

Ofcom Scams Survey

ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 1
Q1. Which of these types of telephone service do you have?
 Base: All respondents

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation				
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humberside (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	North Ireland (F)		
Unweighted base	2110	260	363	338	344	655	150	623	682	655	150	110	117	388	417	1042	1060	1202	908	81	213	184	196	149	189	301	266	167	1746	107	194	63		
Weighted base	2110	291	352	327	363	648	128	644	690	648	128	113	139	364	413	1029	1076	1169	941	84	233	172	184	151	199	278	289	180	1771	100	176	63*		
Effective base	1519	185	258	237	249	484	113	441	486	484	113	73	88	287	308	761	754	864	656	57	151	141	147	106	136	226	187	118	1256	75	141	49		
A landline - which you use for making and/or receiving voice calls	1008	100	100	115	166	417	110	200	281	417	110	34	54	242	284	502	506	544	464	42	113	82	85	72	112	116	145	100	867	42	79	20		
	48%	34%	28%	35%	46%abc	64%abc	85%abc	31%	41%g	64%gh	85%ghi	30%	39%	67%kl	69%kl	49%	47%	47%	49%	50%	48%	48%	46%	48%	57%y	42%	50%	55%y	49%F	41%	45%	32%		
A landline - which you only have in order to get your broadband service but do not use to make or receive voice calls on	641	55	125	132	126	187	14	181	259	187	14	31	21	101	101	331	308	358	283	32	60	50	63	48	60	83	86	41	522	37	55	26		
	30%	19%	36%af	41%caef	35%af	29%af	11%	28%j	38%gij	29%j	11%	27%	15%	28%l	24%	32%	29%	31%	30%	38%B	26%	29%	34%B	32%	30%	30%	30%	23%	29%	37%	31%	41%		
A mobile phone which you use for making and/or receiving voice calls	1921	263	311	293	333	608	114	574	625	608	114	105	121	343	378	948	969	1075	845	75	213	163	163	129	175	264	262	168	1612	91	161	56		
	91%	90%	88%	90%	92%	94%bcf	88%	89%	91%	94%gj	88%	93%	87%	94%l	92%	92%	90%	92%	90%	89%	91%	95%vw	88%	85%	88%	95%vwx	91%	93%w	91%	91%	91%	89%		

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
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Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F

* small base

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Table 2
Q1. Which of these types of telephone service do you have?
Base: All respondents

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	2110	376	153	344	125	149	189	134	214	224	726	1179
Weighted base	2110	378	154	343	128	146	203	126	220	215	759	1154
Effective base	1519	277	100	260	84	104	124	105	158	166	537	831
A landline - which you use for making and/or receiving voice calls	1008 48%	170 45%	68 44%	163 47%	55 43%	87 59%abcdh i	82 41%	71 56%fi	102 46%	91 42%	319 42%	569 49%j
A landline - which you only have in order to get your broadband service but do not use to make or receive voice calls on	641 30%	107 28%b	28 18%	108 32%b	45 35%b	39 26%	61 30%b	39 31%b	55 25%	74 34%b	219 29%	340 29%
A mobile phone which you use for making and/or receiving voice calls	1921 91%	378 100%	154 100%	343 100%	128 100%	146 100%	203 100%	126 100%	220 100%	215 100%	759 100%	1154 100%

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 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

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Table 3
Q1. Which of these types of telephone service do you have?
Base: All respondents

	Experience of suspicious texts/calls				Mobile						Landline			
	Total				Mobile						Landline			
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)
Unweighted base	2110	1543	652	729	1416	1337	1266	456	401	516	502	356	351	567
Weighted base	2110	1582	677	780	1457	1375	1313	463	422	564	533	381	371	528
Effective base	1519	1111	475	539	1013	960	908	331	290	378	369	259	261	411
A landline - which you use for making and/or receiving voice calls	1008 48%	777 49%df	439 65%adefgh im	470 60%adefgh im	652 45%	619 45%	577 44%	218 47%	185 44%	256 45%	531 100%abcde fghim	380 100%abcde fghim	370 100%abcde ghim	231 44%
A landline - which you only have in order to get your broadband service but do not use to make or receive voice calls on	641 30%	449 28%jkl	181 27%kjl	193 25%jkl	446 31%cjk	421 31%cjk	405 31%cjk	134 29%jkl	156 37%abcdeg jkl	178 32%cjk	55 10%	41 11%	36 10%	192 36%abcdegjkl
A mobile phone which you use for making and/or receiving voice calls	1921 91%	1525 96%clm	658 97%clm	731 94%ilm	1457 100%abcjk lm	1375 100%abcjk lm	1313 100%abcjk lm	463 100%abcjk lm	422 100%abcjk lm	564 100%abcjk m	475 89%lm	362 95%ilm	322 87%lm	396 75%

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Table 4
Q2. If your landline telephone rings and you could easily answer it and are not otherwise busy, what do you generally do?
Base: All landline users

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	York- shire & Humb- erside (u)	West Mid- lands (v)	East Mid- lands (w)	East- ern (x)	London (y)	South East (A)	South West (B)	Eng- land (C)	Wales (D)	Scot- land (E)	North- ern Ire- land (F)	
Unweighted base	996	84	90	119	153	420	130	174	272	420	130	32	41	259	291	493	503	552	444	34	107	82	89	72	104	126	132	97	843	45	85	23	
Weighted base	1008	100	100	115	166	417	110	200	281	417	110	34**	54*	242	284	502	506	544	464	42**	113	82	85	72	104	126	132	97	867	42*	79	20**	
Effective base	729	62	70	83	112	311	97	132	195	311	97	25	30	189	217	364	365	409	321	23	81	62	67	50	73	100	97	71	618	32	62	18	
Answer every time	400 40%	25 25%	21 21%	42 36%b	67 40%b	186 45%ab	59 53%abc	46 23%	108 39%g	186 45%g	59 53%gh	5 16%	16 29%	125 52%l	119 42%	199 40%	200 40%	214 39%	186 40%	19 46%	44 39%	26 32%	33 39%	24 33%	50 44%	44 38%	59 41%	38 38%	336 39%	24 58% ^C	35 45%	4 19%	
Answer most of the time	339 34%	33 33%	51 51%acd	40 35%	44 27%	133 32%	38 34%	84 42%hi	85 30%	133 32%	38 34%	17 51%	12 23%	80 33%	91 32%	190 38%p	149 29%	194 36%	145 31%	9 22%	33 29%	34 41%	28 33%	28 39%	37 33%	51 44%tB	45 31%	28 28%	293 34%	11 27%	23 30%	11 57%	
Answer some of the time	219 22%	31 31%f	22 22%	24 21%	44 27%f	85 20%	13 12%	52 26%j	68 24%j	85 20%	13 12%	10 28%	18 33%m	33 13%	65 23%m	92 18%	127 25%o	113 21%	105 23%	9 22%	31 27%	20 24%	19 23%	16 23%	19 17%	20 17%	35 24%	25 25%	195 22%	4 11%	18 23%	1 5%	
Never answer it	47 5%	11 11%ef	6 6%f	6 5%	11 6%f	13 3%	1 1%	17 8%ij	17 6%j	13 3%	1 1%	2 5%	8 15%mn	5 2%	9 3%	18 4%	28 6%	20 4%	27 6%	4 9%	6 5%	2 3%	4 5%	3 4%	4 3%	2 1%	6 4%	9 9%y	39 5%	2 4%	2 3%	4 19%	
Don't know	4 *	* *	- -	3 3%e	- -	- -	- -	* *	3 1%	- -	- -	- -	- -	- -	2 *	2 *	3 1%	1 *	- -	- -	- -	- -	1 1%	2 2%	- -	* *	* *	4 *	- -	- -	- -	- -	
NET: Ever answer	957 95%	89 89%	94 94%	106 92%	155 94%	404 97%ac	109 99%abc	183 91%	261 93%	404 97%gh	109 99%gh	32 95%	46 85%	238 98%l	275 97%l	481 96%	476 94%	521 96%	436 94%	38 91%	107 95%	80 97%	81 95%	69 95%	106 95%	115 99%B	139 96%	90 91%	824 95%	40 96%	77 97%	17 81%	

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Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base; ** very small base (under 30) ineligible for sig testing

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ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 5

Q2. If your landline telephone rings and you could easily answer it and are not otherwise busy, what do you generally do?

Base: All landline users

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	996	169	65	164	53	90	76	70	100	89	292	580
Weighted base	1008	170	68*	163	55*	87	82	71	102	91	319	569
Effective base	729	128	48	126	32	62	52	56	72	67	219	419
Answer every time	400 40%	65 38%	17 25%	66 40%	21 38%	46 53% ^b	34 41%	29 41%	42 41%	41 46% ^b	132 41%	230 40%
Answer most of the time	339 34%	60 35%	25 37%	52 32%	22 39%	24 27%	30 36%	22 31%	25 25%	31 34%	96 30%	192 34%
Answer some of the time	219 22%	40 24%	17 26%	37 23%	10 18%	15 18%	15 18%	17 24%	26 26%	16 18%	76 24%	118 21%
Never answer it	47 5%	5 3%	8 12% ^{ae}	8 5%	3 5%	2 2%	4 5%	3 4%	8 7%	3 3%	14 5%	28 5%
Don't know	4 *	-	-	-	-	-	-	-	1 1%	-	*	1 *
NET: Ever answer	957 95%	165 97% ^b	60 88%	155 95%	52 95%	85 98% ^b	78 95%	68 96%	93 91%	88 97%	304 95%	540 95%

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Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

* small base

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Absolutes/col percents

Table 6
Q2. If your landline telephone rings and you could easily answer it and are not otherwise busy, what do you generally do?
Base: All landline users

	Experience of suspicious texts/calls				Mobile						Landline			
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)
Unweighted base	996	743	414	443	616	583	538	212	164	231	500	354	349	253
Weighted base	1008	777	439	470	652	619	577	218	185	256	531	380	370	231
Effective base	729	548	299	329	451	426	392	157	116	168	367	258	260	182
Answer every time	400 40%	319 41%	200 45%am	197 42%	257 39%	240 39%	226 39%	79 36%	91 49%egim	95 37%	230 43%	175 46%gmn	166 45%mn	80 35%
Answer most of the time	339 34%	255 33%	143 33%	176 37%	216 33%	204 33%	187 32%	79 36%	52 28%	110 43%abdefh k	185 35%	124 33%	136 37%	85 37%
Answer some of the time	219 22%	171 22%	86 19%	87 18%	148 23%	143 23%	134 23%	52 24%	39 21%	43 17%	108 20%	74 19%	63 17%	48 21%
Never answer it	47 5%	32 4%ij	10 2%	10 2%	31 5%cijl	31 5%cijl	30 5%cijl	9 4%	3 2%	7 3%	9 2%	7 2%	5 1%	15 6%bcjkl
Don't know	4 *	* *	* *	* *	* *	* *	* *	- -	* *	* *	- -	- -	- -	3 1%adefj
NET: Ever answer	957 95%	745 96%mn	429 98%mn	460 98%efm	620 95%	587 95%	547 95%	209 96%	182 98%mn	248 97%mn	523 98%adefm	373 98%efm	365 99%adefm	213 92%

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Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

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Absolutes/col percents

Table 7
Q3. Given that you aren't busy and could easily answer it, what are the main reasons why you don't answer some/any landline calls?
Base: All who answer some/most of the time/never answer landline calls

	Age 1						Age 2					Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber-side (u)	West Midlands (v)	East Midlands (w)	East-ern (x)	London (y)	South East (A)	South West (B)	Eng-land (C)	Wales (D)	Scot-land (E)	North-ern Ire-land (F)	
Unweighted base	609	62	71	82	97	234	63	133	179	234	63	27	28	126	171	297	312	335	274	19	65	55	54	49	55	80	83	63	523	20	49	17	
Weighted base	605	74*	79	71	99	230	51*	153	170	230	51*	29**	38**	117	165	300	304	327	278	23**	69*	56*	52*	47*	61*	73	86	61*	527	17**	44*	16**	
Effective base	449	46	55	61	74	170	49	100	135	170	49	20	21	91	126	221	228	250	200	14	49	43	40	32	40	64	63	47	387	14	35	13	
I don't want to deal with marketing calls/ spam/suspicious callers	420 69%	46 63%	44 55%	47 67%	78 78%b	171 74%b	35 68%	90 59%	124 73%g	171 74%g	35 68%	17 61%	23 59%	85 73%	120 73%	198 66%	222 73%	226 69%	194 70%	15 66%	42 61%	34 60%	34 65%	33 69%	47 77%	50 69%	58 67%	49 79%	360 68%	14 79%	33 76%	13 77%	
I don't want to speak to callers I don't recognise	301 50%	34 46%	30 38%	30 43%	55 55%b	128 55%b	24 48%	64 42%	85 50%	128 55%g	24 48%	15 53%	14 37%	63 54%	89 54%	150 50%	151 50%	159 49%	142 51%	10 45%	35 51%	26 47%	20 38%	27 58%	25 41%	39 53%	44 51%	31 50%	257 49%	9 53%	28 65%	7 41%	
If it is important, the caller will leave a message on my answerphone/voicemail	231 38%	23 31%	18 22%	24 34%	27 28%	113 49%abc	26 51%abd	40 26%	52 30%	113 49%gh	26 51%gh	9 30%	12 31%	59 50%	80 49%	107 36%	124 41%	128 39%	103 37%	8 36%	21 31%	18 33%	21 41%	16 33%	26 43%	34 47%	37 43%	20 33%	202 38%	9 50%	17 40%	3 17%	
If it is important, the caller will try to contact me some other way (e.g. on my mobile)	144 24%	17 23%	23 29%	17 24%	30 31%	48 21%	8 16%	40 26%	47 28%	48 21%	8 16%	7 25%	10 26%	21 18%	35 22%	79 26%	65 21%	79 24%	65 24%	4 19%	19 28%	12 22%	7 14%	14 30%	12 20%	21 28%	21 25%	16 26%	128 24%	5 28%	6 14%	6 37%	
I recognise the caller but don't want to speak to them	105 17%	15 21%f	17 22%f	14 19%f	16 16%	41 18%f	3 5%	32 21%j	29 17%j	41 18%j	3 5%	4 14%	10 26%	15 13%	28 17%	51 17%	54 18%	60 18%	45 16%	8 34%	17 25%A	14 24%A	8 16%	4 9%	17 28%wA	10 14%	7 8%	12 19%	98 19%	* 2%	3 8%	4 23%	
Previous bad experience with a caller to my landline	63 10%	3 4%	20 26%ade	10 15%de	5 5%	16 7%	8 16%ade	23 15%de	15 9%	16 7%	8 16%de	3 10%	- -	11 10%	14 8%	40 13%p	23 7%	35 11%	28 10%	4 19%	5 8%	10 18%x	4 8%	10 21%x	1 2%	14 19%x	7 8%	4 7%	59 11%	- -	3 7%	1 4%	
Other reason (please specify)	23 4%	1 1%	2 3%	2 2%	6 6%	8 4%	4 7%	3 2%	8 5%	8 4%	4 7%	- -	1 2%	6 4%	6 4%	12 4%	10 4%	13 4%	10 4%	- -	3 4%	1 1%	2 2%	2 5%	5 9%y	- -	6 7%y	1 2%	19 4%	1 5%	2 4%	1 8%	
Don't know	9 1%	5 6%de	3 3%	- -	- -	2 1%	- -	7 5%hi	- -	2 1%	- -	2 6%	2 5%	2 1%	- -	5 2%	4 1%	4 1%	5 2%	- -	3 4%	2 3%	3 6%A	- -	- -	- -	2 3%	9 2%	- -	- -	- -	- -	

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Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F

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Absolutes/col percents

Table 8

Q3. Given that you aren't busy and could easily answer it, what are the main reasons why you don't answer some/any landline calls?
Base: All who answer some/most of the time/never answer landline calls

	Total	Phone network									Mobile O/S	
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	609	107	46	99	32	44	48	42	61	50	178	348
Weighted base	605	105	51*	97	34**	41**	49*	42*	59*	49*	187	339
Effective base	449	80	34	79	19	29	34	33	45	38	132	254
I don't want to deal with marketing calls/ spam/suspicious callers	420 69%	73 70%	36 71%	70 72%	25 72%	38 92%	35 72%	26 62%	38 65%	33 67%	132 71%	240 71%
I don't want to speak to callers I don't recognise	301 50%	55 53%	27 53%	45 46%	15 44%	22 55%	25 52%	22 52%	30 51%	27 54%	92 50%	173 51%
If it is important, the caller will leave a message on my answerphone/voicemail	231 38%	46 44%bfg	11 21%	43 44%bfg	12 36%	20 49%	12 24%	9 22%	28 47%bfg	22 45%bg	61 32%	140 41%
If it is important, the caller will try to contact me some other way (e.g. on my mobile)	144 24%	22 21%	14 27%	25 26%	12 35%	10 24%	15 31%	7 17%	16 28%	10 20%	44 24%	88 26%
I recognise the caller but don't want to speak to them	105 17%	20 19%	13 26%	11 11%	6 17%	11 27%	4 8%	6 14%	6 11%	13 26%c	32 17%	57 17%
Previous bad experience with a caller to my landline	63 10%	6 6%	3 5%	11 11%	11 33%	2 4%	4 9%	5 11%	7 12%	7 15%	20 11%	35 10%
Other reason (please specify)	23 4%	5 5%	-	5 5%	1 4%	1 3%	-	4 9%	2 4%	2 5%	7 4%	14 4%
Don't know	9 1%	2 2%	-	-	-	-	2 5%	3 7%c	-	2 3%	2 1%	6 2%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

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Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Table 9
Q3. Given that you aren't busy and could easily answer it, what are the main reasons why you don't answer some/any landline calls?
Base: All who answer some/most of the time/never answer landline calls

	Experience of suspicious texts/calls				Mobile						Landline			
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)
Unweighted base	609	448	228	264	382	366	337	137	90	146	289	194	200	161
Weighted base	605	457	239	273	395	378	351	140	94	160	301	205	204	147
Effective base	449	333	165	199	282	270	247	101	61	108	213	144	150	117
I don't want to deal with marketing calls/ spam/suspicious callers	420 69%	329 72%gm	178 74%gm	206 75%gm	278 70%g	266 70%g	253 72%gm	83 59%	61 65%	119 74%g	225 75%gm	155 76%gm	161 79%ghm	91 62%
I don't want to speak to callers I don't recognise	301 50%	223 49%	120 50%	129 47%	197 50%	192 51%	178 51%	69 49%	48 51%	80 50%	141 47%	104 51%	92 45%	78 53%
If it is important, the caller will leave a message on my answerphone/voicemail	231 38%	178 39%	95 40%	106 39%	147 37%	144 38%	132 38%	58 41%	39 42%	58 36%	132 44%	88 43%	88 43%	53 36%
If it is important, the caller will try to contact me some other way (e.g. on my mobile)	144 24%	108 24%	47 20%	64 23%	94 24%	92 24%	85 24%	40 29%k	18 19%	36 22%	61 20%	35 17%	43 21%	36 24%
I recognise the caller but don't want to speak to them	105 17%	80 18%	43 18%	44 16%	72 18%	69 18%	65 18%	29 21%	18 19%	20 13%	58 19%	40 19%	36 18%	25 17%
Previous bad experience with a caller to my landline	63 10%	53 12%	35 15% <i>m</i>	39 14% <i>m</i>	46 12%	44 12%	39 11%	22 16% <i>m</i>	16 17% <i>m</i>	25 16% <i>m</i>	40 13%	27 13%	26 13%	10 7%
Other reason (please specify)	23 4%	17 4%	10 4%	11 4%	16 4%	16 4%	16 4%	7 5%	3 3%	9 5%	11 4%	8 4%	8 4%	6 4%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base. Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 9
Q3. Given that you aren't busy and could easily answer it, what are the main reasons why you don't answer some/any landline calls?
Base: All who answer some/most of the time/never answer landline calls

	Experience of suspicious texts/calls				Mobile						Landline			None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	
Weighted base	605	457	239	273	395	378	351	140	94	160	301	205	204	147
Don't know	9	4	1	1	4	4	4	1	1	1	1	1	1	5
	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	*	1%	1%	3%acj

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey

ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 10
Q4. Does the landline handset that you usually use show you the number of the person calling you?
Base: All landline users

	Age 1						Age 2				Age/Gender				Gender		Social Grade		Region										Nation				
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	York- shire & Humb- erside (u)	West Mid- lands (v)	East Mid- lands (w)	East- ern (x)	London (y)	South East (A)	South West (B)	Eng- land (C)	Wales (D)	Scot- land (E)	North- ern Ire- land (F)	
Unweighted base	996	84	90	119	153	420	130	174	272	420	130	32	41	259	291	493	503	552	444	34	107	82	89	72	104	126	132	97	843	45	85	23	
Weighted base	1008	100	100	115	166	417	110	200	281	417	110	34**	54*	242	284	502	506	544	464	42**	113	82	85	72	104	126	132	97	867	42**	79	20**	
Effective base	729	62	70	83	112	311	97	132	195	311	97	25	30	189	217	364	365	409	321	23	81	62	67	50	73	100	97	71	618	32	62	18	
Yes	771 77%	70 70%	68 68%	86 75%	136 82%b	323 77%	88 80%	138 69%	222 79%g	323 77%	88 80%	26 75%	38 71%	194 80%	217 76%	388 77%	383 76%	414 76%	357 77%	34 81%	85 75%	68 83%y	70 83%y	57 79%	81 72%	77 66%	113 78%	79 80%y	663 76%	34 81%	60 77%	15 72%	
No	216 21%	24 25%	28 28%	27 23%	29 18%	91 22%	17 16%	52 26%	56 20%	91 22%	17 16%	8 25%	12 22%	45 19%	63 22%	104 21%	112 22%	118 22%	98 21%	8 18%	27 24%	13 15%	10 12%	14 19%	28 25%	38 33%uvA	29 20%	19 19%	185 21%	8 19%	18 23%	6 28%	
Don't know	21 2%	6 6%de	4 4%e	2 2%	1 *	3 1%	4 4%e	10 5%hi	3 1%	3 1%	4 4%i	- -	4 8%mn	4 2%	4 1%	10 2%	10 2%	12 2%	9 2%	* 1%	1 1%	2 2%	4 5%	1 2%	4 3%	2 2%	4 3%	2 2%	20 2%	* 1%	* 1%	- -	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
 Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
 * small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Table 11
Q4. Does the landline handset that you usually use show you the number of the person calling you?
Base: All landline users

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	996	169	65	164	53	90	76	70	100	89	292	580
Weighted base	1008	170	68*	163	55*	87	82	71	102	91	319	569
Effective base	729	128	48	126	32	62	52	56	72	67	219	419
Yes	771	143	41	122	40	77	64	52	77	68	239	441
	77%	84%b	61%	75%	73%	88%bcg	78%	74%	76%	75%	75%	78%
No	216	25	25	40	14	9	17	16	24	19	75	116
	21%	15%	37%ae	24%e	25%	10%	21%	22%	24%e	21%	24%	20%
Don't know	21	1	2	1	1	1	3	*	4	5	12	
	2%	1%	3%	1%	2%	2%	1%	4%	*	4%	2%	2%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
 Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k
 * small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 12
Q4. Does the landline handset that you usually use show you the number of the person calling you?
Base: All landline users

	Experience of suspicious texts/calls				Mobile						Landline			
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)
Unweighted base	996	743	414	443	616	583	538	212	164	231	500	354	349	253
Weighted base	1008	777	439	470	652	619	577	218	185	256	531	380	370	231
Effective base	729	548	299	329	451	426	392	157	116	168	367	258	260	182
Yes	771	603	348	371	510	482	449	174	150	208	416	306	294	169
	77%	78%	79%	79%	78%	78%	80%	81%	81%	81%	78%	81%	79%	73%
No	216	163	85	96	133	128	120	40	34	46	110	68	75	53
	21%	21%	19%	20%	20%	21%	21%	18%	19%	18%	21%	18%	20%	23%
Don't know	21	11	7	3	9	9	8	4	1	2	6	6	2	9
	2%	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	*	4%acdefijl

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 13
Q5. When your landline rings, how often do you decide whether to answer by looking at the number on the handset?
Base: All who have caller display and answer phone

	Age 1						Age 2				Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humberside (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)
Unweighted base	749	53	63	86	114	331	102	116	200	331	102	25	22	200	233	369	380	413	336	25	81	61	70	55	77	86	102	74	631	37	67	14
Weighted base	747	62*	65*	85	127	320	88	127	212	320	88	26**	30**	192	216	378	368	403	344	32**	83	66*	67	55*	80	76	109	73	642	34**	60*	11**
Effective base	549	41	49	62	82	243	76	90	144	243	76	18	18	146	172	272	278	311	239	17	60	48	54	38	55	69	77	53	464	26	50	11
Always	333	28	21	41	53	151	39	49	95	151	39	13	11	91	99	163	170	171	162	15	36	26	28	26	37	28	53	28	278	19	34	3
	45%	46%	32%	48%	42%	47%	44%	39%	45%	47%	44%	49%	35%	47%	46%	43%	46%	43%	47%	46%	44%	39%	41%	47%	46%	37%	49%	39%	43%	56%	57%	25%
Usually	252	14	30	27	43	111	25	45	70	111	25	4	10	62	75	130	122	136	116	7	31	22	19	18	27	30	30	33	216	11	18	7
	34%	24%	47%af	32%	34%	35%	29%	35%	33%	35%	29%	17%	33%	32%	35%	34%	33%	34%	34%	22%	37%	34%	28%	33%	34%	40%	27%	45%A	34%	33%	30%	58%
Sometimes	94	15	11	6	16	33	13	26	23	33	13	7	7	22	24	48	46	58	36	6	7	13	13	8	9	14	11	6	87	2	4	1
	13%	24%ce	17%	8%	13%	10%	15%	20%hi	11%	10%	15%	28%	22%	11%	13%	12%	14%	10%	18%	9%	20%	20%	14%	11%	18%	10%	8%	13%	6%	7%	12%	
Rarely	45	3	2	5	8	16	10	5	13	16	10	-	3	15	11	27	18	27	17	4	5	2	4	3	7	2	11	4	42	1	1	1
	6%	4%	3%	6%	6%	5%	12%e	4%	6%	5%	12%i	-	9%	8%	5%	7%	5%	7%	5%	12%	6%	3%	6%	6%	9%	3%	10%	5%	6%	4%	2%	5%
Never	22	2	*	5	6	9	1	2	10	9	1	2	-	3	7	10	12	10	12	1	4	3	3	-	*	2	3	2	19	*	3	-
	3%	3%	1%	6%	4%	3%	1%	2%	5%	3%	1%	6%	-	1%	3%	3%	3%	3%	3%	2%	5%	5%	4%	-	1%	3%	3%	3%	3%	1%	4%	-
Don't know	1	-	-	-	1	-	-	-	1	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	1	1	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-
NET: Ever	724	60	65	80	121	311	87	125	201	311	87	24	30	189	209	368	356	392	332	32	79	63	64	55	79	74	105	71	622	33	57	11
	97%	97%	99%	94%	95%	97%	99%	98%	95%	97%	99%	94%	100%	99%	97%	97%	97%	96%	96%	98%	95%	95%	96%	100%	99%	97%	96%	97%	99%	96%	96%	100%
NET: Always/usually/sometimes	679	57	63	75	113	295	77	120	188	295	77	24	27	174	198	341	338	365	314	28	74	61	60	52	72	72	94	67	581	32	56	11
	91%	93%	96%	88%	89%	92%	87%	95%	89%	92%	87%	94%	91%	91%	92%	90%	92%	91%	91%	86%	89%	93%	90%	94%	91%	95%	87%	91%	90%	95%	94%	95%
NET: Rarely/never	67	4	3	10	13	25	11	7	23	25	11	2	3	18	18	37	30	38	29	5	9	5	7	3	8	4	15	6	61	2	4	1
	9%	7%	4%	12%	11%	8%	13%	5%	11%	8%	13%	6%	9%	9%	8%	10%	8%	9%	8%	14%	11%	7%	10%	6%	9%	5%	13%	8%	9%	5%	6%	5%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Table 14

Q5. When your landline rings, how often do you decide whether to answer by looking at the number on the handset?

Base: All who have caller display and answer phone

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	749	138	41	123	40	77	57	51	70	66	214	442
Weighted base	747	141	37**	117	39**	76	62*	51*	72	66*	230	427
Effective base	549	104	29	95	24	53	40	40	52	50	165	315
Always	333 45%	61 43%	19 52%	61 52%g	13 34%	32 42%	30 49%	15 30%	32 44%	36 54%g	92 40%	204 48%
Usually	252 34%	46 33%	14 37%	28 24%	18 45%	32 42%c	20 32%	21 41%	18 24%	19 29%	74 32%	141 33%
Sometimes	94 13%	20 14%	2 6%	14 12%	7 17%	9 11%	4 7%	7 14%	15 21%	5 7%	37 16%	45 11%
Rarely	45 6%	11 8%	2 4%	9 8%	1 4%	3 3%	2 3%	5 11%	3 4%	6 9%	17 8%	25 6%
Never	22 3%	3 2%	1 1%	5 4%	-	1 1%	5 8%i	2 5%	4 6%	-	10 4%	11 3%
Don't know	1 *	-	-	1 *	-	-	-	-	-	-	-	1 *
NET: Ever	724 97%	138 98%	37 99%	112 95%	39 100%	76 99%	57 92%	48 95%	67 94%	66 100%f	220 96%	415 97%
NET: Always/usually/ sometimes	679 91%	127 90%	35 95%	103 88%	38 96%	73 96%	55 88%	43 84%	65 90%	60 91%	203 88%	391 92%
NET: Rarely/never	67 9%	14 10%	2 5%	14 12%	1 4%	3 4%	7 12%	8 16%	7 10%	6 9%	27 12%	35 8%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Table 15
Q5. When your landline rings, how often do you decide whether to answer by looking at the number on the handset?
Base: All who have caller display and answer phone

	Experience of suspicious texts/calls				Mobile						Landline			
	Total				Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)										
Unweighted base	749	567	329	352	473	447	412	165	131	189	394	288	275	182
Weighted base	747	584	344	366	492	465	433	170	148	205	412	304	290	162
Effective base	549	420	236	261	347	328	302	123	93	138	289	209	203	131
Always	333 45%	257 44%	158 46%	150 41%	217 44%	202 44%	190 44%	65 38%	71 48%	83 40%	175 42%	140 46%	122 42%	76 47%
Usually	252 34%	197 34%	108 31%	133 36%	165 34%	157 34%	144 33%	58 34%	40 27%	78 38%	148 36%	99 33%	105 36%	55 34%
Sometimes	94 13%	78 13%	48 14%	56 15%	66 13%	63 14%	60 14%	30 18%	22 15%	32 16%	56 14%	39 13%	42 14%	17 10%
Rarely	45 6%	36 6%	20 6%	18 5%	29 6%	28 6%	26 6%	10 6%	9 6%	8 4%	23 6%	17 6%	15 5%	9 6%
Never	22 3%	16 3%	11 3%	6 2%	14 3%	14 3%	13 3%	7 4%	6 4%	5 2%	9 2%	8 3%	6 2%	6 4%
Don't know	1 *	1 *	-	1 *	1 *	1 *	-	-	-	1 *	-	-	-	-
NET: Ever	724 97%	567 97%	333 97%	359 98%	477 97%	451 97%	419 97%	163 96%	142 96%	200 97%	403 98%	296 97%	284 98%	157 96%
NET: Always/usually/ sometimes	679 91%	532 91%	313 91%	340 93%	448 91%	422 91%	393 91%	153 90%	133 90%	192 94%	380 92%	278 92%	269 93%	147 91%
NET: Rarely/never	67 9%	52 9%	31 9%	25 7%	43 9%	42 9%	39 9%	17 10%	15 10%	12 6%	33 8%	26 8%	22 7%	15 9%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 16
Q6. What is the main reason you rarely/never decide whether to answer by looking at the number?
Base: All who rarely/never decide whether to answer by looking at the number

	Total	Age 1			Age 2			Age/Gender		Gender		Social Grade		Region	Nation
		45-54 (d)	55-74 (e)	75+ (f)	35-54 (h)	55-74 (i)	75+ (j)	Male (m)	Female (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	South East (A)	Eng- land (C)
Unweighted base	68	10	28	15	19	28	15	21	22	35	33	39	29	15	60
Weighted base	67	13**	25**	11**	23**	25**	11**	18**	18**	37**	30**	38**	29**	15**	61*
Effective base	51	8	21	12	15	21	12	15	17	26	25	29	22	13	46
I can't be bothered to look at the number - I just want to answer	34	7	11	6	12	11	6	6	11	15	18	19	15	5	29
	51%	53%	43%	53%	53%	43%	53%	33%	60%	41%	62%	51%	50%	37%	48%
I don't understand or recognise numbers shown on the screen	7	4	1	-	4	1	-	-	1	5	3	4	4	3	7
	11%	26%	3%	-	17%	3%	-	-	4%	12%	9%	10%	12%	18%	12%
I rely on a call screening service to stop suspicious calls, so I know that any caller that gets through is OK	6	-	3	1	2	3	1	2	2	3	3	3	3	2	5
	9%	-	14%	7%	8%	14%	7%	11%	12%	8%	10%	7%	12%	16%	8%
I can't read the number (e.g. because the text is too small)	5	-	4	2	-	4	2	3	2	3	2	4	1	1	5
	8%	-	14%	14%	-	14%	14%	15%	13%	8%	8%	11%	3%	7%	8%
Other reason	10	2	5	2	3	5	2	6	1	9	2	7	3	2	10
	15%	16%	20%	21%	11%	20%	21%	35%	6%	23%	5%	18%	12%	12%	16%
Don't know	4	1	2	*	2	2	*	1	1	3	2	1	3	1	4
	7%	5%	6%	4%	10%	6%	4%	6%	6%	8%	6%	4%	10%	10%	7%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Table 17

Q6. What is the main reason you rarely/never decide whether to answer by looking at the number?

Base: All who rarely/never decide whether to answer by looking at the number

	Total	Phone network		Mobile O/S	
		EE/BT Mobile (a)	O2 (c)	Apple / iPhone (i)	Other (k)
Unweighted base	68	13	14	23	40
Weighted base	67	14**	14**	27**	35**
Effective base	51	10	11	18	29
I can't be bothered to look at the number - I just want to answer	34 51%	7 51%	6 42%	15 56%	15 42%
I don't understand or recognise numbers shown on the screen	7 11%	2 16%	2 14%	3 12%	4 11%
I rely on a call screening service to stop suspicious calls, so I know that any caller that gets through is OK	6 9%	* 4%	2 17%	1 5%	4 13%
I can't read the number (e.g. because the text is too small)	5 8%	- -	1 7%	5 17%	1 1%
Other reason	10 15%	2 17%	2 15%	2 7%	8 23%
Don't know	4 7%	2 12%	1 4%	1 4%	3 10%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 18
Q6. What is the main reason you rarely/never decide whether to answer by looking at the number?
Base: All who rarely/never decide whether to answer by looking at the number

	Experience of suspicious texts/calls				Mobile						Landline				
	Total				Any mobile text/ App message (e)		SMS (f)		App (g)		Voice call (h)		Recorded message (i)		None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)					Any landline (j)	Voice call (k)	Recorded message (l)			
Unweighted base	68	53	32	26	42	39	37	15	13	11	35	28	22	15	
Weighted base	67	52*	31**	25**	43*	42**	39**	17**	15**	12**	33**	26**	22**	15**	
Effective base	51	39	24	18	31	29	28	11	11	8	25	20	16	12	
I can't be bothered to look at the number - I just want to answer	34 51%	22 42%	14 44%	12 48%	19 43%	18 43%	18 46%	11 65%	8 54%	8 63%	13 41%	11 44%	11 51%	12 79%	
I don't understand or recognise numbers shown on the screen	7 11%	7 14%	3 10%	4 16%	7 15%	6 15%	6 16%	1 4%	3 18%	1 4%	3 11%	1 5%	3 16%	-	
I rely on a call screening service to stop suspicious calls, so I know that any caller that gets through is OK	6 9%	5 10%	4 12%	2 7%	4 9%	4 10%	4 10%	2 14%	2 16%	* 4%	4 13%	3 11%	2 8%	1 7%	
I can't read the number (e.g. because the text is too small)	5 8%	5 10%	3 9%	1 2%	4 8%	4 9%	1 3%	2 13%	-	-	3 9%	3 11%	1 2%	-	
Other reason	10 15%	8 15%	4 14%	5 20%	6 13%	6 14%	6 15%	-	-	2 15%	6 17%	4 17%	3 14%	2 14%	
Don't know	4 7%	4 9%	3 11%	2 7%	4 10%	4 11%	4 10%	1 3%	2 12%	2 14%	3 10%	3 13%	2 8%	-	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 19
Q7. Thinking about those times when you do not recognise the caller's number, how often do you answer your landline?
Base: All who always/usually/sometimes decide whether to answer by looking at the number

	Age 1						Age 2				Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)
Unweighted base	680	50	60	77	103	303	87	110	180	303	87	24	20	179	211	334	346	374	306	21	72	56	64	51	69	80	87	70	570	35	62	13
Weighted base	679	57*	63*	75	113	295	77	120	188	295	77	24**	27**	174	198	341	338	365	314	28**	74	61*	60*	52*	72*	72	94	67	581	32**	56*	11**
Effective base	498	38	47	54	74	223	64	85	128	223	64	17	17	131	156	246	252	283	217	14	53	44	49	36	49	64	64	50	418	25	47	10
Always	75	2	9	6	13	39	6	11	19	39	6	1	1	26	19	41	33	33	42	5	11	7	6	8	12	4	4	6	63	4	8	-
	11%	3%	14%	8%	11%	13%	8%	9%	10%	13%	8%	5%	2%	15%	10%	12%	10%	9%	13%	18%	14%A	12%	11%	15%A	17%A	5%	4%	9%	11%	12%	14%	-
Usually	158	11	16	23	16	68	25	27	39	68	25	5	5	46	47	88	71	84	75	5	14	12	13	17	19	22	20	20	141	9	7	2
	23%	19%	26%	31% ^d	14%	23%	32% ^d	22%	21%	23%	32%	22%	17%	26%	24%	26%	21%	23%	24%	18%	18%	19%	22%	33%	26%	30%	21%	30%	24%	27%	13%	19%
Sometimes	175	19	16	19	27	70	24	35	46	70	24	7	11	43	51	91	84	104	71	10	16	13	22	10	17	22	24	12	147	8	17	2
	26%	34%	25%	25%	24%	31%	29%	24%	24%	31%	29%	41%	25%	26%	27%	25%	29%	22%	22%	38%	22%	21%	36%B	20%	14%	31%	26%	18%	25%	25%	31%	19%
Rarely	186	15	15	14	42	80	20	30	56	80	20	9	5	43	56	82	103	101	84	3	29	19	16	9	15	15	28	24	156	5	17	7
	27%	26%	24%	19%	37% ^c	27%	26%	25%	30%	27%	26%	36%	17%	25%	28%	24%	31%	28%	27%	10%	39% ^{wxy}	32%	26%	16%	20%	21%	30%	35%	27%	16%	31%	62%
Never	86	11	6	13	15	38	3	17	28	38	3	2	6	16	24	39	47	43	5	5	11	3	8	9	9	19	5	73	6	6	-	
	13%	19% ^f	10%	17% ^f	13%	13% ^f	4%	14% ^j	15% ^j	13% ^j	4%	8%	22%	9%	12%	12%	14%	12%	14%	16%	7%	17%	6%	16%	13%	12%	20% ^{tv}	8%	13%	19%	11%	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Ever	593	47	56	62	98	257	74	103	159	257	74	22	21	158	174	302	291	322	271	23	69	51	57	44	63	63	76	62	507	26	50	11
	87%	81%	90%	83%	87%	87%	96% ^{ace}	86%	85%	87%	96% ^g	92%	78%	91%	88%	88%	86%	88%	86%	84%	93% ^A	83%	94% ^A	84%	87%	88%	80%	92%	87%	81%	89%	100%
NET: Always/usually/sometimes	408	32	41	48	56	178	54	73	103	178	54	14	17	115	117	220	188	221	187	20	40	31	41	35	49	48	47	38	351	21	32	4
	60%	55%	65%	64%	49%	60%	71% ^d	61%	55%	60%	71% ^h	56%	61%	66%	59%	64% ^p	56%	60%	60%	74%	55%	51%	68%	67%	68%	67%	67%	57%	60%	65%	58%	38%
NET: Rarely/never	271	26	22	27	57	117	23	47	84	117	23	11	11	59	81	122	150	144	127	7	33	30	19	17	24	24	47	29	230	11	24	7
	40%	45%	35%	36%	51% ^f	40%	29%	39%	45% ^j	40%	29%	44%	39%	34%	41%	36%	44% ^o	40%	40%	26%	45%	49%	32%	32%	33%	33%	50%	43%	40%	35%	42%	62%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 20

Q7. Thinking about those times when you do not recognise the caller's number, how often do you answer your landline?
Base: All who always/usually/sometimes decide whether to answer by looking at the number

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	680	125	37	108	38	72	51	43	62	62	191	401
Weighted base	679	127	35**	103	38**	73*	55*	43*	65*	60*	203	391
Effective base	498	95	27	84	22	50	35	33	46	47	146	285
Always	75 11%	15 12%	3 7%	11 11%	6 16%	10 14%	6 11%	3 7%	5 7%	12 20%	16 8%	53 14%
Usually	158 23%	27 22%	7 20%	19 19%	10 26%	19 26%	18 32%	9 20%	20 31%	9 15%	47 23%	90 23%
Sometimes	175 26%	35 27%	14 40%	23 22%	11 29%	14 20%	12 22%	14 32%	11 16%	19 31%	51 25%	101 26%
Rarely	186 27%	34 27%	8 22%	34 33%	9 24%	26 36%	13 25%	9 22%	16 25%	15 24%	60 29%	104 27%
Never	86 13%	16 13%	4 10%	15 15%	2 5%	3 5%	6 10%	8 18%e	14 21%e	5 9%	29 15%	42 11%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-
NET: Ever	593 87%	111 87%	32 90%	87 85%	36 95%	70 95%gh	49 90%	35 82%	51 79%	54 91%	173 85%	349 89%
NET: Always/usually/ sometimes	408 60%	77 61%	24 68%	54 52%	27 71%	44 60%	35 65%	26 60%	35 54%	40 67%	114 56%	245 63%
NET: Rarely/never	271 40%	50 39%	11 32%	49 48%	11 29%	29 40%	19 35%	17 40%	30 46%	20 33%	89 44%	146 37%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 21
Q7. Thinking about those times when you do not recognise the caller's number, how often do you answer your landline?
Base: All who always/usually/sometimes decide whether to answer by looking at the number

	Experience of suspicious texts/calls				Mobile						Landline			
	Total				Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)										
Unweighted base	680	513	297	325	430	407	374	150	118	177	359	260	253	167
Weighted base	679	532	313	340	448	422	393	153	133	192	380	278	269	147
Effective base	498	380	213	242	316	298	274	112	82	130	264	189	187	119
Always	75 11%	62 12%	46 15%	50 15%	54 12%	49 12%	47 12%	23 15%	24 18% ^m	30 16%	52 14%	39 14%	45 17% ^m	12 8%
Usually	158 23%	122 23%	73 23%	81 24%	93 21%	87 21%	78 20%	30 19%	25 18%	43 22%	89 23%	67 24%	63 23%	36 25%
Sometimes	175 26%	144 27%	90 29%	97 29%	126 28%	117 28%	110 28%	41 27%	39 29%	57 29%	111 29%	83 30%	77 29%	30 21%
Rarely	186 27%	142 27%	78 25%	84 25%	121 27%	117 28%	110 28%	42 28%	29 22%	46 24%	97 26%	72 26%	65 24%	43 29%
Never	86 13%	61 11% ^k	27 9%	28 8%	53 12% ^k	53 13% ^k	47 12% ^k	17 11%	17 13%	16 8%	30 8%	17 6%	19 7%	25 17% ^{bcijkl}
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Ever	593 87%	471 89%	287 91% ^m	313 92% ^m	395 88%	369 87%	345 88%	136 89%	116 87%	176 92% ^m	349 92% ^m	261 94% ^{cadefm}	249 93% ^m	122 83%
NET: Always/usually/ sometimes	408 60%	329 62%	209 67% ^m	229 67% ^m	274 61%	252 60%	235 60%	94 61%	87 65%	130 68% ^m	252 66% ^m	190 68% ^m	185 69% ^{em}	79 54%
NET: Rarely/never	271 40%	203 38%	105 33%	111 33%	174 39%	170 40% ^l	158 40%	59 39%	46 35%	62 32%	128 34%	89 32%	84 31%	69 46% ^{bcijkl}

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
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Absolutes/col percents

Table 22
Q8. Why do you always/usually/sometimes pick up landline calls when you don't recognise the number?
Base: All who always/usually/sometimes pick up landline calls when they don't recognise the number

	Age 1						Age 2				Age/Gender				Gender		Social Grade		Region										Nation		
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)
Unweighted base	401	27	37	43	47	188	59	64	90	188	59	12	12	119	128	209	192	230	171	14	36	30	41	31	48	54	44	36	334	25	35
Weighted base	408	32**	41**	48*	56*	178	54*	73*	103	178	54*	14**	17**	115	117	220	188	221	187	20**	40**	31**	41*	35**	49*	48*	47*	38**	351	21**	32**
Effective base	289	22	28	30	33	138	43	49	63	138	43	9	11	87	93	152	137	172	120	9	27	23	32	21	35	44	31	25	242	17	27
It could be an emergency	107	12	8	17	19	40	11	20	36	40	11	4	8	19	33	47	60	51	57	8	8	13	13	6	13	14	10	3	88	10	8
Curious who it is	177	14	16	25	21	80	22	30	46	80	22	6	7	55	47	99	79	106	71	7	17	15	12	30	22	24	11	153	11	12	
Because I was expecting a call	100	10	12	12	10	43	13	22	43	13	4	6	34	21	64	36	45	55	2	11	8	9	17	10	10	13	6	84	2	10	
I just answer the call and don't really think about it	96	10	14	7	13	40	11	24	20	40	11	2	8	25	26	52	44	57	38	2	8	4	10	11	15	6	17	12	85	5	5
I rely on a call screening service to stop suspicious calls, so I know that any caller that gets through is OK	62	3	3	8	9	27	12	6	18	27	12	2	1	22	17	33	30	26	26	7	7	6	6	7	8	3	4	3	51	2	8
I pick up the call when the number looks legitimate	141	9	13	17	17	66	20	22	34	66	20	3	5	40	45	74	67	81	60	3	13	10	16	10	18	17	19	12	117	11	13
I pick up the call if the caller's number looks similar to my own	44	2	16	3	4	10	8	18	7	10	8	2	-	7	11	29	15	20	24	3	7	3	3	6	4	4	2	3	37	3	4
Other reason	20	*	2	-	2	10	6	2	2	10	6	-	-	10	6	13	7	13	7	-	1	2	1	2	4	2	1	5	18	1	1

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 22
Q8. Why do you always/usually/sometimes pick up landline calls when you don't recognise the number?
Base: All who always/usually/sometimes pick up landline calls when they don't recognise the number

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation		
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	
Weighted base	408	32**	41**	48*	56*	178	54*	73*	103	178	54*	14**	17**	115	117	220	188	221	187	20**	40**	31**	41*	35**	49*	48*	47*	38**	351	21**	32**	
Don't know	3	-	-	1	-	2	-	-	1	2	-	-	-	1	1	2	1	2	1	-	-	-	-	-	-	2	-	-	2	-	1	
	1%	-	-	3%	-	1%	-	-	1%	1%	-	-	-	1%	1%	1%	*	1%	1%	-	-	-	-	-	-	4%	-	-	*	-	4%	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
 * small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 23

Q8. Why do you always/usually/sometimes pick up landline calls when you don't recognise the number?**Base: All who always/usually/sometimes pick up landline calls when they don't recognise the number**

	Total	Phone network									Mobile O/S	
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	401	77	25	58	24	43	29	28	32	39	107	245
Weighted base	408	77	24**	54*	27**	44*	35**	26**	35**	40*	114	245
Effective base	289	58	18	44	14	30	21	21	23	30	82	170
It could be an emergency	107	19	5	14	7	12	15	10	9	8	26	73
	26%	25%	21%	26%	25%	27%	41%	39%	26%	21%	23%	30%
Curious who it is	177	29	9	32	7	18	14	9	18	22	48	110
	43%	38%	37%	60%a	25%	42%	40%	37%	51%	55%	43%	45%
Because I was expecting a call	100	15	8	13	12	8	9	9	7	8	26	63
	25%	20%	34%	23%	43%	19%	24%	36%	21%	21%	23%	26%
I just answer the call and don't really think about it	96	17	6	11	7	14	9	2	9	10	21	63
	23%	22%	27%	20%	27%	32%	24%	7%	25%	25%	19%	26%
I rely on a call screening service to stop suspicious calls, so I know that any caller that gets through is OK	62	10	5	9	7	8	4	2	3	8	25	31
	15%	13%	19%	18%	27%	17%	11%	9%	10%	21%	22%	13%
I pick up the call when the number looks legitimate	141	26	12	22	9	6	13	11	18	13	41	88
	35%	34%e	49%	41%e	32%	14%	38%	42%	50%	34%	36%	36%
I pick up the call if the caller's number looks similar to my own	44	8	1	7	4	-	7	2	5	4	7	30
	11%	10%	2%	14%e	15%	-	19%	6%	13%	11%	6%	12%
Other reason	20	8	-	2	*	3	1	2	-	4	9	11
	5%	11%	-	4%	2%	6%	2%	7%	-	10%	8%	5%
Don't know	3	-	1	-	-	1	-	-	-	1	-	3
	1%	-	6%	-	-	1%	-	-	-	3%	-	1%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 24
Q8. Why do you always/usually/sometimes pick up landline calls when you don't recognise the number?
Base: All who always/usually/sometimes pick up landline calls when they don't recognise the number

	Experience of suspicious texts/calls				Mobile						Landline			
	Total				Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)										
Unweighted base	401	313	198	215	260	240	219	90	76	118	237	179	170	88
Weighted base	408	329	209	229	274	252	235	94	87	130	252	190	185	79
Effective base	289	230	140	157	189	173	157	66	53	83	173	129	124	59
It could be an emergency	107 26%	85 26%	59 28%	59 26%	76 28%	71 28%	65 28%	23 25%	32 37%	30 23%	69 27%	53 28%	52 28%	23 29%
Curious who it is	177 43%	146 44%	98 47%	102 44%	119 44%	109 43%	102 43%	43 46%	34 40%	59 45%	117 46%	93 49%	84 45%	32 40%
Because I was expecting a call	100 25%	85 26%	58 28%	64 28%	72 27%	69 27%	66 28%	25 27%	26 30%	42 33%	66 26%	48 26%	53 28%	16 20%
I just answer the call and don't really think about it	96 23%	78 24%	48 23%	58 26%	62 23%	59 23%	56 24%	24 25%	16 18%	28 22%	60 24%	43 22%	51 28%	17 22%
I rely on a call screening service to stop suspicious calls, so I know that any caller that gets through is OK	62 15%	51 16%	31 15%	31 14%	44 16%	43 17%	38 16%	20 22%	19 22%	21 16%	36 14%	30 16%	21 12%	11 14%
I pick up the call when the number looks legitimate	141 35%	122 37%	83 40% ^m	83 36%	102 37%	90 36%	84 36%	33 35%	33 38%	44 34%	95 38%	75 39% ^m	65 35%	19 24%
I pick up the call if the caller's number looks similar to my own	44 11%	37 11%	28 14%	27 12%	31 11%	26 10%	20 9%	13 14%	14 16%	18 14%	32 13%	24 13%	23 13%	7 9%
Other reason	20 5%	17 5%	12 6%	13 5%	14 5%	14 6%	14 6%	1 1%	2 2%	7 6%	15 6%	12 6%	10 5%	3 4%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 24

Q8. Why do you always/usually/sometimes pick up landline calls when you don't recognise the number?

