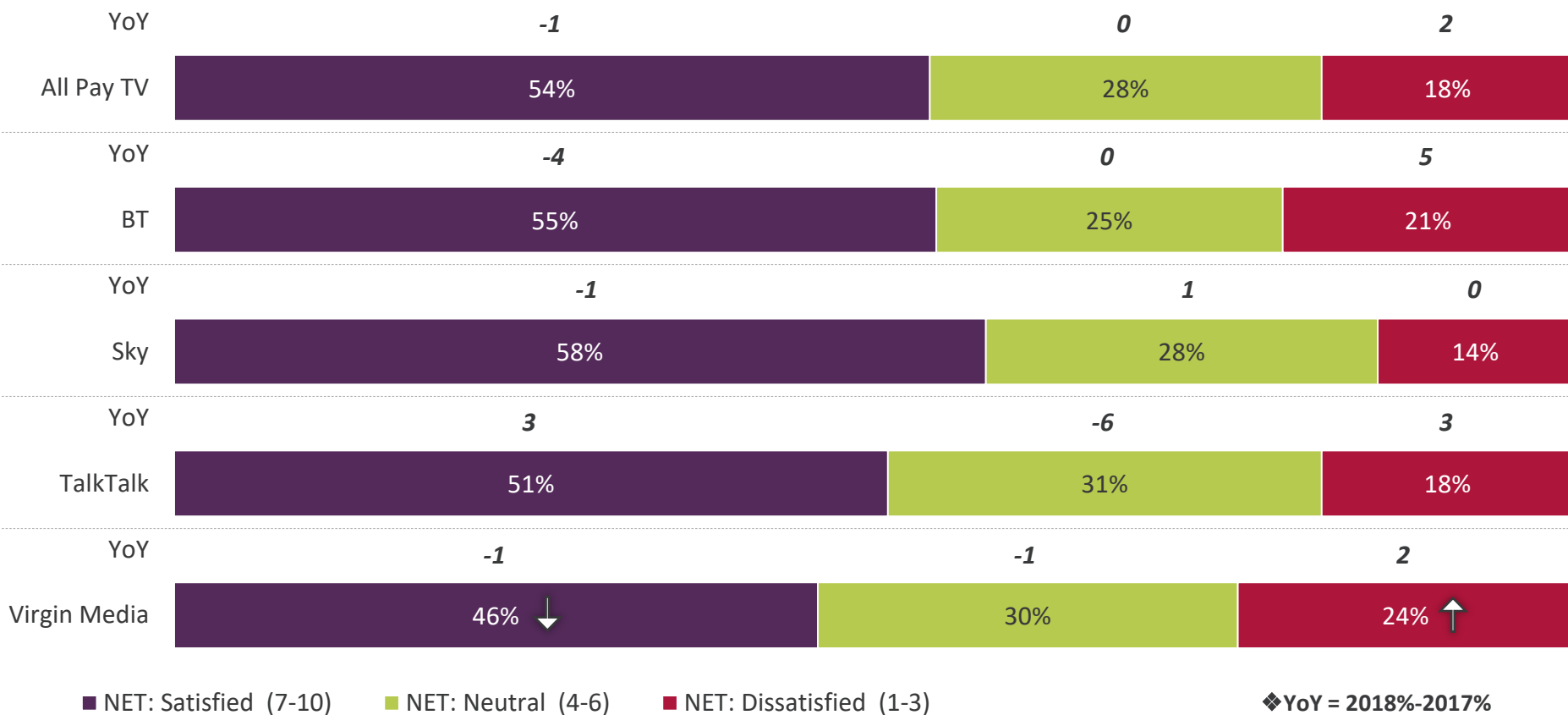
↑↓ Indicates significantly higher/lower than the sector/complaint type average at the 95% confidence level. Red text Indicates significantly lower than 2017 at the 95% confidence level. Green text Indicates significantly higher than 2017 at the 95% confidence level.

*Caution: small base

Overall, there was no change in satisfaction with complaints handling compared to 2017.



Satisfaction shifts
Pay TV complaints



Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. Overall, how satisfied are you with the service you received from [provider] customer services with regard to the complaint that you had?

Base: All who complained about the pay TV service in past 6 months (1659), BT (300), Sky (615) TalkTalk (252), Virgin Media (492).