Base: All who always/usually/sometimes pick up landline calls when they don't recognise the number

	Experience of suspicious texts/calls				Mobile						Landline			
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)
Weighted base	408	329	209	229	274	252	235	94	87	130	252	190	185	79
Don't know	3	3	2	3	3	2	2	-	-	2	3	2	3	-
	1%	1%	1%	1%	1%	1%	1%	-	-	2%	1%	1%	2%	-

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 25
Q9. And thinking about those times when you do recognise the caller's number, how often do you answer your landline?
Base: All who always/usually/sometimes decide whether to answer by looking at the number

	Age 1						Age 2						Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of England (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)		
Unweighted base	680	50	60	77	103	303	87	110	180	303	87	24	20	179	211	334	346	374	306	21	72	56	64	51	69	80	87	70	570	35	62	13		
Weighted base	679	57*	63*	75	113	295	77	120	188	295	77	24**	27**	174	198	341	338	365	314	28**	74	61*	60*	52*	72*	72	94	67	581	32**	56*	11**		
Effective base	498	38	47	54	74	223	64	85	128	223	64	17	17	131	156	246	252	283	217	14	53	44	49	36	49	64	64	50	418	25	47	10		
Always	373	25	25	33	52	179	59	50	85	179	59	9	15	123	115	194	179	190	183	20	44	26	32	31	45	38	41	31	309	22	38	4		
	55%	44%	40%	45%	46%	61%abc	77%abc	42%	45%	61%gh	77%ghi	36%	55%	71%en	57%	53%	52%	58%	71%	59%	42%	54%	59%	63%A	53%	44%	47%	53%	70%	67%	41%			
Usually	230	18	31	26	45	94	16	49	71	94	16	7	9	41	69	103	127	137	93	4	23	27	21	15	19	25	38	31	204	10	11	6		
	34%	31%	50%ef	34%	40%f	32%	21%	41%j	38%j	32%	21%	28%	33%	24%	30%	38%	38%	30%	30%	16%	31%	43%	35%	29%	27%	35%	41%	47%k	35%E	30%	20%	52%		
Sometimes	61	11	5	12	11	19	2	16	23	19	2	6	3	8	13	33	28	31	31	4	7	8	6	4	5	5	14	2	53	-	7	1		
	9%	19%ef	9%	17%ef	10%	7%	2%	14%ij	12%j	7%	2%	25%	9%	5%	6%	10%	8%	8%	10%	13%	10%	13%	9%	7%	7%	6%	15%B	3%	9%	-	12%	7%		
Rarely	11	3	1	1	5	1	-	5	6	1	-	3	1	1	-	10	1	5	6	-	-	-	1	1	3	3	1	2	11	-	-	-		
	2%	6%e	2%	1%	4%e	*	-	4%i	3%i	*	-	11%	3%	*	-	3%p	*	1%	2%	-	-	-	2%	1%	4%	4%	1%	3%	2%	-	-	-		
Never	4	-	-	2	-	2	-	2	2	-	-	-	-	2	2	2	2	2	2	-	-	1	-	2	-	1	-	3	-	1	-			
	1%	-	-	3%	-	1%	-	1%	1%	-	-	-	-	1%	*	1%	1%	1%	1%	-	-	2%	-	3%	-	1%	-	1%	-	1%	-			
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
NET: Ever	675	57	63	72	113	293	77	120	185	293	77	24	27	174	196	340	336	363	313	28	74	60	60	50	72	71	94	67	577	32	55	11		
	99%	100%	100%	97%	100%	99%	100%	100%	99%	99%	100%	100%	100%	99%	100%	99%	99%	99%	99%	100%	100%	98%	100%	97%	100%	99%	100%	100%	99%	100%	99%	100%		
NET: Always/usually/sometimes	664	54	61	72	108	292	77	115	179	292	77	21	27	173	196	330	334	358	306	28	74	60	59	50	70	68	93	65	566	32	55	11		
	98%	94%	98%	96%	96%	99%ad	100%	96%	96%	99%h	100%	89%	97%	100%	99%	97%	99%	98%	97%	100%	100%	98%	98%	96%	96%	95%	99%	97%	98%	100%	99%	100%		
NET: Rarely/never	15	3	1	3	5	2	-	5	8	2	-	3	1	1	2	11	4	7	8	-	-	1	1	2	3	4	1	2	15	-	1	-		
	2%	6%e	2%	4%	4%e	1%	-	4%	4%i	1%	-	11%	3%	*	3%	1%	2%	3%	-	-	2%	2%	4%	4%	5%	1%	3%	2%	-	1%	-			

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 26

Q9. And thinking about those times when you do recognise the caller's number, how often do you answer your landline?
Base: All who always/usually/sometimes decide whether to answer by looking at the number

	Total	Phone network									Mobile O/S	
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	680	125	37	108	38	72	51	43	62	62	191	401
Weighted base	679	127	35**	103	38**	73*	55*	43*	65*	60*	203	391
Effective base	498	95	27	84	22	50	35	33	46	47	146	285
Always	373	76	18	52	28	53	24	21	33	34	118	218
	55%	60%	50%	51%	75%	72%cfgh	45%	49%	51%	57%	58%	56%
Usually	230	40	9	42	7	20	17	17	27	17	61	133
	34%	32%	26%	41%	19%	27%	31%	39%	41%	28%	30%	34%
Sometimes	61	11	5	7	2	1	12	3	4	7	20	33
	9%	9%	14%	7%	6%	1%	21%ce	7%	7%	12%e	10%	8%
Rarely	11	-	3	1	-	-	2	2	1	2	4	6
	2%	-	10%	1%	-	-	3%	5%a	1%	3%	2%	2%
Never	4	-	-	1	-	-	-	-	-	-	-	1
	1%	-	-	1%	-	-	-	-	-	-	-	1%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
NET: Ever	675	127	35	102	38	73	55	43	65	60	203	390
	99%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Always/usually/ sometimes	664	127	32	101	38	73	53	41	64	58	199	384
	98%	100%g	90%	98%	100%	100%	97%	95%	99%	97%	98%	98%
NET: Rarely/never	15	-	3	2	-	-	2	2	1	2	4	7
	2%	-	10%	2%	-	-	3%	5%a	1%	3%	2%	2%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
 Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k
 * small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 27
Q9. And thinking about those times when you do recognise the caller's number, how often do you answer your landline?
Base: All who always/usually/sometimes decide whether to answer by looking at the number

	Experience of suspicious texts/calls				Mobile						Landline			
	Total				Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)										
Unweighted base	680	513	297	325	430	407	374	150	118	177	359	260	253	167
Weighted base	679	532	313	340	448	422	393	153	133	192	380	278	269	147
Effective base	498	380	213	242	316	298	274	112	82	130	264	189	187	119
Always	373 55%	298 56%	202 64% ^m	195 57%	252 56%	238 56%	222 57%	94 61%	89 67% ^m	112 59%	224 59%	176 63% ^m	162 60%	75 51%
Usually	230 34%	173 32%	79 25%	111 33%	141 32%	130 31%	121 31%	42 28%	32 24%	55 29%	115 30%	72 26%	86 32%	57 39% ^{bhk}
Sometimes	61 9%	49 9%	27 9%	26 8%	44 10%	44 10%	41 10%	12 8%	9 7%	19 10%	33 9%	25 9%	16 6%	12 8%
Rarely	11 2%	9 2%	5 1%	6 2%	9 2%	9 2%	8 2%	4 2%	1 1%	5 3%	6 1%	5 2%	3 1%	2 1%
Never	4 1%	3 1%	1 *	3 1%	1 *	1 *	1 *	1 1%	1 1%	1 1%	2 *	-	2 1%	1 1%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Ever	675 99%	529 99%	312 100%	338 99%	447 100%	421 100%	392 100%	152 99%	132 99%	191 99%	378 100%	278 100%	267 99%	146 99%
NET: Always/usually/ sometimes	664 98%	520 98%	308 98%	331 97%	437 98%	412 98%	384 98%	148 97%	131 98%	186 97%	373 98%	274 98%	265 98%	144 98%
NET: Rarely/never	15 2%	12 2%	6 2%	9 3%	11 2%	10 2%	9 2%	5 3%	3 2%	6 3%	7 2%	5 2%	4 2%	3 2%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey

ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 28
Q10. If your mobile phone rings and you could easily answer it and are not otherwise busy, what do you generally do?
Base: All mobile users

	Age 1						Age 2				Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	York- shire & Humb- erside (u)	West Mid- lands (v)	East Mid- lands (w)	East- ern (x)	London (y)	South East (A)	South West (B)	Eng- land (C)	Wales (D)	Scot- land (E)	North- ern Ire- land (F)
Unweighted base	1914	238	323	300	317	604	132	561	617	604	132	103	104	358	378	952	955	1104	810	72	193	174	174	130	169	283	241	152	1588	95	175	56
Weighted base	1921	263	311	293	333	608	114	574	625	608	114	105	121	343	378	948	969	1075	845	75	213	163	163	129	175	264	262	168	1612	91	161	56*
Effective base	1374	167	229	209	229	448	100	393	438	448	100	67	77	267	279	694	677	792	583	50	137	133	131	89	121	212	169	107	1138	67	127	44
Answer every time	568 30%	56 21%	80 26%	77 26%	92 28%	208 34%abc de	55 48%abc	136 24%	169 27%	208 34%gh	55 48%gh	25 24%	28 23%	132 38%kl	131 35%	291 31%	276 28%	323 30%	245 29%	25 34%	49 23%	44 27%	47 29%	40 31%	56 32%	91 34%t	70 27%	51 31%	473 29%	32 36%	48 30%	14 25%
Answer most of the time	869 45%	127 48%f	145 47%f	130 45%	140 42%	288 47%fg	39 34%	272 47%hj	270 43%	288 47%ij	39 34%	57 55%	52 43%	160 47%	167 44%	440 46%	428 44%	487 45%	381 45%	23 31%	110 52%sx	72 44%	71 44%	62 48%	69 39%	133 50%st	120 46%	69 41%	730 45%	36 40%	74 46%	28 50%
Answer some of the time	447 23%	70 26%ef	82 26%ef	79 27%ef	94 28%ef	106 17%	16 14%	152 26%ij	173 28%ij	106 17%	16 14%	21 20%	32 27%lm	47 14%	76 20%lm	200 21%	246 25%	250 23%	197 23%	22 30%y	50 23%y	46 28%y	43 26%y	26 20%	46 26%y	39 15%	68 26%y	41 25%y	380 24%	22 24%	33 21%	12 21%
Never answer it	31 2%	10 4%e	3 1%	3 1%	5 1%	6 1%	4 3%	13 2%	8 1%	6 1%	4 3%	2 2%	8 7%mn	5 1%	5 1%	14 1%	17 2%	13 1%	18 2%	4 5%y	3 1%	1 1%	1 1%	3 2%	2 1%	3 1%	6 4%	25 2%	-	4 3%	2 3%	
Don't know	6 *	-	1 *	4 1%e	1 *	-	-	1 *	5 1%	-	-	-	-	-	4 *	2 *	2 *	4 *	-	1 *	-	1 *	-	-	2 1%	* 1%	1 *	-	4 *	1 1%	1 1%	-
NET: Ever answer mobile	1884 98%	253 96%	307 99%	287 98%	326 98%	602 99%a	110 97%	560 98%	613 98%	602 99%	110 97%	103 98%	113 93%	338 99%kl	373 99%kl	930 98%	950 98%	1060 99%	824 97%	71 95%	209 98%	162 99%	161 99%	128 99%	170 97%	262 99%	258 99%	162 96%	1583 98%	90 99%	156 97%	55 97%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
 Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
 * small base

Ofcom Scams Survey
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Absolutes/col percents

Table 29

Q10. If your mobile phone rings and you could easily answer it and are not otherwise busy, what do you generally do?

Base: All mobile users

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	1914	376	153	344	125	149	189	134	214	224	726	1179
Weighted base	1921	378	154	343	128	146	203	126	220	215	759	1154
Effective base	1374	277	100	260	84	104	124	105	158	166	537	831
Answer every time	568 30%	103 27%	43 28%	94 27%	44 34%	54 37%	63 31%	34 27%	72 33%	61 28%	231 30%	334 29%
Answer most of the time	869 45%	180 48% ^f	71 46%	168 49% ^f	52 41%	62 42%	74 37%	63 50% ^f	99 45%	95 44%	342 45%	526 46%
Answer some of the time	447 23%	91 24%	37 24%	76 22%	31 25%	30 20%	63 31% ^h	26 21%	40 18%	54 25%	175 23%	271 23%
Never answer it	31 2%	5 1%	3 2%	5 1%	1 *	1 *	2 1%	2 *	8 4%	5 2%	10 1%	21 2%
Don't know	6 *	-	*	1 *	-	-	1 *	1 1%	1 *	*	1 *	3 *
NET: Ever answer mobile	1884 98%	373 99%	151 98%	338 98%	127 100%	146 100%	200 99%	123 98%	211 96%	210 98%	748 99%	1131 98%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base. Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 30
Q10. If your mobile phone rings and you could easily answer it and are not otherwise busy, what do you generally do?
Base: All mobile users

	Experience of suspicious texts/calls				Mobile						Landline				
	Total				Any mobile text/ App message (e)		SMS (f)		App (g)		Voice call (h)		Recorded message (i)		None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)					Any landline (j)	Voice call (k)	Recorded message (l)			
Unweighted base	1914	1494	633	688	1416	1337	1266	456	401	516	453	337	310	420	
Weighted base	1921	1525	658	731	1457	1375	1313	463	422	564	475	362	322	396	
Effective base	1374	1073	460	508	1013	960	908	331	290	378	331	245	229	303	
Answer every time	568 30%	438 29%	231 35% ^{adef}	239 33% ^{ef}	406 28%	378 27%	361 27%	158 34% ^{def}	134 32%	167 30%	180 38% ^{adefi}	143 40% ^{adefi}	127 40% ^{adefi}	130 33%	
Answer most of the time	869 45%	714 47% ^m	293 45%	339 46% ^m	692 47% ^m	650 47% ^m	617 47% ^m	206 44%	193 46%	274 48% ^m	210 44%	155 43%	141 44%	155 39%	
Answer some of the time	447 23%	346 23% ^{ijkl}	127 19%	143 20%	335 23% ^{ijkl}	325 24% ^{ijkl}	314 24% ^{ijkl}	89 19%	94 22% ^l	118 21%	79 17%	58 16%	50 15%	102 26% ^{bcijkl}	
Never answer it	31 2%	26 2%	6 1%	9 1%	22 2%	21 1%	20 2%	9 2% ^h	1 *	5 1%	5 1%	5 1%	4 1%	5 1%	
Don't know	6 *	1 *	-	1 *	1 *	1 *	1 *	*	-	1 *	-	-	-	5 1% ^{abcdefj}	
NET: Ever answer mobile	1884 98%	1498 98%	651 99%	721 99%	1433 98%	1354 98%	1292 98%	453 98%	421 100% ^{gm}	558 99%	470 99%	356 99%	318 99%	386 98%	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 31
Q11. Given that you aren't busy and could easily answer it, what are the main reasons why you don't answer some/any mobile calls?
Base: All who answer some/most of the time/never answer mobile calls

	Age 1						Age 2					Age/Gender				Gender		Social Grade		Region										Nation				
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of England (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)		
Unweighted base	1355	181	243	227	231	398	75	424	458	398	75	76	78	219	254	655	695	780	575	49	146	126	121	90	115	186	179	116	1128	62	122	43		
Weighted base	1347	206	230	212	239	400	59	437	451	400	59	80*	93	211	247	654	691	750	597	49*	163	119	115	89	117	173	191	117	1135	58*	112	42*		
Effective base	969	125	169	162	168	296	61	292	329	296	61	49	57	164	189	475	491	549	420	36	108	96	90	62	82	135	121	82	806	41	92	33		
I don't want to deal with marketing calls/spam/suspicious callers	994 74%	137 67%	163 71%	152 72%	182 76%	317 79%ab	42 72%	301 69%	334 74%	317 79%g	42 72%	43 53%	66 71%	174 82%k	186 75%k	471 72%	522 76%	545 73%	449 75%	34	121	84	79	67	93	124	138	87	74%	826	42	90	36	85%
If it is important, the caller will leave a message on my voicemail	497 37%	48 23%	85 37%a	80 38%a	79 33%	178 44%ad	27 46%a	133 31%	159 35%	178 44%gh	27 46%g	22 27%	20 21%	100 47%kl	105 43%l	266 41%p	231 33%	295 39%	202 34%	23	54	34	55	28	44	64	62	45	410	28	42	17	42%	
If it is important, the caller will try to contact me some other way (e.g. on my landline)	153 11%	34 17%c	23 10%	10 5%	24 10%	46 12%c	14 25%bcd	58 13%h	34 8%	46 12%	14 25%ghi	16 19%	16 18%	29 14%	32 13%	78 12%	74 11%	81 11%	72 12%	8	22	14	13	6	13	19	18	24	138	7	6	1	3%	
Previous bad experience with a caller to my mobile	79 6%	12 6%	15 6%	14 7%	9 4%	24 6%	5 9%	27 6%	23 5%	24 6%	5 9%	6 7%	7 7%	15 7%	15 6%	46 7%	32 5%	38 5%	41 7%	5	10	8	5	8	5	11	9	3	66	1	9	3	8%	
I don't want to speak to callers I don't recognise	937 70%	134 65%	141 61%	149 70%	182 76%abf	296 74%b	36 62%	274 63%	331 73%g	296 74%g	36 62%	46 58%	68 74%	149 70%	183 74%k	430 66%	506 73%o	524 70%	414 69%	35	110	85	75	50	83	109	148	77	773	43	88	34	81%	
I recognise the caller but don't want to speak to them	333 25%	56 27%f	69 30%ef	58 27%f	63 26%f	83 21%f	4 7%	126 29%ij	121 27%j	83 21%j	4 7%	28 34%mn	21 23%	41 20%	45 18%	156 24%	177 26%	193 26%	140 23%	13	38	32	21	16	35	63	42	29	289	15	21	9	22%	
Other reason (please specify)	41 3%	9 4%	4 2%	7 3%	3 1%	13 3%	6 10%bde	13 3%	10 2%	13 3%	6 10%ghi	3 4%	4 4%	7 3%	12 5%	18 3%	22 3%	23 3%	17	4	3	4	7	*	4	4	5	3	33	5	2	*		
Don't know	15 1%	4 2%	3 1%	5 2%e	3 1%	* -	- 2%	7 2%g	8 2%g	* -	- 4%mn	- -	* -	- -	11 -	3 2%	12 2%	3 1%	3	-	3	2	1	1	1	6	-	*	15	-	-	-		

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 32
Q11. Given that you aren't busy and could easily answer it, what are the main reasons why you don't answer some/any mobile calls?
Base: All who answer some/most of the time/never answer mobile calls

	Total	Phone network									Mobile O/S	
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	1355	272	110	252	83	98	137	96	145	157	507	844
Weighted base	1347	276	110	248	84	92	139	91	147	153	527	818
Effective base	969	198	72	188	58	67	91	75	104	115	367	600
I don't want to deal with marketing calls/spam/suspicious callers	994 74%	202 73%g	96 87%aefgh	191 77%g	67 79%g	66 72%	95 68%	53 57%	103 70%	118 77%g	392 74%	601 74%
If it is important, the caller will leave a message on my voicemail	497 37%	107 39%	32 29%	82 33%	39 47%b	39 42%	54 39%	42 46%bc	52 35%	50 32%	204 39%	292 36%
If it is important, the caller will try to contact me some other way (e.g. on my landline)	153 11%	30 11%	14 13%	33 13%	6 7%	14 15%	11 8%	12 13%	13 9%	18 12%	57 11%	96 12%
Previous bad experience with a caller to my mobile	79 6%	18 6%	6 6%	16 7%	9 11%	3 3%	10 7%	4 4%	6 4%	6 4%	29 6%	49 6%
I don't want to speak to callers I don't recognise	937 70%	198 72%f	77 70%	182 73%f	67 80%fg	65 70%	83 60%	56 62%	101 69%	107 70%	363 69%	573 70%
I recognise the caller but don't want to speak to them	333 25%	58 21%	23 21%	62 25%	22 26%	26 28%	36 26%	27 30%	35 24%	43 28%	123 23%	210 26%
Other reason (please specify)	41 3%	12 4%	1 1%	7 3%	-	3 3%	3 2%	4 5%	7 5%	4 3%	17 3%	23 3%
Don't know	15 1%	4 2%	* *	1 *	-	-	4 3%	-	1 1%	2 2%	6 1%	8 1%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 33
Q11. Given that you aren't busy and could easily answer it, what are the main reasons why you don't answer some/any mobile calls?
Base: All who answer some/most of the time/never answer mobile calls

	Experience of suspicious texts/calls				Mobile						Landline			
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)
Unweighted base	1355	1068	413	464	1025	975	927	312	274	363	287	207	193	287
Weighted base	1347	1085	427	491	1050	996	951	305	288	397	295	219	194	261
Effective base	969	764	302	345	732	700	663	231	200	268	213	151	148	208
I don't want to deal with marketing calls/spam/suspicious callers	994 74%	822 76% ^m	333 78% ^{gm}	370 75% ^m	796 76% ^m	759 76% ^m	733 77% ^{gm}	212 70%	224 78% ^m	300 76% ^m	223 76% ^m	165 75% ^m	147 75%	172 66%
If it is important, the caller will leave a message on my voicemail	497 37%	412 38%	178 42% ^m	189 38%	398 38%	385 39%	367 39%	129 42% ^m	116 40%	147 37%	129 44% ^m	94 43% ^m	79 41%	85 33%
If it is important, the caller will try to contact me some other way (e.g. on my landline)	153 11%	111 10%	57 13%	63 13%	101 10%	92 9%	88 9%	36 12%	34 12%	44 11%	42 14% ^{def}	34 16% ^{def}	26 13%	41 16% ^{sadef}
Previous bad experience with a caller to my mobile	79 6%	68 6%	31 7%	34 7%	66 6%	63 6%	57 6%	16 5%	21 7%	29 7%	26 9%	21 10% ^m	14 7%	11 4%
I don't want to speak to callers I don't recognise	937 70%	772 71% ^m	300 70%	324 66%	751 72% ^{lm}	714 72% ^{lm}	686 72% ^{cjlm}	204 67%	206 71%	268 67%	191 65%	146 67%	123 63%	166 63%
I recognise the caller but don't want to speak to them	333 25%	272 25%	102 24%	138 28%	268 26%	250 25%	244 26%	72 24%	74 26%	111 28%	69 23%	46 21%	57 29%	61 23%
Other reason (please specify)	41 3%	31 3%	14 3%	19 4%	27 3%	24 2%	22 2%	8 3%	4 1%	12 3%	13 4%	12 6% ^{defh}	10 5% ^h	10 4%
Don't know	15 1%	11 1%	4 1%	3 1%	10 1%	10 1%	10 1%	3 1%	4 1%	2 1%	1 *	1 *	1 *	4 1%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 34
Q12. When your mobile phone rings, how often do you decide whether to answer by looking at the number on the handset?
 Base: All mobile users who answer their phone

	Age 1						Age 2				Age/Gender				Gender		Social Grade		Region										Nation				
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)	
Unweighted base	1877	228	318	294	311	599	127	546	605	599	127	101	96	354	372	935	935	1085	792	67	190	173	172	128	166	280	237	147	1560	95	169	53	
Weighted base	1890	253	308	290	328	602	110	561	618	602	110	103	113	338	373	934	952	1063	827	71*	210	162	128	172	262	259	162	1588	91	157	55*		
Effective base	1349	161	225	206	224	443	96	384	430	443	96	66	73	263	274	681	664	779	571	47	135	132	129	88	119	210	166	104	1119	67	123	42	
Always	976 52%	114 45%	171 56%a	164 57%a	177 54%	301 50%	50 45%	285 51%	341 55%	301 50%	50 45%	46 44%	53 47%	159 47%	191 51%	470 50%	503 53%	541 51%	435 53%	39 55%	114 54%y	81 50%	72 45%	63 49%	78 45%	111 42%	144 56%y	98 60%vxy	800 50%	90 54%	37 57%	37 68%C	
Usually	576 30%	90 35%b	78 25%	81 28%	97 30%	200 33%b	31 28%	168 30%	177 29%	200 33%	31 28%	34 33%	42 38%	117 34%	114 31%	306 33%	270 28%	329 31%	247 30%	19 27%	67 32%	53 33%	54 33%B	45 35%B	62 36%B	91 35%B	72 28%	35 21%	498 31%	21 23%	47 30%	10 19%	
Sometimes	198 10%	30 12%	46 15%e	32 11%	33 10%	46 8%	12 11%	76 14%i	65 10%	46 8%	12 11%	13 13%	12 11%	24 7%	33 9%	83 9%	115 12%	100 9%	99 12%	9 13%	21 10%	17 10%	20 13%	12 10%	20 11%	36 14%	23 9%	14 8%	172 11%	9 10%	14 9%	4 7%	
Rarely	75 4%	7 3%	8 3%	3 1%	14 4%c	33 6%c	9 8%bc	15 3%	18 3%	33 6%g	9 8%gh	5 5%	- 7%l	23 7%l	19 5%l	42 5%	33 3%	48 5%	27 3%	2 3%	4 2%	6 4%	6 3%	5 4%	7 4%	17 6%	8 3%	10 6%	64 4%	5 5%	3 2%	2 5%	
Never	44 2%	3 1%	2 1%	6 2%	4 1%	21 4%b	8 7%abcd	5 1%	10 2%	21 4%g	8 7%gh	3 3%	* 5%	15 4%	14 4%	26 3%	18 2%	33 3%r	11 1%	2 2%	1 1%	2 4%	6 2%	2 3%	4 3%	5 2%	8 3%	4 2%	36 2%	6 7%CE	1 1%	1 1%	
Don't know	20 1%	9 3%e	2 1%	4 1%e	3 1%	1 *	1 1%	11 2%i	7 1%	1 *	1 1%	3 3%em	5 4%mn	- 1%	2 6%	14 1%	12 1%	8 1%	8 1%	- 1%	3 1%	2 1%	3 2%	1 *	2 1%	2 1%	3 1%	1 1%	18 1%	1 1%	1 1%	- -	
NET: Ever	1826 97%	241 95%	304 99%f	280 97%	321 98%f	580 96%f	101 92%	544 97%j	601 97%j	580 96%j	101 92%	98 95%	108 95%	323 95%	358 96%	902 97%	921 97%	1018 96%	808 98%	69 98%	205 98%	157 97%	152 94%	125 98%	166 96%	254 97%	248 96%	157 97%	1534 97%	84 93%	154 98%	54 98%	
NET: Always/usually/sometimes	1751 93%	233 92%f	296 96%ef	277 95%ef	306 94%f	546 91%f	92 84%	529 94%ij	583 94%ij	546 91%j	92 84%	93 90%	108 95%	300 89%	339 91%	859 92%	888 93%	970 91%	781 94%q	67 95%	201 96%	151 93%	147 91%	121 94%	159 92%	238 91%	240 93%	146 90%	1469 87%	80 87%	151 96%D	51 94%	
NET: Rarely/never	119 6%	10 4%	10 3%	9 3%	19 6%	55 9%abc	17 15%abcd	20 4%	28 4%	55 9%gh	17 15%gh	8 7%l	* 11%l	38 9%l	33 9%l	68 7%	51 5%	81 8%r	38 5%	4 5%	6 3%	9 5%	12 7%	7 5%	11 7%	22 8%t	16 6%	15 9%t	100 6%	11 12%E	5 3%	3 6%	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
 Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
 * small base



Ofcom Scams Survey
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Absolutes/col percents

Table 35

Q12. When your mobile phone rings, how often do you decide whether to answer by looking at the number on the handset?

Base: All mobile users who answer their phone

	Total	Phone network									Mobile O/S	
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	1877	370	149	336	124	148	186	132	207	219	715	1154
Weighted base	1890	373	151	338	127	146	201	124	211	210	750	1134
Effective base	1349	273	98	254	83	104	122	103	154	162	531	813
Always	976 52%	195 52%g	83 55%	178 52%g	73 57%g	74 51%	109 54%	51 41%	103 49%	110 52%	395 53%	579 51%
Usually	576 30%	107 29%	43 28%	100 29%	40 32%	41 28%	60 30%	51 41%ac	67 32%	66 32%	225 30%	351 31%
Sometimes	198 10%	44 12%	11 7%	40 12%	10 8%	20 14%	18 9%	13 11%	22 10%	19 9%	73 10%	125 11%
Rarely	75 4%	15 4%	8 5%i	13 4%	3 2%	7 5%i	9 5%	5 4%	13 6%i	2 1%	33 4%	42 4%
Never	44 2%	7 2%	3 2%	6 2%	1 1%	3 2%	3 2%	3 2%	6 3%	12 6%ac	17 2%	26 2%
Don't know	20 1%	4 1%	5 3%	2 1%	1 *	1 1%	2 1%	2 1%	1 *	1 *	6 1%	11 1%
NET: Ever	1826 97%	362 97%	144 95%	330 98%	125 99%	142 98%	196 97%	120 96%	204 97%	197 94%	727 97%	1096 97%
NET: Always/usually/ sometimes	1751 93%	346 93%	136 90%	317 94%	123 96%	135 93%	186 93%	115 93%	192 91%	195 93%	694 93%	1054 93%
NET: Rarely/never	119 6%	22 6%	10 7%	19 6%	4 3%	10 7%	13 6%	8 6%	19 9%	14 7%	50 7%	68 6%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 36
Q12. When your mobile phone rings, how often do you decide whether to answer by looking at the number on the handset?
Base: All mobile users who answer their phone

	Experience of suspicious texts/calls				Mobile						Landline			
	Total				Any mobile text/ App message (e)						None (m)			
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)	
Unweighted base	1877	1465	626	679	1390	1312	1242	446	399	510	448	332	307	412
Weighted base	1890	1499	651	722	1435	1355	1293	453	421	559	470	356	318	391
Effective base	1349	1053	454	500	996	944	893	326	289	373	326	240	227	297
Always	976	762	319	326	738	712	683	223	218	265	199	158	129	215
	52%	51% ^{cjl}	49% ^l	45%	51% ^{cjkl}	53% ^{cjkl}	53% ^{cjkl}	49% ^l	52% ^{ejl}	47%	42%	44%	40%	55% ^{cjkl}
Usually	576	472	208	249	456	420	398	151	139	196	174	124	116	104
	30%	31%	32%	35% ^m	32%	31%	31%	33%	33%	35% ^m	37% ^{efm}	35% ^m	36% ^m	27%
Sometimes	198	161	66	90	155	141	133	56	36	62	56	37	45	38
	10%	11%	10%	13%	11%	10%	10%	12%	8%	11%	12%	11%	14% ^h	10%
Rarely	75	57	38	32	48	46	45	14	22	19	22	21	16	18
	4%	4%	6% ^{def}	4%	3%	3%	3%	3%	5%	3%	5%	6%	5%	5%
Never	44	34	18	20	24	22	22	7	3	12	19	15	13	11
	2%	2%	3%	3%	2%	2%	2%	2%	1%	2%	4% ^{defh}	4% ^{defh}	4% ^{defh}	3%
Don't know	20	14	3	4	14	14	12	3	3	4	-	-	-	6
	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	-	-	-	1% ^j
NET: Ever	1826	1451	631	697	1396	1319	1259	444	415	543	450	341	305	375
	97%	97%	97%	97%	97%	97%	97%	98%	99% ^{ikm}	97%	96%	96%	96%	96%
NET: Always/usually/sometimes	1751	1394	593	666	1348	1273	1214	430	393	524	429	320	289	357
	93%	93%	91%	92%	94% ^{bk}	94% ^{bk}	94% ^k	95% ^k	93%	94%	91%	90%	91%	91%
NET: Rarely/never	119	90	56	52	72	68	67	21	26	31	41	36	29	29
	6%	6%	9% ^{defg}	7%	5%	5%	5%	5%	6%	6%	9% ^{defg}	10% ^{adefgi}	9% ^{defg}	7%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 37
Q13. What is the main reason you rarely/never decide whether to answer by looking at the number?
Base: All who rarely/never decide whether to answer by looking at the number

	Age 1						Age 2				Age/Gender		Gender		Social Grade		Region						Nation	
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	West Midlands (v)	East Midlands (w)	East-ern (x)	London (y)	South East (A)	South West (B)	Eng-land (C)
Unweighted base	129	12	12	10	17	55	23	24	27	55	23	45	33	76	53	84	45	13	10	15	24	15	13	108
Weighted base	119	10**	10**	9**	19**	55*	17**	20**	28**	55*	17**	38*	33**	68	51*	81	38*	12**	7**	11**	22**	16**	15**	100
Effective base	101	9	9	8	14	43	17	18	23	43	17	36	25	60	41	65	36	10	9	11	20	11	11	85
I can't be bothered to look at the number - I just want to answer	37	1	1	3	4	24	4	2	7	24	4	17	11	23	14	26	11	4	3	3	8	7	5	35
	31%	11%	10%	30%	20%	44%	24%	11%	24%	44%	24%	45%	33%	33%	28%	32%	28%	32%	43%	27%	38%	42%	33%	35%
I don't understand or recognise numbers shown on the screen	13	3	2	-	2	4	3	4	2	4	3	4	2	9	5	8	5	1	1	1	*	1	3	11
	11%	26%	16%	-	13%	7%	18%	21%	9%	7%	18%	12%	7%	13%	9%	10%	13%	4%	14%	10%	2%	8%	18%	11%
I rely on a call screening service/app to stop suspicious calls, so I know that any caller that gets through is OK	8	-	2	3	-	3	*	2	3	3	*	2	1	5	3	7	1	2	1	-	1	1	-	5
	7%	-	25%	30%	-	5%	3%	12%	10%	5%	3%	5%	4%	8%	6%	9%	4%	13%	12%	-	2%	7%	-	5%
My mobile phone does not display the caller's number	5	-	-	-	1	3	-	1	1	3	3	1	4	1	3	2	1	1	-	1	1	-	-	4
	4%	-	-	-	4%	2%	17%	-	3%	2%	17%	9%	2%	6%	1%	3%	5%	6%	8%	-	3%	9%	-	4%
I can't always see the number on my mobile phone display e.g. because I am using a hands-free service when driving or because the text on the screen is too small	6	1	-	-	-	2	3	1	-	2	3	*	5	1	5	6	1	-	1	1	1	3	-	6
	5%	8%	-	-	-	3%	21%	4%	-	3%	21%	1%	15%	2%	10%	7%	2%	-	18%	6%	4%	22%	-	6%
Numbers not in my contact list are automatically blocked by my mobile	3	*	-	-	1	1	*	*	1	1	*	1	2	1	2	1	-	-	*	-	-	1	3	3
	3%	4%	-	-	6%	2%	3%	2%	4%	2%	3%	1%	3%	2%	3%	2%	4%	-	-	4%	-	-	8%	3%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 37
Q13. What is the main reason you rarely/never decide whether to answer by looking at the number?
Base: All who rarely/never decide whether to answer by looking at the number

	Age 1						Age 2				Age/Gender		Gender		Social Grade		Region						Nation		
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	West Mid- lands (v)	East Mid- lands (w)	East- ern (x)	London (y)	South East (A)	South West (B)	Eng- land (C)	
Weighted base	119	10**	10**	9**	19**	55*	17**	20**	28**	55*	17**	38*	33**	68	51*	81	38*	12**	7**	11**	22**	16**	15**	100	
Other reason	32 27%	4 38%	5 49%	3 32%	9 47%	10 18%	2 10%	9 43%	12 42%	10 18%	2 10%	4 11%	7 22%	17 25%	15 30%	19 23%	13 35%	4 33%	*	6%	4 32%	8 36%	1 6%	3 17%	23 23%
Don't know	15 13%	1 12%	-	1 8%	2 10%	10 19%	1 5%	1 6%	3 9%	10 19%	1 5%	6 17%	5 14%	8 11%	7 14%	11 14%	3 9%	1 11%	-	2 22%	3 15%	1 6%	3 24%	13 13%	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 38

Q13. What is the main reason you rarely/never decide whether to answer by looking at the number?**Base: All who rarely/never decide whether to answer by looking at the number**

	Total	Phone network							Mobile O/S	
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Tesco Mobile (e)	Three (f)	Vodafone (h)	Other (i)	Apple / iPhone (j)	Other (k)
Unweighted base	129	25	11	19	13	12	18	15	49	78
Weighted base	119	22**	10**	19**	10**	13**	19**	14**	50*	68
Effective base	101	21	9	16	9	9	14	11	39	60
I can't be bothered to look at the number - I just want to answer	37 31%	6 27%	2 22%	4 21%	6 57%	7 59%	7 39%	3 19%	12 24%	24 35%
I don't understand or recognise numbers shown on the screen	13 11%	3 11%	1 14%	5 27%	1 6%	-	1 5%	1 8%	6 13%	7 10%
I rely on a call screening service/app to stop suspicious calls, so I know that any caller that gets through is OK	8 7%	1 2%	2 17%	1 6%	-	* 4%	1 7%	3 23%	2 5%	6 9%
My mobile phone does not display the caller's number	5 4%	1 3%	-	1 8%	2 19%	-	-	1 5%	1 1%	4 6%
I can't always see the number on my mobile phone display e.g. because I am using a hands-free service when driving or because the text on the screen is too small	6 5%	2 8%	* 5%	-	-	1 7%	3 16%	-	1 2%	5 7%
Numbers not in my contact list are automatically blocked by my mobile	3 3%	* 2%	-	1 5%	* 5%	1 9%	-	-	2 3%	1 2%
Other reason	32 27%	6 28%	3 27%	5 24%	1 14%	3 22%	3 16%	6 45%	18 35%	14 21%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

* small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

.YONDER

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Table 38
Q13. What is the main reason you rarely/never decide whether to answer by looking at the number?
Base: All who rarely/never decide whether to answer by looking at the number

Total	Phone network							Mobile O/S		
	EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Tesco Mobile (e)	Three (f)	Vodafone (h)	Other (i)	Apple / iPhone (j)	Other (k)	
Weighted base	119	22**	10**	19**	10**	13**	19**	14**	50*	68
Don't know	15	4	2	2	-	-	3	-	8	7
	13%	17%	16%	9%	-	-	18%	-	16%	10%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
 Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k
 * small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 39
Q13. What is the main reason you rarely/never decide whether to answer by looking at the number?
Base: All who rarely/never decide whether to answer by looking at the number

	Experience of suspicious texts/calls				Mobile						Landline			
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)
Unweighted base	129	95	52	52	76	71	70	22	23	30	42	36	30	34
Weighted base	119	90	56*	52*	72	68	67	21**	26**	31**	41*	36**	29**	29**
Effective base	101	73	40	40	57	54	53	17	18	22	32	28	24	28
I can't be bothered to look at the number - I just want to answer	37 31%	24 27%	16 28%	16 32%	19 27%	19 27%	19 28%	8 39%	6 23%	12 37%	13 31%	11 31%	12 40%	12 43%
I don't understand or recognise numbers shown on the screen	13 11%	11 13%	6 11%	7 14%	8 11%	8 12%	8 12%	3 13%	* 2%	3 10%	7 18%	6 15%	6 21%	2 7%
I rely on a call screening service/app to stop suspicious calls, so I know that any caller that gets through is OK	8 7%	5 6%	2 4%	2 3%	5 7%	5 8%	5 8%	3 13%	2 9%	2 5%	1 3%	1 3%	- -	3 10%
My mobile phone does not display the caller's number	5 4%	4 5%	3 5%	4 8%	2 3%	2 3%	1 2%	1 3%	1 5%	1 5%	3 7%	2 6%	3 9%	1 2%
I can't always see the number on my mobile phone display e.g. because I am using a hands-free service when driving or because the text on the screen is too small	6 5%	5 6%	5 10%	1 2%	2 3%	2 3%	2 3%	1 3%	1 5%	- -	4 10%	4 11%	1 4%	1 3%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 39

Q13. What is the main reason you rarely/never decide whether to answer by looking at the number?

Base: All who rarely/never decide whether to answer by looking at the number

	Experience of suspicious texts/calls				Mobile						Landline			
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)
Weighted base	119	90	56*	52*	72	68	67	21**	26**	31**	41*	36**	29**	29**
Numbers not in my contact list are automatically blocked by my mobile	3 3%	2 2%	1 2%	1 2%	1 2%	1 2%	1 2%	-	-	-	1 2%	1 3%	1 3%	1 3%
Other reason	32 27%	26 29%	17 30%	18 34%	22 30%	20 30%	20 30%	3 13%	10 39%	11 36%	11 27%	10 28%	7 23%	6 20%
Don't know	15 13%	11 13%	6 10%	2 5%	11 16%	10 15%	10 15%	3 15%	5 18%	2 8%	1 2%	1 3%	-	4 12%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 40
Q14. Thinking about those times when you do not recognise the caller's number, how often do you answer your mobile?
Base: All who always/usually/sometimes decide whether to answer by looking at the number

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation		
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)
Unweighted base	1726	209	301	280	291	542	103	510	571	542	103	91	92	309	336	853	866	989	737	63	181	163	157	117	150	254	218	131	1434	85	157	50
Weighted base	1751	233	296	277	306	546	92	529	583	546	92	93	108	300	339	859	888	970	781	67*	201	151	147	121	159	238	240	146	1469	80	151	51*
Effective base	1236	148	214	195	208	399	78	360	403	399	78	59	70	229	247	619	613	706	531	44	128	124	119	81	108	189	152	92	1024	59	116	39
Always	111 6%	9 4%	21 7%	15 5%	12 4%	38 7%	15 16% abcd	30 6%	27 5%	38 7%	15 16% efghi	9 9% j	-	31 10% l	22 7% m	71 8% p	39 4%	63 6%	48 6%	1 2%	13 6%	4 3%	7 5%	8 7%	16 10% u	21 9% v	14 6%	9 6%	93 6%	6 7%	11 7%	1 2%
Usually	333 19%	40 17%	52 18%	52 19%	64 21%	106 19%	18 19%	92 17%	116 20%	106 19%	18 19%	17 18%	22 20%	55 18%	68 20%	164 19%	168 19%	195 20%	137 18%	20 29% txA	28 14%	31 21%	29 20%	27 23%	24 15%	55 23% tA	35 14%	29 20%	278 19%	15 19%	28 18%	12 23%
Sometimes	560 32%	85 36%	87 30%	80 29%	105 34%	179 33%	25 27%	172 33%	185 32%	179 33%	25 27%	37 39%	37 34%	109 36%	95 28%	286 33%	275 31%	307 32%	253 32%	10 15%	77 38% s	43 29%	49 33% s	38 31%	55 34% s	82 34% s	74 31% s	44 30%	472 32%	24 30%	49 33%	15 29%
Rarely	506 29%	78 33%	94 32%	81 29%	76 25%	150 27%	26 29%	172 33%	157 27%	150 27%	26 29%	20 22%	46 43% kmn	77 26%	99 29%	221 26%	284 32% o	287 30%	219 28%	21 32%	64 32%	52 35%	47 32%	27 22%	49 31%	60 25%	65 27%	39 27%	425 29%	22 28%	45 30%	13 25%
Never	238 14%	22 9%	40 14%	47 17% a	49 16%	72 13%	8 9%	62 12%	96 17%	72 13%	8 9%	11 12% l	3 3%	28 9%	52 15% l	118 14%	119 13%	115 12%	123 16% q	15 22% tv	19 9%	19 13%	13 9%	21 17% y	16 10%	18 8%	51 21% tvx	25 17% y	197 13%	13 16%	17 11%	11 21%
Don't know	4 *	-	1 *	1 *	-	1 *	-	1 *	1 *	1 *	-	-	-	1 *	*	3 *	2 *	1 *	-	-	*	1 %	-	-	-	1 *	1 *	-	3 *	-	*	-
NET: Ever	1509 86%	212 91% c	255 86%	228 82%	258 84%	473 87%	84 91%	467 88%	486 83%	473 87%	84 91%	82 88%	105 97% kn	271 91% n	285 84%	741 86%	765 86%	852 88%	657 84%	53 78%	182 91% sA	131 87%	132 90% A	100 83%	143 90% A	219 92% swA	188 78%	121 83%	1269 86%	67 84%	133 88%	41 79%
NET: Always/usually/sometimes	1003 57%	134 57%	161 54%	147 53%	182 59%	323 59%	57 62%	295 56%	328 56%	323 59%	57 62%	62 66%	58 54%	195 65% n	186 55%	520 61% p	481 54%	565 58%	438 56%	31 47%	118 59%	79 52%	86 58%	73 60%	95 59%	158 67% suA	122 51%	81 56%	843 57%	45 56%	88 58%	28 54%
NET: Rarely/never	744 42%	99 43%	134 45%	129 47%	125 41%	222 41%	35 38%	234 44%	254 43%	222 41%	35 38%	31 34%	49 46%	105 35%	151 45% m	339 39%	404 45% o	402 41%	342 44%	36 53% y	83 41%	72 48% y	60 41%	48 40%	65 41%	78 33%	117 49% y	65 44%	623 42%	35 44%	62 41%	24 46%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
 * small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 41

Q14. Thinking about those times when you do not recognise the caller's number, how often do you answer your mobile?
Base: All who always/usually/sometimes decide whether to answer by looking at the number

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	1726	341	135	314	117	134	172	120	187	202	659	1063
Weighted base	1751	346	136	317	123	135	186	115	192	195	694	1054
Effective base	1236	250	87	236	79	94	112	94	139	150	488	745
Always	111 6%	20 6%	6 4%	18 6%	15 12%fh	15 11%fh	5 3%	7 6%	8 4%	16 8%	53 8%	57 5%
Usually	333 19%	70 20%	26 19%	57 18%	22 18%	31 23%	36 19%	20 17%	37 19%	32 16%	124 18%	207 20%
Sometimes	560 32%	109 32%	35 26%	95 30%	41 33%	43 32%	57 31%	43 38%	65 34%	70 36%	224 32%	337 32%
Rarely	506 29%	105 30%	45 33%	95 30%	28 23%	28 21%	60 32%	31 27%	50 26%	64 33%ee	198 29%	306 29%
Never	238 14%	42 12%	24 18%ii	52 16%ii	16 13%	18 13%	27 15%ii	13 11%	32 17%ii	13 7%	92 13%	146 14%
Don't know	4 *	- -	- -	1 *	- -	- -	1 *	2 1%	- -	* -	2 *	1 *
NET: Ever	1509 86%	304 88%	112 82%	264 83%	106 87%	117 87%	158 85%	100 87%	159 83%	182 93%bcfh	600 86%	907 86%
NET: Always/usually/ sometimes	1003 57%	199 58%	67 49%	169 53%	78 64%	89 66%bc	98 53%	70 60%	110 57%	118 60%	401 58%	601 57%
NET: Rarely/never	744 42%	147 42%	69 51%ee	147 46%ee	45 36%	46 34%	87 47%	44 38%	82 43%	77 39%	290 42%	452 43%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 42
Q14. Thinking about those times when you do not recognise the caller's number, how often do you answer your mobile?
Base: All who always/usually/sometimes decide whether to answer by looking at the number

	Experience of suspicious texts/calls				Mobile						Landline			
	Total	Total			Any mobile (d)	Any mobile text/ App message (e)			Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)
		Any (a)	Any voice call (b)	Any recorded message (c)		SMS (f)	App (g)							
Unweighted base	1726	1356	571	621	1300	1228	1160	421	373	474	406	296	277	370
Weighted base	1751	1394	593	666	1348	1273	1214	430	393	524	429	320	289	357
Effective base	1236	972	412	457	930	882	833	307	269	348	294	213	203	265
Always	111 6%	82 6%	39 7%	49 7%	76 6%	74 6%	69 6%	38 9% ^{dh}	15 4%	32 6%	37 9% ^h	31 10% ^{adefh}	26 9% ^h	29 8% ^h
Usually	333 19%	270 19%	130 22%	148 22%	259 19%	234 18%	226 19%	82 19%	89 23%	116 22%	99 23%	74 23%	72 25% ^{ef}	63 18%
Sometimes	560 32%	451 32%	203 34%	228 34%	440 33%	417 33%	401 33%	138 32%	130 33%	182 35%	152 35%	110 35%	100 35%	109 31%
Rarely	506 29%	410 29% ^k	153 26%	184 28%	398 30% ^k	377 30% ^k	361 30% ^k	120 28%	106 27%	150 29%	102 24%	72 22%	69 24%	95 27%
Never	238 14%	179 13% ^{cil}	67 11%	56 8%	174 13% ^{cijl}	169 13% ^{cijl}	156 13% ^{cil}	50 12%	53 13% ^{cil}	43 8%	37 9%	31 10%	22 8%	60 17% ^{bcijkl}
Don't know	4 *	2 *	2 *	-	2 *	2 *	1 *	1 *	1 *	-	2 *	2 1%	-	2 *
NET: Ever	1509 86%	1214 87%	524 88% ^m	609 92% ^{adefhm}	1173 87%	1102 87%	1056 87%	379 88%	340 86%	481 92% ^{adefhm}	390 91% ^{em}	287 90% ^m	267 92% ^{adefhm}	295 83%
NET: Always/usually/ sometimes	1003 57%	803 58%	371 63%	425 64% ^{adefm}	775 57%	725 57%	696 57%	259 60%	234 60%	331 63% ^e	288 67% ^{adefm}	215 67% ^{adefm}	197 68% ^{adefm}	200 56%
NET: Rarely/never	744 42%	589 42% ^{cjkl}	220 37%	240 36%	572 42% ^{cjkl}	546 43% ^{bcjkl}	517 43% ^{cjkl}	170 40%	158 40%	193 37%	139 32%	103 32%	92 32%	155 43% ^{jkl}

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey

ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 43
Q15. Why do you always/usually/sometimes pick up mobile calls when you don't recognise the number?
Base: All who always/usually/sometimes pick even when caller's number not recognised

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation				
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)		
Unweighted base	968	121	167	145	158	315	62	288	303	315	62	59	52	199	178	508	456	574	394	28	101	88	92	64	90	161	111	67	802	49	90	27		
Weighted base	1003	134	161	147	182	323	57*	295	328	323	57*	62*	58*	195	186	520	481	565	438	31**	118	79	86	73*	95	158	122	81	843	45*	88	28**		
Effective base	706	94	124	103	112	230	48	218	214	230	48	47	41	150	128	383	322	424	286	18	73	66	68	45	65	121	85	51	585	35	67	21		
Curious who it is	522	78	92	87	84	155	25	171	171	155	25	37	37	96	84	265	256	307	215	12	52	46	41	37	57	83	69	40	438	25	44	15		
	52%	59%	57%	60%	46%	48%	43%	58% _{ai}	52%	48%	43%	60%	63% _{an}	49%	45%	51%	53%	54%	49%	39%	44%	59%	48%	51%	60%	52%	57%	49%	52%	57%	50%	53%		
Because I was expecting a call	326	50	48	54	60	93	21	99	113	93	21	27	17	60	54	168	157	174	151	2	46	17	27	23	28	57	45	23	268	14	35	9		
	32%	38%	30%	37%	33%	29%	36%	33%	34%	29%	36%	43%	29%	31%	29%	32%	33%	31%	34%	5%	39% _u	22%	31%	31%	30%	36%	37%	29%	32%	31%	40%	33%		
I pick up the call when the number looks legitimate	321	50	55	39	61	96	20	106	100	96	20	26	22	68	47	191	130	211	110	7	31	29	27	21	40	53	38	21	267	12	34	9		
	32%	38%	34%	27%	33%	30%	35%	38%	31%	30%	35%	42% _{an}	38%	35%	25%	37% _p	27%	37% _r	25%	23%	27%	36%	31%	29%	42%	33%	31%	26%	32%	27%	38%	33%		
It could be an emergency	292	50	50	45	50	83	14	99	95	83	14	27	22	43	54	151	140	168	124	10	43	20	17	27	26	57	35	12	249	10	28	5		
	29%	37% _e	31%	31%	28%	26%	24%	34%	29%	26%	24%	44% _m	38% _{em}	22%	29%	29%	29%	30%	28%	32%	36% _{vB}	25%	20%	38% _{vB}	28%	36% _{vB}	29%	15%	29%	22%	32%	19%		
I just answer the call and don't really think about it	196	30	36	25	35	54	17	66	60	54	17	12	14	37	33	101	95	115	81	3	28	10	20	18	23	33	18	21	174	8	8	6		
	20%	22%	22%	17%	19%	17%	29% _{ee}	22%	18%	17%	29% _{ei}	19%	25%	19%	18%	19%	20%	20%	18%	11%	24%	12%	23%	25%	25%	21%	15%	25%	21% _E	19%	9%	21%		
I rely on a call screening service to stop suspicious calls, so I know that any caller that gets through is OK	83	14	7	10	19	30	4	21	28	30	4	10	4	21	14	48	35	40	43	12	8	8	9	3	5	13	8	3	69	4	6	4		
	8%	11%	4%	7%	10%	9%	7%	7%	9%	9%	7%	17%	7%	11%	7%	9%	7%	7%	10%	40%	7%	11%	10%	3%	5%	8%	7%	3%	8%	10%	7%	13%		
I pick up the call if the caller's number looks similar to my own	67	11	15	7	12	16	6	26	19	16	6	8	3	12	10	43	24	43	24	6	8	4	4	3	1	17	8	4	57	*	5	4		
	7%	9%	9%	5%	7%	5%	11%	9%	6%	5%	11%	14%	5%	6%	5%	8%	5%	8%	5%	20%	7%	5%	5%	5%	1%	11% _x	7%	5%	7%	1%	6%	15%		
Other reason	57	2	2	6	16	25	6	5	22	25	6	2	-	15	17	35	21	27	30	2	4	6	3	6	5	10	7	5	48	6	4	*		
	6%	2%	1%	4%	9% _{ab}	8% _{ab}	11% _{ab}	2%	7% _g	8% _g	11% _g	4%	-	7% _i	7%	4%	5%	7%	6%	3%	8%	4%	6	8%	5	6%	6%	6%	13%	4	4%	*		

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 43
Q15. Why do you always/usually/sometimes pick up mobile calls when you don't recognise the number?
Base: All who always/usually/sometimes pick even when caller's number not recognised

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humberside (u)	West Midlands (v)	East Midlands (w)	East-ern (x)	London (y)	South East (A)	South West (B)	Eng-land (C)	Wales (D)	Scot-land (E)	North-ern Ire-land (F)	
Weighted base	1003	134	161	147	182	323	57*	295	328	323	57*	62*	58*	195	186	520	481	565	438	31**	118	79	86	73*	95	158	122	81	843	45*	88	28**	
Don't know	17	4	4	2	3	4	1	8	5	4	1	2	-	1	3	10	7	8	9	-	2	2	*	5	-	1	3	2	16	-	2	-	
	2%	3%	2%	2%	1%	1%	1%	3%	2%	1%	1%	3%	-	1%	2%	2%	1%	2%	-	2%	2%	2%	7%xy	-	1%	3%	3%	2%	-	2%	-		

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
 * small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 44

Q15. Why do you always/usually/sometimes pick up mobile calls when you don't recognise the number?**Base: All who always/usually/sometimes pick even when caller's number not recognised**

	Total	Phone network									Mobile O/S	
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple / iPhone (j)	Other (k)
Unweighted base	968	197	68	165	70	80	89	70	106	119	377	589
Weighted base	1003	199	67	169	78*	89	98	70	110	118	401	601
Effective base	706	142	52	125	47	57	60	54	82	88	285	420
Curious who it is	522	103	32	85	47	51	46	35	59	61	233	289
	52%	51%	47%	50%	60%	57%	47%	50%	54%	52%	58% ^k	48%
Because I was expecting a call	326	60	25	59	18	28	37	25	34	39	123	203
	32%	30%	38%	35%	23%	31%	38%	35%	31%	33%	31%	34%
I pick up the call when the number looks legitimate	321	66	27	56	31	18	35	19	26	43	138	183
	32%	33%	40% ^{eh}	33%	40% ^e	20%	35%	28%	24%	36% ^{ee}	34%	30%
It could be an emergency	292	52	22	56	28	20	32	21	29	31	112	180
	29%	26%	33%	33%	36%	23%	33%	30%	27%	26%	28%	30%
I just answer the call and don't really think about it	196	38	11	38	18	20	11	11	26	22	83	113
	20%	19%	17%	22%	23%	23%	11%	15%	24%	19%	21%	19%
I rely on a call screening service to stop suspicious calls, so I know that any caller that gets through is OK	83	23	4	11	5	7	12	5	7	9	8	75
	8%	11%	7%	7%	7%	7%	12%	7%	6%	8%	2%	12% ^{ej}
I pick up the call if the caller's number looks similar to my own	67	10	8	13	8	*	4	4	8	10	26	41
	7%	5%	12% ^e	8% ^e	10% ^e	1%	4%	5%	7%	9% ^e	6%	7%
Other reason	57	15	3	10	3	6	1	1	8	10	24	33
	6%	8%	4%	6%	4%	7%	2%	1%	7%	8%	6%	6%
Don't know	17	3	2	5	-	1	*	4	3	-	7	10
	2%	1%	2%	3%	-	1%	*	6% ⁱ	2%	-	2%	2%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

* small base

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Absolutes/col percents

Table 45
Q15. Why do you always/usually/sometimes pick up mobile calls when you don't recognise the number?
Base: All who always/usually/sometimes pick even when caller's number not recognised

	Experience of suspicious texts/calls				Mobile						Landline			
	Total				Any mobile text/ App message (e)						None (m)			
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)	
Unweighted base	968	770	361	385	737	687	649	252	229	293	262	195	180	198
Weighted base	1003	803	371	425	775	725	696	259	234	331	288	215	197	200
Effective base	706	564	258	285	539	506	478	188	163	217	189	140	131	142
Curious who it is	522	436	184	231	422	394	385	125	114	183	135	97	101	86
	52%	54% ^m	49%	54% ^m	54% ^m	54% ^m	55% ^{jk}	48%	49%	55% ^m	47%	45%	51%	43%
Because I was expecting a call	326	263	132	131	255	248	242	74	82	108	94	75	63	63
	32%	33%	36%	31%	33%	34%	35%	29%	35%	33%	33%	35%	32%	31%
I pick up the call when the number looks legitimate	321	266	130	137	261	249	236	81	87	115	98	72	63	56
	32%	33%	35%	32%	34%	34%	34%	31%	37%	35%	34%	34%	32%	28%
It could be an emergency	292	236	118	140	231	218	208	85	78	115	87	61	61	55
	29%	29%	32%	33%	30%	30%	30%	33%	33%	35%	30%	28%	31%	28%
I just answer the call and don't really think about it	196	161	66	91	155	139	131	59	39	63	56	39	43	35
	20%	20%	18%	21%	20%	19%	19%	23%	17%	19%	19%	18%	22%	18%
I rely on a call screening service to stop suspicious calls, so I know that any caller that gets through is OK	83	69	41	37	69	63	59	24	31	31	29	23	22	15
	8%	9%	11%	9%	9%	9%	8%	9%	13%	9%	10%	10%	11%	7%
I pick up the call if the caller's number looks similar to my own	67	57	31	35	55	51	48	25	21	28	30	24	22	10
	7%	7%	8%	8%	7%	7%	7%	9%	9%	8%	11%	11%	11%	5%
Other reason	57	44	26	27	41	36	36	9	12	21	23	21	16	14
	6%	5%	7%	6%	5%	5%	5%	4%	5%	6%	8%	10% ^{eg}	8%	7%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
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Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 45
Q15. Why do you always/usually/sometimes pick up mobile calls when you don't recognise the number?
Base: All who always/usually/sometimes pick even when caller's number not recognised

	Experience of suspicious texts/calls				Mobile							Landline			None (m)
	Total				Any mobile (d)	Any mobile text/ App message (e)				Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	
	Total	Any (a)	Any voice call (b)	Any recorded message (c)		SMS (f)	App (g)								
Weighted base	1003	803	371	425	775	725	696	259	234	331	288	215	197	200	
Don't know	17 2%	7 1%	3 1%	1 *	7 1%	7 1%	6 1%	4 2%	2 1%	* *	1 *	1 1%	1 *	11 5% abcdefghijkl	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 46
Q16. And thinking about those times when you do recognise the caller's number, how often do you answer your mobile?
Base: All who always/usually/sometimes decide whether to answer by looking at the number

	Age 1						Age 2						Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male	Female	Male	Female	Male	Female	ABC1	C2DE	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	East of London	South East	South West	England	Wales	Scotland	Northern Ireland			
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(z)	(A)	(B)	(C)	(D)	(E)	(F)		
Unweighted base	1726	209	301	280	291	542	103	510	571	542	103	91	92	309	336	853	866	989	737	63	181	163	157	117	150	254	218	131	1434	85	157	50		
Weighted base	1751	233	296	277	306	546	92	529	583	546	92	93	108	300	339	859	888	970	781	67*	201	151	147	121	159	238	240	146	1469	80	151	51*		
Effective base	1236	148	214	195	208	399	78	360	403	399	78	59	70	229	247	619	613	706	531	44	128	124	119	81	108	189	152	92	1024	59	116	39		
Always	750	90	115	100	114	273	59	205	214	273	59	33	47	173	158	404	344	414	336	34	84	57	57	62	61	82	110	66	612	44	73	21		
	43%	39%	39%	36%	37%	50%abc	64%abc	39%	37%	50%gh	64%ghi	35%	43%	58%kin	47%	47%p	39%	43%	43%	51%y	42%	37%	39%	51%y	38%	34%	46%y	45%	42%	55%C	48%	41%		
Usually	836	109	137	138	178	247	28	246	315	247	28	45	48	116	159	373	462	469	367	27	92	75	74	47	85	132	103	70	706	31	72	27		
	48%	47%f	46%f	50%f	58%abe	45%f	30%	46%j	54%gij	45%j	30%	48%	45%	39%	47%	43%	52%o	48%	47%	40%	46%	50%	50%	39%	54%	56%wA	43%	48%	48%	39%	48%	53%		
Sometimes	144	30	38	36	13	22	5	69	48	22	5	16	13	7	20	74	71	77	67	6	25	17	11	8	9	23	24	11	133	5	4	2		
	8%	13%de	13%de	13%de	4%	4%	5%	13%hi	8%i	4%	5%	17%mn	12%m	2%	6%m	9%	8%	8%	9%	9%	12%	11%	8%	7%	6%	10%	10%	7%	9%E	6%	3%	5%		
Rarely	13	1	6	3	1	3	1	6	3	3	1	-	-	3	*	8	6	8	6	-	*	2	5	*	3	1	1	-	12	-	1	1		
	1%	*	2%	1%	*	1%	1%	1%	1%	1%	1%	-	-	1%	*	1%	1%	1%	1%	-	*	1%	3%y	*	2%	*	1%	-	1%	-	1%	1%		
Never	2	-	-	-	1	2	-	-	1	2	-	-	-	2	1	2	1	1	1	-	*	1	-	-	1	-	-	-	2	-	-	-		
	*	-	-	-	*	*	-	-	*	*	-	-	-	*	*	*	*	*	*	-	*	-	-	-	-	-	-	-	*	-	-	-		
Don't know	4	3	1	1	-	-	3	1	-	-	-	-	-	-	1	4	1	3	-	*	*	-	2	-	-	1	-	4	-	1	-			
	*	1%e	*	*	-	-	1%	*	-	-	-	-	-	*	*	*	*	*	*	-	*	-	2%	-	-	*	-	*	-	1%	-	-		
NET: Ever	1744	231	295	276	306	545	92	526	581	545	92	93	108	300	337	858	883	968	776	67	201	150	147	118	158	238	239	146	1463	80	150	51		
	100%	99%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	99%	100%	100%	99%	100%	98%	99%	100%	100%	100%	100%	100%	99%	100%		
NET: Always/usually/sometimes	1731	230	289	273	305	542	92	519	578	542	92	93	108	297	337	850	877	960	771	67	200	148	142	118	156	237	237	146	1451	80	149	51		
	99%	99%	98%	99%	99%	99%	99%	98%	99%	99%	99%	100%	100%	99%	99%	99%	99%	99%	99%	100%	99%	98%	97%	98%	98%	100%v	99%	100%	99%	99%	99%	99%		
NET: Rarely/never	16	1	6	3	2	5	1	6	4	5	1	-	-	3	2	8	7	9	7	-	1	3	5	*	4	1	1	-	14	-	1	1		
	1%	*	2%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	1%	1%	1%	1%	1%	1%	-	*	2%	3%y	*	2%	*	1%	-	1%	-	1%	1%		