↑ ↓ Indicates significantly higher/lower than 2017

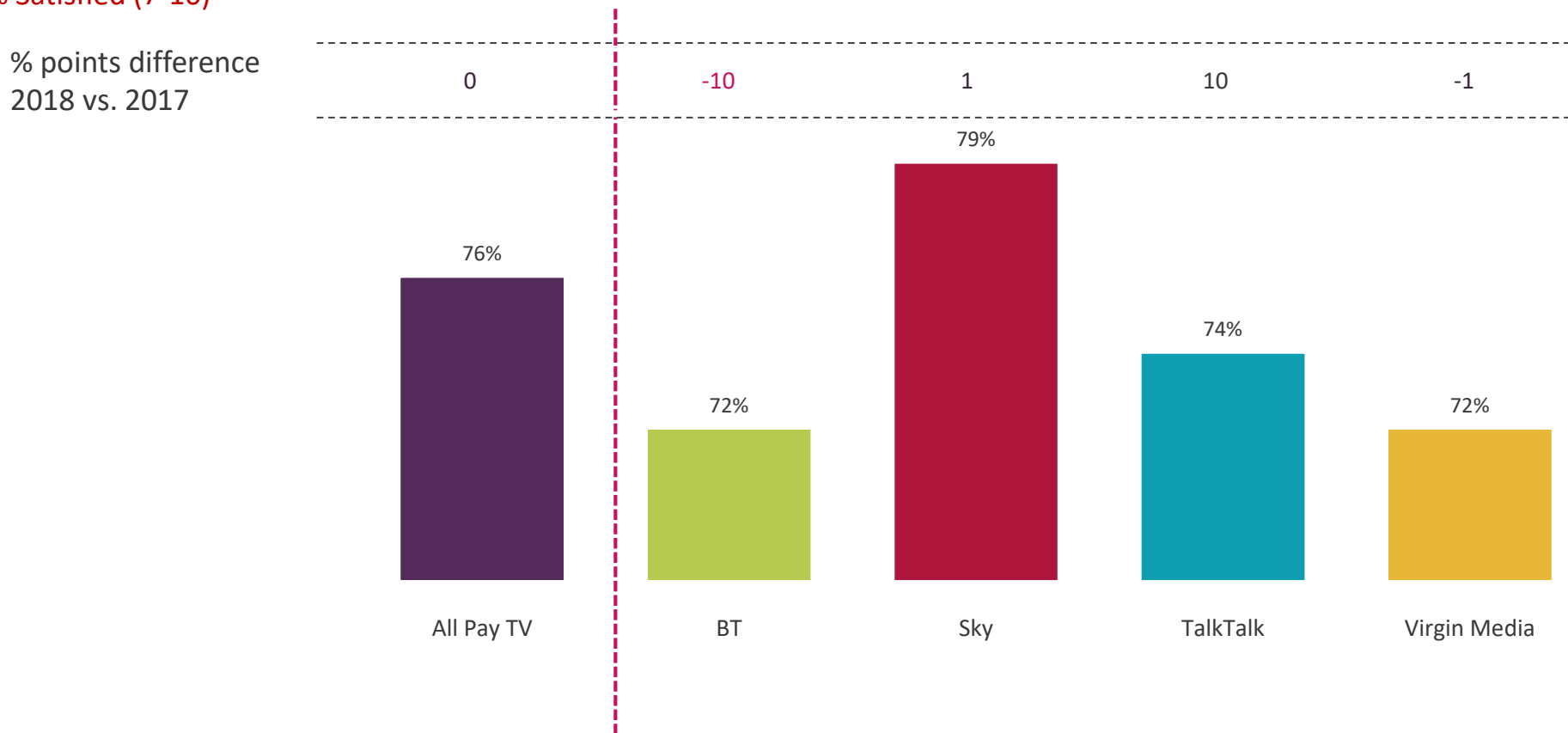
Overall, three in four whose pay TV complaint was completely resolved were satisfied with the complaint handling. Compared to 2017, there was a decline for BT.



Overall satisfaction with provider's handling of most recent complaint

Among completely resolved pay TV complaints

% Satisfied (7-10)



Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. Overall, how satisfied are you with the service you received from [provider] customer services with regard to the complaint that you had? Base: All who complained about the Pay TV service in past 6 months whose issue was completely resolved: 2017: All (979), BT (217), Sky (353), TalkTalk (150), Virgin Media (259). 2018: All (851), BT (162), Sky (341), TalkTalk (114), Virgin Media (234).



Indicates significantly higher/lower than the sector/complaint type average at the 95% confidence level.

Red text Indicates significantly lower than 2017 at the 95% confidence level. Green text Indicates significantly higher than 2017 at the 95% confidence level.