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F

* small base



Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 47
Q16. And thinking about those times when you do recognise the caller's number, how often do you answer your mobile?
Base: All who always/usually/sometimes decide whether to answer by looking at the number

	Total	Phone network									Mobile O/S	
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	1726	341	135	314	117	134	172	120	187	202	659	1063
Weighted base	1751	346	136	317	123	135	186	115	192	195	694	1054
Effective base	1236	250	87	236	79	94	112	94	139	150	488	745
Always	750 43%	138 40%	70 51%g	128 41%	67 54%acg	63 47%	75 40%	41 36%	88 46%	80 41%	296 43%	452 43%
Usually	836 48%	178 51%d	56 41%	163 51%d	47 39%	54 40%	92 49%	68 59%bdeh	82 43%	92 47%	327 47%	509 48%
Sometimes	144 8%	25 7%	10 7%	20 6%	8 7%	15 11%	16 9%	6 5%	22 11%	18 9%	62 9%	82 8%
Rarely	13 1%	4 1%	*	1 *	*	1 1%	2 1%	-	1 *	4 2%	8 1%	5 *
Never	2 *	-	-	2 *	-	1 1%	-	-	-	-	*	2 *
Don't know	4 *	*	-	3 1%	-	-	1 *	-	-	*	*	4 *
NET: Ever	1744 100%	346 100%	136 100%	313 99%	123 100%	134 99%	186 100%	115 100%	192 100%	195 100%	693 100%	1048 99%
NET: Always/usually/ sometimes	1731 99%	342 99%	136 100%	312 98%	122 100%	133 99%	184 99%	115 100%	191 100%	191 98%	685 99%	1043 99%
NET: Rarely/never	16 1%	4 1%	*	2 1%	*	2 1%	2 1%	-	1 *	4 2%	9 1%	7 1%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
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Absolutes/col percents

Table 48
Q16. And thinking about those times when you do recognise the caller's number, how often do you answer your mobile?
Base: All who always/usually/sometimes decide whether to answer by looking at the number

	Experience of suspicious texts/calls				Mobile						Landline			None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	
Unweighted base	1726	1356	571	621	1300	1228	1160	421	373	474	406	296	277	370
Weighted base	1751	1394	593	666	1348	1273	1214	430	393	524	429	320	289	357
Effective base	1236	972	412	457	930	882	833	307	269	348	294	213	203	265
Always	750 43%	598 43%	269 45%	295 44%	568 42%	539 42%	516 43%	189 44%	168 43%	227 43%	217 51% ^{adef}	167 52% ^{adefhi}	142 49%	153 43%
Usually	836 48%	676 48%	285 48%	319 48%	660 49%	619 49%	597 49% ^k	196 46%	198 50%	252 48%	183 43%	133 42%	129 45%	160 45%
Sometimes	144 8%	111 8%	36 6%	47 7%	110 8%	105 8%	95 8%	38 9%	24 6%	41 8%	27 6%	18 6%	18 6%	33 9%
Rarely	13 1%	7 *	2 *	2 *	7 1%	6 1%	3 *	4 1%	2 *	2 *	1 *	1 *	1 *	6 2% ^{abcdef}
Never	2 *	2 *	1 *	2 *	2 *	2 *	2 *	1 *	1 *	2 *	-	-	-	* *
Don't know	4 *	1 *	1 *	* *	1 *	1 *	* *	1 *	1 *	* *	1 *	1 *	-	3 1% ^{acdef}
NET: Ever	1744 100%	1391 100% ^m	591 100%	664 100%	1346 100% ^m	1270 100%	1211 100% ^m	428 100%	391 100%	522 100%	428 100%	319 100%	289 100%	353 99%
NET: Always/usually/ sometimes	1731 99%	1384 99% ^m	590 99% ^m	661 99% ^m	1339 99% ^m	1264 99% ^m	1208 100% ^m	424 99%	390 99%	520 99% ^m	427 100% ^m	319 100% ^m	288 100% ^m	346 97%
NET: Rarely/never	16 1%	9 1%	3 *	4 1%	9 1%	8 1%	5 *	5 1%	3 1%	4 1%	1 *	1 *	1 *	7 2% ^{afj}

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base. Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
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Table 49
Q17. How likely is it that you would pick up a call from the following types of numbers? Summary
Base: All who always/usually/sometimes decide whether to answer by looking at the number on the handset

	A UK landline number that you do not recognise	A UK mobile number that you do not recognise	An international number that you do not recognise	A withheld number
Unweighted base	1837	1837	1837	1837
Weighted base	1859	1859	1859	1859
Effective base	1320	1320	1320	1320
5 - Very likely to pick up	263 14%	273 15%	116 6%	193 10%
4	290 16%	290 16%	110 6%	189 10%
3	452 24%	443 24%	187 10%	363 19%
2	383 21%	378 20%	235 13%	319 17%
1- Very unlikely to pick up	457 25%	460 25%	1143 61%	751 40%
I would not recognise that type of number	13 1%	15 1%	69 4%	44 2%
NET: Likely	554 30%	563 30%	226 12%	382 21%
NET: Unlikely	840 45%	839 45%	1377 74%	1070 58%
Mean	2.74	2.75	1.78	2.31
Standard deviation	1.36	1.37	1.23	1.38
Standard error	0.03	0.03	0.03	0.03

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 50
Q17. How likely is it that you would pick up a call from the following types of numbers? A UK landline number that you do not recognise
Base: All who always/usually/sometimes decide whether to answer by looking at the number on the handset

	Age 1						Age 2				Age/Gender				Gender		Social Grade		Region										Nation					
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)		
Unweighted base	1837	219	315	294	302	587	120	534	596	587	120	95	97	335	372	905	925	1044	793	68	193	168	170	128	159	265	234	144	1529	91	165	52		
Weighted base	1859	248	310	289	320	584	110	558	608	584	110	99	116	323	370	910	946	1024	835	73*	212	156	160	131	170	248	257	157	1564	83	159	53*		
Effective base	1320	156	226	206	217	431	91	380	422	431	91	62	75	247	273	660	657	747	574	48	137	128	129	89	114	199	163	102	1097	62	122	40		
5 - Very likely to pick up	263	24	31	36	46	104	22	55	81	104	22	15	10	59	67	133	130	148	116	10	26	19	21	28	24	32	28	21	208	15	32	8		
	14%	10%	10%	12%	14%	18%ab	20%ab	10%	13%	18%g	20%g	15%	8%	18%l	15%	14%	14%	14%	14%	13%	12%	12%	13%	21%A	14%	13%	11%	13%	13%	18%	20%C	16%		
4	290	36	54	54	46	87	13	90	100	87	13	14	20	53	48	149	141	175	116	7	34	25	27	17	43	45	38	22	258	11	18	4		
	16%	15%	17%	19%	14%	15%	12%	16%	16%	15%	12%	15%	17%	16%	13%	16%	15%	17%	14%	9%	16%	16%	17%	13%	25%swA	18%	15%	14%	16%	13%	11%	8%		
3	452	70	81	69	79	124	28	151	148	124	28	29	33	67	85	218	233	254	198	20	50	39	38	34	37	70	56	39	383	23	33	13		
	24%	28%	26%	24%	25%	21%	26%	27%	24%	21%	26%	29%	29%	21%	23%	24%	25%	25%	24%	28%	24%	25%	24%	26%	22%	28%	22%	25%	24%	27%	21%	25%		
2	383	67	63	59	64	109	21	130	123	109	21	27	27	64	66	201	182	218	165	15	51	35	42	20	32	61	53	25	332	12	30	10		
	21%	27%e	20%	21%	20%	19%	19%	23%	20%	19%	19%	27%	23%	20%	18%	22%	19%	21%	20%	20%	24%	23%	26%	15%	19%	24%	21%	16%	21%	14%	19%	18%		
1- Very unlikely to pick up	457	49	78	67	84	155	25	128	150	155	25	14	26	78	101	202	254	225	233	21	49	37	32	32	34	39	82	47	373	23	44	18		
	25%	20%	25%	23%	26%	26%	23%	23%	25%	26%	23%	14%	23%	24%	27%k	22%	27%	22%	28%lq	28%y	23%	24%	20%	24%	20%	16%	32%vxy	30%y	24%	27%	28%	33%		
I would not recognise that type of number	13	1	3	4	1	4	*	4	5	4	*	-	1	2	2	7	6	5	8	1	3	-	1	*	-	1	-	4	11	-	2	-		
	1%	*	1%	2%	*	1%	*	1%	1%	1%	*	-	1%	1%	1%	1%	1%	1%	1%	2%	1%	-	1%	*	-	*	-	2%A	1%	-	2%	-		
NET: Likely	554	60	85	90	92	191	36	145	182	191	36	29	29	112	115	282	270	322	232	16	60	44	47	45	67	77	65	43	466	26	50	13		
	30%	24%	27%	31%	29%	33%	33%	26%	30%	33%g	33%	30%	25%	35%	31%	31%	29%	31%	28%	22%	28%	29%	30%	34%	40%sa	31%	25%	27%	30%	31%	31%	24%		
NET: Unlikely	840	116	141	126	148	264	45	257	274	264	45	41	53	143	167	403	436	443	397	35	99	72	74	51	66	100	135	72	705	35	74	28		
	45%	47%	46%	44%	46%	45%	41%	46%	45%	45%	41%	41%	46%	44%	45%	44%	46%	43%	48%	48%	47%	46%	46%	39%	39%	40%	53%wxy	46%	45%	42%	46%	52%		
Mean	2.74	2.67	2.66	2.76	2.71	2.79	2.89	2.67	2.73	2.79	2.89	2.90	2.65	2.85	2.77	2.79	2.69	2.81	2.66	2.58	2.70	2.71	2.76	2.92A	2.95A	2.88A	2.51	2.64	2.74	2.80	2.77	2.55		
Standard deviation	1.36	1.23	1.30	1.34	1.37	1.44	1.43	1.27	1.36	1.44	1.43	1.26	1.24	1.43	1.45	1.35	1.37	1.35	1.38	1.36	1.32	1.33	1.31	1.46	1.35	1.26	1.36	1.40	1.35	1.44	1.48	1.44		
Standard error	0.03	0.08	0.07	0.08	0.08	0.06	0.13	0.06	0.06	0.06	0.13	0.13	0.13	0.08	0.08	0.05	0.05	0.04	0.05	0.17	0.10	0.10	0.10	0.13	0.11	0.08	0.09	0.12	0.03	0.15	0.12	0.20		

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F

* small base

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Absolutes/col percents

Table 51

Q17. How likely is it that you would pick up a call from the following types of numbers? A UK landline number that you do not recognise
Base: All who always/usually/sometimes decide whether to answer by looking at the number on the handset

	Total	Phone network									Mobile O/S	
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	1837	347	136	320	119	140	172	121	190	206	662	1087
Weighted base	1859	351	137	323	123	140	186	116	196	199	697	1077
Effective base	1320	255	88	241	79	98	112	95	142	153	491	763
5 - Very likely to pick up	263 14%	53 15%	16 12%	37 12%	19 16%	29 21% ^{ch}	27 14%	21 18%	21 10%	35 18%	103 15%	154 14%
4	290 16%	45 13%	11 8%	52 16% ^b	20 16%	23 16%	30 16%	20 17%	42 22% ^{ab}	36 18% ^b	119 17%	157 15%
3	452 24%	95 27%	35 26%	77 24%	29 24%	35 25%	42 22%	22 19%	55 28%	38 19%	171 25%	261 24%
2	383 21%	76 22% ^h	32 23% ^h	65 20%	29 23% ^h	26 18%	40 22%	20 17%	25 13%	46 23% ^h	140 20%	217 20%
1- Very unlikely to pick up	457 25%	80 23%	41 30%	89 28%	26 21%	28 20%	48 26%	33 28%	50 26%	44 22%	159 23%	279 26%
I would not recognise that type of number	13 1%	2 1%	1 1%	3 1%	* *	- -	- -	* *	3 2%	1 *	5 1%	8 1%
NET: Likely	554 30%	97 28%	27 20%	89 28%	39 31%	51 37% ^b	56 30%	40 35% ^b	63 32% ^b	71 36% ^b	223 32%	311 29%
NET: Unlikely	840 45%	156 44%	73 54% ^{eh}	154 48%	55 44%	54 38%	88 47%	53 46%	75 38%	89 45%	299 43%	497 46%
Mean	2.74	2.75	2.47	2.63	2.81	2.99 ^{bc}	2.71	2.78	2.78	2.87 ^b	2.81	2.71
Standard deviation	1.36	1.35	1.32	1.35	1.36	1.41	1.38	1.47	1.33	1.41	1.36	1.37
Standard error	0.03	0.07	0.11	0.08	0.13	0.12	0.11	0.13	0.10	0.10	0.05	0.04

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
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Absolutes/col percents

Table 52
Q17. How likely is it that you would pick up a call from the following types of numbers? A UK landline number that you do not recognise
Base: All who always/usually/sometimes decide whether to answer by looking at the number on the handset

	Experience of suspicious texts/calls				Mobile						Landline			
	Total	Total			Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)
		Any (a)	Any voice call (b)	Any recorded message (c)										
Unweighted base	1837	1413	598	666	1315	1242	1173	427	376	480	457	322	321	424
Weighted base	1859	1459	623	717	1362	1286	1226	435	395	530	488	350	340	401
Effective base	1320	1016	433	493	942	893	843	311	271	352	335	234	238	305
5 - Very likely to pick up	263 14%	211 14%	122 20% <i>adefm</i>	135 19% <i>adem</i>	193 14%	185 14%	183 15%	79 18%	73 18%	96 18%	102 21% <i>adefm</i>	79 23% <i>adefm</i>	80 24% <i>adefm</i>	53 13%
4	290 16%	235 16%	87 14%	106 15%	218 16%	199 15%	188 15%	73 17%	53 13%	72 14%	80 16%	54 15%	57 17%	56 14%
3	452 24%	371 25%	173 28% <i>m</i>	211 29% <i>m</i>	343 25%	322 25%	306 25%	106 24%	103 26%	161 30% <i>m</i>	131 27%	95 27%	90 26%	81 20%
2	383 21%	290 20%	108 17%	135 19%	275 20%	262 20%	244 20%	84 19%	75 19%	103 19%	93 19%	62 18%	63 19%	93 23% <i>b</i>
1- Very unlikely to pick up	457 25%	342 23% <i>bcijkl</i>	131 21% <i>l</i>	128 18%	324 24% <i>bcijkl</i>	310 24% <i>cijkl</i>	297 24% <i>scijkl</i>	90 21% <i>l</i>	91 23% <i>cijkl</i>	97 18%	79 16%	56 16%	48 14%	115 29% <i>bcgijkl</i>
I would not recognise that type of number	13 1%	9 1%	3 *	2 *	8 1%	8 1%	8 1%	3 1%	-	1 *	4 1%	3 1%	1 *	4 1%
NET: Likely	554 30%	445 31%	209 33%	241 34%	411 30%	384 30%	372 30%	152 35% <i>m</i>	125 32%	168 32%	182 37% <i>adefm</i>	133 38% <i>adefm</i>	138 41% <i>adefhim</i>	108 27%
NET: Unlikely	840 45%	633 43% <i>bcjkl</i>	239 38%	264 37%	600 44% <i>bcijkl</i>	572 44% <i>bcijkl</i>	540 44% <i>scijkl</i>	174 40%	166 42% <i>l</i>	200 38%	172 35%	119 34%	111 33%	208 52% <i>abcdefghijklmnop</i>
Mean	2.74	2.78m	2.94 <i>adefm</i>	2.98 <i>adefm</i>	2.76	2.76	2.77	2.92m	2.85m	2.94 <i>dem</i>	3.07 <i>adefm</i>	3.11 <i>adefh</i>	3.17 <i>abdefghim</i>	2.59
Standard deviation	1.36	1.36	1.39	1.35	1.36	1.36	1.37	1.39	1.40	1.34	1.36	1.38	1.36	1.38
Standard error	0.03	0.04	0.06	0.05	0.04	0.04	0.04	0.07	0.07	0.06	0.06	0.08	0.08	0.07

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base. Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
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Absolutes/col percents

Table 53
Q17. How likely is it that you would pick up a call from the following types of numbers? A UK mobile number that you do not recognise
Base: All who always/usually/sometimes decide whether to answer by looking at the number on the handset

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation		
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (l)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of England (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)
Unweighted base	1837	219	315	294	302	587	120	534	596	587	120	95	97	335	372	905	925	1044	793	68	193	168	170	128	159	265	234	144	1529	91	165	52
Weighted base	1859	248	310	289	320	584	110	558	608	584	110	99	116	323	370	910	946	1024	835	73*	212	156	160	131	170	248	257	157	1564	83	159	53*
Effective base	1320	156	226	206	217	431	91	380	422	431	91	62	75	247	273	660	657	747	574	48	137	128	129	89	114	199	163	102	1097	62	122	40
5 - Very likely to pick up	273 15%	21 8%	40 13%	35 12%	49 15%a	104 18%a	24 22%abc	61 11%	84 14%	104 18%g	24 22%gh	10 11%	10 9%	57 18%	71 19%l	128 14%	144 15%	158 15%	115 14%	10 14%	26 12%	22 14%	23 15%	22 17%	24 14%	40 16%	35 14%	25 16%	227 15%	14 17%	23 14%	8 16%
4	290 16%	48 19%	47 15%	59 20%cd	39 12%	85 15%	12 11%	95 17%	98 16%	85 15%	12 11%	18 18%	26 22%kn	54 17%	44 12%	155 17%	134 14%	174 17%	116 14%	5 7%	33 16%	27 17%	28 17%	18 13%	38 22%st	46 19%us	36 14%	20 13%	252 16%	12 15%	20 13%	6 11%
3	443 24%	80 32%cde	82 26%	63 22%	74 23%	120 21%	24 22%	162 29%hi	137 22%	120 21%	24 22%	30 31%	38 33%no	69 21%	74 20%	216 24%	227 24%	242 24%	200 24%	25 34%AB	56 26%	37 24%	39 24%	36 27%	65 21%	49 19%	29 19%	371 24%	21 25%	36 23%	14 23%	
2	378 20%	60 24%	64 21%	62 21%	67 21%	106 18%	20 19%	124 22%	128 21%	106 18%	20 19%	26 27%	27 24%	64 20%	63 17%	203 22%	175 19%	219 21%	160 19%	14 19%	44 21%	31 20%	37 23%	21 16%	39 23%	55 22%	51 20%	32 20%	324 21%	13 16%	32 20%	10 18%
1 - Very unlikely to pick up	460 25%	39 16%	73 23%	66 23%	89 28%aa	166 29%aa	27 25%	111 20%	156 26%	166 29%g	27 25%	14 14%	15 13%	76 23%l	118 32%klm	198 22%	261 28%o	223 22%	238 28%q	17 24%	50 24%	38 25%	32 20%	33 25%	33 19%	41 17%	86 33%vxy	48 30%y	378 24%	22 27%	46 29%	15 27%
I would not recognise that type of number	15 1%	1 *	5 1%	4 2%	2 *	3 *	1 1%	5 1%	6 1%	3 *	1 1%	-	-	4 1%	11 *	5 1%	9 1%	7 1%	2 2%A	4 2%	1 *	1 1%	1 1%	-	1 *	-	3 2%	13 1%	-	2 2%	-	
NET: Likely	563 30%	69 28%	87 28%	94 32%	88 28%	188 32%	37 34%	156 28%	182 30%	188 32%	37 34%	29 29%	36 31%	111 34%	114 31%	282 31%	278 29%	332 32%	231 28%	15 21%	59 28%	49 31%	51 32%	40 31%	62 37%	86 35%	71 28%	45 29%	478 31%	27 32%	43 27%	15 27%
NET: Unlikely	839 45%	98 40%	136 44%	128 44%	156 49%	273 47%	47 43%	235 42%	284 47%	273 47%	47 43%	40 40%	42 37%	140 43%	181 49%	401 44%	436 46%	441 43%	398 48%	31 43%	94 44%	69 44%	69 43%	54 41%	72 42%	96 39%	136 53%y	80 51%y	702 45%	36 43%	77 49%	24 46%
Mean	2.75	2.81	2.73	2.77	2.66	2.75	2.88	2.77	2.71	2.75	2.88	2.86	2.90	2.85	2.69	2.79	2.71	2.83r	2.65	2.68	2.71	2.76	2.83	2.81	2.89A	2.96AB	2.55	2.62	2.76	2.80	2.64	2.70
Standard deviation	1.37	1.17	1.33	1.34	1.40	1.46	1.49	1.26	1.37	1.46	1.49	1.19	1.15	1.42	1.34	1.40	1.36	1.38	1.32	1.32	1.37	1.34	1.41	1.34	1.31	1.42	1.45	1.37	1.43	1.40	1.40	
Standard error	0.03	0.08	0.08	0.08	0.08	0.06	0.14	0.05	0.06	0.06	0.14	0.12	0.12	0.08	0.08	0.04	0.05	0.04	0.05	0.16	0.10	0.11	0.10	0.13	0.11	0.08	0.09	0.12	0.04	0.15	0.11	0.19

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 54

Q17. How likely is it that you would pick up a call from the following types of numbers? A UK mobile number that you do not recognise
Base: All who always/usually/sometimes decide whether to answer by looking at the number on the handset

	Total	Phone network									Mobile O/S	
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	1837	347	136	320	119	140	172	121	190	206	662	1087
Weighted base	1859	351	137	323	123	140	186	116	196	199	697	1077
Effective base	1320	255	88	241	79	98	112	95	142	153	491	763
5 - Very likely to pick up	273 15%	58 17%	19 14%	45 14%	19 16%	28 20%	25 13%	18 15%	22 11%	31 16%	117 17%	148 14%
4	290 16%	46 13%	11 8%	57 18% ^b	21 17%	20 15%	29 16%	23 20% ^b	37 19% ^b	32 16%	107 15%	169 16%
3	443 24%	84 24%	31 23%	59 18%	31 25%	37 27%	47 25%	26 23%	59 30% ^c	44 22%	187 27% ^k	235 22%
2	378 20%	75 21%	36 26% ^h	59 18%	28 23%	26 18%	35 19%	19 17%	30 15%	48 24%	128 18%	228 21%
1- Very unlikely to pick up	460 25%	85 24%	38 28%	97 30%	24 19%	28 20%	50 27%	29 25%	46 23%	44 22%	152 22%	288 27% ^j
I would not recognise that type of number	15 1%	2 1%	1 1%	5 2%	-	-	-	1 1%	3 1%	1 *	6 1%	8 1%
NET: Likely	563 30%	104 30%	30 22%	102 32%	40 33%	49 35%	54 29%	40 35%	60 30%	64 32%	224 32%	318 29%
NET: Unlikely	839 45%	160 46%	74 54% ^{eh}	157 48%	52 42%	54 38%	86 46%	49 42%	76 38%	91 46%	280 40%	516 48% ^j
Mean	2.75	2.76	2.53	2.66	2.87	2.97 ^b	2.69	2.82	2.80	2.80	2.87 ^k	2.68
Standard deviation	1.37	1.39	1.35	1.43	1.34	1.40	1.37	1.41	1.31	1.37	1.37	1.38
Standard error	0.03	0.08	0.12	0.08	0.12	0.12	0.10	0.13	0.10	0.10	0.05	0.04

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 55
Q17. How likely is it that you would pick up a call from the following types of numbers? A UK mobile number that you do not recognise
Base: All who always/usually/sometimes decide whether to answer by looking at the number on the handset

	Experience of suspicious texts/calls				Mobile						Landline			
	Total				Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)										
Unweighted base	1837	1413	598	666	1315	1242	1173	427	376	480	457	322	321	424
Weighted base	1859	1459	623	717	1362	1286	1226	435	395	530	488	350	340	401
Effective base	1320	1016	433	493	942	893	843	311	271	352	335	234	238	305
5 - Very likely to pick up	273 15%	229 16% ^m	122 20% ^{em}	143 20% ^{adefm}	210 15%	196 15%	193 16% ^m	84 19% ^m	71 18% ^m	102 19% ^m	99 20% ^{adem}	80 23% ^{adefm}	76 22% ^{adefm}	44 11%
4	290 16%	238 16%	89 14%	108 15%	223 16%	207 16%	203 17%	62 14%	59 15%	80 15%	71 15%	46 13%	52 15%	52 13%
3	443 24%	345 24%	168 27%	191 27%	317 23%	302 23%	287 23%	109 25%	103 26%	136 26%	132 27%	92 26%	97 29%	97 24%
2	378 20%	295 20%	116 19%	136 19%	276 20%	260 20%	240 20%	83 19%	68 17%	100 19%	103 21%	73 21%	64 19%	83 21%
1- Very unlikely to pick up	460 25%	342 23% ^{ijkl}	125 20%	137 19%	328 24% ^{cijkl}	313 24% ^{scijkl}	295 24% ^{cijkl}	94 22% ^l	92 23% ^{ijkl}	112 21% ^l	80 16%	55 16%	49 14%	119 30% ^{abcgijkl}
I would not recognise that type of number	15 1%	10 1%	4 1%	2 *	8 1%	8 1%	8 1%	3 1%	1 *	1 *	4 1%	3 1%	1 *	6 1% ⁱ
NET: Likely	563 30%	467 32% ^m	211 34% ^m	251 35% ^m	433 32% ^m	402 31% ^m	396 32% ^m	146 34% ^m	131 33% ^m	182 34% ^m	170 35% ^m	126 36% ^m	128 38% ^m	96 24%
NET: Unlikely	839 45%	637 44% ^{cjl}	241 39%	273 38%	604 44% ^{bcjkl}	574 45% ^{bcjkl}	535 44% ^{cl}	177 41%	160 41%	212 40%	183 37%	129 37%	113 33%	202 50% ^{abefghijkl}
Mean	2.75	2.80 ^m	2.95 ^{dem}	2.98 ^{adefm}	2.79 ^m	2.77 ^m	2.80 ^m	2.91 ^m	2.87 ^m	2.92 ^m	3.01 ^{adefm}	3.06 ^{adefm}	3.13 ^{adefh}	2.54
Standard deviation	1.37	1.38	1.39	1.38	1.38	1.38	1.39	1.41	1.41	1.40	1.36	1.38	1.35	1.33
Standard error	0.03	0.04	0.06	0.05	0.04	0.04	0.04	0.07	0.07	0.06	0.06	0.08	0.08	0.07

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base. Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 56
Q17. How likely is it that you would pick up a call from the following types of numbers? An international number that you do not recognise
Base: All who always/usually/sometimes decide whether to answer by looking at the number on the handset

	Age 1						Age 2						Age/Gender				Gender		Social Grade		Region										Nation		
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)	
Unweighted base	1837	219	315	294	302	587	120	534	596	587	120	95	97	335	372	905	925	1044	793	68	193	168	170	128	159	265	234	144	1529	91	165	52	
Weighted base	1859	248	310	289	320	584	110	558	608	584	110	99	116	323	370	910	946	1024	835	73*	212	156	160	131	170	248	257	157	1564	83	159	53*	
Effective base	1320	156	226	206	217	431	91	380	422	431	91	62	75	247	273	660	657	747	574	48	137	128	129	89	114	199	163	102	1097	62	122	40	
5 - Very likely to pick up	116 6%	10 4%	27 9%	14 5%	13 4%	45 8%	8 7%	36 7%	27 4%	45 8%h	8 7%	8 8%l	-	23 7%l	30 8%l	63 7%	52 6%	60 6%	55 7%	9 12%uv	12 6%	5 3%	5 3%	7 6%	11 7%	19 8%	12 5%	18 11%uvA	18 6%	97 6%	6 7%	9 6%	3 6%
4	110 6%	15 6%	18 6%	23 8%	12 4%	29 5%	13 12%de	33 6%	35 6%	29 5%	13 12%ghi	10 11%	4 4%	26 8%	16 4%	74 8%p	36 4%	69 7%	41 5%	*	13 6%	11 7%	7 4%	16 12%svAB	12 7%	23 9%sv	13 5%	5 3%	100 6%	3 3%	3 2%	5 8%	
3	187 10%	33 13%ef	35 11%	38 13%ef	31 10%	45 8%	6 5%	68 12%i	69 11%	45 8%	6 5%	12 12%	16 14%	24 8%	26 7%	90 10%	97 10%	112 11%	75 9%	9 13%	21 10%	21 13%	12 8%	19 15%	12 7%	30 12%	27 11%	12 8%	164 10%D	1 2%	17 11%D	5 10%	
2	235 13%	41 17%e	44 14%	41 14%	38 12%	60 10%	10 9%	85 15%i	80 13%	60 10%	11 9%	25 12%	36 11%	34 9%	117 13%	118 12%	138 14%	96 12%	6 8%	25 12%	12 8%	28 17%uwB	11 8%	35 21%uwB	45 18%uwB	32 12%B	8 5%	201 13%	7 8%	21 13%	6 10%		
1- Very unlikely to pick up	1143 61%	139 56%	177 57%	164 57%	212 66%abc	381 65%abc	69 63%	316 57%	376 62%	381 65%g	69 55%	54 57%	65 63%	204 67%	246 67%	540 59%	601 64%	610 60%	533 64%	46 62%	132 62%y	97 62%y	101 63%y	75 57%	99 58%	122 49%	170 66%y	107 68%y	948 61%	64 77%CE	98 61%	33 63%	
I would not recognise that type of number	69 4%	9 4%	10 3%	10 3%	13 4%	24 4%	3 3%	19 3%	23 4%	24 4%	3 3%	5 5%	10 3%	18 5%	26 3%	42 4%	35 3%	34 4%	3 4%	4 4%	9 7%xA	11 5%x	7 3%	4 3%	1 1%	10 4%	3 1%	8 5%xA	54 3%	3 3%	11 7%	2 3%	
NET: Likely	226 12%	25 10%	45 14%d	36 13%	25 8%	74 13%	21 19%ad	70 13%	61 10%	74 13%	21 19%h	19 19%l	4 4%	49 15%l	46 12%l	138 15%p	88 9%	129 13%	97 12%	9 13%	25 12%	15 10%	12 7%	23 18%v	23 14%	42 17%vA	24 10%	23 15%	197 13%	9 10%	13 8%	8 14%	
NET: Unlikely	1377 74%	181 73%	220 71%	205 71%	250 78%	441 76%	79 72%	401 72%	455 75%	441 76%	79 72%	66 66%	90 78%	240 74%	280 76%	656 72%	718 76%	748 73%	629 75%	52 71%	157 74%	109 70%	128 80%wy	85 65%	134 79%wy	166 67%	202 73%	115 73%	1149 85%C	71 73%	119 75%	39 73%	
Mean	1.78	1.81	1.92d	1.86d	1.61	1.74	1.87	1.87	1.73	1.74	1.87	2.03l	1.63	1.81	1.72	1.87p	1.70	1.82	1.74	1.87	1.76	1.72	1.61	1.99v	1.83	2.05tu vA	1.68	1.79	1.81	1.51	1.69	1.81	
Standard deviation	1.23	1.15	1.32	1.21	1.09	1.27	1.37	1.25	1.16	1.27	1.37	1.38	0.87	1.30	1.28	1.30	1.17	1.24	1.23	1.39	1.22	1.15	1.03	1.33	1.23	1.32	1.14	1.40	1.24	1.18	1.16	1.28	
Standard error	0.03	0.08	0.08	0.07	0.06	0.05	0.13	0.05	0.05	0.05	0.13	0.14	0.09	0.07	0.04	0.04	0.04	0.04	0.17	0.09	0.09	0.08	0.12	0.10	0.08	0.08	0.12	0.03	0.12	0.09	0.09	0.18	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F

* small base

Ofcom Scams Survey
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Absolutes/col percents

Table 57

Q17. How likely is it that you would pick up a call from the following types of numbers? An international number that you do not recognise
Base: All who always/usually/sometimes decide whether to answer by looking at the number on the handset

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	1837	347	136	320	119	140	172	121	190	206	662	1087
Weighted base	1859	351	137	323	123	140	186	116	196	199	697	1077
Effective base	1320	255	88	241	79	98	112	95	142	153	491	763
5 - Very likely to pick up	116 6%	33 9% ^c	12 8% ^c	8 3%	9 7%	13 9% ^c	8 4%	5 5%	10 5%	12 6%	47 7%	62 6%
4	110 6%	17 5%	4 3%	19 6%	11 9%	5 4%	18 9%	6 5%	10 5%	15 7%	47 7%	57 5%
3	187 10%	31 9%	9 7%	36 11%	17 14%	8 6%	16 9%	14 12%	30 15% ^{be}	20 10%	60 9%	123 11%
2	235 13%	40 11%	19 14%	43 13%	12 9%	19 14%	22 12%	20 18%	22 11%	25 12%	92 13%	128 12%
1- Very unlikely to pick up	1143 61%	221 63%	90 66%	202 62%	66 54%	90 64%	120 65%	67 58%	116 59%	121 61%	432 62%	660 61%
I would not recognise that type of number	69 4%	9 2%	3 2%	15 5%	9 7% ^f	5 4%	2 1%	3 3%	8 4%	8 4%	20 3%	46 4%
NET: Likely	226 12%	50 14% ^c	15 11%	27 8%	20 16%	18 13%	26 14%	11 10%	20 10%	27 13%	94 13%	119 11%
NET: Unlikely	1377 74%	261 75%	109 80% ^d	245 76% ^d	78 63%	108 78% ^d	142 76%	88 75%	138 70%	145 73%	524 75%	788 73%
Mean	1.78	1.83	1.71	1.66	1.98 ^c	1.76	1.76	1.78	1.81	1.81	1.80	1.77
Standard deviation	1.23	1.33	1.25	1.07	1.34	1.30	1.21	1.14	1.20	1.25	1.26	1.21
Standard error	0.03	0.07	0.11	0.06	0.13	0.11	0.09	0.11	0.09	0.09	0.05	0.04

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
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Absolutes/col percents

Table 58
Q17. How likely is it that you would pick up a call from the following types of numbers? An international number that you do not recognise
Base: All who always/usually/sometimes decide whether to answer by looking at the number on the handset

	Experience of suspicious texts/calls				Mobile						Landline			None (m)
	Total	Total			Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	
		Any (a)	Any voice call (b)	Any recorded message (c)										
Unweighted base	1837	1413	598	666	1315	1242	1173	427	376	480	457	322	321	424
Weighted base	1859	1459	623	717	1362	1286	1226	435	395	530	488	350	340	401
Effective base	1320	1016	433	493	942	893	843	311	271	352	335	234	238	305
5 - Very likely to pick up	116 6%	94 6%	48 8%	59 8%	85 6%	82 6%	81 7%	35 8%	29 7%	40 8%	42 9%	31 9%	32 10%	22 5%
4	110 6%	90 6%	42 7%	54 8%	80 6%	72 6%	68 6%	35 8%	24 6%	39 7%	44 9%def	28 8%	36 11%adefm	21 5%
3	187 10%	153 11%	70 11%	75 11%	144 11%	129 10%	121 10%	58 13%	36 9%	55 10%	55 11%	47 14%	34 10%	34 8%
2	235 13%	186 13%	78 12%	98 14%	176 13%	167 13%	160 13%	51 12%	49 12%	68 13%	58 12%	41 12%	43 13%	49 12%
1- Very unlikely to pick up	1143 61%	884 61%kl	360 58%	408 57%	833 61%ijkl	792 62%jkl	754 62%ijkl	243 56%	243 61%	312 59%	267 55%	185 53%	181 53%	259 65%cgjkl
I would not recognise that type of number	69 4%	52 4%	25 4%	23 3%	44 3%	43 3%	42 3%	14 3%	14 4%	15 3%	22 5%	17 5%	13 4%	17 4%
NET: Likely	226 12%	184 13%	90 14%	113 16%dem	165 12%	155 12%	149 12%	70 16%rn	53 13%	80 15%	86 18%adefm	59 17%rn	69 20%adefhm	42 11%
NET: Unlikely	1377 74%	1070 73%gjkl	438 70%	506 71%	1009 74%gjkl	959 75%gjkl	914 75%gjkl	294 68%	292 74%k	380 72%	325 67%	226 65%	224 66%	308 77%gjkl
Mean	1.78	1.81	1.90m	1.93defm	1.79	1.78	1.78	1.98adefm	1.81	1.89m	2.00adefm	2.03adefm	2.07adefh	1.69
Standard deviation	1.23	1.25	1.31	1.33	1.23	1.23	1.24	1.34	1.28	1.31	1.37	1.37	1.41	1.18
Standard error	0.03	0.03	0.05	0.05	0.03	0.04	0.04	0.07	0.07	0.06	0.07	0.08	0.08	0.06

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base. Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 59
Q17. How likely is it that you would pick up a call from the following types of numbers? A withheld number
Base: All who always/usually/sometimes decide whether to answer by looking at the number on the handset

	Age 1						Age 2				Age/Gender				Gender		Social Grade		Region										Nation				
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humberside (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)	
Unweighted base	1837	219	315	294	302	587	120	534	596	587	120	95	97	335	372	905	925	1044	793	68	193	168	170	128	159	265	234	144	1529	91	165	52	
Weighted base	1859	248	310	289	320	584	110	558	608	584	110	99	116	323	370	910	946	1024	835	73*	212	156	160	131	170	248	257	157	1564	83	159	53*	
Effective base	1320	156	226	206	217	431	91	380	422	431	91	62	75	247	273	660	657	747	574	48	137	128	129	89	114	199	163	102	1097	62	122	40	
5 - Very likely to pick up	193	18	25	21	32	82	15	42	53	82	15	10	7	44	54	90	102	103	90	9	19	11	14	19	19	29	26	17	161	8	18	6	
	10%	7%	8%	7%	10%	14%	abc	14%	8%	9%	14%	gh	14%	10%	6%	14%	10%	11%	10%	11%	12%	9%	7%	9%	11%	12%	10%	11%	10%	10%	11%	11%	
4	189	26	26	24	30	70	14	52	53	70	14	6	15	33	51	81	108	108	81	8	21	19	13	9	27	35	22	13	168	8	10	3	
	10%	10%	8%	8%	9%	12%	13%	9%	9%	12%	13%	6%	13%	10%	14%	9%	11%	11%	10%	11%	10%	12%	8%	7%	16%	14%	9%	8%	11%	9%	6%	6%	
3	363	55	66	76	59	92	15	121	135	92	15	26	24	50	58	171	191	186	177	16	47	30	36	28	33	52	45	25	310	14	26	13	
	19%	22%	21%	26%	def	18%	16%	14%	22%	ai	16%	14%	26%	mn	21%	15%	16%	19%	20%	18%	21%	19%	22%	21%	19%	21%	17%	16%	20%	16%	16%	13%	
2	319	52	64	51	54	86	11	116	106	86	11	26	22	54	44	185	134	185	134	12	34	38	24	21	29	42	49	14	263	15	31	10	
	17%	21%	f	21%	f	18%	15%	10%	21%	ij	17%	15%	10%	26%	n	19%	17%	20%	p	14%	18%	16%	17%	16%	24%	B	15%	16%	17%	17%	18%	19%	20%
1 - Very unlikely to pick up	751	87	120	111	143	240	51	207	253	240	51	28	42	138	154	364	386	417	335	27	88	52	70	47	62	84	111	83	625	37	70	20	
	40%	35%	39%	38%	45%	41%	47%	37%	42%	41%	47%	29%	36%	43%	k	42%	40%	41%	41%	40%	37%	41%	33%	44%	36%	36%	34%	43%	53%	uw	40%	45%	44%
I would not recognise that type of number	44	11	9	6	3	13	3	20	8	13	3	2	5	5	11	19	25	26	18	1	4	5	4	8	1	5	4	5	36	2	4	1	
	2%	4%	d	3%	2%	2%	1%	4%	h	1%	2%	2%	4%	1%	3%	2%	3%	2%	2%	2%	2%	3%	2%	6%	x	2%	2%	1%	3%	2%	3%	2%	
NET: Likely	382	44	51	45	62	152	29	95	106	152	29	16	22	77	104	171	210	212	171	17	39	30	27	28	46	64	48	30	329	16	28	9	
	21%	18%	16%	16%	19%	26%	abc	26%	bc	17%	17%	16%	19%	24%	28%	19%	22%	21%	20%	23%	18%	20%	17%	21%	27%	v	26%	19%	19%	21%	19%	18%	17%
NET: Unlikely	1070	139	184	162	197	326	63	323	359	326	63	55	64	192	197	549	520	602	469	39	122	90	94	67	90	127	160	97	888	52	101	30	
	58%	56%	59%	56%	62%	56%	57%	58%	59%	56%	57%	55%	55%	59%	53%	60%	55%	59%	56%	54%	58%	58%	59%	51%	53%	51%	62%	y	62%	57%	62%	63%	57%
Mean	2.31	2.31	2.24	2.27	2.22	2.42	2.34	2.27	2.25	2.42	2.34	2.41	2.31	2.35	2.46	2.27	2.36	2.30	2.34	2.43	2.27	2.34	2.21	2.45	2.48	2.51	2.22	2.12	2.33	2.19	2.19	2.34	
Standard deviation	1.38	1.27	1.28	1.27	1.37	1.48	1.52	1.28	1.32	1.48	1.52	1.26	1.29	1.46	1.51	1.34	1.40	1.37	1.38	1.41	1.34	1.28	1.33	1.44	1.41	1.40	1.36	1.43	1.38	1.37	1.38	1.35	
Standard error	0.03	0.09	0.07	0.07	0.08	0.06	0.14	0.06	0.05	0.06	0.14	0.13	0.13	0.08	0.08	0.05	0.05	0.04	0.05	0.17	0.10	0.10	0.10	0.13	0.11	0.09	0.09	0.12	0.04	0.15	0.11	0.19	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F

* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 60

Q17. How likely is it that you would pick up a call from the following types of numbers? A withheld number
Base: All who always/usually/sometimes decide whether to answer by looking at the number on the handset

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	1837	347	136	320	119	140	172	121	190	206	662	1087
Weighted base	1859	351	137	323	123	140	186	116	196	199	697	1077
Effective base	1320	255	88	241	79	98	112	95	142	153	491	763
5 - Very likely to pick up	193 10%	46 13% ^b	6 4%	35 11%	12 9%	17 12% ^b	22 12%	11 9%	22 11%	17 9%	86 12%	102 9%
4	189 10%	37 11%	17 12%	27 8%	14 11%	15 10%	12 6%	18 16% ^{cf}	18 9%	25 13%	81 12%	101 9%
3	363 19%	80 23% ^b	16 12%	65 20%	21 17%	25 18%	42 22%	25 21%	32 16%	35 18%	129 18%	215 20%
2	319 17%	55 16%	21 15%	74 23% ^{ae}	25 20% ^e	13 9%	32 17%	18 16%	31 16%	31 16%	119 17%	179 17%
1- Very unlikely to pick up	751 40%	129 37%	67 49% ^{ac}	115 36%	46 38%	64 46%	76 41%	44 38%	88 45%	89 44%	266 38%	451 42%
I would not recognise that type of number	44 2%	4 1%	10 7% ^{acfgi}	6 2%	6 5% ^a	5 4%	2 1%	*	6 3%	2 1%	15 2%	29 3%
NET: Likely	382 21%	83 24%	22 16%	63 19%	26 21%	32 23%	34 18%	29 25%	40 21%	42 21%	167 24% ^k	203 19%
NET: Unlikely	1070 58%	184 52%	88 64%	189 59%	71 58%	77 55%	108 58%	62 54%	118 60%	120 60%	386 55%	630 59%
Mean	2.31	2.47 ^b	2.00	2.35 ^b	2.31	2.31	2.30	2.42 ^b	2.25	2.25	2.42	2.26
Standard deviation	1.38	1.42	1.27	1.34	1.36	1.48	1.38	1.37	1.42	1.37	1.42	1.35
Standard error	0.03	0.08	0.11	0.08	0.13	0.13	0.11	0.13	0.10	0.10	0.06	0.04

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 61
Q17. How likely is it that you would pick up a call from the following types of numbers? A withheld number
Base: All who always/usually/sometimes decide whether to answer by looking at the number on the handset

	Experience of suspicious texts/calls				Mobile						Landline			None (m)
	Total	Total			Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	
		Any (a)	Any voice call (b)	Any recorded message (c)										
Unweighted base	1837	1413	598	666	1315	1242	1173	427	376	480	457	322	321	424
Weighted base	1859	1459	623	717	1362	1286	1226	435	395	530	488	350	340	401
Effective base	1320	1016	433	493	942	893	843	311	271	352	335	234	238	305
5 - Very likely to pick up	193 10%	162 11%	95 15% <i>adefm</i>	110 15% <i>adefm</i>	150 11%	142 11%	135 11%	63 15% <i>m</i>	56 14% <i>m</i>	72 14% <i>m</i>	80 16% <i>adefm</i>	64 18% <i>adefm</i>	66 19% <i>adefm</i>	31 8%
4	189 10%	157 11%	64 10%	80 11%	139 10%	128 10%	122 10%	48 11%	36 9%	54 10%	63 13% <i>m</i>	47 13% <i>m</i>	44 13%	32 8%
3	363 19%	279 19%	117 19%	138 19%	258 19%	242 19%	232 19%	80 18%	68 17%	106 20%	98 20%	70 20%	68 20%	84 21%
2	319 17%	252 17%	106 17%	131 18%	235 17%	225 17%	211 17%	85 19%	71 18%	97 18%	83 17%	49 14%	58 17%	67 17%
1- Very unlikely to pick up	751 40%	574 39% <i>cjkl</i>	228 37%	245 34%	547 40% <i>cjkl</i>	518 40% <i>cjkl</i>	495 40% <i>scjkl</i>	153 35%	159 40% <i>jl</i>	190 36%	155 32%	111 32%	101 30%	177 44% <i>bcgjkl</i>
I would not recognise that type of number	44 2%	35 2%	13 2%	13 2%	33 2%	31 2%	31 3%	7 2%	6 2%	10 2%	9 2%	8 2%	3 1%	9 2%
NET: Likely	382 21%	320 22% <i>m</i>	159 25% <i>m</i>	190 26% <i>adefm</i>	289 21% <i>m</i>	270 21% <i>m</i>	257 21% <i>m</i>	111 26% <i>m</i>	92 23% <i>m</i>	127 24% <i>m</i>	143 29% <i>adefm</i>	111 32% <i>adefhim</i>	109 32% <i>adefhim</i>	63 16%
NET: Unlikely	1070 58%	826 57% <i>cjkl</i>	334 54%	376 52%	782 57% <i>ijkl</i>	743 58% <i>ijkl</i>	707 58% <i>ijkl</i>	238 55% <i>k</i>	230 58% <i>cjkl</i>	287 54%	238 49%	161 46%	159 47%	245 61% <i>bcjkl</i>
Mean	2.31	2.36 <i>m</i>	2.49 <i>defm</i>	2.54 <i>adefm</i>	2.33	2.32	2.32	2.49 <i>m</i>	2.38	2.46 <i>m</i>	2.64 <i>adefhim</i>	2.72 <i>adefhim</i>	2.75 <i>abdefghim</i>	2.16
Standard deviation	1.38	1.39	1.46	1.45	1.39	1.39	1.39	1.44	1.45	1.42	1.46	1.50	1.49	1.30
Standard error	0.03	0.04	0.06	0.06	0.04	0.04	0.04	0.07	0.08	0.07	0.07	0.08	0.08	0.06

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base. Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 62

Q18. How likely is it that you would pick up a call from each of the following numbers? Summary**Base: All who always/usually/sometimes decide whether to answer by looking at the number on the handset**

	020 7946 0454	028 9649 6563	07700 900185	00 96 69 2043 6149	+384 42 5142 5421	+44 07700 900185	0845 492 3344
Unweighted base	1837	1837	1837	1837	1837	1837	1837
Weighted base	1859	1859	1859	1859	1859	1859	1859
Effective base	1320	1320	1320	1320	1320	1320	1320
5 - Very likely to pick up	158 9%	127 7%	178 10%	62 3%	61 3%	155 8%	142 8%
4	223 12%	164 9%	280 15%	80 4%	70 4%	247 13%	211 11%
3	343 18%	303 16%	386 21%	141 8%	138 7%	359 19%	382 21%
2	360 19%	355 19%	401 22%	248 13%	240 13%	399 21%	411 22%
1- Very unlikely to pick up	775 42%	910 49%	614 33%	1328 71%	1351 73%	699 38%	713 38%
NET: Likely	381 21%	291 16%	458 25%	142 8%	131 7%	402 22%	354 19%
NET: Unlikely	1135 61%	1265 68%	1015 55%	1576 85%	1590 86%	1098 59%	1124 60%
Mean	2.26	2.06	2.47	1.55	1.52	2.33	2.28
Standard deviation	1.33	1.27	1.34	1.03	1.01	1.32	1.29
Standard error	0.03	0.03	0.03	0.02	0.02	0.03	0.03

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 63
Q18. How likely is it that you would pick up a call from each of the following numbers? 020 7946 0454
Base: All who always/usually/sometimes decide whether to answer by looking at the number on the handset

	Age 1							Age 2							Age/Gender				Gender		Social Grade		Region										Nation				
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of England (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)					
Unweighted base	1837	219	315	294	302	587	120	534	596	587	120	95	97	335	372	905	925	1044	793	68	193	168	170	128	159	265	234	144	1529	91	165	52					
Weighted base	1859	248	310	289	320	584	110	558	608	584	110	99	116	323	370	910	946	1024	835	73*	212	156	160	131	170	248	257	157	1564	83	159	53*					
Effective base	1320	156	226	206	217	431	91	380	422	431	91	62	75	247	273	660	657	747	574	48	137	128	129	89	114	199	163	102	1097	62	122	40					
5 - Very likely to pick up	158 9%	12 5%	20 6%	18 6%	25 8%	67 11%abc	16 15%abc	32 6%	43 7%	67 11%gh	16 15%gh	7 7%	3 3%	38 12%l	45 12%l	81 9%	77 8%	98 10%	60 7%	3 4%	14 7%	6 4%	11 7%	10 8%	15 9%	32 13%u	22 9%	21 13%u	134 9%	11 13%	13 8%	1 3%					
4	223 12%	26 10%	32 10%	32 11%	32 10%	85 15%	16 15%	58 10%	63 10%	85 15%	16 15%	14 14%	11 10%	55 17%	46 13%	120 13%	102 11%	134 13%	89 11%	7 9%	20 10%	19 12%	21 13%	15 11%	33 19%IAB	48 19%IAB	26 10%	15 10%	204 13%E	10 12%E	7 4%	2 3%					
3	343 18%	54 22%	51 16%	70 24%be	63 20%	89 15%	16 14%	105 19%	133 22%i	89 15%	16 14%	25 25%	24 21%	48 15%	57 15%	178 20%	165 17%	210 20%r	134 16%	8 11%	44 21%x	29 19%	28 18%	24 19%	18 11%	70 28%sub	48 19%	23 14%	294 19%	14 17%	27 17%	9 16%					
2	360 19%	54 22%	62 20%	60 21%	71 22%	97 17%	16 15%	116 21%	131 22%	97 17%	16 15%	26 27%	23 20%	53 16%	60 16%	185 20%	175 18%	198 19%	163 19%	14 19%	41 19%	27 17%	28 18%	24 18%	33 19%	61 25%	54 21%	25 16%	307 20%	10 12%	26 16%	17 31%DE					
1- Very unlikely to pick up	775 42%	101 41%	145 47%	109 38%	129 40%	246 42%	45 41%	246 44%	238 39%	246 42%	45 41%	27 27%	54 47%k	129 40%	161 44%k	346 38%	427 45%o	385 38%	389 47%q	41 57%y	92 43%y	75 48%y	71 44%y	58 44%y	71 42%y	37 15%	106 41%y	74 47%y	625 40%	38 46%	86 54%C	25 47%					
NET: Likely	381 21%	38 15%	52 17%	50 17%	57 18%	152 26%abcd	32 30%abcd	91 16%	106 17%	152 26%gh	32 30%gh	21 21%	15 13%	93 29%l	92 25%l	201 22%	179 19%	232 23%r	149 18%	10 13%	34 16%	25 16%	33 20%	25 19%	48 28%stu	80 32%stu	49 19%	36 23%	338 22%EF	21 25%EF	19 12%	3 6%					
NET: Unlikely	1135 61%	156 63%	207 67%e	169 59%	200 62%	342 59%	61 56%	362 65%	369 61%	342 59%	61 56%	53 54%	77 67%	182 56%	221 60%	531 58%	601 64%	583 57%	552 66%q	55 76%y	134 63%y	102 66%y	99 62%y	82 62%y	104 61%y	98 40%	160 62%y	98 63%y	932 60%	49 58%	113 71%C	42 78%CD					
Mean	2.26	2.17	2.10	2.27	2.23	2.37b	2.48b	2.13	2.25	2.37g	2.48g	2.48l	2.02	2.44l	2.34	2.34p	2.18	2.38r	2.12	1.85	2.17	2.06	2.21	2.21	2.34s	2.90st uwxAB	2.24	2.27	2.31EF	2.34	1.95	1.83					
Standard deviation	1.33	1.21	1.27	1.24	1.29	1.44	1.51	1.25	1.27	1.44	1.51	1.23	1.16	1.45	1.45	1.34	1.33	1.35	1.30	1.18	1.27	1.22	1.32	1.32	1.41	1.25	1.32	1.46	1.34	1.48	1.26	0.99					
Standard error	0.03	0.08	0.07	0.07	0.07	0.06	0.14	0.05	0.05	0.06	0.14	0.13	0.12	0.08	0.07	0.04	0.04	0.04	0.05	0.14	0.09	0.09	0.10	0.12	0.11	0.08	0.09	0.12	0.03	0.15	0.10	0.14					

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 64
Q18. How likely is it that you would pick up a call from each of the following numbers? 020 7946 0454
Base: All who always/usually/sometimes decide whether to answer by looking at the number on the handset

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple / iPhone (j)	Other (k)
Unweighted base	1837	347	136	320	119	140	172	121	190	206	662	1087
Weighted base	1859	351	137	323	123	140	186	116	196	199	697	1077
Effective base	1320	255	88	241	79	98	112	95	142	153	491	763
5 - Very likely to pick up	158 9%	34 10%	6 5%	26 8%	8 7%	23 16% ^{bcd}	11 6%	5 5%	14 7%	24 12% ^g	76 11% ^k	76 7%
4	223 12%	39 11%	18 13%	37 11%	16 13%	16 11%	23 13%	16 14%	28 14%	25 13%	96 14%	123 11%
3	343 18%	64 18%	22 16%	61 19%	19 15%	25 18%	31 17%	21 18%	38 20%	43 22%	129 19%	199 19%
2	360 19%	74 21%	25 19%	56 17%	35 28% ^{cehi}	22 16%	37 20%	36 31% ^{cehi}	31 16%	28 14%	135 19%	209 19%
1- Very unlikely to pick up	775 42%	139 40%	64 47%	143 44%	46 37%	54 39%	84 45%	39 33%	84 43%	79 40%	260 37%	469 44% ^{ej}
NET: Likely	381 21%	74 21%	24 18%	63 19%	24 20%	39 28%	34 18%	21 18%	42 22%	49 25%	172 25% ^k	199 18%
NET: Unlikely	1135 61%	213 61%	90 66%	199 62%	80 65%	76 54%	121 65%	75 64%	116 59%	107 54%	396 57%	678 63% ^{ej}
Mean	2.26	2.30	2.10	2.22	2.24	2.51 ^{bf}	2.14	2.25	2.27	2.43	2.42 ^k	2.19
Standard deviation	1.33	1.35	1.26	1.33	1.27	1.50	1.28	1.19	1.34	1.42	1.39	1.30
Standard error	0.03	0.07	0.11	0.07	0.12	0.13	0.10	0.11	0.10	0.10	0.05	0.04

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
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Absolutes/col percents

Table 65
Q18. How likely is it that you would pick up a call from each of the following numbers? 020 7946 0454
Base: All who always/usually/sometimes decide whether to answer by looking at the number on the handset