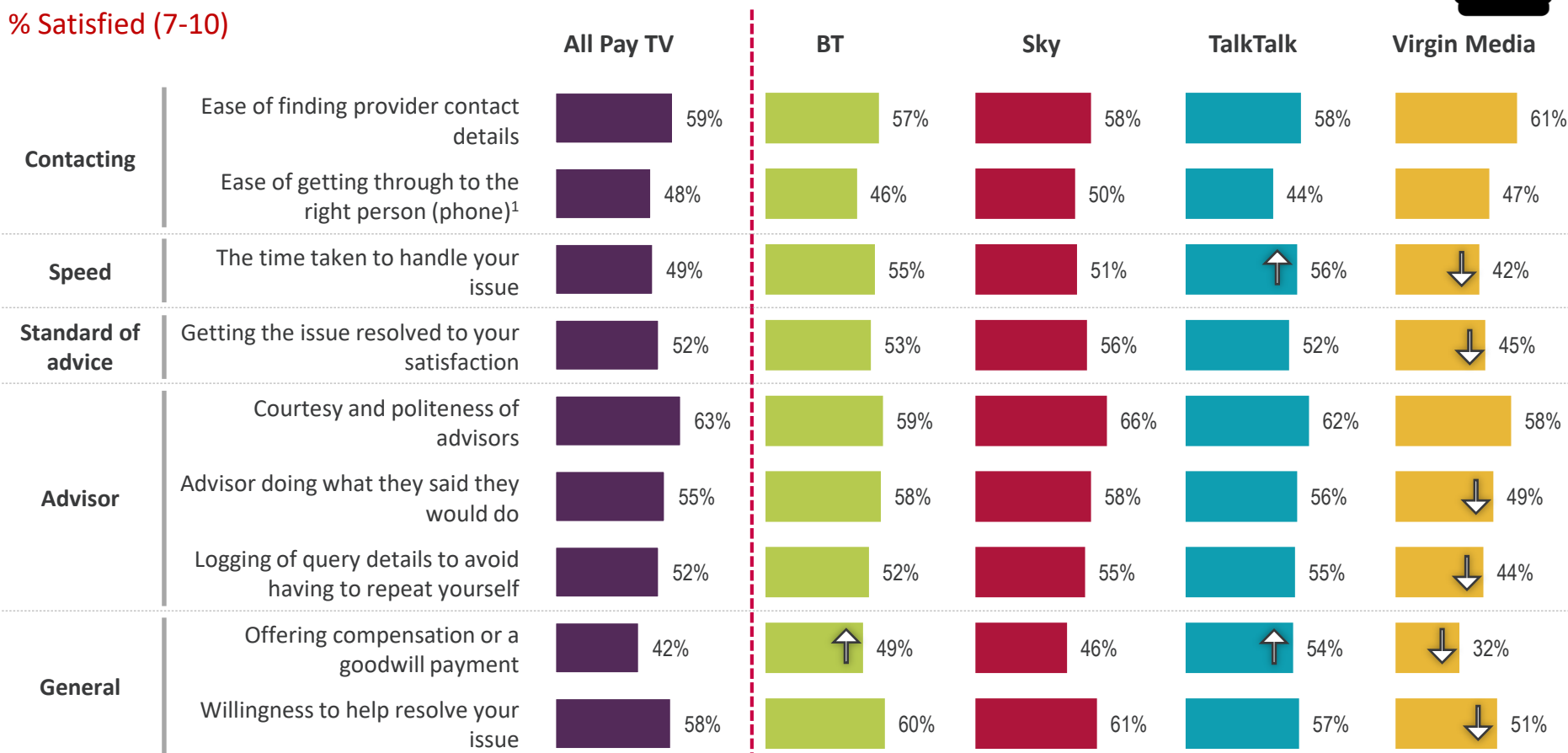


TalkTalk was above average for satisfaction for two specific aspects of complaints handling, BT was above average for one; Virgin Media was below average for six specific aspects.

Satisfaction with specific aspects

Pay TV complaints – All

% Satisfied (7-10)



Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. And how satisfied were you with the following aspects of [provider]’s customer service?

Base: All who complained about the Pay TV service in past 6 months – All (1659), BT (300), Sky (615), TalkTalk (252), Virgin Media (492).

↑ ↓ Indicates significantly higher/lower than the sector average at the 95% confidence level. *Caution: small base

¹All contacting by phone (905/141/338/79*/347)



Compared to 2017, no provider was above average for satisfaction for any specific aspect; BT and Sky had decreases in satisfaction for four specific aspects of complaints handling.

Satisfaction with specific aspects

Pay TV complaints – All

% Satisfied (7-10)

YoY=2018%-2017%

		All Pay TV		BT		Sky		TalkTalk		Virgin Media	
		2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY
Contacting	Ease of finding provider contact details	59%	-4	57%	-11	58%	-6	58%	1	61%	0
	Ease of getting through to the right person (phone) ¹	48%	-3	46%	-15	50%	-4	44%	3	47%	4
Speed	The time taken to handle your issue	49%	-2	55%	-3	51%	-3	56%	8	42%	-1
Standard of advice	Getting the issue resolved to your satisfaction	52%	-5	53%	-9	56%	-5	52%	3	45%	-2
Advisor	Courtesy and politeness of advisors	63%	-5	59%	-9	66%	-6	62%	5	58%	-3
	Advisor doing what they said they would do	55%	-6	58%	-4	58%	-6	56%	5	49%	-5
	Logging of query details to avoid having to repeat yourself	52%	-3	52%	-5	55%	-5	55%	5	44%	-1
General	Offering compensation or a goodwill payment	42%	-2	49%	-3	46%	0	54%	5	32%	-3
	Willingness to help resolve your issue	58%	-5	60%	-6	61%	-6	57%	5	51%	-4

Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. And how satisfied were you with the following aspects of [provider]’s customer service?

Base: All who complained about the Pay TV service in past 6 months – All (1659), BT (300), Sky (615), TalkTalk (252), Virgin Media (492).

Red or Green text indicates significantly lower/higher than 2017 at the 95% confidence level. *Caution: small base

¹All contacting by phone (905/141/338/79*/347)

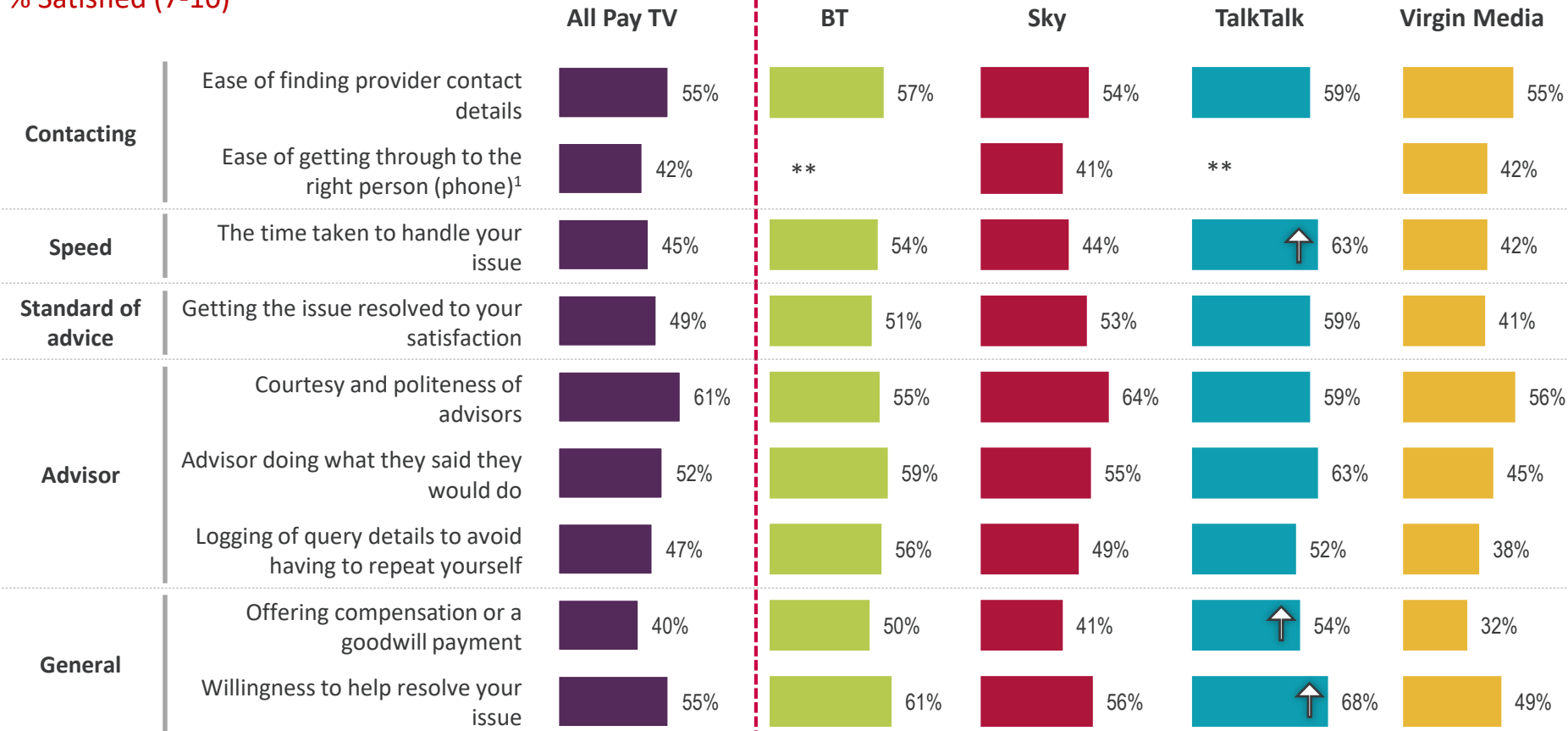
For *billing/customer service* complaints TalkTalk was above average for satisfaction for three specific aspects of complaints handling; no provider was below average for any specific aspects.



Satisfaction with specific aspects

Pay TV complaints – Billing and Customer Service

% Satisfied (7-10)



Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. And how satisfied were you with the following aspects of [provider]’s customer service?

Base: All who complained about the Pay TV service in past 6 months – Billing and Customer Service (587), BT (109), Sky (227), TalkTalk (63*), Virgin Media (188).

↑ ↓ Indicates significantly higher/lower than the sector average at the 95% confidence level. *Caution: small base **Base too small to chart

¹All contacting by phone (336/48/133/16**/139)



For billing/customer service complaints compared to 2017, no provider had an increase for satisfaction for any specific aspects of complaints handling; Sky decreased for one specific aspect.

Satisfaction with specific aspects

Pay TV complaints – Billing and Customer Service

% Satisfied (7-10)

YoY=2018%-2017%

		All Pay TV		BT		Sky		TalkTalk		Virgin Media	
		2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY
Contacting	Ease of finding provider contact details	55%	-6	57%	-3	54%	-7	59%	2	55%	-5
	Ease of getting through to the right person (phone) ¹	42%	-3	**	**	41%	-5	**	**	42%	0
Speed	The time taken to handle your issue	45%	-2	54%	3	44%	-3	63%	12	42%	-2
Standard of advice	Getting the issue resolved to your satisfaction	49%	-3	51%	-4	53%	-2	59%	5	41%	-3
Advisor	Courtesy and politeness of advisors	61%	-5	55%	-9	64%	-4	59%	4	56%	-4
	Advisor doing what they said they would do	52%	-7	59%	2	55%	-7	63%	15	45%	-8
	Logging of query details to avoid having to repeat yourself	47%	-7	56%	3	49%	-9	52%	3	38%	-6
General	Offering compensation or a goodwill payment	40%	-2	50%	3	41%	-2	54%	0	32%	-5
	Willingness to help resolve your issue	55%	-5	61%	0	56%	-7	68%	14	49%	-4

Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. And how satisfied were you with the following aspects of [provider]’s customer service?