	Experience of suspicious texts/calls				Mobile						Landline			
	Total				Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)										
Unweighted base	1837	1413	598	666	1315	1242	1173	427	376	480	457	322	321	424
Weighted base	1859	1459	623	717	1362	1286	1226	435	395	530	488	350	340	401
Effective base	1320	1016	433	493	942	893	843	311	271	352	335	234	238	305
5 - Very likely to pick up	158 9%	127 9%	66 11%	86 12% <i>adefh</i>	112 8%	107 8%	106 9%	48 11%	29 7%	50 9%	66 14% <i>adefhm</i>	50 14% <i>adefhm</i>	58 17% <i>abdefghim</i>	31 8%
4	223 12%	182 13%	85 14%	95 13%	177 13%	159 12%	154 13%	42 10%	58 15%	79 15% <i>g</i>	61 12%	45 13%	45 13%	40 10%
3	343 18%	281 19%	131 21%	141 20%	259 19%	242 19%	233 19%	78 18%	78 20%	100 19%	109 22% <i>cm</i>	74 21%	72 21%	62 16%
2	360 19%	297 20%	123 20%	161 22% <i>m</i>	279 20%	263 20%	251 21%	102 23% <i>cm</i>	81 20%	126 24% <i>cm</i>	99 20%	74 21%	73 21%	63 16%
1- Very unlikely to pick up	775 42%	571 39% <i>cijkl</i>	218 35% <i>l</i>	235 33%	536 39% <i>cijkl</i>	515 40% <i>cijkl</i>	482 39% <i>cijkl</i>	165 38% <i>l</i>	149 38% <i>l</i>	175 33%	153 31%	107 31%	93 27%	203 51% <i>abdefghijkl</i>
NET: Likely	381 21%	309 21%	151 24% <i>m</i>	181 25% <i>m</i>	288 21%	266 21%	260 21%	90 21%	87 22%	129 24% <i>m</i>	127 26% <i>em</i>	95 27% <i>adem</i>	103 30% <i>adefghm</i>	72 18%
NET: Unlikely	1135 61%	868 60% <i>ijkl</i>	340 55%	396 55%	815 60% <i>ijkl</i>	778 60% <i>bjkl</i>	733 60% <i>ijkl</i>	267 61% <i>ijkl</i>	230 58% <i>l</i>	301 57%	252 52%	181 52%	165 49%	267 67% <i>abcdhijkl</i>
Mean	2.26	2.31 <i>m</i>	2.45 <i>dem</i>	2.49 <i>adefim</i>	2.30 <i>m</i>	2.29 <i>m</i>	2.31 <i>m</i>	2.32 <i>m</i>	2.34 <i>m</i>	2.44 <i>m</i>	2.57 <i>adefghm</i>	2.59 <i>adefghm</i>	2.71 <i>abcdefghim</i>	2.08
Standard deviation	1.33	1.33	1.36	1.38	1.32	1.32	1.33	1.35	1.31	1.33	1.39	1.41	1.43	1.33
Standard error	0.03	0.04	0.06	0.05	0.04	0.04	0.04	0.07	0.07	0.06	0.07	0.08	0.08	0.06

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base. Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey

ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 66

Q18. How likely is it that you would pick up a call from each of the following numbers? 028 9649 6563
Base: All who always/usually/sometimes decide whether to answer by looking at the number on the handset

	Age 1						Age 2				Age/Gender				Gender		Social Grade		Region							Nation						
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humberside (u)	West Midlands (v)	East Midlands (w)	East-ern (x)	London (y)	South East (A)	South West (B)	Eng-land (C)	Wales (D)	Scot-land (E)	North-ern Ire-land (F)
Unweighted base	1837	219	315	294	302	587	120	534	596	587	120	95	97	335	372	905	925	1044	793	68	193	168	170	128	159	265	234	144	1529	91	165	52
Weighted base	1859	248	310	289	320	584	110	558	608	584	110	99	116	323	370	910	946	1024	835	73*	212	156	160	131	170	248	257	157	1564	83	159	53*
Effective base	1320	156	226	206	217	431	91	380	422	431	91	62	75	247	273	660	657	747	574	48	137	128	129	89	114	199	163	102	1097	62	122	40
5 - Very likely to pick up	127 7%	12 5%	13 4%	17 6%	21 6%	52 9% ^{ab}	12 11% ^b	25 4%	38 6%	52 9% ^g	12 11% ^g	7 7%	3 3%	27 8%	37 10% ^l	62 7%	65 7%	80 8%	47 6%	5 7%	11 5%	7 4%	8 5%	9 7%	8 4%	18 7%	16 6%	18 11%	100 6%	9 11%	11 7%	7 13%
4	164 9%	21 8%	33 10%	20 7%	26 8%	54 9%	11 10%	53 10%	46 8%	54 9%	11 10%	11 12%	8 7%	32 10%	33 9%	85 9%	78 8%	90 9%	74 9%	6 8%	19 9%	12 8%	13 8%	15 11% ^A	22 13% ^A	37 15% ^{AB}	12 4%	10 7%	147 9% ^E	6 7%	6 4%	5 10%
3	303 16%	48 19%	49 16%	66 23% ^{de}	47 15%	78 13%	15 14%	97 17%	113 19% ⁱ	78 13%	15 14%	20 20% ⁿ	23 20% ⁿ	55 17% ⁿ	38 10%	168 18% ^p	135 14%	189 18% ^r	114 14%	5 7%	34 16%	23 15%	30 19% ^{sB}	24 19%	26 15%	51 21% ^{sB}	46 18%	15 10%	253 16%	16 19%	17 11%	17 31% ^{CE}
2	355 19%	55 22% ^{ee}	58 19%	57 20%	81 25% ^{ef}	88 15%	16 15%	112 20%	139 23% ^{ei}	88 15%	16 15%	28 28% ^{mn}	22 19%	49 15%	54 21%	190 21%	164 17%	206 20%	149 18%	12 16%	39 18%	29 19%	28 18%	23 18%	35 21%	54 22%	54 21%	29 18%	304 19%	9 11%	28 18%	14 27% ^D
1- Very unlikely to pick up	910 49%	113 45%	158 51%	128 44%	144 45%	312 53% ^{cd}	56 51%	270 48%	273 45%	312 53% ^h	56 51%	33 33%	59 51% ^k	160 49% ^k	208 56% ^k	405 45%	503 53% ^o	459 45%	451 54% ^q	46 63% ^y	109 51% ^y	84 54% ^y	81 50% ^y	60 46%	79 47% ^y	86 35%	129 50% ^y	85 54% ^y	760 49% ^F	43 52% ^F	97 61% ^{CF}	10 19%
NET: Likely	291 16%	33 13%	46 15%	37 13%	47 15%	107 18%	23 21%	78 14%	84 14%	107 18%	23 21%	19 19%	12 10%	59 18%	70 19%	147 16%	143 15%	170 17%	121 14%	11 15%	31 14%	19 12%	21 13%	24 18%	30 18%	56 23% ^{uvAB}	28 11%	28 18%	247 16%	15 18%	17 11%	12 23%
NET: Unlikely	1265 68%	167 67%	215 70%	186 64%	225 71%	399 68%	72 66%	383 69%	411 68%	399 68%	72 66%	61 61%	81 70%	209 65%	262 71%	596 65%	667 71% ^o	665 65%	600 72% ^q	58 79% ^y	148 70% ^y	114 73% ^y	109 68% ^y	83 63%	114 67%	140 57%	183 71% ^y	114 72% ^y	1064 68% ^F	52 62%	125 79% ^{CFD}	24 46%
Mean	2.06	2.05	1.99	2.10	2.05	2.05	2.16	2.02	2.08	2.05	2.16	2.32	1.92	2.13	2.02	2.13 ^p	1.98	2.15 ^r	1.94	1.80	1.99	1.90	2.00	2.16	2.08	2.38 st uvxAB	1.95	2.03	2.06 ^E	2.15	1.78	2.71 ^{CDE}
Standard deviation	1.27	1.19	1.21	1.21	1.23	1.36	1.42	1.20	1.22	1.36	1.42	1.25	1.12	1.35	1.39	1.26	1.28	1.29	1.24	1.27	1.23	1.19	1.22	1.30	1.24	1.30	1.19	1.39	1.26	1.41	1.21	1.26
Standard error	0.03	0.08	0.07	0.07	0.07	0.06	0.13	0.05	0.05	0.06	0.13	0.13	0.11	0.07	0.04	0.04	0.04	0.04	0.04	0.15	0.09	0.09	0.09	0.12	0.10	0.08	0.08	0.12	0.03	0.15	0.09	0.18

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
 Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
 * small base



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Absolutes/col percents

Table 67

Q18. How likely is it that you would pick up a call from each of the following numbers? 028 9649 6563**Base: All who always/usually/sometimes decide whether to answer by looking at the number on the handset**

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	1837	347	136	320	119	140	172	121	190	206	662	1087
Weighted base	1859	351	137	323	123	140	186	116	196	199	697	1077
Effective base	1320	255	88	241	79	98	112	95	142	153	491	763
5 - Very likely to pick up	127 7%	29 8%	5 4%	22 7%	8 6%	21 15% ^b	7 4%	4 4%	11 6%	15 7%	58 8%	64 6%
4	164 9%	25 7%	16 11%	32 10%	13 11%	12 8%	15 8%	10 8%	17 8%	21 10%	73 10%	87 8%
3	303 16%	65 19% ^g	15 11%	57 18% ^g	21 17%	18 13%	31 17%	10 9%	32 16%	35 17%	119 17%	170 16%
2	355 19%	61 17%	26 19%	56 17%	33 27%	24 17%	32 17%	28 24%	42 22%	34 17%	124 18%	214 20%
1- Very unlikely to pick up	910 49%	170 49%	74 54%	156 48%	49 40%	65 46%	101 54%	64 55% ^d	94 48%	95 48%	324 47%	542 50%
NET: Likely	291 16%	54 16%	21 15%	54 17%	21 17%	32 23% ^{fg}	22 12%	14 12%	28 14%	35 18%	130 19% ^k	151 14%
NET: Unlikely	1265 68%	231 66%	100 74%	213 66%	82 67%	89 64%	133 71%	92 79% ^{acei}	136 69%	130 65%	448 64%	756 70% ^{ij}
Mean	2.06	2.09	1.91	2.09	2.16	2.28 ^{fg}	1.90	1.81	2.03	2.12	2.16 ^k	1.99
Standard deviation	1.27	1.31	1.21	1.29	1.24	1.49	1.16	1.13	1.23	1.31	1.33	1.23
Standard error	0.03	0.07	0.10	0.07	0.11	0.13	0.09	0.10	0.09	0.09	0.05	0.04

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
 Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
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Absolutes/col percents

Table 68
Q18. How likely is it that you would pick up a call from each of the following numbers? 028 9649 6563
Base: All who always/usually/sometimes decide whether to answer by looking at the number on the handset

	Experience of suspicious texts/calls				Mobile						Landline			
	Total				Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)										
Unweighted base	1837	1413	598	666	1315	1242	1173	427	376	480	457	322	321	424
Weighted base	1859	1459	623	717	1362	1286	1226	435	395	530	488	350	340	401
Effective base	1320	1016	433	493	942	893	843	311	271	352	335	234	238	305
5 - Very likely to pick up	127	105	59	72	93	92	90	44	25	43	58	47	46	22
	7%	7%	9%	10%dm	7%	7%	7%	10% ^m	6%	8%	12% ^{adefhm}	13% ^{adefh}	14% ^{adefhm}	6%
4	164	138	59	71	127	114	110	41	39	51	46	28	35	26
	9%	9%	9%	10%	9%	9%	9%	9%	10%	10%	9%	8%	10%	6%
3	303	247	120	119	229	213	210	49	69	95	88	72	55	56
	16%	17% ^g	19% ^g	17% ^g	17% ^g	17% ^g	17% ^g	11%	18% ^g	18% ^g	18% ^g	20% ^{gm}	16%	14%
2	355	283	116	162	265	248	236	100	77	124	95	67	72	72
	19%	19%	19%	23%	19%	19%	19%	23%	20%	23%	19%	19%	21%	18%
1- Very unlikely to pick up	910	685	269	293	649	619	581	201	184	218	201	136	131	225
	49%	47% ^{ckl}	43%	41%	48% ^{cijkl}	48% ^{cijkl}	47% ^{ckl}	46%	47%	41%	41%	39%	38%	56% ^{abcdefghijkl}
NET: Likely	291	243	117	143	219	206	199	85	64	94	105	75	81	48
	16%	17% ^m	19% ^m	20% ^m	16%	16%	16%	20% ^m	16%	18% ^m	21% ^{defm}	21% ^m	24% ^{adefhm}	12%
NET: Unlikely	1265	968	385	455	914	867	816	301	261	341	296	203	203	297
	68%	66% ^k	62%	63%	67% ^{ijkl}	67% ^{bjkl}	67% ^{jk}	69% ^{bjkl}	66%	64%	61%	58%	60%	74% ^{abcdefghijkl}
Mean	2.06	2.11 ^m	2.23 ^{dem}	2.26 ^{adefm}	2.08 ^m	2.08 ^m	2.10 ^m	2.14 ^m	2.10 ^m	2.21 ^m	2.32 ^{adefh}	2.38 ^{adefh}	2.39 ^{adefg}	1.87
Standard deviation	1.27	1.29	1.34	1.34	1.27	1.28	1.29	1.36	1.27	1.29	1.40	1.41	1.43	1.20
Standard error	0.03	0.03	0.05	0.05	0.04	0.04	0.04	0.07	0.07	0.06	0.07	0.08	0.08	0.06

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base. Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 69
Q18. How likely is it that you would pick up a call from each of the following numbers? 07700 900185
Base: All who always/usually/sometimes decide whether to answer by looking at the number on the handset

	Age 1						Age 2				Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humberside (u)	West Midlands (v)	East Midlands (w)	East-ern (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	North-ern Ireland (F)
Unweighted base	1837	219	315	294	302	587	120	534	596	587	120	95	97	335	372	905	925	1044	793	68	193	168	170	128	159	265	234	144	1529	91	165	52
Weighted base	1859	248	310	289	320	584	110	558	608	584	110	99	116	323	370	910	946	1024	835	73*	212	156	160	131	170	248	257	157	1564	83	159	53*
Effective base	1320	156	226	206	217	431	91	380	422	431	91	62	75	247	273	660	657	747	574	48	137	128	129	89	114	199	163	102	1097	62	122	40
5 - Very likely to pick up	178 10%	24 10%	33 11%	27 9%	22 7%	60 10%	13 11%	57 10%	49 8%	60 10%	13 11%	15 15%	9 8%	33 10%	40 11%	90 10%	89 9%	107 10%	71 9%	5 7%	18 8%	11 7%	15 9%	11 8%	15 9%	25 10%	27 10%	20 12%	146 9%	10 11%	22 14%	1 3%
4	280 15%	47 19%	46 15%	42 15%	45 14%	85 15%	15 14%	92 17%	87 14%	85 15%	15 14%	22 22%	22 19%	48 15%	52 14%	148 16%	130 14%	154 15%	125 15%	15 21%A	29 14%	30 19%A	20 13%	20 15%	30 18%A	45 18%A	25 10%	19 12%	234 15%	16 19%	26 16%	4 7%
3	386 21%	76 31%de	76 25%de	71 25%de	49 15%	92 16%	23 21%	152 27%hi	120 20%	92 16%	23 21%	25 26%	39 34%mn	59 18%	56 15%	187 21%	199 21%	229 22%	157 19%	12 16%	45 21%	31 20%	46 29%xB	33 25%	28 17%	48 19%	58 23%	27 17%	328 21%	19 23%	24 15%	16 29%E
2	401 22%	52 21%f	67 22%f	62 21%f	92 29%ef	117 20%f	11 10%	119 21%j	154 25%j	117 20%j	11 10%	22 22%	24 21%	66 20%	62 17%	213 23%	188 20%	229 22%	172 21%	19 26%	42 20%	40 26%A	35 22%	29 22%	40 24%	72 29%AB	40 16%	27 17%	344 22%	12 15%	32 20%	13 25%
1- Very unlikely to pick up	614 33%	49 20%	88 28%	87 30%a	112 35%a	230 39%abc	48 44%abc	137 25%	198 33%g	230 39%gh	48 44%gh	15 15%	21 18%	118 36%kl	160 43%kl	272 30%	339 36%o	304 30%	310 37%q	22 30%	78 37%y	45 29%	44 27%	38 29%	57 33%	107 23%	107 42%uvy	65 41%uvy	512 33%	27 32%	55 35%	20 37%
NET: Likely	458 25%	71 29%	78 25%	69 24%	67 21%	145 25%	28 25%	149 27%	136 22%	145 25%	28 25%	37 37%	31 27%	81 25%	92 25%	238 26%	219 23%	262 26%	196 24%	20 28%	47 22%	41 26%	36 22%	31 24%	45 26%	70 28%	52 20%	39 25%	380 24%F	25 30%F	48 30%F	5 9%
NET: Unlikely	1015 55%	101 41%	156 50%	149 51%a	204 64%abc	346 59%ab	59 54%a	257 46%	353 58%g	346 59%g	59 54%	37 37%	45 39%	184 57%kl	222 60%kl	485 53%	527 56%	533 52%	482 58%q	41 56%	120 57%	85 54%	79 49%	67 51%	97 57%	129 52%	147 57%	92 58%	856 55%	39 47%	87 55%	33 61%
Mean	2.47	2.78de	2.57d	2.52	2.29	2.36	2.38	2.66hi	2.40	2.36	2.38	2.99mn	2.78mn	2.42	2.32	2.53	2.41	2.54r	2.37	2.49	2.37	2.50	2.55	2.52	2.45	2.63A	2.32	2.37	2.46	2.63	2.54	2.14
Standard deviation	1.34	1.24	1.32	1.31	1.27	1.39	1.45	1.29	1.29	1.39	1.45	1.29	1.18	1.37	1.42	1.33	1.34	1.33	1.34	1.31	1.32	1.28	1.27	1.29	1.34	1.29	1.37	1.44	1.33	1.40	1.45	1.08
Standard error	0.03	0.08	0.07	0.08	0.07	0.06	0.13	0.06	0.05	0.06	0.13	0.13	0.12	0.08	0.07	0.04	0.04	0.04	0.05	0.16	0.10	0.10	0.10	0.11	0.11	0.08	0.09	0.12	0.03	0.15	0.11	0.15

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F

* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 70

Q18. How likely is it that you would pick up a call from each of the following numbers? 07700 900185**Base: All who always/usually/sometimes decide whether to answer by looking at the number on the handset**

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	1837	347	136	320	119	140	172	121	190	206	662	1087
Weighted base	1859	351	137	323	123	140	186	116	196	199	697	1077
Effective base	1320	255	88	241	79	98	112	95	142	153	491	763
5 - Very likely to pick up	178 10%	39 11%	10 7%	29 9%	9 7%	19 14%	12 7%	11 10%	20 10%	21 10%	89 13%k	82 8%
4	280 15%	57 16%	26 19%	40 12%	16 13%	20 14%	32 17%	16 14%	28 14%	31 16%	103 15%	162 15%
3	386 21%	69 20%	23 17%	73 23%	22 18%	34 24%	37 20%	21 18%	45 23%	45 23%	164 23%	209 19%
2	401 22%	87 25%c	28 20%	56 17%	41 33%cegi	25 18%	43 23%	22 19%	46 23%	39 19%	139 20%	248 23%
1- Very unlikely to pick up	614 33%	99 28%	50 37%	125 39%a	35 29%	42 30%	62 33%	46 39%	58 29%	64 32%	202 29%	377 35%j
NET: Likely	458 25%	96 27%	36 26%	69 21%	25 20%	39 28%	44 24%	28 24%	48 24%	52 26%	193 28%k	244 23%
NET: Unlikely	1015 55%	186 53%	78 57%	181 56%	77 62%	67 48%	105 57%	67 58%	103 53%	102 51%	341 49%	624 58%j
Mean	2.47	2.57	2.40	2.35	2.36	2.64	2.40	2.37	2.53	2.53	2.63k	2.37
Standard deviation	1.34	1.34	1.35	1.34	1.23	1.40	1.29	1.38	1.32	1.35	1.37	1.30
Standard error	0.03	0.07	0.12	0.07	0.11	0.12	0.10	0.13	0.10	0.09	0.05	0.04

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 71
Q18. How likely is it that you would pick up a call from each of the following numbers? 07700 900185
Base: All who always/usually/sometimes decide whether to answer by looking at the number on the handset

	Experience of suspicious texts/calls				Mobile						Landline			None (m)
	Total				Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (l)	Voice call (k)	Recorded message (j)	
	Total	Any (a)	Any voice call (b)	Any recorded message (c)										
Unweighted base	1837	1413	598	666	1315	1242	1173	427	376	480	457	322	321	424
Weighted base	1859	1459	623	717	1362	1286	1226	435	395	530	488	350	340	401
Effective base	1320	1016	433	493	942	893	843	311	271	352	335	234	238	305
5 - Very likely to pick up	178 10%	143 10%	70 11%	84 12%	131 10%	129 10%	127 10%	56 13%	38 10%	53 10%	63 13%	46 13%	52 15% ^{adefim}	36 9%
4	280 15%	234 16% ^m	103 16% ^m	125 17% ^m	218 16% ^m	196 15%	189 15%	68 16%	68 17% ^m	93 18% ^m	83 17% ^m	58 16%	65 19% ^m	45 11%
3	386 21%	301 21%	134 22%	152 21%	279 20%	257 20%	249 20%	77 18%	80 20%	118 22%	96 20%	76 22%	60 18%	85 21%
2	401 22%	329 23%	147 24%	172 24%	315 23%	296 23%	285 23%	91 21%	96 24%	137 26% ^m	123 25% ^m	90 26% ^m	81 24%	73 18%
1- Very unlikely to pick up	614 33%	452 31% ^{bcikl}	169 27%	184 26%	420 31% ^{bcikl}	408 32% ^{cijkl}	377 31% ^{cikl}	143 33% ^{cijkl}	113 29%	129 24%	124 25%	81 23%	82 24%	162 40% ^{abcdefhijkl}
NET: Likely	458 25%	377 26% ^m	173 28% ^m	209 29% ^m	348 26%	326 25%	316 26%	124 28% ^m	106 27%	146 28% ^m	146 30% ^m	103 30% ^m	117 34% ^{adefm}	81 20%
NET: Unlikely	1015 55%	781 54%	316 51%	356 50%	735 54%	703 55%	662 54%	234 54%	209 53%	266 50%	247 51%	171 49%	163 48%	234 59% ^{bcijkl}
Mean	2.47	2.51 ^m	2.61 ^m	2.66 ^{adem}	2.50 ^m	2.49 ^m	2.51 ^m	2.54 ^m	2.55 ^m	2.63 ^m	2.71 ^{adem}	2.78 ^{adem}	2.78 ^{adem}	2.30
Standard deviation	1.34	1.33	1.34	1.34	1.33	1.34	1.34	1.41	1.32	1.29	1.36	1.34	1.40	1.34
Standard error	0.03	0.04	0.05	0.05	0.04	0.04	0.04	0.07	0.07	0.06	0.06	0.07	0.08	0.06

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey

ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 72
Q18. How likely is it that you would pick up a call from each of the following numbers? 00 96 69 2043 6149
Base: All who always/usually/sometimes decide whether to answer by looking at the number on the handset

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)	
Unweighted base	1837	219	315	294	302	587	120	534	596	587	120	95	97	335	372	905	925	1044	793	68	193	168	170	128	159	265	234	144	1529	91	165	52	
Weighted base	1859	248	310	289	320	584	110	558	608	584	110	99	116	323	370	910	946	1024	835	73*	212	156	160	131	170	248	257	157	1564	83	159	53*	
Effective base	1320	156	226	206	217	431	91	380	422	431	91	62	75	247	273	660	657	747	574	48	137	128	129	89	114	199	163	102	1097	62	122	40	
5 - Very likely to pick up	62 3%	6 2%	8 2%	4 1%	14 4%	24 4%	7 6%	13 2%	18 3%	24 4%	7 6%	4 4%	- 5%	17 5%	14 4%	38 4%	24 3%	34 3%	28 3%	1 2%	9 4%	3 2%	3 2%	3 3%	5 3%	3 1%	8 3%	13 8%	13 3%	48 3%	5 6%	7 4%	2 4%
4	80 4%	12 5%	21 7%	11 4%	5 2%	23 4%	9 8%	32 6%	16 3%	23 4%	9 8%	6 6%	3 3%	16 5%	16 4%	47 5%	33 3%	49 5%	31 4%	7 10%	7 3%	8 5%	7 4%	13 10%	9 5%	14 6%	2 1%	4 2%	72 5%	2 3%	6 4%	- -	
3	141 8%	23 9%	27 9%	23 8%	24 7%	39 7%	6 6%	50 9%	46 8%	39 7%	6 6%	9 9%	10 9%	17 5%	28 8%	71 8%	70 7%	76 7%	65 8%	1 2%	18 9%	15 9%	13 8%	8 6%	8 5%	26 11%	16 6%	10 7%	116 7%	8 10%	13 8%	4 7%	
2	248 13%	41 16%	40 13%	42 15%	50 16%	58 10%	17 15%	81 14%	93 15%	58 10%	17 15%	20 18%	41 13%	34 9%	133 15%	114 12%	146 14%	102 12%	16 22%	12 6%	15 9%	21 13%	22 17%	34 20%	51 20%	46 18%	10 6%	226 14%	3 4%	17 10%	2 5%		
1 - Very unlikely to pick up	1328 71%	168 68%	214 69%	209 72%	227 71%	439 75%	71 65%	382 68%	436 72%	439 75%	71 65%	63 64%	82 71%	233 72%	278 75%	621 68%	705 75%	719 70%	609 73%	48 65%	166 78%	116 74%	116 72%	84 64%	113 67%	153 62%	184 72%	122 78%	1102 70%	65 78%	116 73%	45 85%	
NET: Likely	142 8%	17 7%	29 9%	15 5%	19 6%	48 8%	15 14%	46 8%	34 6%	48 8%	15 14%	3 10%	33 10%	30 8%	85 9%	57 6%	83 8%	59 8%	9 12%	16 7%	11 7%	10 7%	16 13%	14 8%	17 7%	10 4%	16 10%	120 8%	7 9%	13 8%	2 2%		
NET: Unlikely	1576 85%	208 84%	254 82%	251 87%	277 87%	497 85%	88 80%	462 83%	529 87%	497 85%	88 80%	80 81%	102 89%	273 85%	312 84%	754 83%	819 87%	865 84%	711 85%	63 86%	178 84%	131 84%	137 85%	106 81%	147 87%	204 82%	230 90%	132 84%	1328 85%	68 82%	133 84%	48 89%	
Mean	1.55	1.57	1.61	1.47	1.52	1.52	1.75c	1.59	1.50	1.52	1.75h	1.70	1.43	1.59	1.53	1.62p	1.47	1.57	1.52	1.62	1.50	1.50	1.51	1.70	1.58	1.64	1.45	1.57	1.55	1.54	1.56	1.34	
Standard deviation	1.03	0.99	1.06	0.89	1.01	1.06	1.24	1.03	0.95	1.06	1.24	1.12	0.76	1.13	1.06	1.10	0.95	1.04	1.01	1.05	1.06	0.98	0.96	1.12	1.02	0.97	0.89	1.21	1.02	1.15	1.09	0.91	
Standard error	0.02	0.07	0.06	0.05	0.06	0.04	0.11	0.04	0.04	0.04	0.11	0.12	0.08	0.06	0.06	0.04	0.03	0.03	0.04	0.13	0.08	0.08	0.07	0.10	0.08	0.06	0.06	0.10	0.03	0.12	0.08	0.13	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
 Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
 * small base



Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 73

Q18. How likely is it that you would pick up a call from each of the following numbers? 00 96 69 2043 6149
Base: All who always/usually/sometimes decide whether to answer by looking at the number on the handset

	Total	Phone network									Mobile O/S	
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	1837	347	136	320	119	140	172	121	190	206	662	1087
Weighted base	1859	351	137	323	123	140	186	116	196	199	697	1077
Effective base	1320	255	88	241	79	98	112	95	142	153	491	763
5 - Very likely to pick up	62 3%	15 4% ^b	-	7 2%	5 4%	10 7% ^{bc}	3 2%	3 2%	6 3%	8 4%	21 3%	37 3%
4	80 4%	15 4%	10 7%	18 6%	6 5%	2 2%	6 3%	3 3%	7 3%	8 4%	32 5%	43 4%
3	141 8%	17 5%	9 7%	18 6%	10 8%	17 12% ^{ac}	9 5%	9 7%	20 10% ^a	20 10% ^a	55 8%	79 7%
2	248 13%	49 14% ^e	18 13% ^e	35 11%	19 16% ^e	7 5%	34 18% ^e	16 13% ^e	31 16% ^e	25 13% ^e	87 12%	147 14%
1- Very unlikely to pick up	1328 71%	255 73%	99 72%	244 76%	83 67%	103 74%	134 72%	86 74%	133 68%	137 69%	502 72%	770 72%
NET: Likely	142 8%	30 8%	10 7%	26 8%	11 9%	12 9%	10 5%	6 5%	13 7%	16 8%	53 8%	80 7%
NET: Unlikely	1576 85%	304 87%	117 86%	279 86%	102 83%	110 79%	168 90% ^e	102 88%	163 83%	163 82%	589 84%	917 85%
Mean	1.55	1.53	1.49	1.48	1.64	1.63	1.45	1.45	1.59	1.62	1.54	1.54
Standard deviation	1.03	1.06	0.91	0.99	1.10	1.20	0.88	0.91	1.02	1.09	1.02	1.02
Standard error	0.02	0.06	0.08	0.06	0.10	0.10	0.07	0.08	0.07	0.08	0.04	0.03

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 74
Q18. How likely is it that you would pick up a call from each of the following numbers? 00 96 69 2043 6149
Base: All who always/usually/sometimes decide whether to answer by looking at the number on the handset

	Experience of suspicious texts/calls				Mobile						Landline			
	Total				Any mobile text/ App message						None			
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)	
Unweighted base	1837	1413	598	666	1315	1242	1173	427	376	480	457	322	321	424
Weighted base	1859	1459	623	717	1362	1286	1226	435	395	530	488	350	340	401
Effective base	1320	1016	433	493	942	893	843	311	271	352	335	234	238	305
5 - Very likely to pick up	62 3%	49 3%	28 4%	39 5% ^d	43 3%	42 3%	41 3%	21 5%	13 3%	26 5%	33 7% ^{adefm}	21 6% ^d	27 8% ^{adefhm}	13 3%
4	80 4%	72 5% ^m	40 6% ^m	48 7% ^m	64 5% ^m	60 5% ^m	57 5% ^m	26 6% ^m	28 7% ^m	36 7% ^m	36 7% ^m	24 7% ^m	27 8% ^{defm}	8 2%
3	141 8%	105 7%	41 7%	47 7%	93 7%	83 6%	82 7%	34 8%	22 6%	31 6%	36 7%	24 7%	26 8%	36 9%
2	248 13%	205 14%	96 15%	112 16%	190 14%	174 14%	170 14%	49 11%	53 13%	79 15%	77 16%	61 18% ^{gm}	57 17% ^m	43 11%
1- Very unlikely to pick up	1328 71%	1028 70% ^{cjkl}	418 67%	472 66%	972 71% ^{cjkl}	927 72% ^{cjkl}	876 71% ^{cjkl}	305 70% ^{jl}	279 71% ^{jl}	359 68% ^l	307 63%	219 63%	202 60%	301 75% ^{bcijkl}
NET: Likely	142 8%	121 8%	68 11% ^m	87 12% ^{adefm}	107 8%	102 8%	98 8%	47 11% ^m	41 10% ^m	61 12% ^{dem}	69 14% ^{adefm}	45 13% ^{adefm}	55 16% ^{adefm}	21 5%
NET: Unlikely	1576 85%	1232 84% ^{jl}	515 83%	583 81%	1161 85% ^{jl}	1101 86% ^{cjkl}	1046 85% ^{jl}	355 81%	332 84% ^l	438 83%	383 78%	280 80%	259 76%	344 86% ^{jl}
Mean	1.55	1.57	1.66 ^m	1.70 ^{adefm}	1.54	1.54	1.55	1.64	1.59	1.66 ^m	1.80 ^{adefh}	1.76 ^{adefm}	1.88 ^{abdef}	1.47 ^{ghim}
Standard deviation	1.03	1.04	1.13	1.18	1.02	1.03	1.03	1.15	1.08	1.15	1.25	1.21	1.31	0.97
Standard error	0.02	0.03	0.05	0.05	0.03	0.03	0.03	0.06	0.06	0.05	0.06	0.07	0.07	0.05

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey

ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 75

Q18. How likely is it that you would pick up a call from each of the following numbers? +384 42 5142 5421
Base: All who always/usually/sometimes decide whether to answer by looking at the number on the handset

	Age 1						Age 2						Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	North Ireland (F)		
Unweighted base	1837	219	315	294	302	587	120	534	596	587	120	95	97	335	372	905	925	1044	793	68	193	168	170	128	159	265	234	144	1529	91	165	52		
Weighted base	1859	248	310	289	320	584	110	558	608	584	110	99	116	323	370	910	946	1024	835	73*	212	156	160	131	170	248	257	157	1564	83	159	53*		
Effective base	1320	156	226	206	217	431	91	380	422	431	91	62	75	247	273	660	657	747	574	48	137	128	129	89	114	199	163	102	1097	62	122	40		
5 - Very likely to pick up	61 3%	5 2%	7 2%	4 2%	15 5%	22 4%	7 6% ^c	12 2%	19 3%	22 4%	7 6% ^g	4 4%	-	15 5%	15 4%	34 4%	27 3%	32 3%	29 3%	2	6 3%	2 1%	4 2%	4 3% ^y	5 3% ^y	*	13 5% ^y	13 8% ^{uy}	48 3%	4 5%	7 4%	2 4%		
4	70 4%	9 3%	14 4%	7 3%	25 8%	25 4%	9 8% ^{cd}	22 4%	14 2%	25 4%	9 8% ^h	5 5%	3 3%	17 5%	17 5%	41 4%	30 3%	44 4%	26 3%	6 9% ^{tA}	5 2%	6 4%	5 3%	8 6% ^A	8 4%	14 5% ^A	4 2%	5 3%	60 4%	2 2%	8 5%	-		
3	138 7%	20 8%	33 11% ^{df}	26 9% ^f	18 6%	39 7%	2 2%	53 9% ^j	44 7%	39 7%	2 2%	5 5%	11 10%	18 5%	23 6%	73 8%	64 7%	67 7%	71 9%	-	22 10% ^s	15 10% ^s	12 8% ^s	14 11% ^s	7 4%	25 10% ^s	12 5%	10 7%	118 8%	5 6%	12 8%	3 6%		
2	240 13%	45 18% ^e	42 14%	38 13%	37 12%	58 10%	19 18% ^e	87 16% ⁱ	75 12%	58 10%	19 18% ⁱ	19 19%	23 19%	36 11%	41 11%	120 13%	119 13%	137 13%	103 12%	8 11%	16 8%	17 11%	21 13%	15 12%	35 21% ^{tuB}	50 20% ^{tuB}	39 15% ^{tB}	11 7%	213 14%	6 7%	18 11%	3 7%		
1 - Very unlikely to pick up	1351 73%	169 68%	214 69%	214 74%	243 76%	439 75%	72 66%	383 69%	456 75% ^g	439 75% ^g	72 66%	66 68%	79 73%	237 74%	274 74%	643 71%	706 75%	744 73%	606 73%	57 78%	164 77% ^y	116 75% ^y	118 74%	90 68%	115 68%	158 64%	188 73%	118 75% ^y	1125 72%	67 80%	114 72%	45 84%		
NET: Likely	131 7%	14 6%	21 7%	12 4%	22 7%	48 8%	15 14% ^{abcd}	34 6%	33 5%	48 8%	15 14% ^{gh}	9 9%	3 3%	32 10%	32 9%	75 8%	56 6%	76 7%	55 7%	8 11%	10 5%	8 5%	9 5%	12 9%	13 8%	14 6%	17 11%	17 11%	108 7%	6 7%	15 9%	2 4%		
NET: Unlikely	1590 86%	214 86%	256 83%	251 87%	280 88%	497 85%	92 84%	471 84%	531 87%	497 85%	92 84%	85 86%	101 87%	274 85%	315 85%	763 84%	825 87%	882 86%	709 85%	65 89%	180 85%	133 85%	139 87%	105 80%	149 88%	209 84%	228 89%	130 82%	1338 86%	73 87%	132 83%	48 90%		
Mean	1.52	1.53	1.57	1.45	1.48	1.52	1.71 ^c	1.55	1.46	1.52	1.71 ^h	1.61	1.47	1.56	1.53	1.58	1.47	1.52	1.53	1.47	1.46	1.46	1.47	1.63	1.55	1.58	1.49	1.61	1.52	1.45	1.59	1.33		
Standard deviation	1.01	0.94	0.99	0.87	1.03	1.05	1.22	0.97	0.96	1.05	1.22	1.07	0.79	1.11	1.06	1.06	0.95	1.01	1.01	1.04	0.95	0.91	0.94	1.09	0.99	0.89	1.02	1.23	1.00	1.04	1.11	0.89		
Standard error	0.02	0.06	0.06	0.05	0.06	0.04	0.11	0.04	0.04	0.04	0.11	0.11	0.08	0.06	0.06	0.04	0.03	0.03	0.04	0.13	0.07	0.07	0.07	0.10	0.08	0.05	0.07	0.10	0.03	0.11	0.09	0.12		

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
 Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F

* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 76
Q18. How likely is it that you would pick up a call from each of the following numbers? +384 42 5142 5421
Base: All who always/usually/sometimes decide whether to answer by looking at the number on the handset

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple / iPhone (j)	Other (k)
Unweighted base	1837	347	136	320	119	140	172	121	190	206	662	1087
Weighted base	1859	351	137	323	123	140	186	116	196	199	697	1077
Effective base	1320	255	88	241	79	98	112	95	142	153	491	763
5 - Very likely to pick up	61 3%	14 4%	1 *	9 3%	6 5%	9 6% ^{bf}	2 1%	2 2%	6 3%	9 5%	22 3%	35 3%
4	70 4%	13 4%	11 8% ^{dh}	14 4%	2 1%	5 3%	6 3%	4 3%	3 2%	6 3%	26 4%	37 3%
3	138 7%	22 6%	12 9%	18 6%	13 10%	9 7%	17 9%	7 6%	18 9%	15 8%	52 7%	83 8%
2	240 13%	49 14%	16 11%	37 12%	12 10%	15 11%	20 11%	16 14%	33 17%	28 14%	92 13%	135 12%
1- Very unlikely to pick up	1351 73%	252 72%	98 72%	245 76%	92 74%	102 73%	141 76%	87 75%	137 70%	141 71%	506 73%	787 73%
NET: Likely	131 7%	27 8%	11 8%	23 7%	7 6%	13 10%	8 4%	6 5%	9 4%	15 7%	48 7%	72 7%
NET: Unlikely	1590 86%	301 86%	114 83%	282 87%	104 84%	117 84%	161 87%	103 88%	170 86%	170 85%	597 86%	921 86%
Mean	1.52	1.54	1.54	1.47	1.53	1.59	1.43	1.45	1.51	1.56	1.52	1.51
Standard deviation	1.01	1.04	0.97	0.98	1.05	1.15	0.87	0.91	0.93	1.06	1.00	1.00
Standard error	0.02	0.06	0.08	0.05	0.10	0.10	0.07	0.08	0.07	0.07	0.04	0.03

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 77
Q18. How likely is it that you would pick up a call from each of the following numbers? +384 42 5142 5421
Base: All who always/usually/sometimes decide whether to answer by looking at the number on the handset

	Experience of suspicious texts/calls													None (m)
	Total				Mobile						Landline			
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	
Unweighted base	1837	1413	598	666	1315	1242	1173	427	376	480	457	322	321	424
Weighted base	1859	1459	623	717	1362	1286	1226	435	395	530	488	350	340	401
Effective base	1320	1016	433	493	942	893	843	311	271	352	335	234	238	305
5 - Very likely to pick up	61 3%	48 3%	26 4%	38 5%de	42 3%	41 3%	41 3%	19 4%	13 3%	20 4%	32 6%adef	19 5%	29 9%abcdefg im	13 3%
4	70 4%	59 4%	29 5%	37 5%	48 3%	44 3%	41 3%	13 3%	16 4%	24 5%	29 6%f	20 6%	25 7%adefgm	11 3%
3	138 7%	104 7%	55 9%	58 8%	102 7%	91 7%	87 7%	44 10%	35 9%	46 9%	44 9%	30 9%	31 9%	33 8%
2	240 13%	194 13%	73 12%	97 14%	177 13%	161 13%	157 13%	50 12%	36 9%	68 13%	64 13%	49 14%	43 13%	46 11%
1- Very unlikely to pick up	1351 73%	1053 72%ijl	440 71%l	487 68%	993 73%cjkl	950 74%cjkl	901 73%cjkl	309 71%l	296 75%cjkl	372 70%	320 65%	232 66%	213 63%	298 74%jkl
NET: Likely	131 7%	107 7%	55 9%	76 11%adefm	89 7%	84 7%	81 7%	32 7%	29 7%	45 8%	60 12%adefgh m	39 11%defm	53 16%abcdefg him	24 6%
NET: Unlikely	1590 86%	1247 85%cjkl	514 82%l	584 81%	1171 86%cjkl	1111 86%cjkl	1058 86%cjkl	360 83%l	332 84%l	440 83%l	384 79%	281 80%	256 75%	343 86%jl
Mean	1.52	1.53	1.60	1.67adefm	1.51	1.49	1.50	1.58	1.52	1.59	1.75adefh m	1.70adefm	1.86abcde fghim	1.49
Standard deviation	1.01	1.02	1.09	1.16	0.99	0.99	0.99	1.07	1.03	1.07	1.23	1.18	1.33	0.98
Standard error	0.02	0.03	0.04	0.04	0.03	0.03	0.03	0.05	0.05	0.05	0.06	0.07	0.07	0.05

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base. Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 78
Q18. How likely is it that you would pick up a call from each of the following numbers? +44 07700 900185
Base: All who always/usually/sometimes decide whether to answer by looking at the number on the handset

	Age 1						Age 2				Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)
Unweighted base	1837	219	315	294	302	587	120	534	596	587	120	95	97	335	372	905	925	1044	793	68	193	168	170	128	159	265	234	144	1529	91	165	52
Weighted base	1859	248	310	289	320	584	110	558	608	584	110	99	116	323	370	910	946	1024	835	73*	212	156	160	131	170	248	257	157	1564	83	159	53*
Effective base	1320	156	226	206	217	431	91	380	422	431	91	62	75	247	273	660	657	747	574	48	137	128	129	89	114	199	163	102	1097	62	122	40
5 - Very likely to pick up	155 8%	18 7%	30 10%	21 7%	18 6%	54 9%	14 13% ^d	48 9%	39 6%	54 9%	14 13% ^h	13 14%	5 4%	34 11%	34 9%	85 9%	71 7%	90 9%	65 8%	3 5%	13 6%	4 3%	14 9% ^u	12 9%	12 7%	23 9% ^u	26 10% ^u	23 14% ^{tu}	130 8%	8 10%	16 10%	1 3%
4	247 13%	52 21% ^{bde}	37 12%	43 15%	38 12%	64 11%	12 11%	89 16% ⁱ	82 13%	64 11%	12 11%	23 24% ^{mn}	23 20% ⁿ	40 12%	37 10%	136 15%	110 12%	144 14%	103 12%	17 23% ^{AB}	31 15%	30 19% ^{AB}	20 12%	18 13%	29 17% ^A	39 16% ^A	19 8%	14 9%	216 14%	8 10%	20 12%	3 5%
3	359 19%	57 23%	67 22%	62 21%	57 18%	102 18%	14 13%	124 22%	118 19%	102 18%	14 13%	20 21%	29 25%	51 16%	66 18%	163 18%	196 21%	158 20%	159 19%	9 12%	40 19%	33 21%	26 16%	31 23%	27 16%	52 21%	52 20%	29 18%	297 19%	23 27% ^E	21 13%	18 34% ^{CE}
2	399 21%	70 28% ^{ef}	68 22%	59 21%	71 22%	114 19%	17 15%	138 25%	131 21%	114 19%	17 15%	24 24%	37 32% ^{mn}	63 20%	67 18%	206 23%	193 20%	236 23%	163 20%	12 17%	42 20%	36 23%	45 28% ^{AB}	28 22%	43 25%	62 25%	46 18%	25 16%	339 22%	16 20%	33 21%	11 20%
1 - Very unlikely to pick up	699 38%	51 21%	108 35% ^a	103 36% ^a	136 42% ^a	250 43% ^{ab}	52 47% ^{cab}	159 28%	239 39% ^g	250 43% ^g	52 47% ^g	18 18%	21 18%	135 42% ^{kl}	167 45% ^{kl}	321 35%	376 40%	353 34%	346 41% ^q	32 44%	86 40% ^y	53 34%	56 35%	43 33%	59 35%	72 29%	114 44% ^y	67 43% ^y	581 37%	28 34%	69 44%	20 38%
NET: Likely	402 22%	70 28% ^{de}	67 22%	65 22%	56 18%	118 20%	27 24%	137 25%	121 20%	118 20%	27 24%	37 37% ^{mn}	29 24%	74 23%	71 19%	220 24% ^p	181 19%	234 23%	168 20%	21 28%	44 21%	34 22%	34 21%	29 22%	41 24%	61 25%	45 18%	36 23%	346 22% ^F	16 19%	36 22% ^F	4 8%
NET: Unlikely	1098 59%	121 49%	176 57%	163 56%	207 65% ^a	363 62% ^a	69 63% ^a	297 53%	370 61% ^g	363 62% ^g	69 63%	42 42%	58 50%	198 61% ^k	234 63% ^{kl}	527 58%	569 60%	589 57%	509 61%	44 60%	128 60%	89 57%	101 63%	71 54%	102 60%	134 54%	160 62%	92 59%	920 59%	45 54%	102 64%	31 58%
Mean	2.33	2.66 ^{cd}	2.40 ^d	2.38	2.16	2.24	2.27	2.52 ^{hi}	2.26	2.24	2.27	2.90 ^{mn}	2.60 ⁿ	2.30	2.20	2.40	2.27	2.40	2.26	2.29	2.26	2.34	2.32	2.45	2.36	2.51 ^A	2.21	2.36	2.34	2.41	2.25	2.15
Standard deviation	1.32	1.22	1.33	1.30	1.25	1.35	1.47	1.29	1.28	1.35	1.47	1.33	1.12	1.39	1.35	1.34	1.29	1.32	1.32	1.36	1.30	1.21	1.30	1.31	1.30	1.30	1.35	1.46	1.32	1.31	1.39	1.08
Standard error	0.03	0.08	0.07	0.08	0.07	0.06	0.13	0.06	0.05	0.06	0.13	0.14	0.11	0.08	0.07	0.04	0.04	0.05	0.05	0.17	0.09	0.09	0.10	0.12	0.10	0.08	0.09	0.12	0.03	0.14	0.11	0.15

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F

* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 79

Q18. How likely is it that you would pick up a call from each of the following numbers? +44 07700 900185**Base: All who always/usually/sometimes decide whether to answer by looking at the number on the handset**

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	1837	347	136	320	119	140	172	121	190	206	662	1087
Weighted base	1859	351	137	323	123	140	186	116	196	199	697	1077
Effective base	1320	255	88	241	79	98	112	95	142	153	491	763
5 - Very likely to pick up	155 8%	34 10%	14 11%	23 7%	8 6%	11 8%	14 8%	9 8%	17 8%	19 10%	76 11%k	75 7%
4	247 13%	48 14%	17 12%	43 13%	18 14%	19 13%	29 16%	18 16%	23 12%	24 12%	102 15%	138 13%
3	359 19%	65 19%	25 18%	52 16%	22 18%	36 26%cg	32 17%	14 12%	47 24%g	43 21%	146 21%	193 18%
2	399 21%	70 20%	32 23%	67 21%	33 26%	26 18%	34 18%	28 24%	46 23%	44 22%	142 20%	237 22%
1- Very unlikely to pick up	699 38%	133 38%	49 36%	138 43%h	43 35%	47 34%	77 41%	48 41%	64 33%	69 35%	232 33%	434 40%j
NET: Likely	402 22%	83 24%	31 23%	67 21%	25 21%	30 22%	43 23%	27 24%	40 20%	43 22%	178 26%k	212 20%
NET: Unlikely	1098 59%	203 58%	81 59%	205 63%	76 61%	73 52%	111 59%	75 65%	110 56%	113 57%	373 54%	671 62%j
Mean	2.33	2.38	2.39	2.22	2.31	2.44	2.30	2.26	2.40	2.40	2.50k	2.24
Standard deviation	1.32	1.36	1.36	1.32	1.26	1.30	1.35	1.34	1.28	1.33	1.36	1.29
Standard error	0.03	0.07	0.12	0.07	0.12	0.11	0.10	0.12	0.09	0.09	0.05	0.04

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 80
Q18. How likely is it that you would pick up a call from each of the following numbers? +44 07700 900185
Base: All who always/usually/sometimes decide whether to answer by looking at the number on the handset

	Experience of suspicious texts/calls														
	Total				Mobile						Landline				None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)		
Unweighted base	1837	1413	598	666	1315	1242	1173	427	376	480	457	322	321	424	
Weighted base	1859	1459	623	717	1362	1286	1226	435	395	530	488	350	340	401	
Effective base	1320	1016	433	493	942	893	843	311	271	352	335	234	238	305	
5 - Very likely to pick up	155 8%	123 8%	62 10%	77 11%	112 8%	109 8%	107 9%	44 10%	33 8%	45 8%	65 13% ^a ^{defim}	41 12%	55 16% ^{abcdefg} him	32 8%	
4	247 13%	212 15% ^m	95 15% ^m	104 14% ^m	203 15% ^m	188 15% ^m	179 15% ^m	60 14% ^m	57 15% ^m	82 15% ^m	69 14% ^m	57 16% ^m	49 15% ^m	35 9%	
3	359 19%	284 19%	128 21%	157 22%	259 19%	238 19%	229 19%	79 18%	75 19%	120 23%	96 20%	74 21%	65 19%	75 19%	
2	399 21%	320 22%	130 21%	161 22%	303 22%	289 22%	284 23%	93 21%	80 20%	123 23%	110 22%	74 21%	72 21%	79 20%	
1- Very unlikely to pick up	699 38%	520 36% ^{cl}	209 33%	218 30%	486 36% ^{cl}	462 36% ^{cl}	427 35%	158 36%	150 38% ^{ccikl}	161 30%	149 31%	103 30%	97 29%	179 45% ^{abcdefgijkl}	
NET: Likely	402 22%	335 23% ^m	157 25% ^m	181 25% ^m	315 23% ^m	297 23% ^m	286 23% ^m	105 24% ^m	91 23%	126 24% ^m	134 27% ^m	98 28% ^m	105 31% ^{adefhm}	68 17%	
NET: Unlikely	1098 59%	839 58% ^l	339 54%	379 53%	788 58% ^{kl}	751 58% ^{ckl}	711 58% ^{kl}	252 58%	229 58%	283 53%	259 53%	177 51%	170 50%	258 65% ^{abcdfijkl}	
Mean	2.33	2.38 ^m	2.47 ^m	2.53 ^{adem}	2.38 ^m	2.37 ^m	2.39 ^m	2.40 ^m	2.35	2.48 ^m	2.57 ^{adefm}	2.60 ^{adefh} m	2.68 ^{adefg} hm	2.16	
Standard deviation	1.32	1.32	1.35	1.34	1.32	1.32	1.32	1.36	1.34	1.29	1.39	1.37	1.43	1.30	
Standard error	0.03	0.04	0.06	0.05	0.04	0.04	0.04	0.07	0.07	0.06	0.07	0.08	0.08	0.06	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base. Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 81
Q18. How likely is it that you would pick up a call from each of the following numbers? 0845 492 3344
Base: All who always/usually/sometimes decide whether to answer by looking at the number on the handset

	Age 1						Age 2				Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of England (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)
Unweighted base	1837	219	315	294	302	587	120	534	596	587	120	95	97	335	372	905	925	1044	793	68	193	168	170	128	159	265	234	144	1529	91	165	52
Weighted base	1859	248	310	289	320	584	110	558	608	584	110	99	116	323	370	910	946	1024	835	73*	212	156	160	131	170	248	257	157	1564	83	159	53*
Effective base	1320	156	226	206	217	431	91	380	422	431	91	62	75	247	273	660	657	747	574	48	137	128	129	89	114	199	163	102	1097	62	122	40
5 - Very likely to pick up	142	10	18	20	20	59	15	27	41	59	15	6	4	33	42	66	76	80	62	6	19	7	12	9	12	15	22	19	121	8	12	1
	8%	4%	6%	7%	6%	10%a	14%abcd	5%	7%	10%g	14%gh	6%	3%	10%	11%l	7%	8%	8%	7%	8%	9%	4%	8%	7%	7%	6%	9%	12%u	8%	10%	7%	3%
4	211	33	40	31	33	62	12	74	64	62	12	13	18	41	32	121	89	117	94	11	20	20	19	19	22	48	13	15	186	6	18	1
	11%	13%	13%	11%	10%	11%	11%	13%	11%	11%	11%	13%	15%	13%	9%	13%p	9%	11%	11%	15%A	9%	13%A	12%A	14%A	13%A	19%tAB	5%	10%	12%F	8%	11%	2%
3	382	52	67	64	58	123	18	118	123	123	18	25	22	69	72	199	182	216	166	13	46	39	34	29	28	49	51	19	307	22	37	15
	21%	21%	22%	22%	18%	21%	16%	21%	20%	21%	16%	25%	19%	21%	20%	22%	19%	21%	20%	18%	22%B	25%B	21%	22%	17%	20%	20%	12%	20%	27%	23%	29%
2	411	67	59	65	75	125	19	126	140	125	19	28	29	67	78	210	200	251	160	16	48	32	38	30	55	55	56	35	365	11	28	6
	22%	27%	19%	23%	24%	21%	17%	23%	23%	21%	17%	29%	25%	21%	21%	23%	21%	24%r	19%	22%	23%	20%	24%	23%	32%u	22%	22%	22%	23%	13%	18%	12%
1 - Very unlikely to pick up	713	86	126	108	133	215	45	212	241	215	45	27	42	114	146	314	398	360	353	27	79	59	57	44	53	81	115	69	583	36	64	29
	38%	35%	41%	37%	42%	37%	41%	38%	40%	37%	41%	27%	37%	35%	39%	34%	42%o	35%	42%q	36%	37%	38%	35%	34%	31%	33%	45%xy	44%x	37%	43%	40%	55%F
NET: Likely	354	43	58	51	54	121	27	101	105	121	27	19	21	74	74	188	165	197	156	17	39	27	32	28	34	62	35	34	308	14	30	2
	19%	17%	19%	18%	17%	21%	25%	18%	17%	21%	25%	18%	23%	20%	21%	17%	19%	19%	19%	23%	18%	17%	20%	21%	20%	25%A	14%	22%	20%F	17%	19%F	4%
NET: Unlikely	1124	153	185	173	208	340	64	338	381	340	64	55	72	181	223	523	598	611	513	43	128	91	95	74	107	136	171	104	949	47	92	36
	60%	62%	60%	60%	65%	58%	59%	61%	63%	58%	59%	56%	62%	56%	60%	58%	63%o	60%	61%	59%	60%	58%	59%	57%	63%	55%	66%y	66%	61%	56%	58%	67%
Mean	2.28	2.25	2.24	2.27	2.17	2.36	2.39	2.24	2.22	2.36	2.39	2.43	2.23	2.42	2.32	2.36p	2.20	2.32	2.23	2.36	2.29	2.26	2.33	2.38	2.33	2.44A	2.11	2.23	2.29F	2.27	2.28	1.84
Standard deviation	1.29	1.18	1.27	1.26	1.25	1.34	1.47	1.23	1.26	1.34	1.47	1.20	1.19	1.35	1.37	1.28	1.29	1.27	1.30	1.34	1.30	1.21	1.28	1.28	1.24	1.28	1.27	1.41	1.29	1.35	1.30	1.07
Standard error	0.03	0.08	0.07	0.07	0.07	0.06	0.13	0.05	0.05	0.06	0.13	0.12	0.12	0.07	0.07	0.04	0.04	0.04	0.05	0.16	0.09	0.09	0.10	0.11	0.10	0.08	0.08	0.12	0.03	0.14	0.10	0.15

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F

* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 82
Q18. How likely is it that you would pick up a call from each of the following numbers? 0845 492 3344
Base: All who always/usually/sometimes decide whether to answer by looking at the number on the handset

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple / iPhone (j)	Other (k)
Unweighted base	1837	347	136	320	119	140	172	121	190	206	662	1087
Weighted base	1859	351	137	323	123	140	186	116	196	199	697	1077
Effective base	1320	255	88	241	79	98	112	95	142	153	491	763
5 - Very likely to pick up	142 8%	30 9%g	5 4%	25 8%	9 7%	18 13%bg	11 6%	3 2%	11 6%	21 11%g	58 8%	76 7%
4	211 11%	31 9%	19 14%	35 11%	14 12%	19 13%	13 7%	20 17%af	31 16%af	23 12%	87 12%	118 11%
3	382 21%	68 19%	21 15%	72 22%	24 19%	34 24%	46 25%	20 17%	37 19%	47 23%	156 22%	217 20%
2	411 22%	87 25%	33 24%	57 18%	32 26%	24 17%	37 20%	27 23%	45 23%	42 21%	143 21%	243 23%
1- Very unlikely to pick up	713 38%	134 38%	59 43%	134 41%	44 36%	45 32%	79 42%	47 41%	72 36%	66 33%	254 36%	423 39%
NET: Likely	354 19%	61 17%	24 18%	61 19%	23 18%	37 26%f	24 13%	22 19%	42 21%	44 22%f	144 21%	194 18%
NET: Unlikely	1124 60%	221 63%e	92 67%ei	191 59%	77 62%	69 49%	116 62%	74 64%e	117 60%	108 54%	397 57%	666 62%
Mean	2.28	2.25	2.11	2.26	2.27	2.58abcf	2.14	2.17	2.31	2.45bf	2.36	2.24
Standard deviation	1.29	1.28	1.22	1.31	1.26	1.40	1.21	1.20	1.27	1.34	1.31	1.27
Standard error	0.03	0.07	0.10	0.07	0.12	0.12	0.09	0.11	0.09	0.09	0.05	0.04

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 83
Q18. How likely is it that you would pick up a call from each of the following numbers? 0845 492 3344
Base: All who always/usually/sometimes decide whether to answer by looking at the number on the handset

	Experience of suspicious texts/calls				Mobile						Landline			
	Total				Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)										
Unweighted base	1837	1413	598	666	1315	1242	1173	427	376	480	457	322	321	424
Weighted base	1859	1459	623	717	1362	1286	1226	435	395	530	488	350	340	401
Effective base	1320	1016	433	493	942	893	843	311	271	352	335	234	238	305
5 - Very likely to pick up	142 8%	122 8%	77 12% <i>adefm</i>	85 12% <i>adefm</i>	106 8%	103 8%	102 8%	48 11% <i>m</i>	36 9%	51 10% <i>m</i>	68 14% <i>adefm</i>	58 17% <i>adefhi</i> <i>m</i>	59 17% <i>acdefgh</i> <i>im</i>	21 5%
4	211 11%	169 12%	76 12%	86 12%	162 12%	145 11%	138 11%	57 13%	51 13%	64 12%	65 13%	40 11%	44 13%	43 11%
3	382 21%	305 21%	140 22%	164 23%	282 21%	260 20%	245 20%	84 19%	83 21%	125 24%	111 23%	82 23%	72 21%	77 19%
2	411 22%	336 23%	128 21%	162 23%	309 23%	298 23%	286 23%	91 21%	73 19%	118 22%	110 22%	77 22%	75 22%	75 19%
1- Very unlikely to pick up	713 38%	527 36% <i>bcjkl</i>	203 33%	220 31%	504 37% <i>bcjkl</i>	480 37% <i>bcjkl</i>	455 37% <i>bcjkl</i>	156 36% <i>ijkl</i>	152 39% <i>bcjkl</i>	172 33%	135 28%	93 27%	89 26%	186 46% <i>abcdefgijkl</i>
NET: Likely	354 19%	291 20%	153 25% <i>defm</i>	171 24% <i>em</i>	268 20%	248 19%	240 20%	105 24% <i>m</i>	87 22%	114 22%	133 27% <i>adefm</i>	98 28% <i>adefm</i>	103 30% <i>adefhi</i> <i>m</i>	63 16%
NET: Unlikely	1124 60%	863 59% <i>bcjkl</i>	331 53%	382 53%	812 60% <i>bcjkl</i>	778 61% <i>bcjkl</i>	741 60% <i>bcjkl</i>	247 57%	226 57% <i>l</i>	291 55%	245 50%	170 49%	164 48%	261 65% <i>bcgjkl</i>
Mean	2.28	2.33 <i>m</i>	2.51 <i>adefm</i>	2.52 <i>adefm</i>	2.31 <i>m</i>	2.29 <i>m</i>	2.30 <i>m</i>	2.42 <i>m</i>	2.35 <i>m</i>	2.44 <i>m</i>	2.63 <i>adefh</i> <i>m</i>	2.69 <i>adefg</i> <i>him</i>	2.73 <i>acdef</i> <i>ghim</i>	2.10
Standard deviation	1.29	1.30	1.37	1.35	1.29	1.29	1.30	1.37	1.34	1.31	1.37	1.41	1.43	1.24
Standard error	0.03	0.03	0.06	0.05	0.04	0.04	0.04	0.07	0.07	0.06	0.06	0.08	0.08	0.06

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Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 84

Q19. There are ways of screening/blocking calls on landline phones. These can be supplied by your landline provider such as BT (BT Call Protect), Sky (Sky Talk Shield) or TalkTalk (Call Safe). They can also be supplied by other providers (separate to your landline provider) such as True Call, as part of your landline device or as a device plugged into your landline. Do you have any of the above services for screening/blocking calls on your landline ?