Base: All who complained about the Pay TV service in past 6 months – Billing and Customer Service (587), BT (109), Sky (227), TalkTalk (63*), Virgin Media (188).

Red or Green text indicates significantly lower/higher than 2017 at the 95% confidence level. *Caution: small base **Base too small to chart

¹All contacting by phone (336/48/133/16**/139)

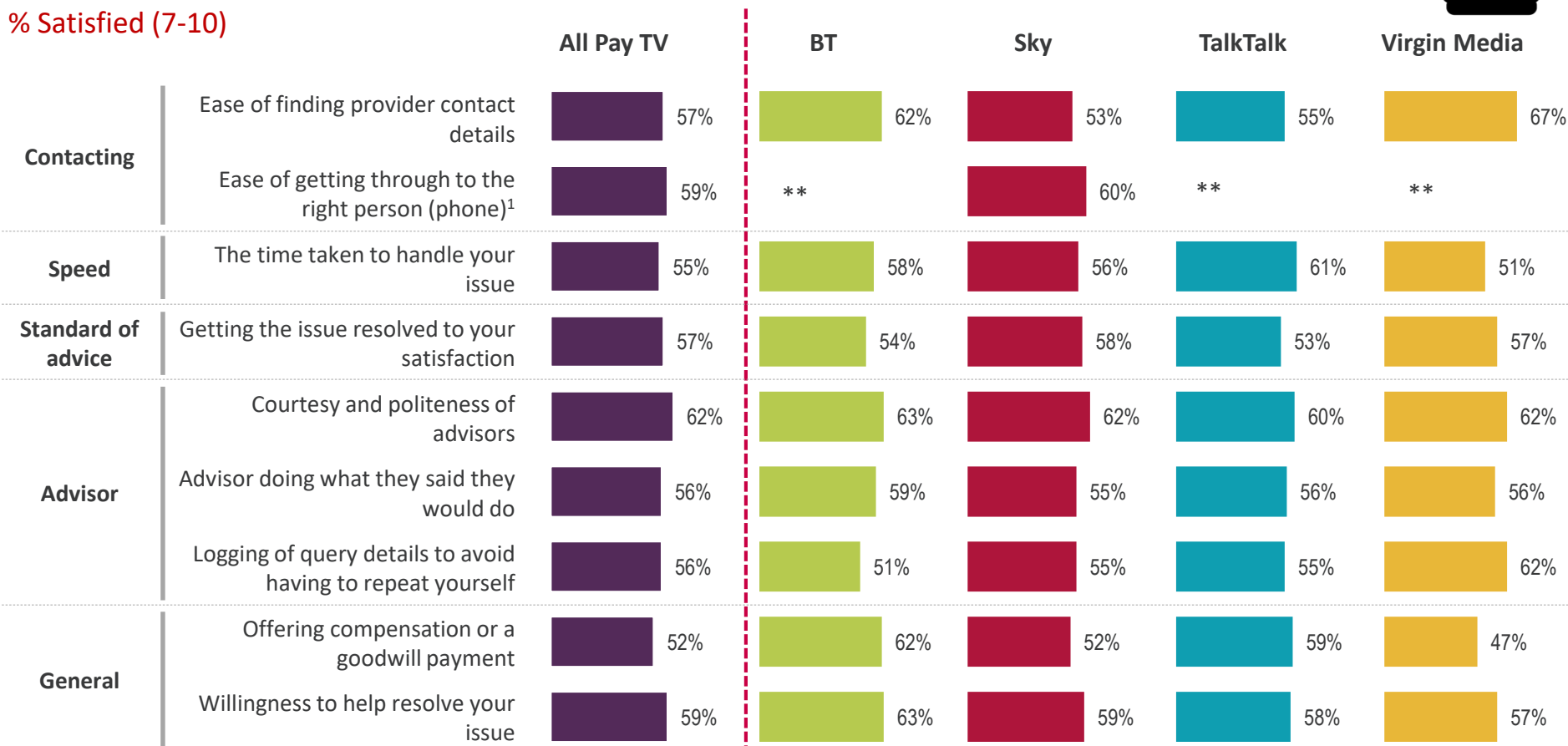
For repairs/installation complaints, no provider was above or below average for satisfaction for any specific aspects of complaints handling.



Satisfaction with specific aspects

Pay TV complaints – Repairs and Installation

% Satisfied (7-10)



Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. And how satisfied were you with the following aspects of [provider]’s customer service?

Base: All who complained about the Pay TV service in past 6 months – Repairs and Installation (401), BT (76*), Sky (143), TalkTalk (95*), Virgin Media (87*).

↑ ↓ Indicates significantly higher/lower than the sector average at the 95% confidence level. *Caution: small base **Base too small to chart

¹All contacting by phone (149/33**/55*/21**/40**)

For repairs/installation complaints compared to 2017, TalkTalk had an increase for one specific aspect of complaints handling; while BT had decreases for three specific aspects and Sky for two.