Base: All landline users

	Age 1						Age 2				Age/Gender				Gender		Social Grade		Region										Nation					
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)		
Unweighted base	996	84	90	119	153	420	130	174	272	420	130	32	41	259	291	493	503	552	444	34	107	82	89	72	104	126	132	97	843	45	85	23		
Weighted base	1008	100	100	115	166	417	110	200	281	417	110	34**	54*	242	284	502	506	544	464	42**	113	82	85	72	112	116	145	100	867	42*	79	20**		
Effective base	729	62	70	83	112	311	97	132	195	311	97	25	30	189	217	364	365	409	321	23	81	62	67	50	73	100	97	71	618	32	62	18		
Yes, I have a service that screens my landline calls and use it	271	23	24	31	47	102	44	47	78	102	44	14	7	74	71	151	119	159	112	17	27	22	22	21	32	23	30	27	220	15	30	6		
	27%	23%	24%	27%	28%	24%	40%	36%	23%	28%	24%	40%	gh	41%	14%	31%	25%	30%	p	24%	29%	24%	41%	24%	27%	26%	29%	19%	20%	27%	25%	35%	38%	C
Yes, I have a service that screens my landline calls but do not use it	75	8	22	8	1	27	8	31	9	27	8	3	5	19	17	44	31	40	35	5	7	8	9	8	8	16	2	71	2	2	-			
	7%	8%	22%	8%	1%	7%	7%	15%	3%	7%	7%	9%	10%	8%	6%	9%	6%	7%	8%	13%	6%	10%	11%	11%	7%	7%	11%	2%	8%	5%	3%	-		
No, I do not have a service that screens my landline calls	566	33	43	67	104	266	54	76	171	266	54	12	17	142	178	271	295	300	266	16	66	46	40	35	65	76	83	60	487	21	43	14		
	56%	33%	43%	59%	62%	64%	49%	38%	61%	64%	49%	34%	32%	58%	63%	54%	58%	55%	57%	38%	59%	56%	47%	49%	58%	65%	57%	61%	56%	52%	55%	70%		
Don't know	96	36	11	8	15	22	4	47	23	22	4	6	24	8	18	35	61	45	51	3	13	6	14	9	7	10	17	11	89	3	3	-		
	9%	36%	11%	7%	9%	5%	4%	24%	8%	5%	4%	17%	45%	3%	6%	7%	12%	8%	11%	8%	11%	8%	16%	12%	6%	8%	12%	11%	10%	8%	4%	-		
NET: Yes	346	31	47	39	48	129	52	77	87	129	52	17	12	93	89	196	150	199	147	22	34	30	31	28	40	31	46	28	291	17	33	6		
	34%	31%	47%	34%	29%	31%	48%	39%	31%	31%	48%	49%	23%	38%	31%	39%	30%	37%	32%	54%	30%	36%	37%	40%	36%	26%	31%	28%	34%	40%	41%	30%		

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
 * small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 85

Q19. There are ways of screening/blocking calls on landline phones. These can be supplied by your landline provider such as BT (BT Call Protect), Sky (Sky Talk Shield) or TalkTalk (Call Safe). They can also be supplied by other providers (separate to your landline provider) such as True Call, as part of your landline device or as a device plugged into your landline. Do you have any of the above services for screening/blocking calls on your landline ?

Base: All landline users

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple / iPhone (j)	Other (k)
Unweighted base	996	169	65	164	53	90	76	70	100	89	292	580
Weighted base	1008	170	68*	163	55*	87	82	71	102	91	319	569
Effective base	729	128	48	126	32	62	52	56	72	67	219	419
Yes, I have a service that screens my landline calls and use it	271 27%	48 28%	15 22%	39 24%	22 41%	20 23%	27 33%	15 21%	23 23%	23 25%	71 22%	160 28%
Yes, I have a service that screens my landline calls but do not use it	75 7%	13 8%	4 6%	10 6%	9 16%	4 4%	4 5%	3 4%	4 4%	7 8%	25 8%	34 6%
No, I do not have a service that screens my landline calls	566 56%	93 55%	42 62%	98 60% ^d	22 39%	55 63% ^d	46 56%	49 69% ^d	65 64% ^d	51 57%	183 57%	337 59%
Don't know	96 9%	15 9%	7 10%	16 10%	2 4%	8 10%	5 6%	4 6%	9 9%	9 10%	40 12% ^k	38 7%
NET: Yes	346 34%	61 36%	19 28%	49 30%	31 57% ^{abcegh}	24 27%	32 39%	18 26%	28 27%	30 33%	96 30%	194 34%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 86

Q19. There are ways of screening/blocking calls on landline phones. These can be supplied by your landline provider such as BT (BT Call Protect), Sky (Sky Talk Shield) or TalkTalk (Call Safe). They can also be supplied by other providers (separate to your landline provider) such as True Call, as part of your landline device or as a device plugged into your landline. Do you have any of the above services for screening/blocking calls on your landline ?

Base: All landline users

	Experience of suspicious texts/calls			Mobile							Landline			None (m)
	Total	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)		
Unweighted base	996	743	414	443	616	583	538	212	164	231	500	354	349	253
Weighted base	1008	777	439	470	652	619	577	218	185	256	531	380	370	231
Effective base	729	548	299	329	451	426	392	157	116	168	367	258	260	182
Yes, I have a service that screens my landline calls and use it	271 27%	201 26%	115 26%	129 28%	159 24%	153 25%	143 25%	60 27%	59 32%	67 26%	147 28%	100 26%	109 29%	70 30%
Yes, I have a service that screens my landline calls but do not use it	75 7%	69 9% ^m	36 8% ^m	42 9% ^m	50 8% ^m	45 7% ^m	39 7%	24 11% ^m	12 6%	24 9% ^m	48 9% ^m	32 9% ^m	31 8% ^m	7 3%
No, I do not have a service that screens my landline calls	566 56%	445 57%	268 61%	275 58%	388 60%	366 59%	345 60%	117 54%	108 58%	158 62%	308 58%	230 61%	209 57%	121 52%
Don't know	96 9%	62 8% ⁱ	20 5%	23 5%	55 8% ^{bik}	55 9% ^{bcijk}	51 9% ^{bcik}	17 8% ⁱ	6 3%	7 3%	28 5%	17 4%	21 6%	33 14% ^{abcdefghijkl}
NET: Yes	346 34%	270 35%	151 34%	172 37%	208 32%	199 32%	182 32%	83 38%	71 38%	90 35%	195 37%	133 35%	140 38%	76 33%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 87
Q20. What features does your landline screening/blocking service have?
Base: All landline users who use a service for screening/blocking calls

	Age 1						Age 2				Age/Gender			Gender		Social Grade		Region										Nation		
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North West (t)	Yorkshire & Humberside (u)	West Midlands (v)	East Midlands (w)	East-ern (x)	London (y)	South East (A)	South West (B)	Eng-land (C)	Wales (D)	Scot-land (E)	
Unweighted base	273	19	17	32	41	112	52	36	73	112	52	11	88	76	149	124	164	109	29	20	26	19	32	27	28	26	216	17	33	
Weighted base	271	23**	24**	31**	47**	102	44*	47**	78	102	44*	14**	74	71	151	119	159	112	27**	22**	22**	21**	32**	23**	30**	27**	220	15**	30**	
Effective base	193	15	13	22	29	82	35	27	52	82	35	8	62	56	105	89	120	73	21	15	20	12	24	22	19	21	152	11	25	
I can add individual numbers to be blocked	147	7	10	16	25	66	24	17	40	66	24	3	52	37	87	59	87	60	17	8	14	10	19	14	13	18	117	11	15	
	54%	29%	42%	50%	52%	65%	54%	36%	52%	65%	54%	24%	71% ⁿ	52%	58%	50%	55%	53%	62%	38%	64%	48%	59%	63%	44%	69%	53%	72%	51%	
Known nuisance callers are automatically blocked or diverted to voicemail	106	4	10	17	13	47	15	14	30	47	15	3	32	30	63	43	62	44	8	16	8	3	12	9	13	12	86	9	9	
	39%	18%	43%	55%	27%	46%	33%	31%	38%	46%	33%	22%	43%	42%	41%	36%	39%	39%	28%	73%	38%	14%	38%	41%	42%	47%	39%	63%	28%	
Calls from withheld numbers are automatically blocked or diverted to voicemail	77	7	8	15	10	23	14	14	26	23	14	6	21	16	53	24	47	30	6	10	8	5	9	4	6	6	63	6	8	
	28%	29%	33%	49%	22%	23%	32%	31%	33%	23%	32%	40%	29%	22%	35% ^p	20%	30%	26%	23%	47%	34%	26%	28%	17%	21%	24%	29%	43%	26%	
Callers are asked to identify themselves and make a recording for me to hear and decide whether to answer	70	4	7	8	14	25	12	11	22	25	12	1	19	18	39	31	43	27	12	6	6	4	6	8	8	7	58	2	10	
	26%	16%	30%	26%	30%	25%	27%	23%	28%	25%	27%	10%	25%	26%	26%	26%	27%	24%	44%	28%	29%	17%	20%	35%	27%	25%	26%	14%	34%	
I can add certain categories of numbers to be blocked (e.g. numbers starting with 0870 or international calls)	56	6	5	5	4	22	13	12	9	22	13	5	18	17	33	23	38	18	11	6	2	5	9	5	3	7	49	3	2	
	21%	28%	22%	16%	8%	22%	30%	25%	11%	22%	30% ^h	33%	25%	23%	22%	19%	24%	16%	42%	29%	10%	23%	29%	22%	10%	25%	22%	20%	6%	
Last caller number barring	54	5	7	5	12	22	4	12	16	22	4	2	14	12	29	25	30	24	6	4	4	11	4	1	3	3	41	4	6	
	20%	24%	28%	15%	25%	21%	9%	26%	21%	21%	9%	17%	19%	16%	19%	21%	19%	21%	22%	20%	18%	54%	12%	6%	11%	12%	19%	24%	19%	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 87
Q20. What features does your landline screening/blocking service have?
Base: All landline users who use a service for screening/blocking calls

	Age 1							Age 2				Age/Gender			Gender		Social Grade		Region										Nation		
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North West (t)	Yorkshire & Humberside (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)		
Weighted base	271	23**	24**	31**	47**	102	44*	47**	78	102	44*	14**	74	71	151	119	159	112	27**	22**	22**	21**	32**	23**	30**	27**	220	15**	30**		
International calls are automatically blocked or diverted to voicemail	31	2	6	2	8	9	5	8	10	9	5	2	6	7	20	11	19	12	3	4	3	3	2	7	2	2	25	3	3		
Automatically identifies where the call is being made from by indicating the location (e.g. 3Sheffield) and/or country (e.g. Germany)	30	6	4	8	-	6	6	11	8	6	6	4	8	4	23	7	18	13	5	-	2	2	*	7	5	2	27	-	3		
It displays an indicator when the call is likely to be legitimate	24	2	11	3	6	1	1	13	9	1	1	2	*	15	9	12	12	2	-	1	4	1	6	2	1	22	1	1			
Some calls are automatically blocked or diverted to voicemail, but I don't know which ones	24	-	6	*	5	8	4	6	6	8	4	-	6	6	12	12	12	2	4	1	1	2	-	5	3	17	2	4			
It displays a symbol or warning message when the call is likely to be fraudulent or spam	20	2	4	4	3	5	1	7	7	5	1	4	2	15	4	11	9	2	-	2	*	1	8	3	1	16	2	-			
Don't know	21	2	*	2	1	7	8	2	4	7	8	-	4	11	5	16	9	12	-	-	3	1	4	1	3	3	17	-	2		

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 88

Q20. What features does your landline screening/blocking service have?**Base: All landline users who use a service for screening/blocking calls**

	Total	Phone network									Mobile O/S	
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	273	51	14	40	22	23	21	13	28	24	68	166
Weighted base	271	48*	15**	39*	22**	20**	27**	15**	23**	23**	71	160
Effective base	193	37	11	30	12	16	14	10	21	18	51	113
I can add individual numbers to be blocked	147	26	8	22	10	14	15	7	14	14	43	86
	54%	53%	50%	56%	44%	70%	56%	47%	61%	62%	60%	54%
Known nuisance callers are automatically blocked or diverted to voicemail	106	20	7	13	7	10	13	3	9	12	28	67
	39%	41%	48%	33%	32%	52%	49%	23%	39%	53%	39%	42%
Calls from withheld numbers are automatically blocked or diverted to voicemail	77	14	1	11	10	9	9	2	7	6	30	38
	28%	29%	5%	29%	43%	48%	34%	12%	30%	26%	42%k	24%
Callers are asked to identify themselves and make a recording for me to hear and decide whether to answer	70	8	1	15	9	5	9	5	5	5	26	36
	26%	17%	8%	40%a	41%	25%	32%	30%	21%	22%	37%	23%
I can add certain categories of numbers to be blocked (e.g. numbers starting with 0870 or international calls)	56	9	4	6	6	7	2	5	2	5	15	32
	21%	18%	30%	15%	28%	36%	8%	36%	10%	20%	21%	20%
Last caller number barring	54	9	1	4	10	2	2	3	7	5	20	22
	20%	18%	5%	11%	46%	11%	6%	17%	29%	22%	28%k	14%
International calls are automatically blocked or diverted to voicemail	31	5	4	5	2	1	3	1	3	2	9	16
	12%	10%	28%	14%	9%	7%	9%	4%	13%	7%	13%	10%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

* small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

.YONDER

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 88

Q20. What features does your landline screening/blocking service have?**Base: All landline users who use a service for screening/blocking calls**

	Total	Phone network									Mobile O/S	
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Weighted base	271	48*	15**	39*	22**	20**	27**	15**	23**	23**	71	160
Automatically identifies where the call is being made from by indicating the location (e.g. SSheffield) and/or country (e.g. Germany)	30 11%	8 17%	1 3%	4 10%	3 14%	1 4%	3 10%	1 4%	4 18%	- -	10 14%	14 9%
It displays an indicator when the call is likely to be legitimate	24 9%	4 8%	- -	3 8%	6 26%	1 7%	5 18%	- -	1 5%	- -	4 5%	16 10%
Some calls are automatically blocked or diverted to voicemail, but I don't know which ones	24 9%	4 9%	1 8%	4 11%	2 8%	1 3%	- -	1 7%	3 11%	2 9%	3 5%	13 8%
It displays a symbol or warning message when the call is likely to be fraudulent or spam	20 7%	3 6%	3 19%	1 2%	3 12%	2 9%	1 4%	- -	5 21%	* 2%	3 5%	14 9%
Don't know	21 8%	4 8%	3 19%	6 15%	* 2%	1 3%	* 2%	2 15%	1 5%	2 7%	3 4%	16 10%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 89
Q20. What features does your landline screening/blocking service have?
Base: All landline users who use a service for screening/blocking calls

	Experience of suspicious texts/calls				Mobile						Landline			
	Total				Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)										
Unweighted base	273	192	104	120	151	145	133	58	47	57	134	90	100	81
Weighted base	271	201	115	129	159	153	143	60*	59*	67*	147	100	109	70
Effective base	193	135	70	83	105	101	93	39	31	37	93	63	69	59
I can add individual numbers to be blocked	147	105	60	67	83	79	73	32	30	32	74	53	56	41
	54%	52%	53%	52%	52%	51%	51%	54%	51%	48%	50%	53%	51%	59%
Known nuisance callers are automatically blocked or diverted to voicemail	106	81	48	53	70	67	60	31	28	28	61	42	48	25
	39%	40%	42%	41%	44%	43%	42%	52%	47%	42%	41%	42%	44%	36%
Calls from withheld numbers are automatically blocked or diverted to voicemail	77	54	39	36	52	49	45	23	24	26	40	31	31	23
	28%	27%	34%	28%	32%	32%	32%	38%	41%	39%	27%	31%	28%	33%
Callers are asked to identify themselves and make a recording for me to hear and decide whether to answer	70	50	18	24	46	45	43	17	12	20	22	17	12	20
	26%	25% ^l	16%	18%	29% ^{bjl}	29% ^{bjl}	30% ^{bjl}	28% ^l	21%	29% ^l	15%	17%	11%	28% ^{jl}
I can add certain categories of numbers to be blocked (e.g. numbers starting with 0870 or international calls)	56	42	19	30	33	31	29	15	10	16	31	19	28	14
	21%	21%	16%	23%	21%	20%	20%	26%	17%	23%	21%	19%	26%	20%
Last caller number barring	54	38	25	34	26	24	24	16	12	18	34	21	29	16
	20%	19%	22%	27%	16%	16%	17%	26%	20%	27%	23%	21%	26%	23%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 89

Q20. What features does your landline screening/blocking service have?**Base: All landline users who use a service for screening/blocking calls**

	Experience of suspicious texts/calls				Mobile						Landline			
	Total				Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)										
Weighted base	271	201	115	129	159	153	143	60*	59*	67*	147	100	109	70
International calls are automatically blocked or diverted to voicemail	31 12%	23 11%	6 5%	15 11%	19 12%	19 12%	17 12%	11 19%bk	3 5%	10 16%	12 8%	4 4%	11 10%	9 13%
Automatically identifies where the call is being made from by indicating the location (e.g. Sheffield) and/or country (e.g. Germany)	30 11%	28 14% _m	17 15% _m	18 14% _m	24 15% _m	21 13% _m	20 14% _m	10 17% _m	13 23% _m	10 15%	22 15% _m	15 15% _m	17 15% _m	2 3%
It displays an indicator when the call is likely to be legitimate	24 9%	20 10%	12 10%	18 14%	18 11%	18 12%	17 12%	9 16%	12 20% _k	13 19% _k	16 11%	5 5%	16 15%	5 7%
Some calls are automatically blocked or diverted to voicemail, but I don't know which ones	24 9%	19 10%	6 5%	12 9%	10 6%	10 6%	9 6%	2 3%	1 1%	2 3%	13 9%	6 6%	12 11%	4 6%
It displays a symbol or warning message when the call is likely to be fraudulent or spam	20 7%	13 7%	6 5%	10 8%	10 7%	10 7%	10 7%	7 12%	4 7%	5 8%	10 7%	4 4%	9 8%	6 9%
Don't know	21 8%	14 7%	10 9%	9 7%	11 7%	11 7%	10 7%	3 5%	6 10%	5 7%	13 9%	10 10%	6 6%	7 11%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

* small base

Ofcom Scams Survey
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Absolutes/col percents

Table 90
Q21. Do you have an answer machine and/or voicemail service for your landline phone?
Base: All landline users who don't use a service for screening/blocking calls

	Age 1						Age 2				Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)
Unweighted base	723	65	73	87	112	308	78	138	199	308	78	21	34	171	215	344	379	388	335	25	78	62	63	53	72	99	104	71	627	28	52	16
Weighted base	737	77*	76	84	119	315	66	153	203	315	66	20**	47**	168	213	350	387	385	352	25**	85	60*	63*	51*	80*	94	116	73	647	27**	49*	14**
Effective base	536	47	60	61	83	229	62	105	143	229	62	18	25	127	161	260	277	289	248	20	60	48	47	39	49	79	78	50	466	21	38	12
Yes, I have an answer machine for my landline	422	44	32	41	64	197	44	76	105	197	44	7	30	115	127	191	231	216	206	15	49	36	39	27	50	45	72	46	379	14	27	3
	57%	57%	42%	48%	54%	63%bc	67%bc	49%	52%	63%gh	67%gh	37%	64%	68%	60%	54%	60%	56%	59%	60%	57%	60%	62%	52%	63%	48%	62%	63%	59%	52%	55%	18%
Yes, I have voicemail service for my landline	188	31	15	15	26	84	18	46	41	84	18	8	15	45	57	94	94	106	82	6	25	9	14	11	28	34	23	14	163	6	14	4
	25%	40%bcd	19%	18%	22%	27%	27%	30%	20%	27%	27%	42%	33%	26%	27%	24%	27%	23%	23%	26%	29%	16%	14	21%	34%u	36%uA	20%	20%	25%	24%	29%	4
I don't have an answer machine or voicemail service for my landline	144	4	27	23	30	56	4	31	53	56	4	3	1	25	35	78	66	73	71	5	13	16	13	12	7	18	17	17	118	8	10	8
	20%	5%	36%aef	27%af	25%af	18%af	7%	20%j	26%j	18%j	7%	15%	2%	15%	22%	17%	19%	20%	21%	15%	27%x	21%	24%x	8%	19%	15%	23%x	18%	30%	20%	56%	
Don't know	24	9	7	6	1	*	1	16	6	*	1	1	6	-	1	9	15	16	8	-	1	*	4	2	2	3	8	1	21	*	3	*
	3%	12%def	10%de	7%de	1%	*	2%	11%shij	3%i	*	2%	7%	12%	-	1%	3%	4%	4%	2%	-	1%	1%	6%	3%	2%	3%	7%	1%	3%	1%	6%	3%
NET: Answer machine/voicemail	569	64	41	55	89	259	60	106	144	259	60	16	40	143	176	263	306	296	273	20	72	44	46	37	72	73	90	55	509	19	36	6
	77%	83%bc	54%	66%	74%b	82%bc	92%bcd	69%	71%	82%gh	92%gh	78%	86%	85%	83%	75%	79%	77%	78%	79%	84%	73%	73%	73%	89%uvw	78%	78%	76%	79%	69%	74%	41%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
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Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
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Absolutes/col percents

Table 91

Q21. Do you have an answer machine and/or voicemail service for your landline phone?**Base: All landline users who don't use a service for screening/blocking calls**

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	723	118	51	124	31	67	55	57	72	65	224	414
Weighted base	737	122	53*	124	32**	67*	55*	56*	78	68*	248	409
Effective base	536	91	37	96	20	46	38	46	52	49	168	305
Yes, I have an answer machine for my landline	422 57%	75 62%	27 51%	73 59%	14 43%	43 65%	35 63%	30 53%	48 61%	38 56%	152 61%	230 56%
Yes, I have voicemail service for my landline	188 25%	32 26%	10 19%	35 28%	5 16%	17 26%	10 18%	15 27%	22 28%	24 36%	68 27%	102 25%
I don't have an answer machine or voicemail service for my landline	144 20%	17 14%	11 22%	25 20%	13 41%	9 13%	11 19%	12 21%	14 18%	13 19%	47 19%	81 20%
Don't know	24 3%	1 1%	9 16% ^{ac}	1 1%	* 1%	1 2%	1 2%	2 3%	1 1%	1 2%	5 2%	12 3%
NET: Answer machine/ voicemail	569 77%	103 85% ^b	33 62%	98 79% ^b	19 58%	57 85% ^b	43 79%	42 76%	63 81% ^b	54 80%	196 79%	315 77%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 92
Q21. Do you have an answer machine and/or voicemail service for your landline phone?
Base: All landline users who don't use a service for screening/blocking calls

	Experience of suspicious texts/calls				Mobile						Landline			
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)
Unweighted base	723	551	310	323	465	438	405	154	117	174	366	264	249	172
Weighted base	737	576	325	341	493	465	434	159	126	189	384	280	261	161
Effective base	536	413	229	247	346	326	300	118	87	133	276	196	192	123
Yes, I have an answer machine for my landline	422 57%	333 58%	200 62%	206 60%	275 56%	254 55%	237 55%	86 54%	67 53%	100 53%	240 62%	185 66% adefgh i	170 65% defi	90 56%
Yes, I have voicemail service for my landline	188 25%	158 27% m	85 26%	95 28% m	141 29% m	138 30% m	129 30% m	56 35% km	43 34% m	63 33% m	103 27%	69 25%	69 27%	30 19%
I don't have an answer machine or voicemail service for my landline	144 20%	109 19%	56 17%	58 17%	98 20%	94 20%	86 20%	27 17%	22 17%	38 20%	59 15%	40 14%	35 14%	35 22%
Don't know	24 3%	12 2%	3 1%	4 1%	10 2%	10 2%	9 2%	1 1%	1 1%	1 1%	7 2%	3 1%	4 2%	12 7% abcdefgijkl
NET: Answer machine/voicemail	569 77%	455 79%	266 82% m	279 82% m	385 78%	362 78%	339 78%	131 82% m	103 82%	149 79%	319 83% m	237 85% m	222 85% em	114 71%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
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Absolutes/col percents

Table 93
Q22. Do you use your landline answer machine/voicemail service as a way of screening calls, by getting callers to leave a message even when you could answer and then calling back people you want to speak to?
Base: All landline users who have an answer machine/voicemail

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation		
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	
Unweighted base	557	53	42	58	82	251	71	95	140	251	71	16	28	144	178	262	295	302	255	20	64	44	45	40	65	77	83	53	491	19	39	
Weighted base	569	64*	41*	55*	89	259	60	106	144	259	60	16**	40**	143	176	263	306	296	273	20**	72*	44*	46*	37*	72*	73	90	55*	509	19**	36**	
Effective base	412	39	36	41	61	184	56	73	102	184	56	14	22	107	130	197	216	228	186	16	49	33	36	31	44	62	64	36	365	14	28	
Yes	311	41	26	27	53	137	28	67	79	137	28	12	26	66	99	128	183	164	148	12	44	20	25	21	36	32	54	30	273	14	22	
	55%	64%	62%	48%	59%	53%	46%	64%j	55%	53%	46%	74%	63%	46%	56%	49%	60%o	55%	54%	61%	62%	45%	55%	50%	44%	59%	54%	54%	74%	62%		
No	241	15	12	28	33	121	33	26	61	121	33	4	10	76	77	128	113	124	117	8	27	22	16	15	34	39	33	25	219	5	13	
	42%	23%	28%	50%a	38%	47%ab	54%ab	25%	43%g	47%g	54%g	26%	25%	53%	44%	49%p	37%	42%	43%	39%	37%	49%	36%	40%	48%	53%	37%	45%	43%	26%	38%	
Don't know	16	8	4	1	3	1	-	12	3	1	-	-	5	1	-	7	10	8	9	-	1	2	5	2	1	2	4	16	-	-		
	3%	13%ef	9%ef	2%	3%	*	-	11%hij	2%	*	-	-	12%	1%	-	2%	3%	3%	3%	-	1%	5%	10%t	5%	2%	3%	4%	1%	3%	-	-	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 94

Q22. Do you use your landline answer machine/voicemail service as a way of screening calls, by getting callers to leave a message even when you could answer and then calling back people you want to speak to?

Base: All landline users who have an answer machine/voicemail

	Total	Phone network									Mobile O/S	
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple / iPhone (j)	Other (k)
Unweighted base	557	97	34	100	21	56	41	45	53	52	176	319
Weighted base	569	103	33**	98	19**	57*	43**	42*	63*	54*	196	315
Effective base	412	75	24	78	14	38	28	35	40	39	134	232
Yes	311 55%	51 50%	20 61%	56 57%	9 46%	28 49%	29 67%	23 55%	32 50%	24 44%	99 50%	171 54%
No	241 42%	51 49%	12 36%	39 39%	10 51%	29 51%	10 24%	19 44%	31 48%	26 49%	85 44%	140 45%
Don't know	16 3%	1 1%	1 3%	4 4%	1 3%	- -	4 9%	* 1%	1 2%	4 7%	12 6%k	4 1%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 95

Q22. Do you use your landline answer machine/voicemail service as a way of screening calls, by getting callers to leave a message even when you could answer and then calling back people you want to speak to?

Base: All landline users who have an answer machine/voicemail

	Experience of suspicious texts/calls				Mobile						Landline			
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)
Unweighted base	557	436	251	267	364	343	319	125	90	142	305	223	210	121
Weighted base	569	455	266	279	385	362	339	131	103	149	319	237	222	114
Effective base	412	328	186	206	272	255	237	94	68	111	228	164	161	85
Yes	311	239	128	149	206	198	187	71	54	91	161	108	109	72
	55%	53%	48%	53%	54%	55%	55%	54%	52%	61% ^{bk}	50%	46%	49%	63% ^{bjkl}
No	241	203	132	126	168	155	143	58	46	56	152	125	109	38
	42%	45%	50% ^{im}	45%	44%	43%	42%	44%	45%	37%	48% ^m	53% ^{efim}	49% ^m	33%
Don't know	16	12	5	4	11	9	9	2	3	3	5	4	4	4
	3%	3%	2%	2%	3%	3%	3%	1%	3%	2%	2%	2%	2%	4%

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Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 96

Q23. There are ways to screen/block calls on mobile phones . These may be built into the phone itself (e.g. the phone blocks callers who aren't on your contact list) or as an app that needs to be downloaded (e.g. TrueCaller, Hiya, Should I answer, Calls Blacklist, Call Control, Callapp, Norton Mobile Security, RoboKiller etc). Do you have an app or function on your mobile phone to screen/block calls?

Base: All mobile users

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	York- shire & Humb- erside (u)	West Mid- lands (v)	East Mid- lands (w)	East- ern (x)	London (y)	South East (A)	South West (B)	Eng- land (C)	Wales (D)	Scot- land (E)	North- ern Ire- land (F)	
Unweighted base	1914	238	323	300	317	604	132	561	617	604	132	103	104	358	378	952	955	1104	810	72	193	174	174	130	169	283	241	152	1588	95	175	56	
Weighted base	1921	263	311	293	333	608	114	574	625	608	114	105	121	343	378	948	969	1075	845	75	213	163	163	129	175	264	262	168	1612	91	161	56*	
Effective base	1374	167	229	209	229	448	100	393	438	448	100	67	77	267	279	694	677	792	583	50	137	133	131	89	121	212	169	107	1138	67	127	44	
Yes, I have a call screening app/function and use it	480	52	71	86	108	141	22	123	194	141	22	31	18	84	79	273	204	250	230	27	59	46	41	43	39	69	50	30	404	22	36	18	
	25%	20%	23%	29% ^a	32% ^a	23% ^b	19%	21%	31% ^c	23% ^d	19%	29% ^e	15%	25%	21%	29% ^f	21%	23%	27%	36% ^g	AB	28%	28%	25%	33% ^h	AB	22%	26%	19%	25%	24%	22%	31%
Yes, I have a call screening app/function but do not use it	147	14	37	32	19	44	1	51	51	44	1	6	5	25	20	82	65	80	67	7	16	19	9	10	11	25	21	9	127	1	15	4	
	8%	5% ^f	12% ^g	11% ^h	6% ^f	7% ^f	*	9% ^j	8% ^j	7% ^j	*	6%	4%	7%	5%	9%	7%	7%	8%	9%	8%	12%	5%	8%	6%	9%	8%	5%	8% ^D	1%	9% ^D	7%	
No, I do not have call screening app/function on my phone	1060	153	165	146	177	341	77	319	323	341	77	51	82	194	225	487	573	631	430	35	117	82	81	56	104	138	154	115	881	59	93	28	
	55%	58%	53%	50%	53%	56%	e	68% ^b	60% ^d	56%	68% ^g	48%	68% ^k	57%	59%	51%	59% ^o	59% ^r	51%	47%	55%	50%	50%	43%	59% ^w	52%	59% ^w	68% ^{stu}	55%	64%	58%	50%	
Don't know	234	43	38	29	29	81	14	81	58	81	14	17	16	40	55	106	127	115	118	6	20	16	32	20	21	33	37	15	200	9	18	7	
	12%	16% ^d	12%	10%	9%	13%	12%	14% ^h	9%	13%	12%	16%	13%	12%	14%	11%	13%	11%	14%	7%	10%	10%	20% ^{stu}	15%	12%	12%	14%	9%	12%	10%	11%	12%	
NET: Yes	627	66	108	118	127	186	23	174	245	186	23	37	23	109	99	355	269	330	297	34	75	65	50	54	50	93	71	39	532	23	51	21	
	33%	25%	35% ^a	40% ^a	38% ^a	31% ^f	20%	30% ^j	39% ^g	31% ^j	20%	35% ^l	19%	32% ^l	26%	37% ^p	28%	31%	35%	46% ^x	AB	35% ^B	40% ^{AB}	31%	42% ^{AB}	29%	35% ^B	27%	23%	33%	25%	31%	38%

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Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F

* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 97

Q23. There are ways to screen/block calls on mobile phones . These may be built into the phone itself (e.g. the phone blocks callers who aren't on your contact list) or as an app that needs to be downloaded (e.g. TrueCaller, Hiya, Should I answer, Calls Blacklist, Call Control, Callapp, Norton Mobile Security, RoboKiller etc). Do you have an app or function on your mobile phone to screen/block calls?

Base: All mobile users

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple / iPhone (j)	Other (k)
Unweighted base	1914	376	153	344	125	149	189	134	214	224	726	1179
Weighted base	1921	378	154	343	128	146	203	126	220	215	759	1154
Effective base	1374	277	100	260	84	104	124	105	158	166	537	831
Yes, I have a call screening app/function and use it	480 25%	107 28% ^c	36 23%	57 17%	38 30% ^c	34 23%	62 31% ^c	31 24%	49 22%	67 31% ^c	125 16%	355 31% ^j
Yes, I have a call screening app/function but do not use it	147 8%	20 5%	11 7%	40 12% ^{af}	11 9%	7 5%	10 5%	8 6%	21 10%	17 8%	46 6%	101 9%
No, I do not have call screening app/function on my phone	1060 55%	187 49%	86 56%	211 61% ^a	68 53%	81 56%	111 55%	72 57%	125 57%	117 55%	508 67% ^k	549 48%
Don't know	234 12%	64 17% ^{cfi}	21 13%	35 10%	11 9%	24 16% ⁱ	19 9%	16 13%	24 11%	13 6%	81 11%	150 13%
NET: Yes	627 33%	128 34%	47 31%	97 28%	49 38%	41 28%	73 36%	39 31%	70 32%	84 39% ^c	171 22%	456 40% ^j

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Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 98

Q23. There are ways to screen/block calls on mobile phones . These may be built into the phone itself (e.g. the phone blocks callers who aren't on your contact list) or as an app that needs to be downloaded (e.g. TrueCaller, Hiya, Should I answer, Calls Blacklist, Call Control, Callapp, Norton Mobile Security, RoboKiller etc). Do you have an app or function on your mobile phone to screen/block calls?

Base: All mobile users

	Experience of suspicious texts/calls			Mobile						Landline			None (m)	
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)		Recorded message (l)
Unweighted base	1914	1494	633	688	1416	1337	1266	456	401	516	453	337	310	420
Weighted base	1921	1525	658	731	1457	1375	1313	463	422	564	475	362	322	396
Effective base	1374	1073	460	508	1013	960	908	331	290	378	331	245	229	303
Yes, I have a call screening app/function and use it	480 25%	388 25%	181 28%	204 28%	380 26%	354 26%	337 26%	152 33% ^a	129 31% ^m	168 30%	119 25%	92 26%	83 26%	92 23%
Yes, I have a call screening app/function but do not use it	147 8%	122 8%	51 8%	65 9%	119 8%	111 8%	103 8%	54 12% ^a	28 7% ^h	53 9%	35 7%	27 7%	26 8%	25 6%
No, I do not have call screening app/function on my phone	1060 55%	847 56% ^g	365 56% ^g	390 53% ^g	800 55% ^g	758 55% ^g	728 55% ^g	208 45%	223 53% ^g	291 52%	276 58% ^g	206 57% ^g	178 55% ^g	213 54% ^g
Don't know	234 12%	167 11%	60 9%	71 10%	158 11%	152 11%	144 11%	50 11%	42 10%	53 9%	46 10%	36 10%	35 11%	66 17% ^{ab}
NET: Yes	627 33%	510 33%	232 35%	269 37% ^m	499 34%	465 34%	440 34%	205 44% ^{ab}	157 37% ^m	221 39% ^{am}	153 32%	119 33%	109 34%	117 30%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 99
Q24. What features does your mobile phone call screening app/function have?
Base: All mobile users who use an app/function to screen mobile calls

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation				
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)		
Unweighted base	475	41	81	83	93	147	30	122	176	147	30	23	15	97	80	265	205	266	209	20	50	50	42	43	42	77	48	23	395	23	39	18		
Weighted base	480	52**	71	86	108	141	22**	123	194	141	22**	31**	18**	84	79	273	204	250	230	27**	59*	46*	41*	43**	39**	69	50**	30**	404	22**	36**	18**		
Effective base	323	26	56	56	67	103	23	78	122	103	23	13	13	71	55	184	136	184	141	14	35	38	30	27	28	61	27	15	266	17	28	13		
Callers are asked to identify themselves and make a recording for me to hear and decide whether to answer	22 5%	8 14%	6 8%	4 4%	2 2%	2 2%	* 2%	13 11%hi	6 3%	2 2%	* 2%	4 14%	3 18%	1 2%	1 2%	16 6%	6 3%	14 6%	7 3%	- -	2 3%	2 5%	1 3%	3 7%	2 6%	6 8%	2 5%	1 4%	20 5%	1 3%	1 3%	- -		
Automatically identifies where the call is being made from by indicating the location (e.g. 3Sheffield) and/or country (e.g. Germany)	138 29%	28 53%	23 32%e	28 32%e	33 31%e	23 17%	3 14%	50 41%i	61 31%i	23 17%	3 14%	16 52%	11 59%	12 14%	14 18%	76 28%	61 30%	71 28%	67 29%	9 34%	17 28%	11 23%	14 33%	11 25%	8 21%	27 39%	14 28%	9 29%	119 29%	6 27%	10 26%	4 22%		
It displays an indicator when the call is likely to be legitimate	88 18%	14 27%	19 26%e	16 19%	25 23%e	14 10%	* 2%	33 27%i	41 21%i	14 10%	* 2%	9 30%	5 27%	6 7%	8 11%	47 17%	40 20%	46 18%	42 18%	11 39%	12 20%	6 12%	5 12%	10 23%	4 11%	10 14%	14 29%	5 18%	77 19%	3 12%	6 17%	2 10%		
It displays a symbol or warning message when the call is likely to be fraudulent or spam	190 39%	27 52%	31 44%	32 37%	36 33%	56 39%	8 36%	58 47%	68 35%	56 39%	8 36%	18 58%	9 47%	30 35%	34 43%	108 40%	79 39%	97 39%	93 40%	13 47%	26 44%	16 35%	13 31%	23 52%	12 31%	28 41%	23 47%	6 22%	160 40%	9 43%	13 35%	7 41%		
The ability to search for information about the caller online (sometimes known as reverse caller look-up)	45 9%	11 21%	11 15%d	9 11%d	2 2%	10 7%	1 6%	22 18%hi	11 6%	10 7%	1 6%	6 20%	3 15%	7 9%	4 5%	26 9%	18 9%	30 12%	15 7%	4 15%	5 8%	3 7%	5 11%	3 6%	4 11%	7 11%	4 8%	4 14%	40 10%	* 2%	3 7%	2 12%		

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 99
Q24. What features does your mobile phone call screening app/function have?
Base: All mobile users who use an app/function to screen mobile calls

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation				
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humberside (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)		
Weighted base	480	52**	71	86	108	141	22**	123	194	141	22**	31**	18**	84	79	273	204	250	230	27**	59*	46*	41*	43**	39**	69	50**	30**	404	22**	36**	18**		
Known nuisance callers are automatically blocked or diverted to voicemail	128	9	23	15	30	42	8	32	46	42	8	6	3	31	19	72	55	58	70	10	13	13	16	11	7	15	12	10	107	9	7	5		
	27%	18%	32%	18%	28%	30%	36%	26%	24%	30%	36%	18%	17%	36%	24%	26%	27%	23%	30%	37%	23%	28%	38%	25%	18%	22%	24%	35%	26%	42%	19%	25%		
Calls from withheld numbers are automatically blocked or diverted to voicemail	86	9	19	7	20	24	7	28	27	24	7	5	4	16	15	60	26	36	50	4	11	6	9	8	9	14	9	6	76	6	3	1		
	18%	17%	27% ^c	8%	19%	17%	31%	23%	14%	17%	31%	16%	22%	19%	19%	22% ^p	13%	14%	22%	15%	19%	13%	22%	18%	24%	20%	19%	20%	19%	27%	8%	3%		
International calls are automatically blocked or diverted to voicemail	28	5	7	2	4	8	1	12	6	8	1	3	2	3	6	11	17	14	14	3	3	2	3	2	1	3	2	4	24	1	2	1		
	6%	10%	10%	2%	4%	6%	6%	10% ^h	3%	6%	6%	11%	11%	4%	8%	4%	8%	6%	6%	10%	5%	5%	8%	6%	3%	4%	5%	13%	6%	4%	6%	7%		
Some calls are automatically blocked or diverted to voicemail, but I don't know which ones	39	5	12	6	3	12	1	16	10	12	1	1	3	8	5	24	14	21	18	1	4	1	2	8	-	8	4	4	32	3	2	2		
	8%	9%	17% ^d	7%	3%	8%	6%	13% ^h	5%	8%	6%	4%	18%	10%	6%	9%	7%	8%	8%	2%	7%	2%	6%	20%	-	11%	4%	12%	8%	14%	5%	12%		
I can add individual numbers to be blocked	300	27	33	46	69	109	17	60	115	109	17	15	9	69	57	166	132	157	143	17	41	33	30	25	30	37	31	15	258	14	21	7		
	63%	51%	47%	53%	64%	77% ^{bc}	75%	49%	59%	77% ^{gh}	75%	48%	52%	81%	72%	61%	65%	63%	62%	61%	68%	72%	71%	58%	78%	53%	63%	51%	64%	63%	59%	38%		
I can add certain categories of numbers to be blocked (e.g. numbers starting with 0870 or international calls)	55	7	14	11	8	10	4	21	19	10	4	4	1	7	7	34	21	24	30	1	11	4	4	8	4	8	5	6	49	*	*	4		
	11%	14%	20% ^{de}	13%	8%	7%	17%	17% ⁱ	10%	7%	17%	13%	8%	8%	9%	12%	10%	10%	13%	2%	19%	8%	9%	18%	9%	12%	9%	21%	12%	2%	1%	24%		
Last caller number barring	66	4	6	11	21	19	6	10	32	19	6	-	2	14	10	39	27	31	35	3	11	5	9	1	9	9	2	5	54	4	7	2		
	14%	7%	8%	12%	20%	13%	26%	8%	16%	13%	26%	-	13%	17%	14%	13%	13%	15%	15%	10%	18%	10%	22%	2%	24%	13%	4%	18%	13%	18%	18%	10%		

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 99
Q24. What features does your mobile phone call screening app/function have?
Base: All mobile users who use an app/function to screen mobile calls

	Age 1						Age 2				Age/Gender				Gender		Social Grade		Region								Nation					
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	York- shire & Humb- erside (u)	West Mid- lands (v)	East Mid- lands (w)	East- ern (x)	London (y)	South East (A)	South West (B)	Eng- land (C)	Wales (D)	Scot- land (E)	North- ern Ire- land (F)
Weighted base	480	52**	71	86	108	141	22**	123	194	141	22**	31**	18**	84	79	273	204	250	230	27**	59*	46*	41*	43**	39**	69	50**	30**	404	22**	36**	18**
Don't know	22	6	*	4	2	8	1	7	6	8	1	3	3	2	7	10	11	9	13	5	*	2	*	1	2	2	4	2	18	1	1	1
		5%	12%	1%	5%	2%	3%	6%	3%	6%	3%	10%	18%	2%	8%	4%	6%	3%	6%	18%	1%	5%	1%	3%	4%	3%	8%	7%	5%	5%	4%	4%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
 * small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 100
Q24. What features does your mobile phone call screening app/function have?
Base: All mobile users who use an app/function to screen mobile calls

	Total	Phone network									Mobile O/S	
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple / iPhone (j)	Other (k)
Unweighted base	475	101	36	69	33	34	58	31	47	66	119	356
Weighted base	480	107	36**	57	38**	34**	62*	31**	49*	67	125	355
Effective base	323	76	16	52	21	24	35	25	35	51	90	233
Callers are asked to identify themselves and make a recording for me to hear and decide whether to answer	22 5%	3 3%	2 6%	3 5%	2 4%	-	2 4%	1 4%	4 8%	5 8%	6 5%	15 4%
Automatically identifies where the call is being made from by indicating the location (e.g. SSheffield) and/or country (e.g. Germany)	138 29%	33 30%	10 29%	16 28%	10 26%	8 24%	10 16%	13 41%	18 36%	21 32%	36 29%	102 29%
It displays an indicator when the call is likely to be legitimate	88 18%	14 13%	11 32%	9 16%	6 17%	6 16%	13 21%	7 22%	11 22%	11 16%	9 7%	79 22%j
It displays a symbol or warning message when the call is likely to be fraudulent or spam	190 39%	43 40%	16 45%	25 44%	11 30%	16 47%	22 36%	14 47%	16 34%	25 38%	25 20%	165 46%j
The ability to search for information about the caller online (sometimes known as reverse caller look-up)	45 9%	16 14%	2 7%	7 12%	4 10%	1 2%	4 7%	3 10%	1 3%	6 10%	14 11%	31 9%
Known nuisance callers are automatically blocked or diverted to voicemail	128 27%	36 33%h	9 26%	18 31%h	4 10%	9 25%	19 31%	8 27%	5 11%	19 29%	24 19%	104 29%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 100

Q24. What features does your mobile phone call screening app/function have?**Base: All mobile users who use an app/function to screen mobile calls**

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Weighted base	480	107	36**	57	38**	34**	62*	31**	49*	67	125	355
Calls from withheld numbers are automatically blocked or diverted to voicemail	86 18%	26 24%	9 26%	7 12%	9 24%	5 13%	7 12%	8 25%	7 15%	8 12%	16 13%	70 20%
International calls are automatically blocked or diverted to voicemail	28 6%	6 5%	3 10%	6 10%	2 5%	5 16%	3 4%	-	2 4%	2 2%	6 5%	22 6%
Some calls are automatically blocked or diverted to voicemail, but I don't know which ones	39 8%	11 10% ⁱ	3 8%	5 8%	11 29%	2 6%	4 7%	-	3 6%	1 1%	5 4%	33 9%
I can add individual numbers to be blocked	300 63%	68 64%	19 53%	38 67%	23 62%	20 58%	46 74%	20 64%	30 63%	35 53%	85 68%	215 61%
I can add certain categories of numbers to be blocked (e.g. numbers starting with 0870 or international calls)	55 11%	5 5%	9 25%	6 10%	7 20%	1 3%	5 9%	5 16%	9 18% ^a	7 11%	11 9%	44 12%
Last caller number barring	66 14%	13 12%	3 9%	11 19%	1 3%	8 23%	9 14%	4 11%	12 25% ⁱ	6 8%	15 12%	51 14%
Don't know	22 5%	5 5%	1 3%	2 3%	* 1%	1 4%	2 3%	-	4 8%	6 9%	10 8%	12 3%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 101

Q24. What features does your mobile phone call screening app/function have?**Base: All mobile users who use an app/function to screen mobile calls**

	Experience of suspicious texts/calls				Mobile						Landline			
	Total				Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)										
Unweighted base	475	382	167	183	372	344	323	150	116	150	108	84	69	93
Weighted base	480	388	181	204	380	354	337	152	129	168	119	92	83*	92
Effective base	323	260	117	132	253	234	219	104	81	108	74	59	47	62
Callers are asked to identify themselves and make a recording for me to hear and decide whether to answer	22 5%	20 5%	7 4%	10 5%	20 5%	19 5%	18 5%	11 7%	7 5%	8 5%	8 6%	3 4%	5 6%	2 2%
Automatically identifies where the call is being made from by indicating the location (e.g. 3Sheffield) and/or country (e.g. Germany)	138 29%	123 32%m	61 34%m	56 28%	122 32%m	114 32%m	111 33%m	37 24%	49 38%m	46 28%	28 24%	24 26%	19 22%	15 16%
It displays an indicator when the call is likely to be legitimate	88 18%	75 19%	32 17%	36 18%	75 20%	71 20%	70 21%	22 14%	27 21%	32 19%	20 17%	16 17%	15 18%	13 14%
It displays a symbol or warning message when the call is likely to be fraudulent or spam	190 39%	158 41%	76 42%	80 39%	156 41%	146 41%	143 42%	52 34%	57 44%	66 39%	47 40%	35 38%	33 39%	32 35%
The ability to search for information about the caller online (sometimes known as reverse caller look-up)	45 9%	38 10%	14 8%	17 8%	38 10%	37 11%	36 11%	16 11%	12 9%	15 9%	10 8%	7 8%	6 7%	6 7%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

* small base

Ofcom Scams Survey
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Absolutes/col percents

Table 101
Q24. What features does your mobile phone call screening app/function have?
Base: All mobile users who use an app/function to screen mobile calls

	Experience of suspicious texts/calls													
	Total				Mobile						Landline			
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)
Weighted base	480	388	181	204	380	354	337	152	129	168	119	92	83*	92
Known nuisance callers are automatically blocked or diverted to voicemail	128 27%	104 27%	62 34%	62 30%	101 27%	93 26%	89 26%	37 24%	47 36%	52 31%	37 31%	31 34%	25 29%	24 26%
Calls from withheld numbers are automatically blocked or diverted to voicemail	86 18%	71 18%	33 18%	47 23%	70 19%	65 19%	64 19%	34 22%	29 22%	39 24%	25 21%	12 13%	21 25%	15 16%
International calls are automatically blocked or diverted to voicemail	28 6%	25 7%	17 9%	15 7%	24 6%	23 7%	20 6%	12 8%	13 10%	12 7%	9 8%	7 8%	5 6%	3 3%
Some calls are automatically blocked or diverted to voicemail, but I don't know which ones	39 8%	33 9%	15 8%	20 10%	33 9%	31 9%	30 9%	16 10%	14 11%	18 11%	10 8%	3 3%	7 9%	6 6%
I can add individual numbers to be blocked	300 63%	244 63%g	123 68%g	138 68%g	238 63%g	223 63%g	220 65%g	74 49%	79 61%	107 64%g	84 70%g	71 76%dg	62 75%g	56 61%
I can add certain categories of numbers to be blocked (e.g. numbers starting with 0870 or international calls)	55 11%	45 12%	19 10%	25 12%	45 12%	45 13%	43 13%	26 17%	14 11%	23 14%	15 12%	8 8%	12 14%	9 10%
Last caller number barring	66 14%	54 14%	26 15%	37 18%	53 14%	47 13%	46 14%	18 12%	21 16%	29 17%	20 16%	12 13%	18 21%	12 13%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m
* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 101

Q24. What features does your mobile phone call screening app/function have?

Base: All mobile users who use an app/function to screen mobile calls

	Experience of suspicious texts/calls				Mobile						Landline			None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	
Weighted base	480	388	181	204	380	354	337	152	129	168	119	92	83*	92
Don't know	22	18	6	9	17	16	11	9	5	8	2	2	2	4
		5%	3%	4%	4%	4%	3%	6%	4%	5%	2%	2%	2%	4%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

* small base

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Absolutes/col percents

Table 102
Q25. If your phone rings and the call is marked as 'potential fraud' or 'potential spam', how often do you answer the call anyway?
Base: All whose landline/mobile screening service will display a symbol or warning message when the call is likely to be fraudulent or spam

	Age 1						Age 2				Age/Gender			Gender		Social Grade		Region							Nation				
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	England (C)	Wales (D)	Scotland (E)
Unweighted base	210	21	40	39	37	62	11	61	76	62	11	14	39	34	118	89	113	97	10	26	21	15	21	16	37	22	176	12	14
Weighted base	203	29**	34**	35**	38**	59*	8**	62*	73	59*	8**	19**	32**	35**	118	83	103	100	13**	27**	16**	14**	23**	13**	33**	25**	170	12**	13**
Effective base	137	12	24	27	26	46	8	33	53	46	8	7	29	26	74	63	70	67	8	20	15	10	12	11	29	11	112	9	11
Always	9	2	6	-	-	*	-	8	-	-	-	-	*	8	*	4	4	-	-	-	-	4	-	2	2	9	-	-	
	4%	9%	17%	-	-	*	-	13%hi	-	-	-	13%	-	1%	7%	*	4%	4%	-	-	-	-	18%	-	5%	10%	5%	-	
Usually	8	1	3	2	-	2	-	3	2	2	-	1	*	2	5	3	3	5	2	2	*	*	1	-	2	-	7	-	
	4%	3%	8%	6%	-	4%	-	5%	3%	4%	-	4%	1%	5%	4%	4%	3%	5%	15%	6%	2%	3%	-	-	7%	-	4%	-	
Sometimes	25	4	3	2	9	6	1	7	11	6	1	4	4	3	16	8	14	10	2	6	3	1	-	1	5	*	21	2	
	12%	13%	8%	7%	23%	9%	14%	11%	16%	9%	14%	19%	12%	8%	13%	10%	14%	10%	19%	21%	16%	4%	-	9%	14%	2%	12%	16%	
Rarely	37	5	3	13	7	9	*	8	20	9	*	3	4	5	19	17	14	22	4	3	3	1	8	4	5	3	31	1	
	18%	18%	8%	37%	18%	15%	5%	13%	27%	15%	5%	15%	13%	14%	16%	21%	14%	23%	31%	11%	17%	8%	33%	34%	16%	10%	18%	11%	
Never	125	16	20	17	23	42	7	36	40	42	7	9	23	25	70	54	68	58	5	16	10	11	7	19	20	103	9	8	
	62%	57%	59%	50%	59%	71%	81%	58%	55%	71%	81%	48%	73%	72%	59%	65%	65%	58%	36%	61%	64%	84%	46%	57%	58%	78%	60%	73%	
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET: Ever	78	12	14	17	16	17	2	26	33	17	2	10	9	10	48	29	36	42	8	10	6	2	12	5	14	5	68	3	
	38%	43%	41%	50%	41%	29%	19%	42%	45%	29%	19%	52%	27%	28%	41%	35%	35%	42%	64%	39%	36%	16%	54%	43%	42%	22%	40%	27%	
NET: Always/usually/sometimes	41	7	11	5	9	8	1	18	14	8	1	7	4	5	29	12	22	20	4	7	3	1	5	1	9	3	37	2	
	20%	25%	33%	13%	23%	14%	14%	29%	18%	14%	14%	36%	14%	14%	24%	14%	21%	20%	34%	27%	19%	8%	21%	9%	26%	12%	22%	16%	
NET: Rarely/never	162	22	23	30	30	51	7	44	60	51	7	12	28	31	90	71	82	80	9	19	13	13	18	11	25	22	133	10	
	80%	75%	67%	87%	77%	86%	86%	71%	82%	86%	86%	64%	86%	86%	76%	86%	79%	80%	66%	73%	81%	92%	79%	91%	74%	88%	78%	84%	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
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Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 103

Q25. If your phone rings and the call is marked as 'potential fraud' or 'potential spam', how often do you answer the call anyway?