Satisfaction with specific aspects

Pay TV complaints – Repairs and Installation

% Satisfied (7-10)

YoY=2018%-2017%

		All Pay TV		BT		Sky		TalkTalk		Virgin Media	
		2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY
Contacting	Ease of finding provider contact details	57%	-7	62%	-14	53%	-12	55%	-5	67%	11
	Ease of getting through to the right person (phone) ¹	59%	1	**	**	60%	0	**	**	**	**
Speed	The time taken to handle your issue	55%	-3	58%	-9	56%	-5	61%	15	51%	2
Standard of advice	Getting the issue resolved to your satisfaction	57%	-6	54%	-19	58%	-9	53%	4	57%	5
Advisor	Courtesy and politeness of advisors	62%	-5	63%	-11	62%	-7	60%	3	62%	-1
	Advisor doing what they said they would do	56%	-9	59%	-10	55%	-15	56%	5	56%	0
	Logging of query details to avoid having to repeat yourself	56%	-5	51%	-17	55%	-9	55%	-1	62%	11
General	Offering compensation or a goodwill payment	52%	-5	62%	-5	52%	-6	59%	9	47%	-3
	Willingness to help resolve your issue	59%	-5	63%	-11	59%	-8	58%	7	57%	0

Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. And how satisfied were you with the following aspects of [provider]’s customer service?

Base: All who complained about the Pay TV service in past 6 months – Repairs and Installation (401), BT (76*), Sky (143), TalkTalk (95*), Virgin Media (87*).

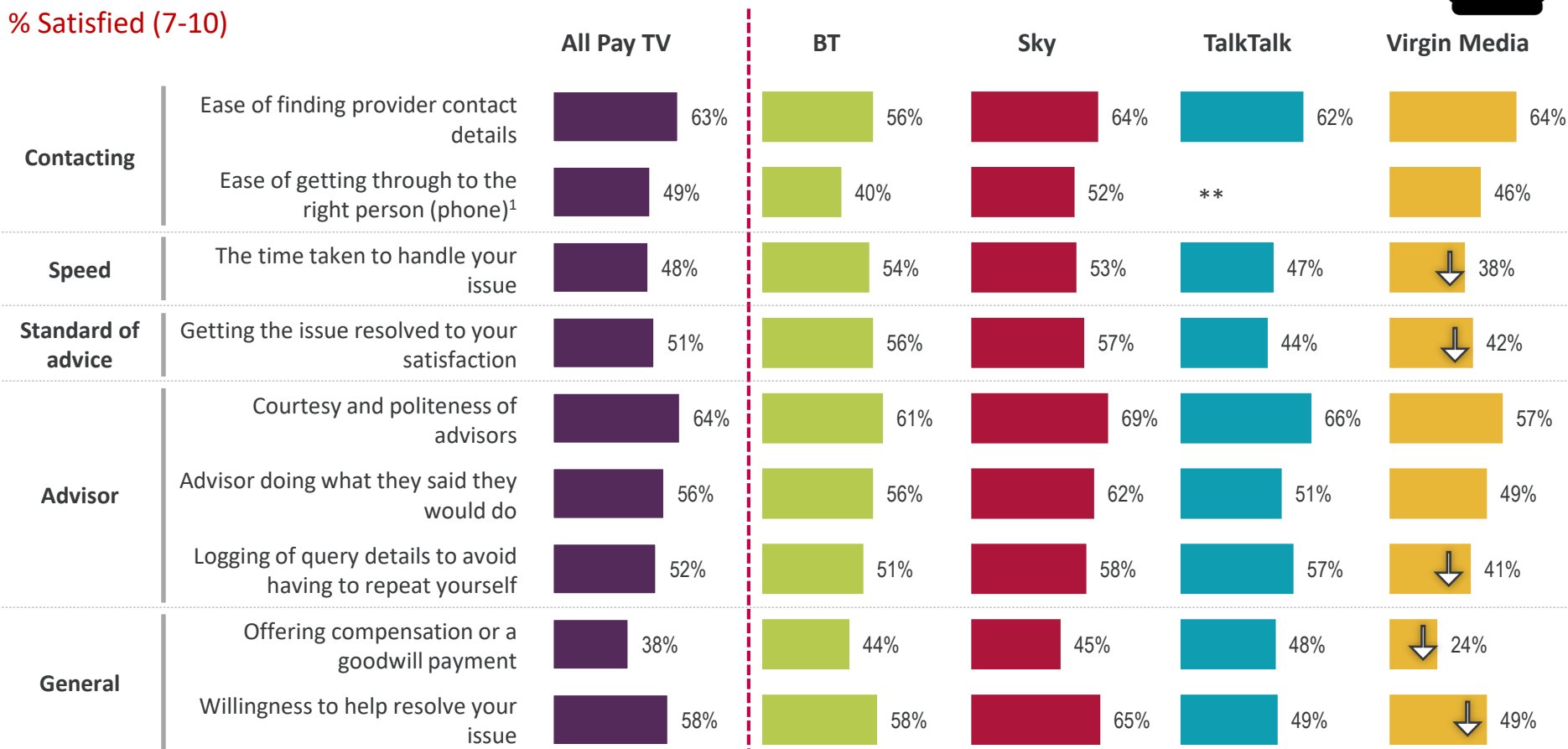
Red or Green text indicates significantly lower/higher than 2017 at the 95% confidence level. *Caution: small base **Base too small to chart

¹All contacting by phone (149/33**/55*/21**/40**)

For *service issues* complaints, no provider was above average for satisfaction for any specific aspects of complaints handling; Virgin Media was below average for five specific aspects



Satisfaction with specific aspects
Pay TV complaints – Service Issues
% Satisfied (7-10)



Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. And how satisfied were you with the following aspects of [provider]’s customer service?