Base: All whose landline/mobile screening service will display a symbol or warning message when the call is likely to be fraudulent or spam

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	210	45	17	31	12	17	26	15	22	22	24	183
Weighted base	203	46*	17**	25**	13**	17**	22**	14**	20**	25**	26**	174
Effective base	137	32	6	23	7	12	17	12	16	18	16	119
Always	9 4%	2 5%	2 10%	-	4 30%	-	*	-	-	-	2 10%	6 3%
Usually	8 4%	2 5%	-	1 1%	-	-	-	-	2 8%	3 13%	3 11%	4 3%
Sometimes	25 12%	5 11%	-	1 3%	2 18%	4 22%	2 11%	1 8%	1 6%	8 30%	2 9%	22 13%
Rarely	37 18%	9 20%	1 6%	7 27%	3 22%	5 29%	5 22%	1 6%	2 11%	2 10%	2 6%	34 19%
Never	125 62%	26 58%	14 84%	17 70%	4 29%	8 49%	15 66%	12 86%	15 75%	12 47%	17 64%	108 62%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-
NET: Ever	78 38%	19 42%	3 16%	8 30%	9 71%	9 51%	8 34%	2 14%	5 25%	13 53%	9 36%	66 38%
NET: Always/usually/ sometimes	41 20%	10 22%	2 10%	1 4%	6 49%	4 22%	3 12%	1 8%	3 14%	11 43%	8 30%	33 19%
NET: Rarely/never	162 80%	36 78%	15 90%	24 96%	7 51%	13 78%	20 88%	13 92%	17 86%	14 57%	18 70%	142 81%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
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Absolutes/col percents

Table 104
Q25. If your phone rings and the call is marked as 'potential fraud' or 'potential spam', how often do you answer the call anyway?
Base: All whose landline/mobile screening service will display a symbol or warning message when the call is likely to be fraudulent or spam

	Experience of suspicious texts/calls				Mobile						Landline			
	Total				Any mobile (d)	Any mobile text/ App message (e)				Any landline (i)	Voice call (k)			None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)		SMS (f)	App (g)	Voice call (h)	Recorded message (j)		Voice call (k)	Recorded message (l)		
Unweighted base	210	168	73	77	163	150	145	58	53	61	47	37	30	42
Weighted base	203	166	80	86	161	151	147	54*	59*	69*	53*	39**	37**	37*
Effective base	137	108	51	56	104	95	92	38	36	43	34	28	22	30
Always	9	9	4	6	9	9	9	8	4	6	6	1	6	-
	4%	5%	5%	7%	5%	6%	6%	15%am	7%	8%	11%	1%	15%	-
Usually	8	7	4	5	7	6	6	6	4	5	3	2	2	1
	4%	4%	5%	6%	4%	4%	4%	11%	6%	7%	6%	4%	4%	2%
Sometimes	25	21	14	13	21	18	18	8	10	9	11	9	8	4
	12%	13%	17%	16%	13%	12%	12%	15%	17%	12%	20%	25%	22%	10%
Rarely	37	33	21	19	31	30	30	7	18	16	11	8	8	4
	18%	20%	26%	22%	19%	20%	20%	12%	31%	23%	20%	21%	21%	11%
Never	125	96	37	43	94	88	85	25	23	34	23	19	14	29
	62%	58%h	46%	50%	58%h	59%h	58%	47%	39%	49%	43%	50%	38%	77%bcghij
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Ever	78	69	43	43	67	62	62	29	36	35	31	19	23	9
	38%	42%	54%am	50%am	42%	41%	42%	53%am	61%adem	51%am	57%am	50%	62%	23%
NET: Always/usually/sometimes	41	37	22	24	37	33	32	22	18	19	20	11	16	4
	20%	22%	28%	28%	23%	22%	22%	41%adefm	30%	28%	38%am	30%	42%	12%
NET: Rarely/never	162	129	58	62	125	118	115	32	41	49	33	27	22	33
	80%	78%g	72%	72%	77%g	78%g	78%g	59%	70%	72%	62%	70%	58%	88%gj

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Table 105

Q26. Why do you always/usually/sometimes answer calls marked as potential fraud or potential spam?

Base: All who always/usually/sometimes answer potential suspicious calls

	Total	Age 1		Age 2		Gender		Social Grade		Nation
		25-34 (b)	16-34 (g)	35-54 (h)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	Eng- land (C)	
Unweighted base	36	10	14	12	23	12	20	16	30	
Weighted base	41*	11**	18**	14**	29**	12**	22**	20**	37**	
Effective base	23	5	9	9	15	8	14	10	20	
I am confident I can spot when a call really is fraudulent	17 40%	7 66%	10 54%	3 26%	12 42%	5 39%	6 30%	10 52%	15 40%	
I worry that I may miss an important call	13 31%	2 16%	4 21%	5 40%	9 30%	4 34%	9 43%	3 18%	10 26%	
I find the warning message hard to understand	11 27%	6 50%	8 44%	3 22%	10 34%	1 10%	4 19%	7 35%	11 30%	
I worry the warning message is not reliable	10 24%	2 19%	3 19%	3 22%	7 23%	3 26%	8 35%	2 11%	9 23%	
I answer these calls by accident (e.g. because I accept before I have seen the warning message)	4 10%	-	1 4%	2 14%	3 10%	1 10%	3 12%	2 9%	4 10%	
Other reason (please specify)	7 16%	1 8%	1 5%	5 33%	2 8%	4 31%	2 10%	4 22%	6 16%	
Don't know	-	-	-	-	-	-	-	-	-	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Table 106

Q26. Why do you always/usually/sometimes answer calls marked as potential fraud or potential spam?

Base: All who always/usually/sometimes answer potential suspicious calls

	Total	Mobile O/ S Other (k)
Unweighted base	36	29
Weighted base	41*	33**
Effective base	23	19
I am confident I can spot when a call really is fraudulent	17 40%	13 41%
I worry that I may miss an important call	13 31%	12 36%
I find the warning message hard to understand	11 27%	7 21%
I worry the warning message is not reliable	10 24%	10 30%
I answer these calls by accident (e.g. because I accept before I have seen the warning message)	4 10%	3 9%
Other reason (please specify)	7 16%	7 20%
Don't know	-	-

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 107

Q26. Why do you always/usually/sometimes answer calls marked as potential fraud or potential spam?**Base: All who always/usually/sometimes answer potential suspicious calls**

	Experience of suspicious texts/calls			Mobile					Landline		
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)
Unweighted base	36	31	16	20	31	27	26	15	13	17	12
Weighted base	41*	37**	22**	24**	37**	33**	32**	22**	18**	19**	20**
Effective base	23	20	10	13	20	18	18	11	8	10	9
I am confident I can spot when a call really is fraudulent	17 40%	16 44%	7 34%	12 49%	16 44%	16 48%	15 48%	14 61%	7 41%	11 55%	8 41%
I worry that I may miss an important call	13 31%	10 26%	6 29%	6 23%	10 26%	6 17%	6 18%	3 16%	6 34%	6 29%	5 23%
I find the warning message hard to understand	11 27%	11 30%	8 37%	7 28%	11 30%	11 34%	11 34%	11 49%	8 45%	6 29%	11 55%
I worry the warning message is not reliable	10 24%	10 27%	5 21%	6 25%	10 27%	8 23%	8 24%	4 18%	5 25%	6 31%	6 28%
I answer these calls by accident (e.g. because I accept before I have seen the warning message)	4 10%	4 10%	1 5%	4 15%	4 10%	3 9%	3 9%	1 6%	-	1 7%	2 12%
Other reason (please specify)	7 16%	6 16%	4 19%	4 18%	6 16%	6 18%	6 19%	1 5%	2 9%	2 9%	3 13%
Don't know	-	-	-	-	-	-	-	-	-	-	-

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 108
Q27. Do you think that it is possible for scammers to fake the number that appears on your mobile or landline caller display?
 Base: All respondents

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region							Nation					
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	York- shire & Humb- erside (u)	West Mid- lands (v)	East Mid- lands (w)	East- ern (x)	London (y)	South East (A)	South West (B)	Eng- land (C)	Wales (D)	Scot- land (E)	North- ern Ire- land (F)
Unweighted base	2030	254	339	319	329	640	149	593	648	640	149	107	115	382	407	1008	1015	1162	868	77	205	178	190	143	180	290	261	161	1685	101	185	59
Weighted base	2034	285	332	310	345	634	128	617	655	634	128	111	137	359	403	998	1033	1131	903	82	223	168	178	142	188	271	283	176	1711	95	170	59*
Effective base	1460	180	243	223	238	472	112	421	461	472	112	71	87	282	300	735	722	835	627	54	146	137	143	100	128	218	183	114	1211	70	134	46
Yes	1578	202	252	245	278	507	95	453	523	507	95	83	97	296	305	795	780	879	699	72	173	129	135	109	154	203	206	143	1325	71	137	45
	78%	71%	76%	79%	81%a	80%a	74%	73%	80%g	80%g	74%	75%	71%	82%l	76%	80%	76%	78%	77%	88%yA	78%	77%	76%	82%	75%	73%	81%	77%	75%	81%	81%	76%
No	84	26	32	16	4	6	1	57	20	6	1	9	10	5	2	39	46	54	30	-	10	5	9	6	7	14	20	7	78	1	3	3
	4%	9%def	10%def	5%def	1%	1%	1%	9%hij	3%i	1%	1%	9%mn	7%mn	1%	1%	4%	4%	5%	3%	-	4%	3%	5%	4%	4%	5%	7%es	4%	5%	1%	2%	5%
Don't know	372	58	48	49	62	121	32	107	112	121	32	19	30	59	95	164	208	199	174	10	40	33	33	28	27	53	57	26	308	23	30	11
	18%	20%	15%	16%	18%	19%	25%bc	17%	17%	19%	25%h	17%	22%	16%	24%m	16%	20%	18%	19%	12%	18%	20%	19%	20%	14%	20%	15%	18%	24%	18%	18%	19%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
 Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
 * small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 109

Q27. Do you think that it is possible for scammers to fake the number that appears on your mobile or landline caller display?

Base: All respondents

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	2030	376	153	344	125	149	189	134	214	224	726	1179
Weighted base	2034	378	154	343	128	146	203	126	220	215	759	1154
Effective base	1460	277	100	260	84	104	124	105	158	166	537	831
Yes	1578	276	118	277	110	108	163	100	171	176	599	897
	78%	73%	77%	81% ^a	86% ^{ae}	74%	81%	79%	78%	82% ^a	79%	78%
No	84	21	7	13	-	6	9	2	5	8	36	37
	4%	5% ^d	4%	4%	-	4%	5%	2%	2%	4%	5%	3%
Don't know	372	82	29	53	17	33	30	25	43	31	124	220
	18%	22%	19%	15%	14%	22%	15%	19%	20%	15%	16%	19%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
 Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 110
Q27. Do you think that it is possible for scammers to fake the number that appears on your mobile or landline caller display?
Base: All respondents

	Experience of suspicious texts/calls				Mobile						Landline			None (m)
	Total				Any mobile text/ App message (e)						Any landline (i)			
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	SMS (f)	App (g)	Voice call (h)	Recorded message (j)	Voice call (k)	Recorded message (l)			
Unweighted base	2030	1543	652	729	1416	1337	1266	456	401	516	502	356	351	487
Weighted base	2034	1582	677	780	1457	1375	1313	463	422	564	533	381	371	452
Effective base	1460	1111	475	539	1013	960	908	331	290	378	369	259	261	353
Yes	1578	1273	545	636	1178	1116	1072	378	338	465	423	308	297	305
	78%	80% ^m	80% ^m	81% ^m	81% ^m	81% ^m	82% ^m	82% ^m	80% ^m	82% ^m	79% ^m	81% ^m	80% ^m	67%
No	84	58	17	19	54	51	44	21	10	12	16	7	10	26
	4%	4%	2%	2%	4%	4%	3%	4%	2%	2%	3%	2%	3%	6% ^{bcfhik}
Don't know	372	251	116	125	224	208	198	64	74	87	94	66	64	121
	18%	16%	17%	16%	15%	15%	15%	14%	18%	15%	18%	17%	17%	27% ^{abcdefghijkl}

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Table 111

Q28. Thinking about the last three months, have you received any of the following types of suspicious texts or calls on your mobile or landline phone? - Summary
Base: All with landline/mobile phone

	NET: Any message/call	SMS text on your mobile	App message on your mobile	Call on your mobile	Call on your landline
Unweighted base	2030	1914	1914	1914	996
Weighted base	2034	1921	1921	1921	1008
Effective base	1460	1374	1374	1374	729
N/A, I am not aware I have received any type of suspicious text or call	452 22%	608 32%	1458 76%	1148 60%	476 47%
Text message, e.g., from a courier company/ Royal Mail about a parcel	1375 68%	1313 68%	463 24%	- -	- -
Recorded message, e.g., a message telling you that money has been taken from your Amazon account	780 38%	- -	- -	564 29%	370 37%
Live voice call, e.g., telling you there is a problem with your internet service	677 33%	- -	- -	422 22%	390 38%
NET: Any suspicious message	1582 78%	1313 68%	463 24%	772 40%	531 53%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 112
Q28. Thinking about the last three months, have you received any of the following types of suspicious texts or calls on your mobile or landline phone? - NET: Any message/call
Base: All with landline/mobile phone

	Age 1							Age 2					Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	North Ireland (F)		
Unweighted base	2030	254	339	319	329	640	149	593	648	640	149	107	115	382	407	1008	1015	1162	868	77	205	178	190	143	180	290	261	161	1685	101	185	59		
Weighted base	2034	285	332	310	345	634	128	617	655	634	128	111	137	359	403	998	1033	1131	903	82	223	168	178	142	188	271	283	176	1711	95	170	59*		
Effective base	1460	180	243	223	238	472	112	421	461	472	112	71	87	282	300	735	722	835	627	54	146	137	143	100	128	218	183	114	1211	70	134	46		
N/A, I am not aware I have received any type of suspicious text or call	452	46	89	77	77	127	36	135	154	127	36	19	12	72	91	238	212	214	238	9	52	34	52	36	41	56	59	50	388	17	32	15		
Text message, e.g., from a courier company/Royal Mail about a parcel	1375	211	214	214	242	431	64	425	455	431	64	85	104	234	261	657	717	805	571	59	153	113	107	88	130	193	194	113	1150	67	121	37		
Recorded message, e.g., a message telling you that money has been taken from your Amazon account	780	94	112	120	130	263	61	206	250	263	61	37	51	152	172	387	393	435	345	38	88	70	63	59	106	98	61	658	38	66	18			
Live voice call, e.g., telling you there is a problem with your internet service	677	77	83	77	118	262	58	161	196	262	58	25	44	160	160	337	340	369	308	35	77	61	59	40	68	90	91	48	569	35	54	20		
NET: Any suspicious message	1582	239	243	233	268	507	92	482	502	507	92	92	124	287	312	759	821	917	665	73	171	134	126	106	148	215	224	126	1323	79	137	44		
	78%	84%bcf	73%	75%	78%	80%b	72%	78%	77%	80%	72%	83%	91%mn	80%	78%	76%	79%	81%r	74%	90%tw	77%	80%	71%	74%	78%	79%	79%	72%	77%	83%	81%	74%		

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F

* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 113

Q28. Thinking about the last three months, have you received any of the following types of suspicious texts or calls on your mobile or landline phone? - NET: Any message/call
Base: All with landline/mobile phone

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	2030	376	153	344	125	149	189	134	214	224	726	1179
Weighted base	2034	378	154	343	128	146	203	126	220	215	759	1154
Effective base	1460	277	100	260	84	104	124	105	158	166	537	831
N/A, I am not aware I have received any type of suspicious text or call	452 22%	63 17%	23 15%	54 16%	20 15%	40 28%abcd	52 25%ac	23 18%	53 24%c	64 30%abcdg	114 15%	279 24%j
Text message, e.g., from a courier company/ Royal Mail about a parcel	1375 68%	297 78%efhi	118 77%hi	260 76%efhi	106 83%efhi	94 64%	132 65%	95 75%i	140 64%	131 61%	602 79%k	771 67%
Recorded message, e.g., a message telling you that money has been taken from your Amazon account	780 38%	148 39%	48 31%	139 41%	65 51%bei	52 35%	78 38%	46 36%	83 38%	70 33%	296 39%	431 37%
Live voice call, e.g., telling you there is a problem with your internet service	677 33%	134 35%	49 32%	120 35%	44 34%	48 33%	68 33%	47 37%	86 39%	63 29%	256 34%	400 35%
NET: Any suspicious message	1582 78%	315 83%efi	131 85%ei	290 84%efhi	108 85%ei	106 72%	151 75%	103 82%i	167 76%	150 70%	646 85%k	875 76%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 114
Q28. Thinking about the last three months, have you received any of the following types of suspicious texts or calls on your mobile or landline phone? - NET: Any message/call
Base: All with landline/mobile phone

	Experience of suspicious texts/calls				Mobile						Landline			
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)
Unweighted base	2030	1543	652	729	1416	1337	1266	456	401	516	502	356	351	487
Weighted base	2034	1582	677	780	1457	1375	1313	463	422	564	533	381	371	452
Effective base	1460	1111	475	539	1013	960	908	331	290	378	369	259	261	353
N/A, I am not aware I have received any type of suspicious text or call	452 22%	-	-	-	-	-	-	-	-	-	-	-	-	452 100%abcdefghijkl
Text message, e.g., from a courier company/ Royal Mail about a parcel	1375 68%	1375 87% <i>cjklm</i>	563 83% <i>ijklm</i>	620 80% <i>ijlm</i>	1375 94% <i>abchijklm</i>	1375 100% <i>abcdhijklm</i>	1313 100% <i>abcdhijklm</i>	463 100% <i>abcdhijklm</i>	381 90% <i>bcijklm</i>	514 91% <i>abcjklm</i>	387 73% <i>m</i>	294 77% <i>lm</i>	252 68% <i>m</i>	-
Recorded message, e.g., a message telling you that money has been taken from your Amazon account	780 38%	780 49% <i>m</i>	416 61% <i>adefghijklm</i>	780 100% <i>abdefghijklm</i>	675 46% <i>m</i>	620 45% <i>m</i>	590 45% <i>m</i>	254 55% <i>defm</i>	239 57% <i>adefghijklm</i>	564 100% <i>cabdefghijklm</i>	414 78% <i>abdefghijklm</i>	263 69% <i>abdefghijklm</i>	371 100% <i>abdefghijklm</i>	-
Live voice call, e.g., telling you there is a problem with your internet service	677 33%	677 43% <i>m</i>	677 100% <i>acdefghijklm</i>	416 53% <i>adefghijklm</i>	609 42% <i>m</i>	563 41% <i>m</i>	526 40% <i>m</i>	220 48% <i>efm</i>	422 100% <i>acdefghijklm</i>	290 51% <i>adefghijklm</i>	401 75% <i>acdefghijklm</i>	381 100% <i>acdefghijklm</i>	239 65% <i>acdefghijklm</i>	-
NET: Any suspicious message	1582 78%	1582 100% <i>m</i>	677 100% <i>m</i>	780 100% <i>m</i>	1457 100% <i>m</i>	1375 100% <i>m</i>	1313 100% <i>m</i>	463 100% <i>m</i>	422 100% <i>m</i>	564 100% <i>m</i>	533 100% <i>m</i>	381 100% <i>m</i>	371 100% <i>m</i>	-

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base. Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 115
Q28. Thinking about the last three months, have you received any of the following types of suspicious texts or calls on your mobile or landline phone? - SMS text on your mobile
Base: All with mobile phone

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	York- shire & Humb- erside (u)	West Mid- lands (v)	East Mid- lands (w)	East- ern (x)	London (y)	South East (A)	South West (B)	Eng- land (C)	Wales (D)	Scot- land (E)	North- ern Ire- land (F)	
Unweighted base	1914	238	323	300	317	604	132	561	617	604	132	103	104	358	378	952	955	1104	810	72	193	174	174	130	169	283	241	152	1588	95	175	56	
Weighted base	1921	263	311	293	333	608	114	574	625	608	114	105	121	343	378	948	969	1075	845	75	213	163	163	129	175	264	262	168	1612	91	161	56*	
Effective base	1374	167	229	209	229	448	100	393	438	448	100	67	77	267	279	694	677	792	583	50	137	133	131	89	121	212	169	107	1138	67	127	44	
N/A, I am not aware I have received any type of suspicious text or call	608	61	108	87	94	203	56	168	181	203	56	25	20	124	135	326	280	299	309	21	68	57	60	45	50	80	79	59	519	26	43	20	
	32%	23%	35% ^a	30%	28%	33% ^a	49% ^{abc}	29%	29%	33%	49% ^{ghl}	24%	17%	36% ^l	36% ^l	34% ^p	29%	28%	37% ^{qr}	28%	32%	35%	37%	35%	29%	30%	30%	35%	32%	28%	27%	36%	
Text message, e.g., from a courier company/Royal Mail about a parcel	1313	202	203	206	239	405	58	406	445	405	58	80	101	219	243	623	689	777	536	54	145	107	103	84	125	184	183	109	1093	65	118	36	
	68%	77% ^{bef}	65% ^f	70% ^f	72% ^f	67% ^f	51%	71% ^j	71% ^j	67% ^{kj}	51%	76%	83% ^{mn}	64%	64%	66%	71% ^o	72% ^r	63%	72%	68%	65%	63%	65%	71%	70%	70%	65%	68%	72%	73%	64%	
Recorded message, e.g., a message telling you that money has been taken from your Amazon account	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Live voice call, e.g., telling you there is a problem with your internet service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET: Any suspicious message	1313	202	203	206	239	405	58	406	445	405	58	80	101	219	243	623	689	777	536	54	145	107	103	84	125	184	183	109	1093	65	118	36	
	68%	77% ^{bef}	65% ^f	70% ^f	72% ^f	67% ^f	51%	71% ^j	71% ^j	67% ^{kj}	51%	76%	83% ^{mn}	64%	64%	66%	71% ^o	72% ^r	63%	72%	68%	65%	63%	65%	71%	70%	70%	65%	68%	72%	73%	64%	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
 Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
 * small base

Ofcom Scams Survey
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Absolutes/col percents

Table 116

Q28. Thinking about the last three months, have you received any of the following types of suspicious texts or calls on your mobile or landline phone? - SMS text on your mobile
Base: All with mobile phone

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	1914	376	153	344	125	149	189	134	214	224	726	1179
Weighted base	1921	378	154	343	128	146	203	126	220	215	759	1154
Effective base	1374	277	100	260	84	104	124	105	158	166	537	831
N/A, I am not aware I have received any type of suspicious text or call	608 32%	93 25%	41 26%	94 27%	24 19%	59 40%abcd	81 40%abcd	37 30%	86 39%abcd	87 41%abcd	181 24%	421 36%ij
Text message, e.g., from a courier company/ Royal Mail about a parcel	1313 68%	285 75%efhi	113 74%efhi	249 73%efhi	104 81%efhi	88 60%	121 60%	89 70%	134 61%	127 59%	578 76%k	733 64%
Recorded message, e.g., a message telling you that money has been taken from your Amazon account	-	-	-	-	-	-	-	-	-	-	-	-
Live voice call, e.g., telling you there is a problem with your internet service	-	-	-	-	-	-	-	-	-	-	-	-
NET: Any suspicious message	1313 68%	285 75%efhi	113 74%efhi	249 73%efhi	104 81%efhi	88 60%	121 60%	89 70%	134 61%	127 59%	578 76%k	733 64%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 117
Q28. Thinking about the last three months, have you received any of the following types of suspicious texts or calls on your mobile or landline phone? - SMS text on your mobile
Base: All with mobile phone

	Experience of suspicious texts/calls				Mobile						Landline			
	Total				Any mobile text/ App message						Any landline			
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)	
Unweighted base	1914	1494	633	688	1416	1337	1266	456	401	516	453	337	310	420
Weighted base	1921	1525	658	731	1457	1375	1313	463	422	564	475	362	322	396
Effective base	1374	1073	460	508	1013	960	908	331	290	378	331	245	229	303
N/A, I am not aware I have received any type of suspicious text or call	608	212	132	140	144	62	-	62	64	73	116	91	82	396
	32%	14%def	20%adefgi	19%adefgi	10%ef	5%f	-	13%ef	15%def	13%ef	24%adefgh i	25%adefgh j	26%acdef ghi	100%abcdefghijkl
Text message, e.g., from a courier company/ Royal Mail about a parcel	1313	1313	526	590	1313	1313	1313	400	359	492	359	271	239	-
	68%	86%bcjklm	80%lm	81%lm	90%abchjk lm	95%abcdg hijklm	100%abcdeg hijklm	87%bcjklm	85%jklm	87%bcjklm	76%lm	75%lm	74%lm	-
Recorded message, e.g., a message telling you that money has been taken from your Amazon account	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Live voice call, e.g., telling you there is a problem with your internet service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Any suspicious message	1313	1313	526	590	1313	1313	1313	400	359	492	359	271	239	-
	68%	86%bcjklm	80%lm	81%lm	90%abchjk lm	95%abcdg hijklm	100%abcdeg hijklm	87%bcjklm	85%jklm	87%bcjklm	76%lm	75%lm	74%lm	-

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 118
Q28. Thinking about the last three months, have you received any of the following types of suspicious texts or calls on your mobile or landline phone? - App message on your mobile
Base: All with mobile phone

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region							Nation					
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	York- shire & Humb- erside (u)	West Mid- lands (v)	East Mid- lands (w)	East- ern (x)	London (y)	South East (A)	South West (B)	Eng- land (C)	Wales (D)	Scot- land (E)	North- ern Ire- land (F)
Unweighted base	1914	238	323	300	317	604	132	561	617	604	132	103	104	358	378	952	955	1104	810	72	193	174	174	130	169	283	241	152	1588	95	175	56
Weighted base	1921	263	311	293	333	608	114	574	625	608	114	105	121	343	378	948	969	1075	845	75	213	163	163	129	175	264	262	168	1612	91	161	56*
Effective base	1374	167	229	209	229	448	100	393	438	448	100	67	77	267	279	694	677	792	583	50	137	133	131	89	121	212	169	107	1138	67	127	44
N/A, I am not aware I have received any type of suspicious text or call	1458	199	241	225	266	448	78	441	491	448	78	77	91	245	282	707	748	829	629	53	165	125	131	97	140	190	199	132	1232	69	115	41
Text message, e.g., from a courier company/Royal Mail about a parcel	463	64	70	68	66	160	35	133	134	160	35	28	30	98	96	241	221	246	216	22	48	39	31	32	35	75	63	36	380	22	46	15
Recorded message, e.g., a message telling you that money has been taken from your Amazon account	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Live voice call, e.g., telling you there is a problem with your internet service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Any suspicious message	463	64	70	68	66	160	35	133	134	160	35	28	30	98	96	241	221	246	216	22	48	39	31	32	35	75	63	36	380	22	46	15
	24%	24%	22%	23%	20%	26%	31% ^d	23%	21%	26%	31% ^h	27%	25%	29%	25%	23%	23%	26%	29%	22%	22%	24%	19%	25%	20%	28%	24%	22%	24%	24%	29%	26%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base

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Absolutes/col percents

Table 119

Q28. Thinking about the last three months, have you received any of the following types of suspicious texts or calls on your mobile or landline phone? - App message on your mobile
Base: All with mobile phone

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	1914	376	153	344	125	149	189	134	214	224	726	1179
Weighted base	1921	378	154	343	128	146	203	126	220	215	759	1154
Effective base	1374	277	100	260	84	104	124	105	158	166	537	831
N/A, I am not aware I have received any type of suspicious text or call	1458 76%	277 73%	115 75%	264 77%	86 68%	117 80%	167 82% ^{dgh}	89 71%	157 71%	177 82% ^{adgh}	545 72%	907 79% ^{ij}
Text message, e.g., from a courier company/ Royal Mail about a parcel	463 24%	101 27% ^{ai}	39 25%	79 23%	41 32% ^{fi}	29 20%	36 18%	37 29% ^{fi}	63 29% ^{fi}	38 18%	215 28% ^k	247 21%
Recorded message, e.g., a message telling you that money has been taken from your Amazon account	-	-	-	-	-	-	-	-	-	-	-	-
Live voice call, e.g., telling you there is a problem with your internet service	-	-	-	-	-	-	-	-	-	-	-	-
NET: Any suspicious message	463 24%	101 27% ^{ai}	39 25%	79 23%	41 32% ^{fi}	29 20%	36 18%	37 29% ^{fi}	63 29% ^{fi}	38 18%	215 28% ^k	247 21%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
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Absolutes/col percents

Table 120
Q28. Thinking about the last three months, have you received any of the following types of suspicious texts or calls on your mobile or landline phone? - App message on your mobile
Base: All with mobile phone

	Experience of suspicious texts/calls				Mobile						Landline			None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	
Unweighted base	1914	1494	633	688	1416	1337	1266	456	401	516	453	337	310	420
Weighted base	1921	1525	658	731	1457	1375	1313	463	422	564	475	362	322	396
Effective base	1374	1073	460	508	1013	960	908	331	290	378	331	245	229	303
N/A, I am not aware I have received any type of suspicious text or call	1458	1062	437	477	994	913	913	-	269	348	314	247	214	396
	76%	70%ghi	67%g	65%g	68%gi	66%g	70%gi	-	64%g	62%g	66%g	68%g	67%g	100%abcdefghijkl
Text message, e.g., from a courier company/ Royal Mail about a parcel	463	463	220	254	463	463	400	463	154	217	161	115	107	-
	24%	30%m	33%m	35%m	32%m	34%m	30%m	100%abcdefhijklm	36%am	38%adfm	34%m	32%m	33%m	-
Recorded message, e.g., a message telling you that money has been taken from your Amazon account	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Live voice call, e.g., telling you there is a problem with your internet service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Any suspicious message	463	463	220	254	463	463	400	463	154	217	161	115	107	-
	24%	30%m	33%m	35%m	32%m	34%m	30%m	100%abcdefhijklm	36%am	38%adfm	34%m	32%m	33%m	-

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 121
Q28. Thinking about the last three months, have you received any of the following types of suspicious texts or calls on your mobile or landline phone? - Call on your mobile
Base: All with mobile phone

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	North Ireland (F)	
Unweighted base	1914	238	323	300	317	604	132	561	617	604	132	103	104	358	378	952	955	1104	810	72	193	174	174	130	169	283	241	152	1588	95	175	56	
Weighted base	1921	263	311	293	333	608	114	574	625	608	114	105	121	343	378	948	969	1075	845	75	213	163	163	129	175	264	262	168	1612	91	161	56*	
Effective base	1374	167	229	209	229	448	100	393	438	448	100	67	77	267	279	694	677	792	583	50	137	133	131	89	121	212	169	107	1138	67	127	44	
N/A, I am not aware I have received any type of suspicious text or call	1148	147	189	168	194	378	73	336	362	378	73	63	57	205	246	557	588	645	503	36	136	86	99	74	105	147	168	116	968	53	93	35	
	60%	56%	61%	57%	58%	62%	64%	58%	58%	62%	64%	60%	47%	60%	65%	59%	61%	60%	60%	49%	64%	53%	61%	57%	60%	56%	64%	69%	60%	58%	58%	63%	
Text message, e.g., from a courier company/Royal Mail about a parcel	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Recorded message, e.g., a message telling you that money has been taken from your Amazon account	564	73	95	97	102	163	33	168	199	163	33	28	40	92	105	281	283	322	243	26	60	55	43	49	46	85	62	40	467	29	52	16	
	29%	28%	31%	33%	31%	27%	29%	29%	32%	27%	29%	27%	33%	27%	28%	30%	29%	30%	29%	35%	28%	34%A	27%	38%AB	26%	32%	24%	24%	29%	32%	32%	29%	
Live voice call, e.g., telling you there is a problem with your internet service	422	63	70	60	79	127	22	133	140	127	22	21	37	80	70	216	206	224	199	26	47	39	40	20	39	62	59	22	355	20	35	12	
	22%	24%	23%	21%	24%	21%	20%	23%	22%	21%	20%	20%	30% ⁿ	23%	18%	23%	21%	21%	24%	35% ^w B	22%	24%B	25%B	16%	22%	23%B	22%	13%	22%	22%	22%	22%	
NET: Any suspicious message	772	116	122	125	138	230	41	238	264	230	41	42	64	138	132	391	381	430	342	38	77	77	64	55	70	118	94	53	645	38	68	21	
	40%	44%	39%	43%	42%	38%	36%	42%	42%	38%	36%	40%	53% ⁿ	40%	35%	41%	39%	40%	40%	51% ^{AB}	36%	47% ^{AB}	39%	43%	40%	44% ^B	36%	31%	40%	42%	42%	42%	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base

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Absolutes/col percents

Table 122

Q28. Thinking about the last three months, have you received any of the following types of suspicious texts or calls on your mobile or landline phone? - Call on your mobile

Base: All with mobile phone

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	1914	376	153	344	125	149	189	134	214	224	726	1179
Weighted base	1921	378	154	343	128	146	203	126	220	215	759	1154
Effective base	1374	277	100	260	84	104	124	105	158	166	537	831
N/A, I am not aware I have received any type of suspicious text or call	1148	219	106	195	67	97	114	78	125	139	423	721
	60%	58%	69%cdf	57%	52%	66%	56%	62%	57%	65%	56%	62%ij
Text message, e.g., from a courier company/ Royal Mail about a parcel	-	-	-	-	-	-	-	-	-	-	-	-
Recorded message, e.g., a message telling you that money has been taken from your Amazon account	564	121	32	109	55	33	66	33	60	55	242	320
	29%	32%b	21%	32%b	43%beghi	22%	32%	26%	27%	26%	32%	28%
Live voice call, e.g., telling you there is a problem with your internet service	422	90	27	75	28	24	49	29	64	36	179	243
	22%	24%	18%	22%	22%	16%	24%	23%	29%bei	17%	24%	21%
NET: Any suspicious message	772	159	48	148	61	50	89	48	95	76	337	434
	40%	42%	31%	43%b	48%b	34%	44%b	38%	43%	35%	44%k	38%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
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Absolutes/col percents

Table 123
Q28. Thinking about the last three months, have you received any of the following types of suspicious texts or calls on your mobile or landline phone? - Call on your mobile
Base: All with mobile phone

	Experience of suspicious texts/calls														
	Total				Mobile						Landline				None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)		
Unweighted base	1914	1494	633	688	1416	1337	1266	456	401	516	453	337	310	420	
Weighted base	1921	1525	658	731	1457	1375	1313	463	422	564	475	362	322	396	
Effective base	1374	1073	460	508	1013	960	908	331	290	378	331	245	229	303	
N/A, I am not aware I have received any type of suspicious text or call	1148	752	160	142	684	684	656	176	-	-	211	160	142	396	
	60%	49%bcghi	24%hi	19%hi	47%bcghi	50%bcghi	50%bcghi	38%bchi	-	-	44%bchi	44%bchi	44%bchi	100%abcdefghijkl	
Text message, e.g., from a courier company/ Royal Mail about a parcel	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Recorded message, e.g., a message telling you that money has been taken from your Amazon account	564	564	290	564	564	514	492	217	215	564	199	148	156	-	
	29%	37%m	44%aefm	77%abdefg ijklm	39%m	37%m	37%m	47%adefm	51%adefj km	100%abcdef ghijklm	42%m	41%m	48%adefm	-	
Live voice call, e.g., telling you there is a problem with your internet service	422	422	422	239	422	381	359	154	422	215	146	126	96	-	
	22%	28%m	64%acdefg ijklm	33%aefm	29%m	28%m	27%m	33%fm	100%abcdef gijklm	38%adefj m	31%m	35%aefm	30%m	-	
NET: Any suspicious message	772	772	497	589	772	691	657	287	422	564	264	201	180	-	
	40%	51%m	76%adefg klm	81%adefg klm	53%m	50%m	50%m	62%adefm	100%abcde fgijklm	100%abcdef gijklm	56%m	56%m	56%m	-	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 124
Q28. Thinking about the last three months, have you received any of the following types of suspicious texts or calls on your mobile or landline phone? - Call on your landline
Base: All with landline

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation				
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	York- shire & Humb- erside (u)	West Mid- lands (v)	East Mid- lands (w)	East- ern (x)	London (y)	South East (A)	South West (B)	Eng- land (C)	Wales (D)	Scot- land (E)	North- Ire- land (F)		
Unweighted base	996	84	90	119	153	420	130	174	272	420	130	32	41	259	291	493	503	552	444	34	107	82	89	72	104	126	132	97	843	45	85	23		
Weighted base	1008	100	100	115	166	417	110	200	281	417	110	34**	54*	242	284	502	506	544	464	42**	113	82	85	72	104	126	132	97	867	42**	79	20**		
Effective base	729	62	70	83	112	311	97	132	195	311	97	25	30	189	217	364	365	409	321	23	81	62	67	50	73	100	97	71	618	32	62	18		
N/A, I am not aware I have received any type of suspicious text or call	476	51	56	58	82	185	44	107	140	185	44	17	28	93	136	221	255	251	225	12	58	34	40	39	54	52	72	53	413	22	32	9		
	47%	51%	56% ^f	50%	49%	44%	40%	54% ^j	50%	44%	40%	49%	51%	39%	48%	44%	50%	46%	49%	29%	51%	41%	48%	54%	48%	44%	50%	53%	48%	54%	41%	44%		
Text message, e.g., from a courier company/Royal Mail about a parcel	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Recorded message, e.g., a message telling you that money has been taken from your Amazon account	370	30	32	49	52	158	49	62	101	158	49	13	15	110	96	200	170	197	173	23	44	35	29	24	41	42	50	32	321	12	29	7		
	37%	30%	32%	43%	31%	38%	44%	31%	36%	38%	44% ^g	38%	27%	45% ⁿ	34%	40%	34%	36%	37%	55%	39%	43%	34%	34%	36%	34%	33%	37%	29%	37%	36%			
Live voice call, e.g., telling you there is a problem with your internet service	380	26	19	37	64	183	51	45	101	183	51	7	15	121	114	193	187	207	173	20	41	36	33	26	44	43	50	30	323	14	33	9		
	38%	26%	19%	32%	38% ^b	44% ^{ab}	47% ^{abc}	23%	36% ^g	44% ^g	47% ^g	21%	28%	50% ^l	40%	38%	37%	38%	37%	48%	37%	43%	38%	35%	40%	37%	34%	31%	37%	35%	42%	43%		
NET: Any suspicious message	531	48	44	57	84	232	66	93	141	232	66	18	26	149	148	280	251	293	239	30	55	49	45	33	58	65	73	46	454	19	47	11		
	53%	49%	44%	50%	51%	56%	60% ^b	46%	50%	56%	60% ^g	51%	49%	61%	52%	56%	50%	54%	51%	71%	49%	59%	52%	46%	52%	56%	50%	47%	52%	46%	59%	56%		

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 125

Q28. Thinking about the last three months, have you received any of the following types of suspicious texts or calls on your mobile or landline phone? - Call on your landline

Base: All with landline

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	996	169	65	164	53	90	76	70	100	89	292	580
Weighted base	1008	170	68*	163	55*	87	82	71	102	91	319	569
Effective base	729	128	48	126	32	62	52	56	72	67	219	419
N/A, I am not aware I have received any type of suspicious text or call	476 47%	73 43%	29 42%	87 53%	20 37%	45 52%	33 40%	35 50%	54 54%	39 43%	147 46%	271 48%
Text message, e.g., from a courier company/ Royal Mail about a parcel	-	-	-	-	-	-	-	-	-	-	-	-
Recorded message, e.g., a message telling you that money has been taken from your Amazon account	370 37%	67 39%	23 34%	53 33%	27 49%	29 34%	29 35%	26 37%	33 32%	32 35%	112 35%	205 36%
Live voice call, e.g., telling you there is a problem with your internet service	380 38%	77 45%h	26 38%	60 37%	23 42%	35 40%	40 49%h	29 41%	31 31%	40 44%	123 39%	236 42%
NET: Any suspicious message	531 53%	97 57%	39 58%	76 47%	35 63%	42 48%	50 60%	36 50%	47 46%	52 57%	171 54%	299 52%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 126
Q28. Thinking about the last three months, have you received any of the following types of suspicious texts or calls on your mobile or landline phone? - Call on your landline
Base: All with landline

	Experience of suspicious texts/calls				Mobile					Landline				None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	
Unweighted base	996	743	414	443	616	583	538	212	164	231	500	354	349	253
Weighted base	1008	777	439	470	652	619	577	218	185	256	531	380	370	231
Effective base	729	548	299	329	451	426	392	157	116	168	367	258	260	182
N/A, I am not aware I have received any type of suspicious text or call	476	246	40	57	246	233	219	58	40	57	-	-	-	231
	47%	32% ^{bchijkl}	9% ^{kl}	12% ^{ijkl}	38% ^{abcghi}	38% ^{bcghijkl}	38% ^{abcghijkl}	26% ^{bcjkl}	21% ^{bcjkl}	22% ^{bcjkl}	-	-	-	100% ^{abcdefghijkl}
Text message, e.g., from a courier company/ Royal Mail about a parcel	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Recorded message, e.g., a message telling you that money has been taken from your Amazon account	370	370	238	370	265	252	239	107	96	155	370	218	370	-
	37%	48% ^{dem}	54% ^{defm}	79% ^{abdefghijklm}	41% ^m	41% ^m	41% ^m	49% ^m	52% ^{defm}	61% ^{adefgm}	70% ^{abdefghikm}	57% ^{adefm}	100% ^{abcdefghijklm}	-
Live voice call, e.g., telling you there is a problem with your internet service	380	380	380	261	312	293	270	115	126	147	380	380	218	-
	38%	49% ^m	86% ^{acdefghijm}	56% ^{defm}	48% ^m	47% ^m	47% ^m	53% ^m	68% ^{acdefgm}	58% ^{adefm}	71% ^{acdefghim}	100% ^{abcdeghijm}	59% ^{adefm}	-
NET: Any suspicious message	531	531	400	413	406	386	358	161	146	198	531	380	370	-
	53%	68% ^{dfm}	91% ^{adefghim}	88% ^{adefghim}	62% ^m	62% ^m	62% ^m	74% ^{defm}	79% ^{adefm}	78% ^{adefm}	100% ^{abcde fghim}	100% ^{abcde fghim}	100% ^{abcde fghim}	-

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base. Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 127
Q28. Overlap of suspicious calls
Base: All with landline/mobile phone

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation					
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)			
Unweighted base	2030	254	339	319	329	640	149	593	648	640	149	107	115	382	407	1008	1015	1162	868	77	205	178	190	143	180	290	261	161	1685	101	185	59			
Weighted base	2034	285	332	310	345	634	128	617	655	634	128	111	137	359	403	998	1033	1131	903	82	223	168	178	142	188	271	283	176	1711	95	170	59*			
Effective base	1460	180	243	223	238	472	112	421	461	472	112	71	87	282	300	735	722	835	627	54	146	137	143	100	128	218	183	114	1211	70	134	46			
SMS text	1313 65%	202 71%bf	203 61%f	206 66%f	239 69%f	405 64%f	58 45%	406 66%j	445 68%j	405 64%j	58 45%	80 72%	101 74%mn	219 61%	243 60%	623 62%	689 67%	777 69%r	536 59%	54 66%	145 65%	107 64%	103 58%	84 59%	125 66%	184 68%	183 65%	109 62%	1093 64%	65 69%	118 70%	36 61%			
App message	463 23%	64 22%	70 21%	68 22%	66 19%	160 25%	35 27%	133 22%	134 21%	160 25%	35 27%	28 25%	30 22%	98 27%	96 24%	241 24%	221 21%	246 22%	216 24%	22 27%	48 21%	39 23%	31 18%	32 23%	35 18%	75 28%v	63 22%	36 21%	380 22%	22 23%	46 27%	15 25%			
Mobile recorded	564 28%	73 26%	95 29%	97 31%	102 30%	163 26%	33 27%	168 27%	199 30%	163 26%	33 26%	28 25%	40 29%	92 26%	105 26%	281 28%	283 27%	322 28%	243 27%	26 32%	60 27%	55 33%A	43 24%	49 34%A	46 24%	85 31%A	62 22%	40 23%	467 27%	29 30%	52 31%	16 28%			
Mobile live	422 21%	63 22%	70 21%	60 19%	79 23%	127 20%	22 18%	133 22%	140 21%	127 20%	22 18%	21 19%	37 27%	80 22%	70 17%	216 22%	206 20%	224 20%	199 22%	26 32%wB	47 21%	39 24%B	40 23%B	20 14%	39 21%	62 23%B	59 21%	22 13%	355 21%	20 21%	35 21%	12 21%			
Landline recorded	371 18%	30 10%	32 10%	49 16%	52 15%	159 25%abc d	49 38%abc de	62 10%	101 15%g	159 25%gh	49 38%ghi	13 12%	15 11%	110 31%kl	97 24%kl	200 20%	171 17%	198 17%	173 19%	23 28%y	44 20%	35 21%	30 17%	24 17%	41 22%	42 16%	50 18%	32 18%	322 19%	12 12%	29 17%	7 12%			
Landline live	381 19%	26 9%	19 6%	37 12%b	64 18%ab d	184 29%abc e	51 40%abcd e	45 7%	101 15%g	184 29%gh	51 40%ghi	7 6%	15 11%	121 34%kl	115 28%kl	193 19%	188 18%	207 18%	174 19%	20 25%	41 19%	36 21%	33 19%	26 18%	44 24%	43 16%	50 18%	30 17%	325 19%	14 15%	33 20%	9 15%			
Message/live call	1489 73%	219 77%bf	225 68%	226 73%	253 73%	482 76%bf	84 66%	445 72%	479 73%	482 76%j	84 66%	86 77%	111 81%	270 75%	296 73%	712 71%	775 75%	863 76%r	626 69%	63 78%	165 74%	128 76%	118 67%	95 74%	139 74%	205 76%	210 74%	118 67%	1242 73%	76 80%	129 76%	42 71%			
Any	1582 78%	239 84%bcf	243 73%	233 75%	268 78%	507 80%b	92 72%	482 78%	502 77%	507 80%	92 72%	92 83%	124 91%mn	287 80%	312 78%	759 76%	821 79%	917 81%r	665 74%	73 90%tw	171 77%	134 80%	126 71%	106 74%	148 78%	215 79%	224 79%	126 72%	1323 77%	79 83%	137 81%	44 74%			
None	452 22%	46 16%	89 27%ae	77 25%a	77 22%	127 20%	36 28%a	135 22%	154 23%	127 20%	36 28%	19 17%	12 9%	72 20%l	91 22%l	238 24%	212 21%	214 19%	238 26%q	9 10%	52 23%r	34 20%	52 29%r	36 26%r	41 22%	56 21%	59 21%	50 28%r	388 23%	17 17%	32 19%	15 26%			

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F

* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 128
Q28. Overlap of suspicious calls
Base: All with landline/mobile phone

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	2030	376	153	344	125	149	189	134	214	224	726	1179
Weighted base	2034	378	154	343	128	146	203	126	220	215	759	1154
Effective base	1460	277	100	260	84	104	124	105	158	166	537	831
SMS text	1313 65%	285 75%efhi	113 74%efhi	249 73%efhi	104 81%efhi	88 60%	121 60%	89 70%	134 61%	127 59%	578 76%k	733 64%
App message	463 23%	101 27%i	39 25%	79 23%	41 32%fi	29 20%	36 18%	37 29%fi	63 29%fi	38 18%	215 28%k	247 21%
Mobile recorded	564 28%	121 32%b	32 21%	109 32%b	55 43%beghi	33 22%	66 32%	33 26%	60 27%	55 26%	242 32%	320 28%
Mobile live	422 21%	90 24%	27 18%	75 22%	28 22%	24 16%	49 24%	29 23%	64 29%bei	36 17%	179 24%	243 21%
Landline recorded	371 18%	67 18%	23 15%	53 16%	27 21%	29 20%	29 15%	26 21%	33 15%	32 15%	112 15%	206 18%
Landline live	381 19%	77 20%	26 17%	60 18%	23 18%	35 24%h	41 20%	29 23%	31 14%	40 18%	123 16%	237 21%j
Message/live call	1489 73%	311 82%efhi	126 82%efhi	280 82%efhi	107 84%efhi	102 70%	141 69%	100 79%i	156 71%	143 67%	622 82%k	846 73%
Any	1582 78%	315 83%efi	131 85%ei	290 84%efhi	108 85%ei	106 72%	151 75%	103 82%i	167 76%	150 70%	646 85%k	875 76%
None	452 22%	63 17%	23 15%	54 16%	20 15%	40 28%abcd	52 25%ac	23 18%	53 24%c	64 30%abcdg	114 15%	279 24%j

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 129
Q28. Overlap of suspicious calls
Base: All with landline/mobile phone

	Experience of suspicious texts/calls														
	Total				Mobile						Landline				None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (l)	Voice call (k)	Recorded message (j)		
Unweighted base	2030	1543	652	729	1416	1337	1266	456	401	516	502	356	351	487	
Weighted base	2034	1582	677	780	1457	1375	1313	463	422	564	533	381	371	452	
Effective base	1460	1111	475	539	1013	960	908	331	290	378	369	259	261	353	
SMS text	1313	1313	526	590	1313	1313	1313	400	359	492	359	271	239	-	
	65%	83%bcjklm	78%ijklm	76%ijlm	90%abchjklm	95%abcdghijklm	100%abcdeghijklm	87%bcjklm	85%bcjklm	87%bcjklm	67%lm	71%lm	65%lm	-	
App message	463	463	220	254	463	463	400	463	154	217	161	115	107	-	
	23%	29%lm	32%lm	33%lm	32%lm	34%alm	30%lm	100%abcdefhijklm	36%alm	38%adefjklm	30%lm	30%lm	29%lm	-	
Mobile recorded	564	564	290	564	564	514	492	217	215	564	199	148	156	-	
	28%	36%lm	43%aem	72%abdefghijklm	39%lm	37%lm	37%lm	47%adefjklm	51%abdefghijklm	100%abcdeghijklm	37%lm	39%lm	42%lm	-	
Mobile live	422	422	422	239	422	381	359	154	422	215	146	126	96	-	
	21%	27%lm	62%acdefghijklm	31%lm	29%lm	28%lm	27%lm	33%afm	100%abcdeghijklm	38%acdefghijklm	27%lm	33%alm	26%lm	-	
Landline recorded	371	371	239	371	266	252	239	107	96	156	371	220	371	-	
	18%	23%defm	35%adefghim	48%abdefghim	18%lm	18%lm	18%lm	23%dm	23%lm	28%defm	70%abcdeghiklm	58%abcdeghim	100%abcdeghijklm	-	
Landline live	381	381	381	263	313	294	271	115	126	148	381	381	220	-	
	19%	24%lm	56%acdefghim	34%adefghim	21%lm	21%lm	21%lm	25%lm	30%adefm	26%lm	72%abcdeghilm	100%abcdeghijlm	59%acdefghim	-	
Message/live call	1489	1489	677	687	1421	1375	1313	463	422	528	475	381	313	-	
	73%	94%bcjlm	100%acdijlm	88%lm	98%acijlm	100%acdijlm	100%acdijlm	100%acdijlm	100%acdijlm	94%bcjlm	89%lm	100%acdijlm	84%lm	-	
Any	1582	1582	677	780	1457	1375	1313	463	422	564	533	381	371	-	
	78%	100%lm	100%lm	100%lm	100%lm	100%lm	100%lm	100%lm	100%lm	100%lm	100%lm	100%lm	100%lm	-	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base. Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 129
Q28. Overlap of suspicious calls
Base: All with landline/mobile phone

	Experience of suspicious texts/calls													
	Total			Mobile					Landline					
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)
Weighted base	2034	1582	677	780	1457	1375	1313	463	422	564	533	381	371	452
None	452 22%	-	-	-	-	-	-	-	-	-	-	-	-	452 100%abcdefghijkl

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Table 130
Q29. Thinking about suspicious SMS and/or APP messages, how often have you received each of these types of messages in the last three months? - Summary
Base: All who have received SMS or App messages

	<u>SMS text on your mobile</u>	<u>App message on your mobile</u>
Unweighted base	1266	456
Weighted base	1313	463
Effective base	908	331
Several times a day	18 1%	16 3%
At least once a day	42 3%	29 6%
At least a few times a week	140 11%	53 11%
At least once a week	234 18%	86 19%
At least once a month	532 41%	132 29%
Less often	347 26%	147 32%
NET: At least once a week	433 33%	183 40%
NET: At least once a month	965 74%	316 68%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 131
Q29. Thinking about suspicious SMS and/or APP messages, how often have you received each of these types of messages in the last three months? - SMS text on your mobile
Base: All who have received SMS messages

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)	
Unweighted base	1266	181	204	206	223	387	65	385	429	387	65	75	86	211	241	595	667	763	503	51	127	109	111	82	116	189	160	97	1042	65	123	36	
Weighted base	1313	202	203	206	239	405	58*	406	445	405	58*	80*	101	219	243	623	689	777	536	54*	145	107	103	84	125	184	183	109	1093	65*	118	36**	
Effective base	908	126	142	141	160	294	49	268	301	294	49	48	64	159	182	432	474	548	360	35	96	86	82	55	85	139	112	65	747	44	89	28	
Several times a day	18 1%	7 3% ^d	6 3%	1 *	1 *	4 1%	-	13 3% ^{hi}	1 *	4 1%	-	6 7% ^{lmn}	-	1 1%	2 1%	16 3% ^p	2 *	12 2%	6 1%	-	3 2%	1 1%	-	-	2 2%	7 4%	2 1%	1 1%	16 1%	1 1%	1 1%	-	
At least once a day	42 3%	6 3%	13 6%	4 2%	5 2%	13 3%	1 2%	19 5%	9 2%	13 3%	1 2%	4 4%	2 2%	8 4%	7 3%	24 4%	19 3%	21 3%	21 4%	2 5%	4 3%	5 5% ^A	2 2%	5 6% ^A	3 3%	11 6% ^A	1 *	1 1%	35 3%	1 1%	7 6%	-	
At least a few times a week	140 11%	17 9%	19 9%	29 14%	30 13%	35 9%	9 16%	36 9%	59 13%	35 9%	9 16%	6 7%	10 10%	25 11%	19 8%	79 13%	60 9%	75 10%	65 12%	5 9%	17 12%	10 9%	11 13%	11 13%	20 16% ^A	22 12%	11 6%	11 10%	118 11%	7 10%	10 8%	5 15%	
At least once a week	234 18%	22 11%	30 15%	35 17%	54 22% ^a	73 18%	20 35% ^{abc}	52 13%	88 20% ^g	73 18%	20 35% ^{ghi}	10 12%	9 8%	42 19% ^l	51 21% ^l	112 18%	122 18%	130 17%	104 19%	11 20%	29 20%	22 21%	13 13%	14 17%	14 11%	39 21%	29 16%	22 20%	193 18%	8 13%	22 19%	10 27%	
At least once a month	532 41%	88 44%	95 47% ^{df}	86 42%	83 35%	164 40%	16 28%	183 45% ^{kj}	169 38%	164 40%	16 28%	39 49%	43 43%	85 39%	95 39%	253 41%	278 40%	320 41%	212 40%	20 36%	44 30%	42 40%	45 44%	33 39%	49 39%	68 37%	88 48% ^t	48 44%	437 40%	27 42%	51 43%	17 46%	
Less often	347 26%	62 31% ^b	40 20%	51 25%	67 28%	116 29% ^b	11 19%	102 25%	118 27%	116 29%	11 19%	16 20%	37 36%	58 26%	69 28%	139 22%	208 30% ^o	219 24%	128 24%	16 30% ^y	48 33% ^y	26 24%	32 31%	21 25%	36 29%	52 20%	27 28%	294 27%	21 33%	28 24%	4 12%		
NET: At least once a week	433 33%	52 26%	69 34%	69 33%	89 37% ^a	125 31%	31 53% ^{abc}	120 30%	158 35%	125 31%	31 53% ^{ghi}	25 31%	20 20%	76 35% ^l	79 33%	230 37% ^p	203 29%	238 31%	196 36%	18 33%	53 37% ^A	39 36%	26 26%	30 36%	40 32%	79 43% ^{vA}	44 24%	34 31%	363 33%	17 25%	39 33%	15 42%	
NET: At least once a month	965 74%	140 69%	163 80% ^{ae}	155 75%	172 72%	288 71%	47 81%	303 75%	327 73%	288 71%	47 81%	64 80%	64 64%	161 74%	174 72%	483 78% ^p	481 70%	558 72%	408 76%	38 70%	97 67%	81 76%	71 69%	63 75%	89 71%	148 80% ^t	132 72%	82 75%	799 73%	44 67%	90 76%	32 88%	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
 Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
 * small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 132

Q29. Thinking about suspicious SMS and/or APP messages, how often have you received each of these types of messages in the last three months? - SMS text on your mobile
Base: All who have received SMS messages

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	1266	275	108	243	93	92	108	93	124	128	541	723
Weighted base	1313	285	113	249	104	88	121	89	134	127	578	733
Effective base	908	200	67	182	63	63	74	74	92	98	404	503
Several times a day	18 1%	3 1%	2 2%	3 1%	- -	1 1%	1 1%	- -	5 4%	3 2%	9 2%	9 1%
At least once a day	42 3%	9 3%	1 1%	7 3%	5 5%	5 5%	4 4%	5 1%	1 3%	4 4%	5 3%	15 4%
At least a few times a week	140 11%	32 11%	13 12%	24 9%	23 22% ^a	8 9%	13 10%	9 10%	6 4%	11 9%	45 8%	95 13% ^j
At least once a week	234 18%	54 19% ^e	23 20% ^e	51 20% ^e	25 24% ^e	6 7%	14 11%	25 28% ^{efhi}	21 15%	15 12%	97 17%	136 19%
At least once a month	532 41%	117 41%	46 41%	115 46% ^d	29 27%	43 49% ^d	49 41%	33 37%	53 39%	46 36%	246 43%	285 39%
Less often	347 26%	70 25%	27 24%	50 20%	23 22%	25 28%	39 32% ^c	20 23%	46 34% ^c	47 37% ^{acd}	166 29%	181 25%
NET: At least once a week	433 33%	98 34%	39 35%	84 34%	53 51% ^{ac}	20 23%	33 27%	35 40% ^e	35 26%	34 27%	166 29%	267 36% ^j
NET: At least once a month	965 74%	215 75% ⁱ	86 76%	200 80% ^{fhi}	81 78% ⁱ	63 72%	82 68%	69 77% ⁱ	88 66%	80 63%	412 71%	552 75%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 133
Q29. Thinking about suspicious SMS and/or APP messages, how often have you received each of these types of messages in the last three months? - SMS text on your mobile
Base: All who have received SMS messages

	Experience of suspicious texts/calls				Mobile						Landline		
	Total				Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)									
Unweighted base	1266	1266	485	544	1266	1266	1266	385	331	447	327	239	219
Weighted base	1313	1313	526	590	1313	1313	1313	400	359	492	359	271	239
Effective base	908	908	351	402	908	908	908	279	241	330	235	172	159
Several times a day	18 1%	18 1%	7 1%	9 1%	18 1%	18 1%	18 1%	14 4% <i>adefk</i>	7 2%	7 1%	6 2%	·	6 2%
At least once a day	42 3%	42 3%	25 5%	29 5%	42 3%	42 3%	42 3%	25 6% <i>adef</i>	19 5%	25 5%	23 6% <i>adef</i>	14 5%	20 8% <i>adef</i>
At least a few times a week	140 11%	140 11%	69 13%	82 14%	140 11%	140 11%	140 11%	63 16% <i>adef</i>	50 14%	78 16% <i>adef</i>	57 16% <i>adef</i>	48 18% <i>adef</i>	37 15%
At least once a week	234 18%	234 18%	110 21%	106 18%	234 18%	234 18%	234 18%	98 24% <i>acdefi</i>	80 22%	88 18%	64 18%	53 19%	41 17%
At least once a month	532 41%	532 41% <i>g</i>	191 36%	244 41% <i>g</i>	532 41% <i>g</i>	532 41% <i>g</i>	532 41% <i>g</i>	124 31%	125 35%	205 42% <i>cg</i>	131 36%	93 35%	89 37%
Less often	347 26%	347 26% <i>cgi</i>	124 24%	120 20%	347 26% <i>cgi</i>	347 26% <i>cgi</i>	347 26% <i>cgi</i>	76 19%	78 22%	90 18%	77 22%	61 23%	47 19%
NET: At least once a week	433 33%	433 33%	210 40% <i>adef</i>	227 38%	433 33%	433 33%	433 33%	199 50% <i>abcdefi</i>	156 43% <i>adef</i>	197 40% <i>adef</i>	150 42% <i>adef</i>	116 43% <i>adef</i>	103 43% <i>adef</i>
NET: At least once a month	965 74%	965 74%	401 76%	471 80% <i>adef</i>	965 74%	965 74%	965 74%	324 81% <i>adef</i>	280 78%	402 82% <i>adef</i>	281 78%	209 77%	193 81%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m
** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 134
Q29. Thinking about suspicious SMS and/or APP messages, how often have you received each of these types of messages in the last three months? - App message on your mobile
Base: All who have received App messages

	Age 1						Age 2				Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	North Ireland (F)
Unweighted base	456	62	68	64	65	155	42	130	129	155	42	28	29	103	94	241	213	258	198	18	43	45	36	32	33	80	56	32	375	21	45	15
Weighted base	463	64*	70*	68*	66*	160	35*	133	134	160	35*	28**	30**	98	96	241	221	246	216	22**	48*	39*	31**	32**	35**	75	63*	36**	380	22**	46*	15**
Effective base	331	46	47	43	49	117	33	93	91	117	33	21	21	75	73	173	157	189	144	13	31	35	29	20	27	61	44	19	273	16	32	12
Several times a day	16 3%	4 6%	5 7%	1 1%	3 5%	2 1%	1 2%	9 7% <i>i</i>	4 3%	2 1%	1 2%	3 12%	1 2%	2 2%	1 1%	12 5%	4 2%	12 5%	3 2%	-	2 4%	1 2%	-	1 4%	2 6%	4 6%	2 3%	1 2%	13 3%	-	1 2%	2 11%
At least once a day	29 6%	7 11%	10 14% <i>cef</i>	2 2%	3 4%	8 5%	-	17 13% <i>h</i> <i>j</i>	4 3%	8 5%	-	4 15%	1 4%	3 3%	5 6%	15 9%	14 6%	17 7%	12 6%	-	3 7%	1 2%	2 6%	*	2 6%	8 11%	6 10%	1 4%	24 6%	1 4%	4 9%	-
At least a few times a week	53 11%	10 16%	13 19% <i>e</i>	8 12%	6 10%	12 7%	3 8%	24 18% <i>i</i>	14 11%	12 7%	3 8%	4 15%	4 13%	10 10%	5 5%	30 13%	23 10%	22 9%	31 14%	-	5 11%	7 17% <i>A</i>	5 16%	8 25%	6 18%	10 13%	2 4%	3 9%	47 12%	2 7%	3 8%	1 8%
At least once a week	86 19%	5 7%	8 12%	20 30% <i>ab</i>	11 17%	30 19%	11 33% <i>ab</i>	13 9%	32 24% <i>g</i>	30 19%	11 33% <i>g</i>	1 4%	4 12%	24 18%	17 13%	54 23%	31 14%	35 14%	51 24% <i>q</i>	4 18%	12 25%	9 23%	3 10%	5 14%	3 9%	13 17%	14 19%	7 18%	70 18%	2 8%	13 28%	2 12%
At least once a month	132 29%	22 34%	15 22%	22 33%	15 22%	48 30%	10 27%	37 28%	37 28%	48 30%	10 27%	10 35%	11 38%	28 29%	30 31%	61 25%	71 32%	74 30%	58 27%	12 53%	12 24%	10 26%	13 41%	7 22%	10 30%	22 29%	13 21%	10 28%	109 29%	5 21%	12 25%	7 49%
Less often	147 32%	16 25%	18 26%	15 22%	28 42% <i>c</i>	59 37%	10 30%	34 26%	43 32%	59 37%	10 30%	6 20%	10 32%	37 33%	68 39%	78 35%	86 35%	61 28%	6 28%	14 28%	14 28%	11 30%	9 28%	11 33%	11 32%	18 24%	24 39%	14 39%	118 31%	13 60%	13 28%	3 20%
NET: At least once a week	183 40%	26 41%	36 52% <i>e</i>	31 45%	24 36%	52 33%	15 43%	62 47% <i>i</i>	54 40%	52 33%	15 43%	13 45%	9 39%	38 30%	29 46% <i>p</i>	111 33%	72 35%	86 45%	97 45%	4 18%	23 48%	17 44%	10 31%	14 44%	13 39%	25 40%	12 33%	153 40%	4 19%	21 46%	5 31%	
NET: At least once a month	316 68%	48 75%	51 74%	53 78% <i>d</i>	38 58%	101 63%	25 70%	99 74%	91 68%	101 63%	25 70%	23 80%	20 68%	66 67%	59 61%	173 72%	143 65%	160 65%	156 72%	16 72%	34 72%	27 70%	23 72%	21 67%	24 68%	57 76%	38 61%	22 61%	262 69%	9 40%	33 72%	12 80%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
 * small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 135

Q29. Thinking about suspicious SMS and/or APP messages, how often have you received each of these types of messages in the last three months? - App message on your mobile
Base: All who have received App messages

	Total	Phone network									Mobile O/S	
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	456	109	36	78	32	28	38	40	55	40	201	254
Weighted base	463	101	39**	79	41**	29**	36**	37*	63*	38*	215	247
Effective base	331	82	23	63	21	20	28	31	40	32	147	184
Several times a day	16 3%	-	1 3%	2 2%	2 4%	2 8%	2 5%	1 3%	5 9%a	-	12 6%k	3 1%
At least once a day	29 6%	6 6%	2 5%	11 14%h	2 4%	1 4%	3 9%	* 1%	2 3%	2 5%	14 6%	16 6%
At least a few times a week	53 11%	8 8%	5 13%	11 14%	5 13%	3 10%	4 12%	5 12%	6 10%	5 13%	15 7%	37 15%j
At least once a week	86 19%	20 20%	8 21%	10 12%	11 26%	7 23%	7 19%	8 21%	11 17%	4 12%	36 17%	49 20%
At least once a month	132 29%	33 33%	9 24%	20 25%	10 25%	9 32%	14 39%	9 24%	17 27%	10 28%	66 31%	66 27%
Less often	147 32%	33 33%	13 33%	25 32%	11 27%	7 24%	6 16%	14 38%	22 35%	16 42%	71 33%	76 31%
NET: At least once a week	183 40%	34 34%	17 43%	34 43%	20 47%	13 44%	16 45%	14 38%	24 39%	11 30%	78 36%	105 42%
NET: At least once a month	316 68%	68 67%	26 67%	54 68%	30 73%	22 76%	30 84%	23 62%	41 65%	22 58%	144 67%	171 69%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 136

Q29. Thinking about suspicious SMS and/or APP messages, how often have you received each of these types of messages in the last three months? - App message on your mobile
Base: All who have received App messages

	Experience of suspicious texts/calls				Mobile						Landline		
	Total				Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	
	Total	Any (a)	Any voice call (b)	Any recorded message (c)									
Unweighted base	456	456	211	239	456	456	385	456	144	205	156	113	104
Weighted base	463	463	220	254	463	463	400	463	154	217	161	115	107
Effective base	331	331	154	178	331	331	279	331	104	152	116	84	76
Several times a day	16 3%	16 3%	6 3%	10 4%	16 3%	16 3%	13 3%	16 3%	4 3%	10 5%	3 2%	2 2%	2 2%
At least once a day	29 6%	29 6%	16 7%	19 8%	29 6%	29 6%	20 5%	29 6%	11 7%	16 7%	16 10%	8 7%	12 11%
At least a few times a week	53 11%	53 11%	35 16%	35 14%	53 11%	53 11%	45 11%	53 11%	25 17%	31 14%	28 18%	19 17%	20 19%
At least once a week	86 19%	86 19%	41 19%	53 21%	86 19%	86 19%	73 18%	86 19%	34 22%	49 22%	25 16%	16 14%	17 16%
At least once a month	132 29%	132 29%	54 24%	68 27%	132 29%	132 29%	117 29%	132 29%	36 23%	57 26%	43 26%	30 26%	29 27%
Less often	147 32%	147 32%	69 31%	69 27%	147 32%	147 32%	132 33%	147 32%	43 28%	54 25%	45 28%	39 34%	27 25%
NET: At least once a week	183 40%	183 40%	98 44%	117 46%	183 40%	183 40%	151 38%	183 40%	75 49%	106 49%	73 45%	45 39%	52 48%
NET: At least once a month	316 68%	316 68%	151 69%	185 73%	316 68%	316 68%	268 67%	316 68%	110 72%	163 75%	115 72%	76 66%	80 75%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Table 137

Q30. Thinking about suspicious recorded messages, how often have you received these types of message in the last three months? - Summary
Base: All who have received suspicious recorded messages on mobile/on landline

	Recorded message on mobile	Recorded message on landline
Unweighted base	516	351
Weighted base	564	371
Effective base	378	261
Several times a day	13 2%	17 5%
At least once a day	27 5%	29 8%
At least a few times a week	85 15%	91 24%
At least once a week	82 15%	58 16%
At least once a month	179 32%	105 28%
Less often	178 32%	71 19%
NET: At least once a week	208 37%	195 53%
NET: At least once a month	386 68%	300 81%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 138
Q30. Thinking about suspicious recorded messages, how often have you received these types of message in the last three months? - Recorded message on mobile
Base: All who have received suspicious recorded messages on mobile

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humberside (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	North Ireland (F)	
Unweighted base	516	66	87	90	86	150	37	153	176	150	37	26	35	92	95	256	259	305	211	22	50	53	41	43	48	79	48	39	423	26	52	15	
Weighted base	564	73*	95	97	102	163	33**	168	199	163	33**	28**	40**	92	105	281	283	322	243	26**	60*	55*	43*	49**	46*	85	62*	40**	467	29**	52*	16**	
Effective base	378	49	60	66	63	114	28	109	128	114	28	19	26	69	73	186	191	220	158	14	36	42	33	27	38	63	35	28	310	20	36	12	
Several times a day	13 2%	5 7% ^d	2 2%	1 1%	-	5 3%	-	7 4%	1 1%	5 3%	-	5 16%	1 2%	-	12 4% ^p	1 *	10 3%	3 1%	-	-	-	1 2%	-	-	2 5%	4 5%	2 4%	-	10 2%	-	-	1 2%	2 10%
At least once a day	27 5%	3 4%	7 7%	3 3%	2 2%	12 7%	*	10 6%	5 2%	12 7%	*	2 7%	1 3%	3 3%	9 9%	13 5%	14 4%	12 4%	15 6%	2 8%	4 6%	2 3%	1 2%	6 12%	1 2%	7 8%	1 1%	-	23 5%	-	4 8%	-	
At least a few times a week	85 15%	5 7%	17 18%	9 10%	18 17%	27 16%	10 30%	22 13%	27 14%	27 16%	10 30%	2 7%	3 8%	18 19%	19 18%	50 18%	35 12%	56 18%	29 12%	4 14%	10 17%	4 6%	4 10%	3 7%	5 14%	14 17%	12 19%	10 26%	66 14%	5 17%	12 22%	2 15%	
At least once a week	82 15%	5 7%	5 6%	18 18% ^b	18 18% ^b	30 19% ^b	5 14%	11 6%	36 18% ^g	30 19% ^g	5 14%	3 12%	2 5%	15 16%	20 19%	44 16%	38 13%	41 13%	41 17%	6 23%	5 8%	6 11%	14 33% ^{lux}	4 8%	3 7%	16 19%	14 22%	3 8%	70 15%	1 4%	7 14%	3 21%	
At least once a month	179 32%	23 32%	39 41%	36 37%	29 28%	45 27%	6 19%	63 33%	65 33%	45 27%	6 19%	6 23%	15 38%	25 27%	26 25%	77 30%	102 36%	95 30%	83 34%	11 43%	14 23%	20 36%	16 37%	22 45%	13 27%	23 31%	19 33%	13 32%	151 34%	10 23%	12 23%	5 33%	
Less often	178 32%	31 43%	25 27%	29 30%	35 34%	45 28%	12 36%	57 34%	64 32%	45 28%	12 36%	10 35%	18 44%	26 29%	31 29%	84 30%	94 33%	107 33%	71 29%	3 13%	3 46% ^{vyA}	23 41% ^v	8 18%	14 28%	22 47% ^{vyA}	21 24%	14 23%	13 33%	145 31%	13 44%	17 32%	4 21%	
NET: At least once a week	208 37%	19 26%	30 32%	32 33%	38 37%	74 45% ^a	15 45% ^a	49 29%	70 35%	74 45% ^g	15 45%	12 42%	7 18%	40 44%	48 46%	120 43% ^p	88 31%	119 37%	89 37%	12 45%	18 31%	13 23%	19 44%	13 27%	12 26%	41 49% ^{lux}	28 46% ^u	13 33%	170 36%	6 22%	24 46%	8 46%	
NET: At least once a month	386 68%	42 57%	70 73%	68 70%	67 66%	118 72%	21 64%	112 66%	135 68%	118 72%	21 64%	18 65%	22 56%	65 71%	74 71%	197 70%	189 67%	214 67%	172 71%	23 87%	32 54%	32 59%	35 82% ^{lux}	35 72%	24 53%	65 76% ^{tx}	48 77% ^{tx}	27 67%	322 69%	16 56%	35 68%	13 79%	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
 * small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 139

Q30. Thinking about suspicious recorded messages, how often have you received these types of message in the last three months? - Recorded message on mobile
Base: All who have received suspicious recorded messages on mobile

	Total	Phone network									Mobile O/S	
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	516	114	29	100	44	33	55	38	52	50	212	300
Weighted base	564	121	32**	109	55**	33**	66*	33*	60*	55*	242	320
Effective base	378	86	23	80	29	22	37	30	38	39	160	215
Several times a day	13 2%	3 2%	-	2 2%	2 3%	-	1 1%	1 4%	3 5%	2 3%	8 3%	5 2%
At least once a day	27 5%	5 4%	* 1%	8 7%	4 7%	4 11%	3 4%	-	1 1%	4 6%	10 4%	17 5%
At least a few times a week	85 15%	23 19%	10 32%	12 11%	14 25%	7 21%	8 12%	2 5%	6 10%	4 7%	29 12%	56 18%
At least once a week	82 15%	13 11%	3 11%	25 23%ah	6 11%	4 11%	18 27%ahi	6 17%	3 5%	4 8%	28 11%	54 17%
At least once a month	179 32%	42 35%	8 26%	28 25%	12 22%	12 36%	23 36%	10 30%	23 39%	19 35%	87 36%	91 28%
Less often	178 32%	36 30%	10 30%	35 32%	17 31%	7 22%	13 20%	14 43%f	24 39%	23 41%	81 33%	97 30%
NET: At least once a week	208 37%	43 36%	14 44%	47 43%hi	25 47%	29 43%	9 45%h	13 26%	13 22%	13 24%	74 31%	132 41%j
NET: At least once a month	386 68%	85 70%	22 70%	75 68%	38 69%	26 78%	53 80%g	19 57%	37 61%	33 59%	161 67%	223 70%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 140
Q30. Thinking about suspicious recorded messages, how often have you received these types of message in the last three months? - Recorded message on mobile
Base: All who have received suspicious recorded messages on mobile

	Experience of suspicious texts/calls				Mobile						Landline		
	Total				Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)									
Unweighted base	516	516	254	516	516	471	447	205	189	516	177	127	138
Weighted base	564	564	290	564	564	514	492	217	215	564	199	148	156
Effective base	378	378	188	378	378	349	330	152	139	378	127	93	99
Several times a day	13 2%	13 2%	5 2%	13 2%	13 2%	12 2%	12 2%	8 4%	5 2%	13 2%	5 3%	2 1%	5 3%
At least once a day	27 5%	27 5%	15 5%	27 5%	27 5%	24 5%	21 4%	19 9%k	12 6%	27 5%	10 5%	4 2%	9 6%
At least a few times a week	85 15%	85 15%	53 18%	85 15%	85 15%	79 15%	74 15%	40 18%	37 17%	85 15%	45 22%	35 24%acdfi	36 23%
At least once a week	82 15%	82 15%	39 13%	82 15%	82 15%	73 14%	68 14%	33 15%	30 14%	82 15%	25 13%	21 14%	20 13%
At least once a month	179 32%	179 32%	96 33%	179 32%	179 32%	162 32%	156 32%	57 26%	72 34%	179 32%	61 31%	48 33%	47 30%
Less often	178 32%	178 32%	82 28%	178 32%	178 32%	163 32%	160 33%	60 28%	58 27%	178 32%	52 26%	37 25%	38 25%
NET: At least once a week	208 37%	208 37%	111 38%	208 37%	208 37%	189 37%	176 36%	100 46%f	84 39%	208 37%	85 43%	62 42%	70 45%
NET: At least once a month	386 68%	386 68%	207 72%	386 68%	386 68%	351 68%	332 67%	157 72%	156 73%	386 68%	147 74%	111 75%	117 75%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m
** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 141
Q30. Thinking about suspicious recorded messages, how often have you received these types of message in the last three months? - Recorded message on landline
Base: All who have received suspicious recorded messages on landline

	Age 1						Age 2				Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber-side (u)	West Midlands (v)	East Midlands (w)	East-ern (x)	London (y)	South East (A)	South West (B)	Eng-land (C)	Wales (D)	Scot-land (E)	
Unweighted base	351	24	26	43	43	157	58	50	86	157	58	11	11	118	97	195	156	195	156	18	41	34	32	22	38	38	44	30	297	16	31	
Weighted base	371	30**	32**	49*	52**	159	49*	62*	101	159	49*	13**	15**	110	97	200	171	198	173	23**	44*	35**	30**	24**	41**	42*	50*	32**	322	12**	29**	
Effective base	261	20	20	32	30	119	46	39	62	119	46	8	10	87	76	144	117	149	113	12	31	27	25	14	28	33	33	21	222	12	23	
Several times a day	17	2	7	-	-	7	2	9	-	7	2	1	3	5	12	6	10	7	2	1	-	2	4	-	4	-	2	14	-	3		
	5%	8%	21%	-	-	4%	4%	14%hi	-	4%	4%	13%	4%	3%	5%	6%	3%	5%	4%	8%	1%	-	7%	17%	-	9%	-	5%	4%	-	11%	
At least once a day	29	1	8	5	-	13	2	8	5	13	2	1	-	6	10	19	11	13	17	2	1	2	4	3	2	6	5	3	27	*	2	
	8%	2%	25%	10%	-	8%	5%	14%	5%	8%	5%	4%	-	6%	10%	9%	6%	7%	10%	7%	1%	5%	13%	11%	4%	15%	11%	10%	8%	3%	8%	
At least a few times a week	91	9	3	11	14	41	13	13	25	41	13	4	5	29	24	52	38	61	30	5	14	7	6	6	10	10	15	3	76	5	7	
	24%	31%	11%	22%	27%	26%	26%	20%	24%	26%	26%	33%	34%	27%	26%	22%	31%r	17%	22%	33%	21%	19%	24%	24%	24%	24%	29%	9%	23%	46%	22%	
At least once a week	58	4	2	15	4	25	8	6	19	25	8	-	3	19	14	26	31	33	25	1	6	6	5	4	10	5	7	6	48	*	6	
	16%	12%	6%	31%e	8%	16%	9%	19%	16%	16%	16%	-	20%	17%	15%	13%	18%	17%	14%	3%	13%	16%	17%	17%	25%	11%	13%	19%	15%	3%	20%	
At least once a month	105	8	8	10	14	46	18	16	24	46	18	2	4	35	30	52	53	50	55	10	14	14	5	6	9	12	17	7	96	2	6	
	28%	26%	25%	21%	27%	29%	38%	25%	24%	29%	38%	19%	26%	31%	31%	26%	31%	25%	32%	44%	32%	40%	17%	26%	23%	29%	35%	22%	30%	15%	6	20%
Less often	71	7	4	7	20	27	6	11	28	27	6	4	2	18	14	39	32	31	40	4	9	7	8	1	10	5	6	12	62	4	6	
	19%	22%	13%	15%	39%	17%	11%	17%	27%	17%	11%	32%	17%	17%	14%	20%	19%	16%	23%	16%	20%	19%	28%	5%	24%	12%	13%	36%	19%	32%	19%	
NET: At least once a week	195	16	20	31	18	86	25	36	49	86	25	6	8	57	53	109	86	117	78	9	21	15	16	17	22	25	27	14	165	6	18	
	53%	52%	62%	64%	34%	54%	51%	57%	49%	54%	51%	50%	52%	55%	54%	51%	59%r	45%	40%	48%	42%	55%	69%	53%	59%	53%	42%	51%	62%	52%	62%	
NET: At least once a month	300	23	28	42	32	132	43	51	73	132	43	9	12	92	83	161	139	167	133	19	36	29	21	23	31	37	44	21	261	8	24	
	81%	78%	87%	85%	61%	83%	89%	83%	73%	83%	89%	68%	83%	83%	86%	80%	81%	84%	77%	84%	80%	81%	72%	95%	76%	88%	87%	64%	81%	68%	81%	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 142

Q30. Thinking about suspicious recorded messages, how often have you received these types of message in the last three months? - Recorded message on landline
Base: All who have received suspicious recorded messages on landline

	Total	Phone network									Mobile O/S	
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	351	69	22	51	22	30	26	28	30	31	106	199
Weighted base	371	67	23**	53*	27**	29**	29**	26**	33**	32**	112	206
Effective base	261	51	18	40	14	21	17	24	24	25	81	145
Several times a day	17 5%	* 1%	-	3 5%	4 15%	1 4%	-	1 3%	3 9%	1 3%	3 3%	10 5%
At least once a day	29 8%	5 7%	2 7%	5 10%	-	3 10%	2 8%	1 3%	4 12%	1 5%	8 7%	15 7%
At least a few times a week	91 24%	23 34%	5 20%	16 31%	8 31%	4 15%	3 11%	8 29%	7 20%	6 18%	27 24%	53 26%
At least once a week	58 16%	10 15%	6 26%	8 15%	7 27%	7 22%	4 13%	4 15%	3 8%	5 16%	19 17%	33 16%
At least once a month	105 28%	16 23%	8 35%	12 22%	5 20%	9 32%	14 48%	8 32%	8 24%	11 34%	36 32%	56 27%
Less often	71 19%	14 20%	3 11%	9 17%	2 7%	5 17%	6 21%	5 18%	9 27%	8 25%	18 16%	40 20%
NET: At least once a week	195 53%	38 57%	12 53%	32 61%	20 73%	15 51%	9 31%	13 51%	16 49%	13 41%	58 52%	110 53%
NET: At least once a month	300 81%	54 80%	21 89%	44 83%	25 93%	25 83%	23 79%	22 82%	24 73%	24 75%	94 84%	166 80%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 143
Q30. Thinking about suspicious recorded messages, how often have you received these types of message in the last three months? - Recorded message on landline
Base: All who have received suspicious recorded messages on landline

	Experience of suspicious texts/calls				Mobile						Landline		
	Total				Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)									
Unweighted base	351	351	219	351	245	233	219	104	79	138	351	205	351
Weighted base	371	371	239	371	266	252	239	107	96	156	371	220	371
Effective base	261	261	161	261	179	170	159	76	58	99	261	152	261
Several times a day	17	17	12	17	11	11	11	6	10	10	17	6	17
	5%	5%	5%	5%	4%	4%	5%	5%	10%	7%	5%	3%	5%
At least once a day	29	29	16	29	20	20	19	14	7	11	29	13	29
	8%	8%	7%	8%	7%	8%	8%	13%	7%	7%	8%	6%	8%
At least a few times a week	91	91	63	91	66	61	57	24	26	41	91	60	91
	24%	24%	26%	24%	25%	24%	24%	23%	27%	26%	24%	27%	24%
At least once a week	58	58	46	58	41	41	40	17	12	20	58	45	58
	16%	16%	19%	16%	15%	16%	17%	16%	13%	13%	16%	21%	16%
At least once a month	105	105	69	105	78	71	66	30	27	47	105	68	105
	28%	28%	29%	28%	29%	28%	28%	28%	28%	30%	28%	31%	28%
Less often	71	71	32	71	50	49	47	16	15	27	71	28	71
	19%	19%	13%	19%	19%	19%	20%	15%	15%	17%	19%	13%	19%
NET: At least once a week	195	195	138	195	138	133	126	61	55	82	195	124	195
	53%	53%	58%	53%	52%	53%	53%	57%	57%	53%	53%	57%	53%
NET: At least once a month	300	300	208	300	216	204	192	91	81	129	300	192	300
	81%	81%	87%	81%	81%	81%	80%	85%	85%	83%	81%	87%	81%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m
** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Table 144
Q31. Thinking about suspicious live voice calls , how often have you received these types of call in the last three months? - Summary
Base: All who have received suspicious live voice calls on mobile/on landline

	Live voice call on mobile	Live voice call on landline
Unweighted base	401	356
Weighted base	422	381
Effective base	290	259
Several times a day	9 2%	9 2%
At least once a day	15 4%	24 6%
At least a few times a week	73 17%	73 19%
At least once a week	80 19%	78 20%
At least once a month	134 32%	125 33%
Less often	111 26%	72 19%
NET: At least once a week	177 42%	183 48%
NET: At least once a month	311 74%	309 81%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 145
Q31. Thinking about suspicious live voice calls, how often have you received these types of call in the last three months? - Live voice call on mobile
Base: All who have received suspicious live voice calls on mobile

	Age 1						Age 2				Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of England (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	North Ireland (F)
Unweighted base	401	61	75	61	61	118	25	136	122	118	25	26	30	84	59	213	188	218	183	19	46	37	39	18	35	69	51	22	336	18	35	12
Weighted base	422	63*	70	60*	79*	127	22**	133	140	127	22**	21**	37**	80	70*	216	206	224	199	26**	47*	39**	40*	20**	39**	62	59*	22**	355	20**	35**	12**
Effective base	290	44	50	45	45	88	20	94	89	88	20	18	23	63	45	152	138	158	132	13	34	28	30	11	24	54	38	18	244	14	23	9
Several times a day	9	4	1	3	-	-	5	3	-	-	4	-	-	-	7	3	4	5	-	1	-	-	-	1	3	2	-	7	1	2	-	
	2%	6%e	2%	6%e	-	-	4%	2%	-	-	19%	-	-	1%	3%	1%	2%	3%	-	2%	-	-	-	1%	3%	4%	2%	2%	3%	5%	-	
At least once a day	15	-	5	1	2	6	1	5	3	6	1	-	-	5	3	8	8	11	5	-	1	-	-	1	6	2	2	12	-	2	2	
	4%	-	7%	1%	3%	5%	4%	4%	2%	5%	4%	-	-	6%	4%	3%	4%	5%	2%	2%	1%	-	-	4%	1%	9%	4%	8%	3%	-	4%	14%
At least a few times a week	73	10	16	9	15	17	6	25	24	17	6	1	7	10	13	34	38	34	39	4	10	7	4	6	8	6	13	3	61	5	7	1
	17%	15%	23%	16%	19%	13%	26%	19%	17%	13%	26%	6%	18%	13%	18%	18%	15%	20%	16%	20%	18%	11%	32%	19%	10%	22%	14%	17%	23%	19%	4%	
At least once a week	80	15	10	17	11	21	7	25	28	21	7	5	8	17	11	40	39	48	32	8	9	9	11	5	8	10	5	2	68	3	5	3
	19%	24%	14%	28%	13%	16%	29%	19%	20%	16%	29%	26%	21%	16%	19%	19%	21%	16%	16%	29%	19%	23%	27%A	25%	22%	16%	9%	11%	19%	16%	16%	28%
At least once a month	134	15	30	17	31	38	4	45	48	38	4	10	21	21	70	65	69	65	6	16	13	18	6	13	17	19	10	119	5	6	4	
	32%	24%	42%	28%	39%	30%	16%	33%	35%	30%	16%	19%	26%	30%	32%	31%	31%	33%	23%	34%	33%	45%	31%	34%	28%	33%	45%	34%	25%	18%	32%	
Less often	111	19	9	13	21	45	5	28	33	45	5	6	12	28	22	58	54	59	53	8	11	10	7	2	9	20	17	4	88	7	14	3
	26%	31%b	12%	21%	26%	35%b	24%	21%	24%	35%g	24%	30%	34%	35%	32%	27%	26%	26%	26%	30%	23%	26%	17%	9%	23%	33%	29%	20%	25%	34%	39%	21%
NET: At least once a week	177	29	32	31	28	45	13	60	58	45	13	11	15	31	27	89	88	96	81	12	20	16	15	12	17	25	22	8	148	8	15	6
	42%	46%	45%	51%	35%	35%	60%	45%	42%	35%	60%	51%	40%	39%	41%	43%	43%	41%	47%	43%	41%	38%	61%	44%	40%	38%	35%	42%	41%	43%	46%	
NET: At least once a month	311	43	62	48	59	83	17	105	106	83	17	15	24	52	48	159	152	165	146	18	36	29	33	19	30	42	42	18	267	13	21	10
	74%	69%	88%ae	79%	74%	65%	76%	79%ai	76%	65%	76%	70%	66%	65%	68%	73%	74%	74%	74%	70%	77%	74%	83%	91%	77%	67%	71%	80%	75%	66%	61%	79%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 146

Q31. Thinking about suspicious live voice calls, how often have you received these types of call in the last three months? - Live voice call on mobile
Base: All who have received suspicious live voice calls on mobile

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	401	84	28	71	24	26	42	31	56	39	163	237
Weighted base	422	90	27**	75	28**	24**	49**	29**	64*	36*	179	243
Effective base	290	63	23	55	15	16	27	25	40	30	122	167
Several times a day	9 2%	5 5%	-	-	-	*	1 2%	1 4%	2 3%	-	5 3%	4 2%
At least once a day	15 4%	3 3%	1 3%	6 8%	-	1 4%	1 3%	*	*	3 7%	7 4%	9 4%
At least a few times a week	73 17%	11 13%	5 16%	12 16%	13 46%	7 30%	8 17%	-	12 19%	4 11%	24 13%	49 20%
At least once a week	80 19%	24 26%	2 6%	22 30%	3 11%	*	8 16%	5 18%	11 17%	4 12%	43 24%	37 15%
At least once a month	134 32%	33 36%	9 32%	16 21%	6 23%	7 31%	21 43%	10 35%	21 33%	11 30%	54 30%	80 33%
Less often	111 26%	15 17%	12 42%	19 25%	6 20%	7 30%	9 19%	12 41%	17 26%	14 40%a	46 26%	65 27%
NET: At least once a week	177 42%	43 47%	7 25%	41 54% ⁱ	16 57%	9 39%	18 38%	7 24%	26 41%	11 30%	79 44%	98 40%
NET: At least once a month	311 74%	75 83% ⁱ	16 58%	56 75%	22 80%	16 70%	39 81%	17 59%	47 74%	21 60%	133 74%	178 73%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 147
Q31. Thinking about suspicious live voice calls, how often have you received these types of call in the last three months? - Live voice call on mobile
Base: All who have received suspicious live voice calls on mobile

	Experience of suspicious texts/calls				Mobile						Landline			
	Total				Any mobile (d)	Any mobile text/ App message (e)				Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)		SMS (f)	App (g)							
Unweighted base	401	401	401	210	401	355	331	144	401	189	119	105	79	
Weighted base	422	422	422	239	422	381	359	154	422	215	146	126	96	
Effective base	290	290	290	157	290	257	241	104	290	139	86	76	58	
Several times a day	9 2%	9 2%	9 2%	8 3%	9 2%	9 2%	9 2%	5 3%	9 2%	5 2%	5 3%	2 2%	4 4%	
At least once a day	15 4%	15 4%	15 4%	10 4%	15 4%	14 4%	12 3%	5 4%	15 4%	10 5%	5 4%	5 4%	4 4%	
At least a few times a week	73 17%	73 17%	73 17%	47 20%	73 17%	69 18%	64 18%	38 25%	73 17%	44 20%	31 21%	25 20%	18 18%	
At least once a week	80 19%	80 19%	80 19%	42 18%	80 19%	71 19%	68 19%	30 20%	80 19%	40 19%	32 22%	28 22%	23 24%	
At least once a month	134 32%	134 32%g	134 32%g	83 35%g	134 32%g	118 31%	115 32%g	32 21%	134 32%g	77 36%g	41 28%	39 31%	29 30%	
Less often	111 26%	111 26%	111 26%	48 20%	111 26%	99 26%	91 25%	43 28%	111 26%	39 18%	33 22%	28 22%	19 19%	
NET: At least once a week	177 42%	177 42%	177 42%	108 45%	177 42%	164 43%	153 43%	79 51%	177 42%	99 46%	73 50%	60 48%	49 50%	
NET: At least once a month	311 74%	311 74%	311 74%	191 80%	311 74%	281 74%	268 75%	111 72%	311 74%	176 82%	114 78%	99 78%	78 81%	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m
** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 148
Q31. Thinking about suspicious live voice calls, how often have you received these types of call in the last three months? - Live voice call on landline
Base: All who have received suspicious live voice calls on landline

	Age 1						Age 2				Age/Gender		Gender		Social Grade		Region										Nation				
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	York-shire & Humber-side (u)	West Midlands (v)	East Midlands (w)	East-ern (x)	London (y)	South East (A)	South West (B)	Eng-land (C)	Wales (D)	Scot-land (E)	
Unweighted base	356	20	17	30	50	181	58	37	80	181	58	11	123	116	181	175	201	155	15	39	32	33	24	41	44	43	27	298	16	33	
Weighted base	381	26**	19**	37**	64*	184	51*	45**	101	184	51*	15**	121	115	193	188	207	174	20**	41**	36**	33**	26**	44**	43*	50*	30**	325	14**	33**	
Effective base	259	15	13	22	36	135	43	28	58	135	43	9	90	87	131	128	146	113	9	30	26	25	17	28	35	33	19	218	12	23	
Several times a day	9	2	-	-	-	6	1	2	-	6	1	2	6	1	6	3	7	2	-	1	1	2	-	*	2	-	1	7	-	2	
	2%	7%	-	-	-	3%	3%	4%	-	3%	3%	11%	5%	1%	3%	2%	3%	1%	-	1%	2%	5%	-	1%	5%	-	4%	2%	-	7%	
At least once a day	24	3	3	1	2	12	3	6	3	12	3	2	6	8	11	13	13	11	2	2	1	4	2	1	3	3	4	23	1	-	
	6%	10%	18%	2%	4%	6%	5%	13%	3%	6%	5%	14%	5%	7%	6%	7%	6%	10%	2	5%	4%	13%	9%	3%	6%	7%	12%	7%	8%	-	
At least a few times a week	73	6	2	7	14	35	9	8	21	35	9	3	25	19	40	32	36	36	5	4	8	6	4	9	7	5	7	54	4	15	
	19%	21%	12%	19%	22%	19%	17%	18%	21%	19%	17%	20%	16%	21%	17%	18%	21%	25%	10%	21%	17%	14%	21%	17%	10%	22%	17%	26%	44%		
At least once a week	78	3	4	20	9	30	12	7	29	30	12	2	19	23	32	46	40	38	2	8	6	5	10	13	6	10	6	67	3	4	
	20%	13%	20%	54%	14%	16%	23%	16%	29%	16%	23%	13%	16%	20%	17%	24%	19%	22%	9%	20%	16%	14%	41%	29%	14%	21%	21%	20%	3	12%	
At least once a month	125	8	8	7	26	59	18	15	34	59	18	5	40	37	66	59	69	57	7	18	14	11	8	8	16	23	5	110	6	6	
	33%	29%	40%	20%	42%	32%	35%	34%	34%	32%	35%	32%	33%	34%	32%	34%	33%	33%	34%	43%	40%	32%	33%	18%	37%	46%	18%	34%	41%	6	19%
Less often	72	5	2	2	12	43	9	7	13	43	9	1	25	27	38	34	41	31	4	9	6	7	1	13	9	8	7	64	1	6	
	19%	20%	10%	4%	18%	23%	18%	16%	13%	23%	18%	9%	21%	24%	20%	18%	20%	18%	22%	22%	16%	20%	2%	28%	22%	17%	23%	20%	6%	17%	
NET: At least once a week	183	13	9	28	26	83	25	23	53	83	25	9	56	51	89	94	97	87	9	15	16	16	24	18	19	18	150	8	21		
	48%	51%	50%	76%	40%	45%	48%	50%	53%	45%	48%	58%	47%	45%	46%	50%	47%	50%	44%	36%	44%	48%	64%	54%	41%	37%	59%	54%	64%		
NET: At least once a month	309	21	17	35	52	141	42	38	87	141	42	14	96	88	155	153	166	143	16	32	30	27	25	32	34	42	23	261	14	27	
	81%	80%	90%	96%	82%	77%	82%	84%	87%	77%	82%	91%	79%	76%	80%	82%	80%	82%	78%	78%	84%	80%	98%	72%	78%	83%	77%	80%	94%	83%	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 149
Q31. Thinking about suspicious live voice calls, how often have you received these types of call in the last three months? - Live voice call on landline
Base: All who have received suspicious live voice calls on landline

	Total	Phone network									Mobile O/S	
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	356	79	24	59	20	34	33	30	28	30	114	221
Weighted base	381	77	26**	60*	23**	35**	41**	29**	31**	40**	123	237
Effective base	259	58	18	46	12	22	21	25	22	25	87	157
Several times a day	9 2%	1 2%	-	2 3%	-	1 3%	-	-	2 7%	1 2%	1 1%	6 3%
At least once a day	24 6%	3 4%	1 2%	6 10%	-	* 1%	3 8%	3 10%	4 12%	3 9%	12 10%	10 4%
At least a few times a week	73 19%	22 29%	4 14%	12 19%	4 17%	7 20%	8 19%	3 12%	6 20%	3 8%	22 18%	47 20%
At least once a week	78 20%	20 26%	6 23%	10 17%	8 36%	6 16%	9 22%	7 23%	4 11%	7 17%	26 21%	50 21%
At least once a month	125 33%	19 24%	9 34%	21 34%	8 37%	13 38%	14 35%	6 20%	8 26%	17 43%	40 33%	75 32%
Less often	72 19%	12 15%	7 26%	10 17%	2 10%	8 22%	6 16%	10 36%	7 24%	8 21%	21 17%	49 21%
NET: At least once a week	183 48%	47 60%	10 39%	29 49%	12 53%	14 41%	20 49%	13 44%	16 50%	14 36%	61 50%	114 48%
NET: At least once a month	309 81%	66 85%	19 74%	50 83%	21 90%	27 78%	34 84%	19 64%	24 76%	31 79%	102 83%	188 79%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 150
Q31. Thinking about suspicious live voice calls , how often have you received these types of call in the last three months? - Live voice call on landline
Base: All who have received suspicious live voice calls on landline

	Experience of suspicious texts/calls				Mobile						Landline		
	Total				Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)									
Unweighted base	356	356	356	244	280	265	239	113	105	127	356	356	205
Weighted base	381	381	381	263	313	294	271	115	126	148	381	381	220
Effective base	259	259	259	180	203	191	172	84	76	93	259	259	152
Several times a day	9 2%	9 2%	9 2%	6 2%	6 2%	6 2%	6 2%	2 2%	3 2%	2 1%	9 2%	9 2%	6 3%
At least once a day	24 6%	24 6%	24 6%	17 6%	18 6%	18 6%	13 5%	13 12% ^f	8 6%	10 7%	24 6%	24 6%	16 7%
At least a few times a week	73 19%	73 19%	73 19%	57 22%	60 19%	54 18%	53 20%	24 21%	27 21%	33 22%	73 19%	73 19%	48 22%
At least once a week	78 20%	78 20%	78 20%	64 24%	65 21%	64 22%	63 23%	22 19%	30 23%	38 26%	78 20%	78 20%	59 27%
At least once a month	125 33%	125 33%	125 33%	83 32%	102 33%	94 32%	87 32%	33 29%	38 30%	42 28%	125 33%	125 33%	65 29%
Less often	72 19%	72 19%	72 19%	36 14%	63 20% ^l	59 20% ^l	49 18%	21 18%	22 17%	22 15%	72 19%	72 19%	26 12%
NET: At least once a week	183 48%	183 48%	183 48%	143 54%	149 48%	141 48%	135 50%	62 54%	67 53%	84 57%	183 48%	183 48%	129 59% ^{abdejk}
NET: At least once a month	309 81%	309 81%	309 81%	226 86%	250 80%	235 80%	222 82%	94 82%	105 83%	126 85%	309 81%	309 81%	194 88% ^{de}

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m
** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 151
Q32. What do you usually do when you receive a suspicious live voice call ?
By live voice calls, we mean when you answer your mobile or landline phone and there is a live person on the end of the line who you can have a conversation with.
Base: All who have received a suspicious live voice call

	Age 1						Age 2				Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)
Unweighted base	652	72	87	75	95	257	66	159	170	257	66	28	36	168	155	331	321	366	286	29	75	59	60	36	64	98	79	43	543	34	56	19
Weighted base	677	77	83	77	118	262	58*	161	196	262	58*	25**	44**	160	160	337	340	369	308	35**	77	61*	59*	40**	68*	90	91	48*	569	35**	54*	20**
Effective base	475	53	58	55	70	193	50	112	124	193	50	19	29	123	118	236	238	267	209	19	56	46	46	24	45	76	60	32	397	25	37	15
Hang up immediately, as soon as I realise it is a suspicious call	292 43%	44 57%df	41 49%	35 45%	40 34%	113 43%	19 33%	85 53%hj	75 39%	113 43%	19 33%	11 45%	30 67%	54 34%	78 48%m	124 37%	169 50%o	164 45%	128 41%	13 36%	31 40%	25 41%	28 48%	28 26%	10 34%	38 43%	44 48%	16 33%	239 42%	17 48%	27 51%	10 50%
Listen to some of what they have to say before hanging up	196 29%	20 26%	15 18%	29 37%b	39 33%	72 28%	21 36%b	35 22%	67 34%g	72 28%	21 36%	3 14%	11 25%	43 27%	50 31%	94 28%	102 30%	102 28%	94 31%	7 19%	25 32%	29 48%vxy	15 25%	13 33%	17 25%	25 28%	26 28%	19 39%	176 31%E	7 21%	6 12%	7 34%
Listen to everything they have to say before hanging up	23 3%	2 2%	11 13%acde	-	3 2%	7 3%	1 2%	13 8%hi	3 1%	7 3%	1 2%	-	2 4%	7 4%	1 1%	17 5%	7 2%	8 2%	16 5%	1 2%	2 3%	* 1%	3 5%	8 21%	1 1%	1 2%	2 11%y	5 4%	23 4%	-	* 1%	-
Listen to some of what they have to say and ask them questions to decide if it is a suspicious call	59 9%	5 6%	3 4%	3 4%	10 8%	29 11%	9 15%bc	8 5%	13 7%	29 11%	9 15%g	5 20%	-	25 16%	13 8%	41 12%p	18 5%	32 9%	28 9%	6 17%	9 12%	3 5%	6 11%	3 7%	6 9%	11 12%	6 7%	1 3%	52 9%	4 11%	1 3%	2 11%
Ask them not to call me again	52 8%	5 7%	7 9%	6 8%	13 11%	17 7%	3 4%	13 8%	19 10%	17 7%	3 4%	4 15%	2 4%	12 8%	8 5%	21 6%	31 9%	27 7%	25 8%	9 24%	4 5%	1 2%	2 3%	4 10%	3 5%	10 11%	6 7%	3 6%	43 7%	4 11%	6 11%	-
Something else	54 8%	1 2%	6 7%	4 5%	13 11%a	24 9%	6 10%	7 4%	17 9%	24 9%	6 10%	1 5%	-	19 12%	11 7%	40 12%p	14 4%	36 10%	18 6%	1 2%	6 8%	2 4%	5 8%	1 3%	7 11%	4 4%	7 7%	4 8%	37 6%	3 10%	12 23%c	1 6%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 152

Q32. What do you usually do when you receive a suspicious live voice call ?

By live voice calls, we mean when you answer your mobile or landline phone and there is a live person on the end of the line who you can have a conversation with.

Base: All who have received a suspicious live voice call

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple / iPhone (j)	Other (k)
Unweighted base	652	133	49	116	39	49	61	51	75	60	240	391
Weighted base	677	134	49*	120	44**	48*	68*	47*	86	63*	256	400
Effective base	475	98	38	91	24	33	40	41	56	46	180	278
Hang up immediately, as soon as I realise it is a suspicious call	292 43%	54 40%	27 54%	56 47%	13 31%	21 43%	28 42%	18 38%	40 47%	24 38%	108 42%	172 43%
Listen to some of what they have to say before hanging up	196 29%	37 27%	14 29%	36 30%	8 18%	11 24%	20 30%	12 26%	31 36%	20 32%	77 30%	112 28%
Listen to everything they have to say before hanging up	23 3%	9 6%	1 2%	1 1%	7 17%	4 9%chi	1 1%	*	-	-	6 2%	18 4%
Listen to some of what they have to say and ask them questions to decide if it is a suspicious call	59 9%	12 9%	2 5%	7 6%	4 10%	4 8%	11 17%	6 13%	7 8%	4 7%	27 11%	31 8%
Ask them not to call me again	52 8%	14 11%	2 3%	8 7%	4 8%	4 9%	7 10%	7 14%h	2 2%	5 8%	14 6%	37 9%
Something else	54 8%	9 7%	4 8%	11 9%	7 16%	4 7%	1 1%	4 8%	6 7%	10 15%f	24 9%	30 8%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 153
Q32. What do you usually do when you receive a suspicious live voice call ?
By live voice calls, we mean when you answer your mobile or landline phone and there is a live person on the end of the line who you can have a conversation with.
Base: All who have received a suspicious live voice call

	Experience of suspicious texts/calls				Mobile					Landline			
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)
Unweighted base	652	652	652	381	576	527	485	211	401	254	370	356	219
Weighted base	677	677	677	416	609	563	526	220	422	290	401	381	239
Effective base	475	475	475	283	418	382	351	154	290	188	269	259	161
Hang up immediately, as soon as I realise it is a suspicious call	292 43%	292 43%	292 43%	169 41%	261 43%	245 43%	223 42%	97 44%	203 48%kl	116 40%	146 36%	137 36%	85 35%
Listen to some of what they have to say before hanging up	196 29%	196 29%	196 29%	122 29%	176 29%	159 28%	153 29%	58 26%	111 26%	88 31%	132 33%	128 34%	84 35%
Listen to everything they have to say before hanging up	23 3%	23 3%	23 3%	20 5%	23 4%	21 4%	20 4%	13 6%	13 3%	13 4%	19 5%	14 4%	14 6%
Listen to some of what they have to say and ask them questions to decide if it is a suspicious call	59 9%	59 9%	59 9%	41 10%	53 9%	47 8%	42 8%	24 11%	36 9%	25 9%	38 9%	37 10%	22 9%
Ask them not to call me again	52 8%	52 8%	52 8%	36 9%	49 8%	47 8%	44 8%	13 6%	33 8%	26 9%	31 8%	29 8%	20 9%
Something else	54 8%	54 8%	54 8%	29 7%	48 8%	44 8%	44 8%	16 7%	26 6%	21 7%	36 9%	36 9%	14 6%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m
** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Table 154

Q33. Which, if any, actions have you taken as a result of receiving these suspicious calls/messages? - Summary

Base: All who have received a suspicious message/call

	Total	SMS text on your mobile	App message on your mobile	Live calls on your mobile	Live calls on your landline
Unweighted base	1462	1266	456	401	356
Weighted base	1489	1313	463	422	381
Effective base	1053	908	331	290	259
Did as instructed by the message/person (e.g., clicked on a link or provided bank details over the phone)	27 2%	20 2%	7 2%	1 *	2 1%
Reported it	329 22%	265 20%	85 18%	53 13%	49 13%
Blocked the number	918 62%	760 58%	250 54%	285 67%	128 34%
Told friends or family about it	443 30%	340 26%	103 22%	102 24%	123 32%
Checked to see if the number is real (e.g., Google search / elsewhere)	534 36%	406 31%	103 22%	152 36%	126 33%
Deleted it	815 55%	765 58%	233 50%	-	-
Just ignored it	476 32%	312 24%	87 19%	100 24%	142 37%
Something else	30 2%	9 1%	2 *	7 2%	16 4%
Did nothing	34 2%	29 2%	15 3%	17 4%	25 7%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 155
Q33. Which, if any, actions have you taken as a result of receiving these suspicious calls/messages? - SMS text on your mobile
Base: All who have received a suspicious SMS message

	Age 1							Age 2					Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)		
Unweighted base	1266	181	204	206	223	387	65	385	429	387	65	75	86	211	241	595	667	763	503	51	127	109	111	82	116	189	160	97	1042	65	123	36		
Weighted base	1313	202	203	206	239	405	58*	406	445	405	58*	80*	101	219	243	623	689	777	536	54*	145	107	103	84	125	184	183	109	1093	65*	118	36**		
Effective base	908	126	142	141	160	294	49	268	301	294	49	48	64	159	182	432	474	548	360	35	96	86	82	55	85	139	112	65	747	44	89	28		
Did as instructed by the message/person (e.g., clicked on a link or provided bank details over the phone)	20	2	12	2	3	2	-	13	5	2	-	1	*	-	2	13	7	14	6	-	1	1	3	4	4	6	1	1	20	-	*	-		
	2%	1%	6%	1%	1%	*	-	3%	1%	*	-	1%	*	-	2%	1%	2%	1%	1%	-	*	1%	2%	5%	3%	3%	*	1%	2%	-	*	-		
Reported it	265	37	37	38	50	93	11	74	88	93	11	16	17	55	49	129	135	173	93	14	30	21	21	14	28	36	39	19	222	15	24	4		
	20%	18%	18%	18%	21%	23%	18%	18%	20%	23%	18%	20%	17%	25%	20%	21%	20%	22%	17%	26%	21%	20%	20%	16%	22%	20%	21%	18%	20%	22%	21%	11%		
Blocked the number	760	109	107	125	157	235	28	216	281	235	28	38	60	113	150	334	424	443	317	29	100	57	54	38	74	112	98	59	621	41	76	22		
	58%	54%	52%	61%	66%	58%	48%	53%	63%	58%	48%	47%	60%	52%	62%	54%	62%	57%	59%	53%	69%	54%	52%	45%	60%	61%	53%	54%	57%	63%	64%	61%		
Told friends or family about it	340	42	54	38	64	123	20	96	102	123	20	10	26	62	81	147	194	206	134	15	35	28	30	29	36	44	32	30	278	21	33	8		
	26%	21%	26%	18%	27%	30%	34%	24%	23%	30%	34%	13%	26%	28%	33%	24%	28%	27%	25%	28%	24%	26%	29%	34%	29%	24%	18%	28%	25%	32%	28%	23%		
Checked to see if the number is real (e.g., Google search / elsewhere)	406	58	59	55	96	128	10	117	151	128	10	17	34	52	87	167	238	233	172	23	47	30	32	26	34	57	60	36	345	18	36	7		
	31%	29%	29%	27%	40%	32%	17%	29%	34%	32%	17%	22%	34%	24%	36%	27%	35%	30%	32%	42%	33%	29%	31%	31%	27%	31%	33%	33%	32%	27%	30%	20%		
Deleted it	765	102	112	122	123	257	49	214	245	257	49	40	52	155	151	369	395	456	309	37	81	62	62	52	71	86	107	68	627	45	75	19		
	58%	51%	55%	59%	51%	64%	84%	53%	55%	64%	84%	50%	52%	71%	62%	59%	57%	59%	58%	68%	56%	58%	60%	62%	57%	47%	59%	63%	57%	69%	63%	53%		
Just ignored it	312	67	51	63	50	72	9	118	113	72	9	21	33	41	40	148	164	186	126	5	28	23	26	21	31	44	39	38	255	16	33	9		
	24%	33%	25%	31%	21%	18%	16%	29%	25%	18%	16%	27%	33%	19%	16%	24%	24%	24%	23%	9%	19%	22%	26%	25%	25%	24%	21%	35%	23%	25%	28%	24%		
Something else	9	-	1	-	5	2	1	1	5	2	1	-	-	2	2	3	6	4	5	2	1	2	-	-	-	-	1	2	9	-	-	-		
	1%	-	*	-	2%	1%	2%	*	1%	1%	2%	-	-	1%	2%	*	1%	*	1%	3%	1%	2%	-	-	-	-	1%	2%	1%	-	-	-		

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 155
Q33. Which, if any, actions have you taken as a result of receiving these suspicious calls/messages? - SMS text on your mobile
Base: All who have received a suspicious SMS message

	Age 1						Age 2				Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	York- shire & Humb- erside (u)	West Mid- lands (v)	East Mid- lands (w)	East- ern (x)	London (y)	South East (A)	South West (B)	Eng- land (C)	Wales (D)	Scot- land (E)	North- ern Ire- land (F)
Weighted base	1313	202	203	206	239	405	58*	406	445	405	58*	80*	101	219	243	623	689	777	536	54*	145	107	103	84	125	184	183	109	1093	65*	118	36**
Did nothing	29	8	4	4	4	9	-	12	8	9	-	5	1	5	4	16	13	17	12	-	3	2	4	*	3	9	5	1	27	-	1	*
		2%	4%	2%	2%	2%	-	3%	2%	2%	-	6%	1%	2%	2%	3%	2%	2%	2%	-	2%	1%	4%	1%	2%	5%	3%	1%	2%	-	1%	1%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
 * small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 156

Q33. Which, if any, actions have you taken as a result of receiving these suspicious calls/messages? - SMS text on your mobile
Base: All who have received a suspicious SMS message

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	1266	275	108	243	93	92	108	93	124	128	541	723
Weighted base	1313	285	113	249	104	88	121	89	134	127	578	733
Effective base	908	200	67	182	63	63	74	74	92	98	404	503
Did as instructed by the message/person (e.g., clicked on a link or provided bank details over the phone)	20 2%	4 1%	3 3%	2 1%	6 6% <i>chi</i>	2 2%	1 1%	1 2%	- -	- -	7 1%	13 2%
Reported it	265 20%	68 24%	19 17%	47 19%	14 13%	22 25%	24 19%	14 16%	25 19%	32 25%	103 18%	162 22%
Blocked the number	760 58%	166 58%	62 55%	148 59%	66 63%	49 56%	70 58%	55 61%	72 54%	72 56%	309 53%	451 61% <i>j</i>
Told friends or family about it	340 26%	66 23%	26 23%	67 27%	28 27%	29 34%	36 30%	26 29%	30 23%	31 24%	154 27%	186 25%
Checked to see if the number is real (e.g., Google search / elsewhere)	406 31%	79 28%	29 26%	87 35%	42 41%	26 30%	37 31%	28 32%	40 30%	37 29%	175 30%	231 32%
Deleted it	765 58%	173 61%	54 48%	157 63% <i>b</i>	53 51%	58 66% <i>b</i>	63 52%	47 53%	70 52%	88 69% <i>bd</i> <i>fgh</i>	337 58%	428 58%
Just ignored it	312 24%	72 25%	39 34% <i>cg</i>	51 20%	29 28%	18 20%	26 21%	15 16%	28 21%	35 28%	145 25%	166 23%
Something else	9 1%	1 *	- -	1 1%	2 2%	1 1%	- -	- -	2 1%	1 1%	4 1%	5 1%
Did nothing	29 2%	6 2%	1 1%	6 2%	3 3%	- -	5 4%	1 2%	2 2%	3 3%	11 2%	18 2%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
 Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 157
Q33. Which, if any, actions have you taken as a result of receiving these suspicious calls/messages? - SMS text on your mobile
Base: All who have received a suspicious SMS message