Base: All who complained about the Pay TV service in past 6 months – Service Issues (576), BT (97*), Sky (204), TalkTalk (88*), Virgin Media (187).

↑ ↓ Indicates significantly higher/lower than the sector average at the 95% confidence level. *Caution: small base **Base too small to chart



For *service issues* complaints compared to 2017, no provider had increases or decreases for satisfaction for any specific aspects of complaints handling.

Satisfaction with specific aspects
Pay TV complaints – Service Issues
% Satisfied (7-10)

YoY=2018%-2017%

		All Pay TV		BT		Sky		TalkTalk		Virgin Media	
		2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY
Contacting	Ease of finding provider contact details	63%	-1	56%	-12	64%	-1	62%	6	64%	0
	Ease of getting through to the right person (phone) ¹	49%	-1	40%	-16	52%	-6	**	**	46%	5
Speed	The time taken to handle your issue	48%	-1	54%	-1	53%	-2	47%	2	38%	1
Standard of advice	Getting the issue resolved to your satisfaction	51%	-5	56%	0	57%	-6	44%	-3	42%	-5
Advisor	Courtesy and politeness of advisors	64%	-5	61%	-7	69%	-6	66%	4	57%	-2
	Advisor doing what they said they would do	56%	-2	56%	-4	62%	-1	51%	1	49%	-1
	Logging of query details to avoid having to repeat yourself	52%	1	51%	4	58%	-1	57%	13	41%	0
General	Offering compensation or a goodwill payment	38%	3	44%	4	45%	4	48%	5	24%	1
	Willingness to help resolve your issue	58%	-5	58%	-3	65%	-5	49%	-3	49%	-3

Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. And how satisfied were you with the following aspects of [provider]’s customer service?

Base: All who complained about the Pay TV service in past 6 months – Service Issues (576), BT (97*), Sky (204), TalkTalk (88*), Virgin Media (187).

Red or Green text indicates significantly lower/higher than 2017 at the 95% confidence level. *Caution: small base **Base too small to chart

¹All contacting by phone (363/50*/127/39**/147)

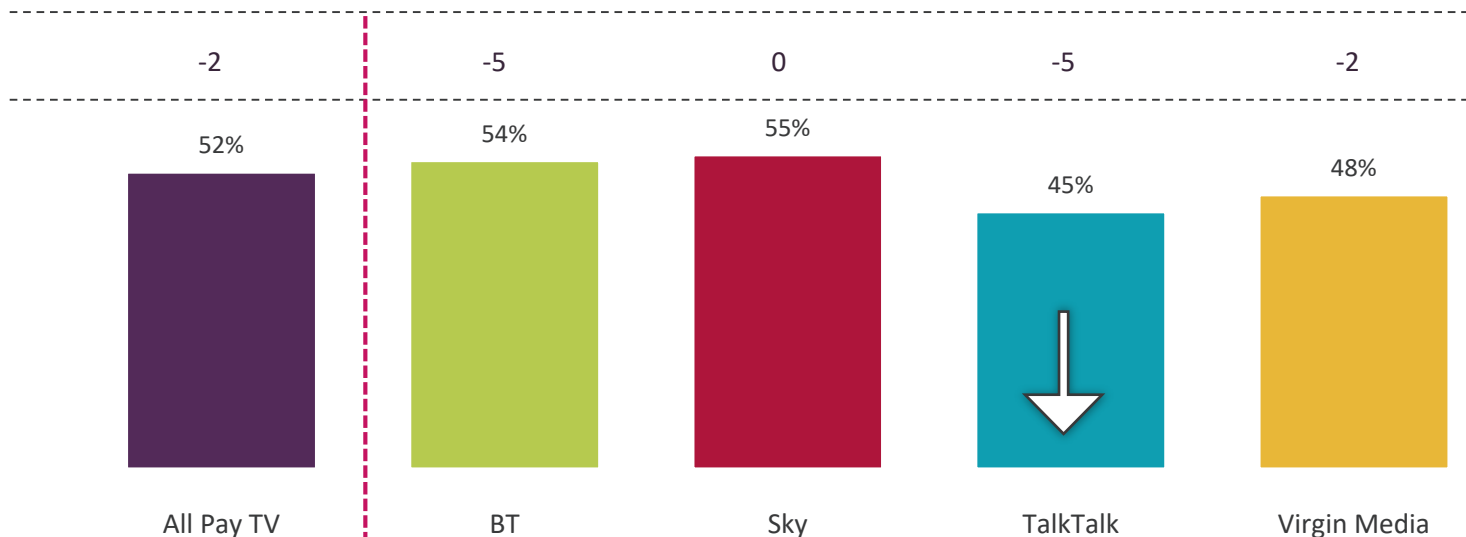
Overall, half of pay TV complaints were completely resolved; below average for TalkTalk



Proportion whose most recent complaint was completely resolved

Pay TV complaints % Completely Resolved

% points difference
2018 vs. 2017



YoY = 2018%-2017%	All Pay TV		BT		Sky		TalkTalk		Virgin Media	
	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY
Billing/ Customer Service	51%	1	54%	-2	55%	3	60%	11	41%↓	-3
Repairs/ Installation	57%	-3	61%	-6	58%	-2	43%↓	-17	59%	5
Service Issues	50%	-3	49%	-4	52%	-2	37%↓	-5	49%	-3

Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. In your opinion, was [provider] able to successfully resolve your complaint? Base: All who complained about the Pay TV service in past 6 months: 2017: All / Billing/Customer Service / Service Issues (1824/688/470/582), BT (368/117/129/114), Sky (639/289/142/169), TalkTalk (298/83*/96*/108), Virgin Media (519/199/103/191). 2018: All / Billing/Customer Service / Service Issues (1659/587/401/576), BT (300/109/76*/97*), Sky (615/227/143/204), TalkTalk (252/63*/95*/88*), Virgin Media (492/188/87*/187). *Caution: small base



Indicates significantly higher/lower than the sector/complaint type average at the 95% confidence level.

Red text Indicates significantly lower than 2017 at the 95% confidence level.

Green text Indicates significantly higher than 2017 at the 95% confidence level.

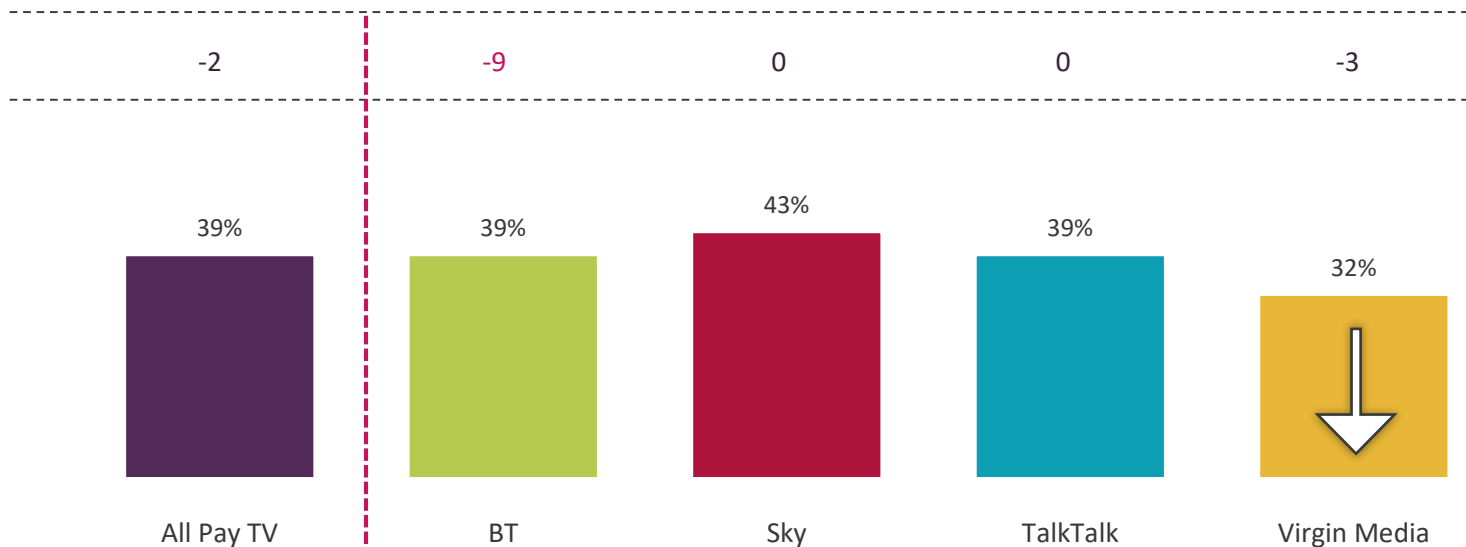
Overall, two in five pay TV complaints were resolved on first contact; lower for Virgin Media.



Proportion where complaint was resolved on first contact

Pay TV complaints % resolved 1st contact

% points difference
2018 vs. 2017



YoY = 2018%-2017%

	2018	YoY	2018	YoY	2018	YoY	2018	YoY	2018	YoY
Billing/ Customer Service	37%	-1	39%	-2	41%	2	48%	12	28%	-5
Repairs/ Installation	47%	-3	47%	-14	50%	-2	39%	-9	41%	0
Service Issues	36%	-2	33%	-7	41%	0	33%	2	29%	-3

Source: Ofcom Quality of customer service – complaints research, online survey, fieldwork carried out by BVA BDRC, December 2018/January 2019

Q. You said that your complaint was completely resolved, was it completely resolved on your first contact with PROVIDER? Base: All who complained about the Pay TV service in past 6 months: 2017: All / Billing/Customer Service / Service Issues (1824/688/470/582), BT (368/117/129/114), Sky (639/289/142/169), TalkTalk (298/83*/96*/108), Virgin Media (519/199/103/191). 2018: All / Billing/Customer Service / Service Issues (1659/587/401/576), BT (300/109/76*/97*), Sky (615/227/143/204), TalkTalk (252/63*/95*/88*), Virgin Media (492/188/87*/187). *Caution: small base

Indicates significantly higher/lower than the sector/complaint type average at the 95% confidence level.

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Green text Indicates significantly higher than 2017 at the 95% confidence level

Quality of Customer Service – Complaints

Produced by: BVA BDRC

Fieldwork: December 2018/January 2019