	Experience of suspicious texts/calls				Mobile						Landline		
	Total				Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)									
Unweighted base	1266	1266	485	544	1266	1266	1266	385	331	447	327	239	219
Weighted base	1313	1313	526	590	1313	1313	1313	400	359	492	359	271	239
Effective base	908	908	351	402	908	908	908	279	241	330	235	172	159
Did as instructed by the message/person (e.g., clicked on a link or provided bank details over the phone)	20 2%	20 2%	6 1%	16 3%	20 2%	20 2%	20 2%	9 2%	3 1%	15 3%	8 2%	4 1%	5 2%
Reported it	265 20%	265 20%	113 21%	125 21%	265 20%	265 20%	265 20%	79 20%	81 22%	104 21%	66 18%	50 18%	47 20%
Blocked the number	760 58%	760 58%	324 62%	358 61%	760 58%	760 58%	760 58%	261 65% ^{ade}	240 67% ^{adefjk}	303 62%	203 57%	155 57%	135 57%
Told friends or family about it	340 26%	340 26%	152 29%	167 28%	340 26%	340 26%	340 26%	110 27%	107 30%	141 29%	114 32%	82 30%	79 33%
Checked to see if the number is real (e.g., Google search / elsewhere)	406 31%	406 31%	191 36%	196 33%	406 31%	406 31%	406 31%	135 34%	134 37%	162 33%	111 31%	89 33%	76 32%
Deleted it	765 58%	765 58%	298 57%	328 56%	765 58%	765 58%	765 58%	215 54%	198 55%	267 54%	222 62%	170 63%	149 62%
Just ignored it	312 24%	312 24%	107 20%	148 25% ^{gh}	312 24%	312 24%	312 24%	74 18%	65 18%	124 25% ^{gh}	82 23%	63 23%	60 25%
Something else	9 1%	9 1%	5 1%	5 1%	9 1%	9 1%	9 1%	2 *	2 *	5 1%	4 1%	3 1%	3 1%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Table 157

Q33. Which, if any, actions have you taken as a result of receiving these suspicious calls/messages? - SMS text on your mobile

Base: All who have received a suspicious SMS message

	Experience of suspicious texts/calls				Mobile						Landline		
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)
Weighted base	1313	1313	526	590	1313	1313	1313	400	359	492	359	271	239
Did nothing	29	29	10	12	29	29	29	3	8	10	5	2	4
		2%	2%	2%	2%	2%	2%	1%	2%	2%	2%	1%	2%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**** very small base (under 30) ineligible for sig testing**

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 158
Q33. Which, if any, actions have you taken as a result of receiving these suspicious calls/messages? - App message on your mobile
Base: All who have received a suspicious App message

	Age 1						Age 2				Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24	25-34	35-44	45-54	55-74	75+	16-34	35-54	55-74	75+	Male 18-24	Female 18-24	Male 55+	Female 55+	Male	Female	ABC1	C2DE	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	East of London	London	South East	South West	England	Wales	Scotland	North Ireland
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(A)	(B)	(C)	(D)	(E)	(F)	
Unweighted base	456	62	68	64	65	155	42	130	129	155	42	28	29	103	94	241	213	258	198	18	43	45	36	32	33	80	56	32	375	21	45	15
Weighted base	463	64*	70*	68*	66*	160	35*	133	134	160	35*	28**	30**	98	96	241	221	246	216	22**	48*	39*	31**	32**	35**	75	63*	36**	380	22**	46*	15**
Effective base	331	46	47	43	49	117	33	93	91	117	33	21	21	75	73	173	157	189	144	13	31	35	29	20	27	61	44	19	273	16	32	12
Did as instructed by the message/person (e.g., clicked on a link or provided bank details over the phone)	7	3	2	1	1	1	-	5	2	1	-	1	2	1	-	5	2	4	3	-	1	1	1	-	-	4	-	-	7	-	-	-
	2%	5%e	2%	1%	1%	*	-	4%	1%	*	-	4%	7%	1%	-	2%	1%	2%	1%	-	1%	3%	2%	-	-	6%	-	-	2%	-	-	-
Reported it	85	12	17	14	8	30	5	29	22	30	5	5	6	16	18	44	41	46	39	3	9	13	7	4	2	14	8	4	64	8	12	1
	18%	19%	24%	20%	13%	18%	14%	22%	16%	18%	14%	17%	19%	16%	19%	18%	19%	19%	18%	13%	18%	33%A	23%	12%	6%	19%	13%	11%	17%	38%	25%	8%
Blocked the number	250	29	30	42	40	89	19	60	82	89	19	10	16	51	58	116	133	118	132	12	30	17	14	21	13	43	37	19	203	12	26	8
	54%	46%	44%	62%	60%	56%	54%	45%	61%g	56%	54%	34%	53%	51%	60%	48%	60%o	48%	61%q	54%	62%	44%	46%	64%	36%	57%	58%	51%	54%	57%	56%	55%
Told friends or family about it	103	11	14	14	9	48	6	26	23	48	6	2	5	19	35	40	63	50	53	3	11	9	7	8	11	19	15	3	87	6	10	1
	22%	18%	20%	21%	13%	30%d	18%	19%	17%	30%h	18%	8%	18%	19%	37%m	17%	29%o	20%	24%	14%	23%	23%	22%	25%	33%	26%	23%	10%	23%	27%	22%	4%
Checked to see if the number is real (e.g., Google search / elsewhere)	103	10	9	27	16	37	4	19	43	37	4	3	4	16	26	34	69	53	50	11	14	6	7	5	4	16	12	9	84	7	9	4
	22%	15%	12%	40%abe	24%	23%	12%	14%	32%gj	23%	12%	9%	14%	16%	27%	14%	31%o	22%	23%	52%	29%	15%	22%	17%	12%	22%	18%	25%	22%	31%	19%	25%
Deleted it	233	27	24	33	31	93	25	51	64	93	25	12	11	63	55	125	107	124	109	16	23	23	14	12	20	30	35	15	187	14	26	7
	50%	43%	34%	48%	47%	58%b	71%abd	38%	48%	58%g	71%gh	42%	37%	64%	57%	52%	49%	51%	50%	73%	49%	59%	44%	37%	58%	40%	55%	41%	49%	64%	56%	45%
Just ignored it	87	17	17	14	11	26	2	34	25	26	2	7	8	14	13	44	43	53	35	6	6	7	4	3	13	15	8	8	71	1	9	6
	19%	27%f	25%f	21%	16%	16%	7%	26%j	19%	16%	7%	23%	28%	15%	14%	18%	20%	21%	16%	26%	13%	18%	12%	10%	38%	20%	13%	22%	19%	6%	20%	40%
Something else	2	-	1	-	-	1	*	1	-	1	*	-	-	*	1	*	2	2	-	-	-	-	-	1	-	-	-	1	2	-	-	-
	*	-	1%	-	-	1%	1%	-	1%	1%	-	-	-	1%	*	*	1%	1%	-	-	-	-	-	3%	-	-	1%	3%	1%	-	-	-
Did nothing	15	3	5	1	4	1	1	8	5	1	1	2	-	1	1	10	5	9	6	-	4	*	1	1	1	1	3	1	14	1	*	-
	3%	5%	7%e	2%	6%e	*	4%	6%i	4%	*	4%	8%	-	1%	2%	4%	2%	4%	3%	-	9%	1%	4%	3%	4%	2%	4%	3%	4%	4%	1%	-

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base; ** very small base (under 30) ineligible for sig testing



Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 159

Q33. Which, if any, actions have you taken as a result of receiving these suspicious calls/messages? - App message on your mobile
Base: All who have received a suspicious App message

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	456	109	36	78	32	28	38	40	55	40	201	254
Weighted base	463	101	39**	79	41**	29**	36**	37*	63*	38*	215	247
Effective base	331	82	23	63	21	20	28	31	40	32	147	184
Did as instructed by the message/person (e.g., clicked on a link or provided bank details over the phone)	7 2%	1 1%	3 7%	-	-	-	1 4%	-	-	1 3%	3 2%	4 1%
Reported it	85 18%	25 25%	11 28%	12 15%	2 5%	8 28%	4 11%	7 20%	9 14%	7 19%	32 15%	53 21%
Blocked the number	250 54%	48 47%	22 57%	41 52%	29 71%	12 40%	23 65%	25 67%	32 51%	17 46%	100 47%	150 61%j
Told friends or family about it	103 22%	25 25%	11 27%	17 21%	10 24%	6 20%	9 25%	10 27%	8 13%	8 20%	45 21%	58 23%
Checked to see if the number is real (e.g., Google search / elsewhere)	103 22%	25 25%	8 21%	16 20%	9 23%	7 23%	15 41%	5 12%	12 19%	7 19%	48 22%	55 22%
Deleted it	233 50%	58 58%h	10 27%	41 52%	21 50%	13 44%	20 56%	24 65%h	24 38%	22 58%	109 51%	124 50%
Just ignored it	87 19%	22 21%	6 16%	13 17%	10 24%	7 26%	9 26%	2 7%	11 18%	6 17%	47 22%	41 17%
Something else	2 *	-	-	-	* 1%	1 3%	-	-	-	1 2%	* *	2 1%
Did nothing	15 3%	2 2%	* 1%	-	-	1 2%	2 5%	1 3%	7 11%ac	2 4%	10 5%	5 2%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 160

Q33. Which, if any, actions have you taken as a result of receiving these suspicious calls/messages? - App message on your mobile
Base: All who have received a suspicious App message

	Experience of suspicious texts/calls				Mobile						Landline		
	Total				Any mobile text/ App message (e)						Any landline (i)		
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	SMS (f)	App (g)	Voice call (h)	Recorded message (j)	Any landline (i)	Voice call (k)	Recorded message (l)	
Unweighted base	456	456	211	239	456	456	385	456	144	205	156	113	104
Weighted base	463	463	220	254	463	463	400	463	154	217	161	115	107
Effective base	331	331	154	178	331	331	279	331	104	152	116	84	76
Did as instructed by the message/person (e.g., clicked on a link or provided bank details over the phone)	7 2%	7 2%	4 2%	4 2%	7 2%	7 2%	5 1%	7 2%	2 1%	3 1%	5 3%	3 2%	3 3%
Reported it	85 18%	85 18%	34 16%	53 21%	85 18%	85 18%	76 19%	85 18%	25 16%	48 22%	30 18%	19 17%	22 21%
Blocked the number	250 54%	250 54%	120 55%	129 51%	250 54%	250 54%	220 55%	250 54%	93 61%	117 54%	77 48%	58 50%	53 49%
Told friends or family about it	103 22%	103 22%	48 22%	60 24%	103 22%	103 22%	84 21%	103 22%	36 23%	50 23%	40 25%	24 21%	31 29%
Checked to see if the number is real (e.g., Google search / elsewhere)	103 22%	103 22%	44 20%	52 21%	103 22%	103 22%	89 22%	103 22%	29 19%	50 23%	26 16%	23 20%	16 15%
Deleted it	233 50%	233 50%	113 51%	126 50%	233 50%	233 50%	204 51%	233 50%	82 53%	109 50%	81 51%	60 52%	56 52%
Just ignored it	87 19%	87 19%	38 17%	52 21%	87 19%	87 19%	76 19%	87 19%	20 13%	43 20%	33 20%	26 23%	21 20%
Something else	2 *	2 *	* 1%	2 1%	2 *	2 *	2 1%	2 *	- -	2 1%	1 1%	* *	1 1%
Did nothing	15 3%	15 3%	8 4%	9 3%	15 3%	15 3%	14 3%	15 3%	7 4%	6 3%	5 3%	3 2%	4 3%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

** very small base (under 30) ineligible for sig testing

Prepared by Yonder

.YONDER

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 161
Q33. Which, if any, actions have you taken as a result of receiving these suspicious calls/messages? - Live calls on your mobile
Base: All who have received a suspicious call on your mobile

	Age 1						Age 2				Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	North Ireland (F)
Unweighted base	401	61	75	61	61	118	25	136	122	118	25	26	30	84	59	213	188	218	183	19	46	37	39	18	35	69	51	22	336	18	35	12
Weighted base	422	63*	70	60*	79*	127	22**	133	140	127	22**	21**	37**	80	70*	216	206	224	199	26**	47**	39**	40*	20**	39**	62	59*	22**	355	20**	35**	12**
Effective base	290	44	50	45	45	88	20	94	89	88	20	18	23	63	45	152	138	158	132	13	34	28	30	11	24	54	38	18	244	14	23	9
Did as instructed by the message/person (e.g., clicked on a link or provided bank details over the phone)	1	-	-	-	1	*	-	-	1	*	-	-	-	-	1	-	-	1	-	-	-	-	-	-	1	-	-	1	-	-	-	-
Reported it	53	8	9	13	10	10	3	17	23	10	3	5	11	2	33	20	27	26	12	3	1	4	6	6	6	5	*	44	4	4	2	
	13%	13%	13%	21% ^e	13%	8%	13%	13%	17%	8%	13%	14%	13%	3%	15%	10%	12%	13%	47%	6%	3%	10%	29%	15%	9%	9%	2%	12%	17%	11%	16%	
Blocked the number	285	30	51	43	64	79	17	81	107	79	17	9	18	53	44	142	143	142	143	20	36	22	24	11	26	43	41	12	234	16	25	11
	67%	48%	73% ^a	72% ^a	80% ^{ae}	62%	78%	61%	77% ^{gi}	62%	78%	43%	49%	66%	64%	66%	69%	64%	72%	75%	76%	56%	58%	66%	70%	70%	54%	66%	77%	70%	86%	
Told friends or family about it	102	13	12	17	21	31	7	25	38	31	7	5	20	19	54	48	53	49	6	14	9	12	3	10	18	17	4	93	2	5	2	
	24%	20%	18%	28%	27%	25%	33%	19%	27%	25%	33%	22%	14%	25%	27%	25%	23%	24%	25%	25%	29%	23%	30%	13%	26%	30%	29%	16%	26%	10%	13%	15%
Checked to see if the number is real (e.g., Google search / elsewhere)	152	24	26	25	31	40	6	50	56	40	6	7	14	28	18	82	70	82	70	20	12	15	13	7	21	23	16	9	136	3	8	4
	36%	39%	37%	41%	40%	31%	25%	38%	40%	31%	25%	33%	39%	35%	38%	34%	37%	35%	37%	75%	27%	37%	31%	35%	54%	38%	27%	42%	38%	16%	24%	33%
Deleted it	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Just ignored it	100	31	16	15	12	22	4	47	27	22	4	8	21	13	13	47	53	66	34	3	7	14	9	11	16	13	8	9	90	4	5	1
	24%	49% ^{bcd}	23%	25%	15%	17%	18%	35% ^{hi}	19%	17%	18%	36%	58%	17%	18%	22%	26%	29% ^r	17%	13%	16%	35%	23%	52%	16%	20%	14%	41%	25%	19%	14%	4%
Something else	7	1	2	-	3	1	-	3	3	1	-	1	-	1	-	4	3	2	5	-	-	*	3	-	1	1	1	-	6	-	1	-
	2%	2%	2%	-	3%	1%	-	2%	2%	1%	-	6%	-	2%	-	2%	1%	2%	-	-	1%	6%	-	2%	1%	2%	-	2%	-	3%	-	
Did nothing	17	2	4	2	9	-	6	2	9	-	2	1	6	3	11	5	8	9	-	2	3	3	*	1	2	4	-	15	-	1	-	
	4%	4%	5%	3%	7%	-	5%	1%	7%	-	8%	2%	7%	5%	5%	3%	3%	5%	-	4%	7%	7%	2%	3%	4%	6%	-	4%	-	4%	-	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base; ** very small base (under 30) ineligible for sig testing



Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 162

Q33. Which, if any, actions have you taken as a result of receiving these suspicious calls/messages? - Live calls on your mobile
Base: All who have received a suspicious call on your mobile

	Total	Phone network									Mobile O/S	
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	401	84	28	71	24	26	42	31	56	39	163	237
Weighted base	422	90	27**	75	28**	24**	49**	29**	64*	36*	179	243
Effective base	290	63	23	55	15	16	27	25	40	30	122	167
Did as instructed by the message/person (e.g., clicked on a link or provided bank details over the phone)	1 *	-	-	*	-	-	-	-	-	1 2%	-	1 *
Reported it	53 13%	14 16%	2 6%	5 7%	3 12%	2 7%	8 16%	4 13%	8 13%	7 19%	18 10%	35 14%
Blocked the number	285 67%	56 61%	17 63%	50 66%	21 75%	19 80%	29 60%	24 81%	44 69%	26 72%	115 64%	170 70%
Told friends or family about it	102 24%	18 20%	3 13%	20 27%	10 34%	7 28%	6 12%	11 38%	21 32%	6 17%	42 24%	59 24%
Checked to see if the number is real (e.g., Google search / elsewhere)	152 36%	39 43%	10 36%	26 35%	7 27%	5 23%	23 48%	6 20%	21 33%	14 38%	78 43%k	74 31%
Deleted it	-	-	-	-	-	-	-	-	-	-	-	-
Just ignored it	100 24%	23 25%	5 19%	23 30%	7 25%	1 4%	15 31%	5 19%	16 25%	5 13%	47 26%	53 22%
Something else	7 2%	3 3%	-	1 2%	-	1 3%	1 2%	*	1 1%	-	2 1%	5 2%
Did nothing	17 4%	3 3%	2 7%	2 2%	1 5%	* 2%	4 9%	-	1 2%	3 9%	5 3%	12 5%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 163

Q33. Which, if any, actions have you taken as a result of receiving these suspicious calls/messages? - Live calls on your mobile
Base: All who have received a suspicious call on your mobile

	Experience of suspicious texts/calls				Mobile						Landline		
	Total				Any mobile text/ App message (e)						Any landline (i)		
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	SMS (f)	App (g)	Voice call (h)	Recorded message (j)	Any landline (i)	Voice call (k)	Recorded message (l)	
Unweighted base	401	401	401	210	401	355	331	144	401	189	119	105	79
Weighted base	422	422	422	239	422	381	359	154	422	215	146	126	96
Effective base	290	290	290	157	290	257	241	104	290	139	86	76	58
Did as instructed by the message/person (e.g., clicked on a link or provided bank details over the phone)	1	1	1	1	1	1	1	-	1	1	-	-	-
Reported it	53	53	53	28	53	50	46	20	53	28	16	16	10
	13%	13%	13%	12%	13%	13%	13%	13%	13%	13%	11%	13%	11%
Blocked the number	285	285	285	163	285	256	245	110	285	144	95	84	62
	67%	67%	67%	68%	67%	67%	68%	71%	67%	67%	65%	66%	64%
Told friends or family about it	102	102	102	54	102	90	82	44	102	48	42	38	27
	24%	24%	24%	23%	24%	24%	23%	28%	24%	22%	29%	30%	29%
Checked to see if the number is real (e.g., Google search / elsewhere)	152	152	152	89	152	134	126	51	152	82	50	45	33
	36%	36%	36%	37%	36%	35%	35%	33%	36%	38%	34%	35%	35%
Deleted it	-	-	-	-	-	-	-	-	-	-	-	-	-
Just ignored it	100	100	100	50	100	89	84	29	100	46	37	28	27
	24%	24%	24%	21%	24%	23%	23%	19%	24%	21%	25%	22%	28%
Something else	7	7	7	6	7	6	5	*	7	6	1	1	-
	2%	2%	2%	2%	2%	2%	1%	*	2%	3%	1%	1%	-
Did nothing	17	17	17	11	17	17	16	3	17	11	7	7	4
	4%	4%	4%	5%	4%	4%	5%	2%	4%	5%	5%	5%	4%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

** very small base (under 30) ineligible for sig testing

Prepared by Yonder

.YONDER

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 164
Q33. Which, if any, actions have you taken as a result of receiving these suspicious calls/messages? - Live calls on your landline
Base: All who have received a suspicious call on your landline

	Age 1						Age 2				Age/Gender		Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humberside (u)	West Midlands (v)	East Midlands (w)	East-ern (x)	London (y)	South East (A)	South West (B)	Eng-land (C)	Wales (D)	Scot-land (E)
Unweighted base	356	20	17	30	50	181	58	37	80	181	58	11	123	116	181	175	201	155	15	39	32	33	24	41	44	43	27	298	16	33
Weighted base	381	26**	19**	37**	64*	184	51*	45**	101	184	51*	15**	121	115	193	188	207	174	20**	41**	36**	33**	26**	44**	43*	50*	30**	325	14**	33**
Effective base	259	15	13	22	36	135	43	28	58	135	43	9	90	87	131	128	146	113	9	30	26	25	17	28	35	33	19	218	12	23
Did as instructed by the message/person (e.g., clicked on a link or provided bank details over the phone)	2	1	-	-	-	2	-	1	-	2	-	-	1	1	1	1	1	1	-	-	1	1	-	-	1	-	-	2	-	-
	1%	3%	-	-	-	1%	-	2%	-	1%	-	-	1%	1%	1%	1%	1%	1%	-	-	3%	2%	-	-	2%	-	-	1%	-	-
Reported it	49	2	3	6	2	26	11	5	7	26	11	1	20	17	26	24	28	22	3	5	5	6	4	6	4	10	-	43	2	4
	13%	8%	14%	15%	3%	14% ^d	21% ^d	11%	7%	14%	21% ^h	8%	16%	15%	13%	13%	13%	12%	17%	12%	15%	17%	15%	13%	10%	19%	-	13%	13%	13%
Blocked the number	128	6	6	21	16	57	21	12	37	57	21	3	50	29	74	54	73	55	7	14	10	12	11	15	12	19	7	107	4	15
	34%	23%	32%	57%	25%	31%	42%	27%	37%	31%	42%	21%	41% ⁿ	25%	38%	29%	35%	32%	36%	35%	27%	36%	44%	33%	27%	37%	23%	33%	29%	46%
Told friends or family about it	123	5	4	16	19	60	18	9	36	60	18	2	41	38	66	57	68	55	5	12	14	15	6	14	18	12	10	107	6	10
	32%	17%	22%	44%	31%	33%	36%	19%	36%	33%	36%	11%	34%	33%	34%	30%	33%	32%	24%	30%	39%	46%	23%	33%	42%	24%	33%	33%	41%	30%
Checked to see if the number is real (e.g., Google search / elsewhere)	126	5	8	18	19	66	12	12	36	66	12	5	43	34	59	67	72	54	5	16	12	11	9	17	17	13	12	111	6	8
	33%	17%	40%	49%	29%	36%	23%	27%	36%	36%	23%	30%	36%	30%	31%	36%	35%	31%	23%	39%	35%	33%	34%	38%	39%	25%	39%	34%	39%	26%
Deleted it	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Just ignored it	142	13	7	5	25	72	21	20	30	72	21	9	42	50	65	78	76	67	7	9	18	10	8	20	19	12	14	118	7	13
	37%	51%	36%	13%	39%	41%	44%	30%	39%	41%	56%	41%	35%	44%	34%	41%	37%	38%	36%	22%	49%	29%	31%	45%	45%	24%	48%	36%	49%	38%
Something else	16	*	-	1	3	9	3	*	4	9	3	-	6	6	10	6	8	8	-	2	1	2	-	2	*	3	4	14	-	2
	4%	2%	-	2%	5%	5%	1%	4%	5%	5%	-	5%	5%	5%	3%	4%	5%	-	5%	3%	5%	-	4%	1%	7%	13%	4%	-	6%	
Did nothing	25	-	*	3	3	18	*	*	6	18	*	-	11	8	16	9	13	12	2	6	2	3	3	3	2	3	1	24	-	1
	7%	-	3%	7%	5%	10%	1%	1%	6%	10%	1%	-	9%	7%	8%	5%	6%	7%	10%	14%	4%	9%	12%	6%	4%	6%	2%	7%	-	4%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 165

Q33. Which, if any, actions have you taken as a result of receiving these suspicious calls/messages? - Live calls on your landline
Base: All who have received a suspicious call on your landline

	Total	Phone network									Mobile O/S	
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	356	79	24	59	20	34	33	30	28	30	114	221
Weighted base	381	77	26**	60*	23**	35**	41**	29**	31**	40**	123	237
Effective base	259	58	18	46	12	22	21	25	22	25	87	157
Did as instructed by the message/person (e.g., clicked on a link or provided bank details over the phone)	2 1%	1 1%	-	1 2%	1 4%	-	-	-	-	-	1 *	2 1%
Reported it	49 13%	9 12%	1 2%	9 14%	4 16%	1 2%	4 11%	5 17%	5 16%	6 15%	18 14%	26 11%
Blocked the number	128 34%	26 33%	5 19%	23 38%	11 49%	8 24%	14 34%	9 33%	11 37%	14 36%	38 31%	84 35%
Told friends or family about it	123 32%	22 28%	5 19%	21 35%	9 38%	11 31%	9 23%	9 33%	11 37%	17 42%	39 32%	74 31%
Checked to see if the number is real (e.g., Google search / elsewhere)	126 33%	25 32%	3 12%	24 39%	10 44%	12 34%	14 34%	9 31%	9 27%	14 34%	43 35%	76 32%
Deleted it	-	-	-	-	-	-	-	-	-	-	-	-
Just ignored it	142 37%	29 37%	14 53%	21 35%	6 25%	15 41%	18 45%	9 31%	11 34%	15 37%	53 43%	83 35%
Something else	16 4%	2 3%	3 12%	2 4%	* 2%	- 4%	2 4%	1 3%	1 3%	2 5%	5 4%	9 4%
Did nothing	25 7%	10 12%	* 2%	4 7%	1 2%	1 3%	1 3%	4 13%	-	5 12%	4 3%	21 9%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 166

Q33. Which, if any, actions have you taken as a result of receiving these suspicious calls/messages? - Live calls on your landline**Base: All who have received a suspicious call on your landline**

	Experience of suspicious texts/calls			Mobile						Landline			
	Total			Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	
	Total	Any (a)	Any voice call (b)										Any recorded message (c)
Unweighted base	356	356	356	244	280	265	239	113	105	127	356	356	205
Weighted base	381	381	381	263	313	294	271	115	126	148	381	381	220
Effective base	259	259	259	180	203	191	172	84	76	93	259	259	152
Did as instructed by the message/person (e.g., clicked on a link or provided bank details over the phone)	2 1%	2 1%	2 1%	2 1%	1 *	1 *	1 *	1 1%	1 *	1 1%	2 1%	2 1%	2 1%
Reported it	49 13%	49 13%	49 13%	32 12%	38 12%	37 12%	31 11%	20 18%	16 12%	18 12%	49 13%	49 13%	30 14%
Blocked the number	128 34%	128 34%	128 34%	97 37%	102 32%	92 31%	84 31%	45 39%	53 42%	55 37%	128 34%	128 34%	83 38%
Told friends or family about it	123 32%	123 32%	123 32%	89 34%	97 31%	89 30%	83 31%	36 31%	40 32%	45 30%	123 32%	123 32%	80 36%
Checked to see if the number is real (e.g., Google search / elsewhere)	126 33%	126 33%	126 33%	94 36%	104 33%	95 32%	83 31%	37 32%	31 24%	54 36%	126 33%	126 33%	81 37%
Deleted it	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Just ignored it	142 37%	142 37%	142 37%	99 38%	113 36%	111 38%	105 39%	39 34%	43 34%	50 34%	142 37%	142 37%	87 40%
Something else	16 4%	16 4%	16 4%	13 5%	12 4%	12 4%	11 4%	3 3%	3 3%	7 4%	16 4%	16 4%	9 4%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 166

Q33. Which, if any, actions have you taken as a result of receiving these suspicious calls/messages? - Live calls on your landline

Base: All who have received a suspicious call on your landline

	Experience of suspicious texts/calls			Mobile						Landline			
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)
Weighted base	381	381	381	263	313	294	271	115	126	148	381	381	220
Did nothing	25	25	25	16	22	21	21	1	12	11	25	25	12
	7%	7%g	7%g	6%g	7%g	7%g	8%g	1%	9%g	7%g	7%g	7%g	5%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**** very small base (under 30) ineligible for sig testing**

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 167
Q34. How did you report the suspicious message/call?
Base: All who have reported a suspicious message/call

	Age 1						Age 2				Age/Gender				Gender		Social Grade		Region										Nation		
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)
Unweighted base	345	43	55	54	49	123	21	98	103	123	21	21	18	72	72	173	170	217	128	18	34	35	29	21	31	50	47	20	285	18	36
Weighted base	329	43*	45*	52*	51*	117	21**	88	103	117	21**	18**	20**	71	67	165	164	200	129	20**	37**	29**	26**	18**	31**	44*	50*	20**	275	17**	32**
Effective base	250	32	41	37	33	94	15	73	70	94	15	17	13	54	56	131	118	158	92	10	26	25	21	15	22	41	35	15	207	13	26
Reported it to a special number for reporting suspicious messages/calls	115	14	14	15	16	46	9	28	32	46	9	4	7	25	30	52	63	68	47	9	12	9	9	4	11	22	14	8	96	4	12
	35%	33%	30%	29%	32%	39%	42%	32%	31%	39%	42%	25%	34%	36%	44%	31%	38%	34%	36%	43%	31%	31%	34%	21%	36%	49%	27%	39%	35%	23%	37%
Reported it to my landline or mobile provider	88	12	18	11	12	31	4	30	24	31	4	7	5	21	14	49	39	57	31	1	14	10	3	7	8	10	11	7	72	7	10
	27%	28%	41%	22%	24%	26%	18%	35%	23%	26%	18%	41%	24%	29%	20%	30%	24%	28%	24%	7%	39%	34%	13%	38%	25%	24%	22%	36%	26%	39%	31%
Reported it to Action Fraud	71	9	8	11	4	33	6	17	15	33	6	2	8	22	17	35	36	46	25	6	6	8	6	7	5	10	12	1	60	6	3
	21%	22%	18%	21%	7%	28% ^d	27%	20%	14%	28% ^h	27%	10%	39%	31%	25%	21%	22%	23%	20%	29%	15%	27%	25%	38%	17%	22%	24%	4%	22%	33%	9%
Reported it to Citizens' Advice	6	2	2	2	-	-	-	4	2	-	-	1	1	-	4	1	4	2	2	-	-	1	1	-	1	1	1	-	5	-	1
	2%	6% ^e	4% ^e	3%	-	-	-	5% ⁱ	2%	-	-	6%	7%	-	3%	1%	2%	2%	2%	-	-	4%	3%	-	2%	3%	1%	-	2%	-	3%
Reported it to the police	12	-	3	2	1	5	2	3	3	5	2	-	-	2	4	5	7	5	7	-	1	-	2	1	-	4	1	-	9	-	3
	4%	-	6%	3%	2%	4%	8%	3%	3%	4%	8%	-	-	3%	6%	3%	4%	2%	6%	-	4%	-	7%	4%	-	9%	2%	-	3%	-	11%
Reported it to Ofcom	26	4	5	4	8	5	-	8	13	5	-	2	1	1	4	13	12	16	9	-	4	1	6	*	-	5	-	2	20	2	3
	8%	8%	10%	8%	16% ^e	4%	-	9%	12%	4%	-	14%	6%	2%	5%	8%	7%	8%	7%	-	11%	4%	24%	2%	-	11% ^A	-	13%	7%	14%	11%
Reported to another organisation	45	4	8	8	8	12	5	12	16	12	5	3	1	12	5	31	14	27	19	4	5	4	3	1	6	11	6	-	40	-	4
	14%	9%	19%	15%	16%	10%	26%	14%	16%	10%	26%	16%	4%	17%	8%	19% ^p	9%	13%	15%	20%	13%	13%	5%	5%	18%	26%	13%	-	15%	-	4
Did something else (Please specify)	29	3	4	7	3	9	4	6	10	9	4	-	5	8	17	12	18	11	3	2	2	2	*	4	1	11	3	29	*	-	
	9%	6%	8%	12%	6%	7%	20%	7%	9%	7%	20%	5%	-	7%	12%	10%	8%	9%	8%	15%	5%	6%	8%	3%	14%	3%	22% ^y	13%	10%	2%	-
Can't remember	24	4	5	4	8	3	-	9	12	3	-	2	2	*	2	10	14	15	9	1	6	2	4	2	-	1	1	3	19	2	2
	7%	9%	11% ^e	8%	16% ^e	2%	-	10% ⁱ	12% ⁱ	2%	-	11%	8%	1%	6%	9%	7%	7%	7%	4%	16%	5%	14%	12%	-	3%	3%	13%	7%	10%	5%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 168
Q34. How did you report the suspicious message/call?
Base: All who have reported a suspicious message/call

	Total	Phone network									Mobile O/S	
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple / iPhone (j)	Other (k)
Unweighted base	345	76	27	61	18	30	25	24	34	44	125	213
Weighted base	329	79	22**	58*	16**	26**	28**	21**	33**	41*	125	198
Effective base	250	57	20	44	16	20	15	18	25	35	94	151
Reported it to a special number for reporting suspicious messages/calls	115 35%	29 36%	13 61%	25 44% ⁱ	5 28%	11 43%	9 33%	8 41%	5 17%	8 20%	54 43% ^k	60 30%
Reported it to my landline or mobile provider	88 27%	17 21%	6 28%	13 23%	6 37%	12 48%	3 9%	8 38%	7 22%	14 35%	31 25%	55 28%
Reported it to Action Fraud	71 21%	17 22%	4 19%	7 12%	4 25%	3 12%	10 34%	4 20%	11 33%	6 14%	25 20%	41 21%
Reported it to Citizens' Advice	6 2%	1 1%	-	3 4%	-	-	-	-	-	1 3%	1 1%	4 2%
Reported it to the police	12 4%	2 3%	-	4 6%	1 8%	-	3 9%	-	2 5%	1 2%	6 5%	6 3%
Reported it to Ofcom	26 8%	13 16% ⁱ	-	3 6%	2 15%	-	3 9%	1 6%	3 10%	-	8 6%	18 9%
Reported to another organisation	45 14%	10 12%	2 8%	11 18%	4 22%	3 12%	8 28%	1 6%	2 7%	2 6%	18 14%	24 12%
Did something else (Please specify)	29 9%	8 10%	* 2%	6 11%	1 9%	1 5%	1 3%	-	5 16%	6 14%	13 10%	16 8%
Can't remember	24 7%	3 4%	2 11%	3 6%	1 6%	1 4%	1 4%	1 3%	5 14%	6 16%	9 7%	15 7%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 169
Q34. How did you report the suspicious message/call?
Base: All who have reported a suspicious message/call

	Experience of suspicious texts/calls				Mobile						Landline		
	Total				Any mobile (d)	Any mobile text/ App message (e)				Any landline (i)	Voice call (k)		Recorded message (l)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)		SMS (f)	App (g)	Voice call (h)	Recorded message (j)		Voice call (k)	Recorded message (l)	
Unweighted base	345	345	161	149	333	326	311	124	103	122	102	84	62
Weighted base	329	329	162	156	318	314	300	119	104	127	107	90	68*
Effective base	250	250	115	110	242	237	226	95	72	90	74	60	45
Reported it to a special number for reporting suspicious messages/calls	115	35%	57	45	113	36%	106	36	33	34	38	33	22
Reported it to my landline or mobile provider	88	27%	40	44	86	27%	82	37	20	31	34	28	24
Reported it to Action Fraud	71	21%	33	40	66	21%	62	35	18	33	28	23	20
Reported it to Citizens' Advice	6	2%	3	2	5	2%	4	3	*	2	3	3	2
Reported it to the police	12	4%	9	7	11	3%	10	6	5	7	9	9	5
Reported it to Ofcom	26	8%	13	17	26	8%	23	14	10	17	6	6	4
Reported to another organisation	45	14%	23	29	42	13%	40	18	16	25	18	14	15
Did something else (Please specify)	29	9%	21	15	26	8%	23	8	13	11	12	11	8
Can't remember	24	7%	9	11	24	8%	22	9	8	11	2	1	1

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Table 170
Q35. How did you know where to report each of the suspicious calls/messages? - Summary
Base: All who have reported a suspicious message/call

	Total	SMS text on your mobile	App message on your mobile	Live calls on your mobile	Live calls on your landline
Unweighted base	345	280	88	52	47
Weighted base	329	265	85	53	49
Effective base	250	201	69	35	35
Fallen victim to a scam before	21 6%	10 4%	7 8%	4 8%	3 7%
From friends / family	46 14%	28 11%	15 17%	6 11%	7 13%
Searched for where to report it (e.g., Google search online)	123 37%	102 38%	29 35%	22 41%	19 39%
From the media (e.g., TV/ radio/ magazine/ newspaper)	36 11%	28 10%	7 8%	2 4%	8 15%
From social media	33 10%	20 7%	15 18%	2 4%	4 7%
From information from my landline or mobile provider	79 24%	61 23%	16 19%	10 20%	13 27%
From information from another organisation	40 12%	32 12%	7 9%	4 7%	11 21%
From somewhere else	27 8%	19 7%	5 6%	6 12%	4 8%
Don't know / can't remember	39 12%	31 12%	9 11%	10 19%	6 12%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 171
Q35. How did you know where to report each of the suspicious calls/messages? - SMS text on your mobile
Base: All who have reported a suspicious message/call

	Age 1						Age 2				Age/Gender				Gender		Social Grade		Region										Nation		
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)
Unweighted base	280	36	47	41	47	96	13	83	88	96	13	18	15	57	52	141	137	186	94	14	28	24	23	17	25	41	38	19	229	15	31
Weighted base	265	37**	37*	38**	50*	93	11**	74	88	93	11**	16**	17**	55*	49*	129	135	173	93	14**	30**	21**	21**	14**	28**	36*	39**	19**	222	15**	24**
Effective base	201	27	34	27	32	75	10	60	58	75	10	14	11	44	41	108	94	135	67	7	21	17	17	12	18	33	29	15	165	10	22
Fallen victim to a scam before	10	1	1	3	2	2	-	2	6	2	-	1	-	2	-	3	7	3	7	-	7	-	1	*	-	-	1	-	9	-	1
From friends / family	28	7	6	4	6	5	-	13	10	5	-	3	3	1	4	9	19	18	10	-	6	2	7	2	3	6	1	-	27	1	1
Searched for where to report it (e.g., Google search online)	102	17	15	13	14	37	6	32	27	37	6	5	10	24	19	46	56	74	28	5	5	8	11	7	16	11	17	7	87	3	10
From the media (e.g., TV/ radio/ magazine/ newspaper)	28	1	2	5	6	9	5	3	11	9	5	1	-	5	8	11	17	17	11	-	4	1	2	2	8	3	3	25	2	1	
From social media	20	3	2	3	8	4	1	4	11	4	1	2	*	3	1	7	13	9	11	4	5	1	2	*	1	1	-	14	3	2	
From information from my landline or mobile provider	61	8	8	11	14	18	2	16	26	18	2	2	6	15	5	36	25	38	23	6	8	9	3	2	2	6	9	5	50	4	6
From information from another organisation	32	3	3	4	2	18	1	6	6	18	1	2	2	10	10	19	13	26	6	-	3	2	3	*	2	10	7	2	30	-	2
From somewhere else	19	3	6	2	3	2	2	9	6	2	2	2	1	2	2	10	8	12	7	*	1	-	*	2	2	1	3	2	13	1	3
Don't know / can't remember	31	5	5	6	9	6	-	10	15	6	-	3	-	2	4	20	12	20	11	3	6	1	2	1	3	4	4	2	27	2	2

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 172

Q35. How did you know where to report each of the suspicious calls/messages? - SMS text on your mobile**Base: All who have reported a suspicious message/call**

	Total	Phone network									Mobile O/S	
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	280	64	22	52	15	27	22	17	26	35	104	175
Weighted base	265	68*	19**	47*	14**	22**	24**	14**	25**	32**	103	162
Effective base	201	47	16	37	13	18	13	13	20	27	78	123
Fallen victim to a scam before	10 4%	* 1%	- -	1 2%	- -	- -	2 10%	- -	1 4%	5 16%	6 6%	4 2%
From friends / family	28 11%	8 11%	3 15%	6 12%	2 13%	1 4%	* 2%	1 8%	2 10%	6 17%	12 12%	16 10%
Searched for where to report it (e.g., Google search online)	102 38%	33 48%	8 43%	16 34%	4 31%	4 18%	11 46%	2 13%	16 64%	8 25%	48 47%	54 33%
From the media (e.g., TV/ radio/ magazine/ newspaper)	28 10%	5 7%	1 4%	7 15%	1 9%	7 30%	1 6%	1 8%	- -	4 14%	14 13%	14 9%
From social media	20 7%	7 10%	* 1%	1 2%	* 3%	1 3%	6 26%	* 2%	* 2%	4 12%	8 8%	12 7%
From information from my landline or mobile provider	61 23%	14 20%	5 26%	12 25%	5 37%	5 21%	7 30%	4 26%	3 13%	7 21%	19 18%	42 26%
From information from another organisation	32 12%	7 11%	4 23%	6 12%	- -	3 15%	2 9%	6 44%	2 6%	2 5%	13 13%	19 12%
From somewhere else	19 7%	4 5%	2 12%	4 9%	- -	2 7%	1 4%	2 12%	1 2%	4 12%	5 5%	13 8%
Don't know / can't remember	31 12%	8 12%	1 3%	7 15%	2 15%	2 11%	- -	2 16%	5 20%	4 12%	11 10%	21 13%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 173

Q35. How did you know where to report each of the suspicious calls/messages? - SMS text on your mobile**Base: All who have reported a suspicious message/call**

	Experience of suspicious texts/calls				Mobile						Landline		
	Total				Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)									
Unweighted base	280	280	112	119	280	280	280	86	81	101	64	47	43
Weighted base	265	265	113	125	265	265	265	79	81	104	66*	50*	47*
Effective base	201	201	79	87	201	201	201	65	56	73	45	32	31
Fallen victim to a scam before	10 4%	10 4%	2 1%	5 4%	10 4%	10 4%	10 4%	3 4%	2 2%	4 4%	2 3%	*	2 5%
From friends / family	28 11%	28 11%	11 9%	14 11%	28 11%	28 11%	28 11%	12 15%	8 10%	13 12%	8 12%	5 11%	6 12%
Searched for where to report it (e.g., Google search online)	102 38%	102 38%	48 43%	47 38%	102 38%	102 38%	102 38%	36 46%	34 43%	39 37%	27 41%	21 42%	19 40%
From the media (e.g., TV/ radio/ magazine/ newspaper)	28 10%	28 10%	16 14%	14 11%	28 10%	28 10%	28 10%	8 10%	8 10%	9 9%	9 14%	8 16%	8 17%
From social media	20 7%	20 7%	12 11%	10 8%	20 7%	20 7%	20 7%	10 12%	12 15%	10 10%	8 13%	8 17%	8 16%
From information from my landline or mobile provider	61 23%	61 23%	26 23%	34 27%	61 23%	61 23%	61 23%	16 20%	21 26%	31 29%	17 26%	13 27%	13 28%
From information from another organisation	32 12%	32 12%	13 11%	14 11%	32 12%	32 12%	32 12%	11 14%	5 6%	10 10%	12 18%	10 20%	8 17%
From somewhere else	19 7%	19 7%	7 6%	4 3%	19 7%	19 7%	19 7%	5 6%	7 9%	4 4%	-	-	-
Don't know / can't remember	31 12%	31 12%	9 8%	19 15%	31 12%	31 12%	31 12%	6 7%	8 10%	17 16%	5 7%	2 5%	4 8%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 174
Q35. How did you know where to report each of the suspicious calls/messages? - App message on your mobile
Base: All who have reported a suspicious message/call

	Age 1				Age 2			Age/Gender		Gender		Social Grade		Region			Nation	
	Total	16-24 (a)	25-34 (b)	35-44 (c)	55-74 (e)	16-34 (g)	35-54 (h)	55-74 (i)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	York-shire & Humber-side (u)	London (v)	Eng-land (C)	Scot-land (E)
Unweighted base	88	14	17	13	29	31	22	29	17	18	44	43	51	37	13	15	65	14
Weighted base	85	12**	17**	14**	30**	29**	22**	30**	16**	18**	44*	41*	46*	39**	13**	14**	64	12**
Effective base	69	10	14	9	24	25	16	24	14	15	35	33	40	29	10	12	52	10
Fallen victim to a scam before	7	-	1	5	1	1	5	1	-	1	1	5	4	3	-	1	6	1
	8%	-	5%	37%	3%	3%	23%	3%	-	4%	3%	13%	8%	8%	-	7%	9%	8%
From friends / family	15	5	3	2	3	8	4	3	1	2	9	6	8	7	2	4	14	*
	17%	41%	15%	16%	9%	26%	20%	9%	6%	9%	20%	15%	17%	17%	17%	25%	22%	4%
Searched for where to report it (e.g., Google search online)	29	4	4	2	15	8	4	15	8	10	13	16	14	15	5	2	21	4
	35%	32%	26%	15%	52%	29%	18%	47%	53%	30%	39%	31%	38%	36%	17%	33%	38%	
From the media (e.g., TV/ radio/ magazine/ newspaper)	7	2	1	*	3	3	*	3	1	2	3	4	5	2	2	1	6	1
	8%	20%	5%	3%	9%	12%	2%	9%	6%	11%	7%	9%	11%	5%	14%	5%	10%	4%
From social media	15	5	4	3	1	9	5	1	2	-	10	6	8	8	1	2	11	4
	18%	42%	22%	21%	4%	30%	21%	4%	11%	-	22%	13%	16%	19%	11%	15%	17%	35%
From information from my landline or mobile provider	16	2	4	2	2	6	5	2	2	2	11	6	8	8	-	5	11	2
	19%	15%	26%	11%	8%	21%	25%	8%	15%	12%	25%	14%	18%	20%	-	38%	17%	19%
From information from another organisation	7	2	1	*	3	4	*	3	3	1	6	1	4	3	1	4	7	-
	9%	17%	8%	3%	9%	12%	2%	9%	16%	5%	14%	3%	10%	8%	8%	25%	12%	-
From somewhere else	5	*	2	-	1	3	*	1	2	-	4	1	3	2	-	*	2	1
	6%	4%	14%	-	4%	10%	2%	4%	14%	-	9%	3%	7%	6%	-	3%	2%	12%
Don't know / can't remember	9	2	2	1	4	4	1	4	*	3	3	6	7	2	4	2	8	1
	11%	19%	11%	6%	12%	14%	6%	12%	3%	17%	8%	14%	15%	5%	33%	16%	13%	7%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Table 175

Q35. How did you know where to report each of the suspicious calls/messages? - App message on your mobile
Base: All who have reported a suspicious message/call

	Total	Phone network			Mobile O/S	
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Apple / iPhone (j)	Other (k)
Unweighted base	88	24	11	13	32	56
Weighted base	85	25**	11**	12**	32**	53*
Effective base	69	19	9	10	26	42
Fallen victim to a scam before	7 8%	3 11%	-	2 16%	5 15%	2 3%
From friends / family	15 17%	2 8%	1 10%	4 36%	8 24%	7 13%
Searched for where to report it (e.g., Google search online)	29 35%	16 62%	3 30%	1 12%	11 33%	19 36%
From the media (e.g., TV/ radio/ magazine/ newspaper)	7 8%	1 4%	-	1 8%	3 9%	4 7%
From social media	15 18%	3 12%	2 16%	2 21%	4 13%	11 21%
From information from my landline or mobile provider	16 19%	2 8%	4 35%	1 5%	5 16%	11 21%
From information from another organisation	7 9%	* 2%	-	-	* 1%	7 13%
From somewhere else	5 6%	-	1 10%	2 13%	2 7%	3 6%
Don't know / can't remember	9 11%	5 19%	1 7%	1 11%	3 9%	6 12%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 176
Q35. How did you know where to report each of the suspicious calls/messages? - App message on your mobile
Base: All who have reported a suspicious message/call

	Experience of suspicious texts/calls				Mobile						Landline			
	Total				Any mobile (d)	Any mobile text/ App message (e)				Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)		SMS (f)	App (g)							
Unweighted base	88	88	35	47	88	88	76	88	25	43	29	21	20	
Weighted base	85	85	34**	53*	85	85	76	85	25**	48*	30**	19**	22**	
Effective base	69	69	28	38	69	69	59	69	20	34	24	17	17	
Fallen victim to a scam before	7	7	2	4	7	7	4	7	2	4	2	2	2	
	8%	8%	6%	8%	8%	8%	5%	8%	8%	8%	7%	11%	9%	
From friends / family	15	15	6	10	15	15	12	15	3	10	5	4	3	
	17%	17%	17%	19%	17%	17%	16%	17%	13%	21%	18%	19%	13%	
Searched for where to report it (e.g., Google search online)	29	29	13	20	29	29	27	29	9	16	13	8	10	
	35%	35%	38%	37%	35%	35%	36%	35%	37%	33%	43%	40%	45%	
From the media (e.g., TV/ radio/ magazine/ newspaper)	7	7	3	4	7	7	5	7	2	3	4	3	3	
	8%	8%	9%	8%	8%	8%	7%	8%	7%	7%	13%	14%	15%	
From social media	15	15	4	10	15	15	14	15	4	9	5	2	5	
	18%	18%	12%	19%	18%	18%	18%	18%	16%	19%	17%	12%	20%	
From information from my landline or mobile provider	16	16	10	13	16	16	14	16	7	11	8	6	4	
	19%	19%	30%	24%	19%	19%	18%	19%	28%	24%	27%	28%	19%	
From information from another organisation	7	7	4	3	7	7	7	7	2	3	4	4	2	
	9%	9%	13%	6%	9%	9%	9%	9%	10%	7%	12%	19%	10%	
From somewhere else	5	5	3	2	5	5	5	5	3	2	2	-	1	
	6%	6%	8%	4%	6%	6%	7%	6%	11%	4%	5%	2%	5%	
Don't know / can't remember	9	9	3	6	9	9	8	9	3	6	2	2	2	
	11%	11%	8%	11%	11%	11%	11%	11%	11%	12%	6%	9%	8%	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Table 177

Q35. How did you know where to report each of the suspicious calls/messages? - Live calls on your mobile
Base: All who have reported a suspicious message/call

	Age 1		Age 2		Gender		Social Grade		Nation Eng- land (C)	
	Total	25-34 (b)	35-44 (c)	16-34 (g)	35-54 (h)	Male (o)	Female (p)	ABC1 (q)		C2DE (r)
Unweighted base	52	12	14	20	22	32	20	31	21	42
Weighted base	53*	9**	13**	17**	23**	33**	20**	27**	26**	44**
Effective base	35	10	10	15	14	24	11	22	14	28
Fallen victim to a scam before	4	*	4	*	4	4	*	4	*	4
	8%	5%	28%	3%	16%	11%	2%	14%	2%	9%
From friends / family	6	1	3	2	4	3	3	5	1	4
	11%	8%	21%	14%	15%	8%	17%	19%	3%	9%
Searched for where to report it (e.g., Google search online)	22	4	4	8	7	11	11	12	10	20
	41%	41%	32%	45%	29%	33%	55%	43%	39%	46%
From the media (e.g., TV/ radio/ magazine/ newspaper)	2	-	1	*	2	2	-	1	1	1
	4%	-	9%	2%	8%	6%	-	4%	4%	3%
From social media	2	-	*	1	1	1	1	2	*	2
	4%	-	3%	4%	6%	3%	5%	6%	2%	5%
From information from my landline or mobile provider	10	2	1	2	7	6	5	5	5	8
	20%	19%	9%	13%	32%	17%	24%	19%	21%	18%
From information from another organisation	4	*	*	1	*	3	*	*	3	4
	7%	4%	3%	4%	2%	10%	2%	1%	13%	9%
From somewhere else	6	*	2	2	3	6	-	3	3	5
	12%	5%	14%	10%	15%	19%	-	12%	12%	12%
Don't know / can't remember	10	2	3	3	3	8	2	3	7	7
	19%	27%	20%	20%	11%	25%	8%	12%	26%	17%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Table 178

Q35. How did you know where to report each of the suspicious calls/messages? - Live calls on your mobile
Base: All who have reported a suspicious message/call

	Total	Phone network		Mobile O/S	
		EE/BT Mobile (a)	Vodafone (h)	Apple / iPhone (j)	Other (k)
Unweighted base	52	13	10	18	34
Weighted base	53*	14**	8**	18**	35**
Effective base	35	9	7	13	22
Fallen victim to a scam before	4 8%	2 14%	-	2 11%	2 6%
From friends / family	6 11%	2 17%	1 13%	3 18%	3 8%
Searched for where to report it (e.g., Google search online)	22 41%	5 38%	7 79%	8 46%	14 39%
From the media (e.g., TV/ radio/ magazine/ newspaper)	2 4%	* 3%	-	* 2%	2 5%
From social media	2 4%	1 10%	-	2 11%	-
From information from my landline or mobile provider	10 20%	1 6%	-	2 10%	9 25%
From information from another organisation	4 7%	1 6%	-	3 17%	1 2%
From somewhere else	6 12%	-	-	3 16%	3 10%
Don't know / can't remember	10 19%	7 46%	1 12%	3 18%	7 19%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 179

Q35. How did you know where to report each of the suspicious calls/messages? - Live calls on your mobile**Base: All who have reported a suspicious message/call**

	Experience of suspicious texts/calls				Mobile						Landline	
	Total				Any mobile text/ App message						Any landline	
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	
Unweighted base	52	52	52	25	52	46	44	18	52	25	11	11
Weighted base	53*	53*	53*	28**	53*	50*	46*	20**	53*	28**	16**	16**
Effective base	35	35	35	16	35	32	30	13	35	16	8	8
Fallen victim to a scam before	4	4	4	2	4	4	3	4	4	2	2	2
	8%	8%	8%	9%	8%	8%	6%	20%	8%	9%	13%	13%
From friends / family	6	6	6	4	6	6	4	3	6	4	1	1
	11%	11%	11%	13%	11%	11%	9%	14%	11%	13%	6%	6%
Searched for where to report it (e.g., Google search online)	22	22	22	9	22	19	17	8	22	9	5	5
	41%	41%	41%	34%	41%	39%	37%	42%	41%	34%	31%	31%
From the media (e.g., TV/ radio/ magazine/ newspaper)	2	2	2	2	2	2	2	1	2	2	*	*
	4%	4%	4%	7%	4%	4%	5%	4%	4%	7%	3%	3%
From social media	2	2	2	1	2	2	2	2	2	1	1	1
	4%	4%	4%	5%	4%	4%	4%	10%	4%	5%	8%	8%
From information from my landline or mobile provider	10	10	10	7	10	10	10	3	10	7	5	5
	20%	20%	20%	27%	20%	21%	23%	15%	20%	27%	32%	32%
From information from another organisation	4	4	4	*	4	4	1	3	4	*	3	3
	7%	7%	7%	2%	7%	8%	2%	17%	7%	2%	19%	19%
From somewhere else	6	6	6	2	6	6	6	1	6	2	-	-
	12%	12%	12%	7%	12%	13%	14%	6%	12%	7%	-	-
Don't know / can't remember	10	10	10	7	10	9	9	5	10	7	4	4
	19%	19%	19%	25%	19%	19%	20%	23%	19%	25%	26%	26%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Table 180
Q35. How did you know where to report each of the suspicious calls/messages? - Live calls on your landline
Base: All who have reported a suspicious message/call

	Age 1		Age 2		Age/Gender		Gender		Social Grade		Nation Eng- land (C)
	Total	55-74 (e)	55-74 (i)	55+ (m)	55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)		
Unweighted base	47	25	25	17	17	24	23	26	21	41	
Weighted base	49*	26**	26**	20**	17**	26**	24**	28**	22**	43*	
Effective base	35	18	18	12	13	17	18	20	15	30	
Fallen victim to a scam before	3 7%	1 5%	1 5%	1 7%	-	3 13%	-	1 5%	2 9%	3 8%	
From friends / family	7 13%	1 3%	1 3%	1 4%	-	3 10%	4 17%	4 14%	3 12%	7 15%	
Searched for where to report it (e.g., Google search online)	19 39%	11 40%	11 40%	7 35%	6 34%	9 35%	10 44%	9 33%	10 48%	14 33%	
From the media (e.g., TV/ radio/ magazine/ newspaper)	8 15%	3 11%	3 11%	6 29%	-	7 28%	1 2%	2 6%	6 27%	7 17%	
From social media	4 7%	* 2%	* 2%	1 5%	-	2 8%	1 6%	1 5%	2 10%	3 7%	
From information from my landline or mobile provider	13 27%	9 34%	9 34%	9 46%	3 16%	10 41%	3 11%	5 18%	8 38%	10 23%	
From information from another organisation	11 21%	9 35%	9 35%	5 27%	5 28%	6 22%	5 20%	6 20%	5 23%	9 20%	
From somewhere else	4 8%	-	-	-	4 23%	-	4 17%	2 9%	2 8%	4 9%	
Don't know / can't remember	6 12%	3 10%	3 10%	2 9%	3 19%	3 10%	3 14%	5 17%	1 6%	6 14%	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Table 181
Q35. How did you know where to report each of the suspicious calls/messages? - Live calls on your landline
Base: All who have reported a suspicious message/call

	Total	Phone network	Mobile O/S	
		EE/BT Mobile (a)	Apple / iPhone (j)	Other (k)
Unweighted base	47	11	15	26
Weighted base	49*	9**	18**	26**
Effective base	35	9	12	19
Fallen victim to a scam before	3 7%	* 4%	* 2%	1 5%
From friends / family	7 13%	3 28%	4 22%	2 6%
Searched for where to report it (e.g., Google search online)	19 39%	5 56%	7 42%	11 44%
From the media (e.g., TV/ radio/ magazine/ newspaper)	8 15%	1 15%	3 17%	2 9%
From social media	4 7%	2 25%	1 8%	1 6%
From information from my landline or mobile provider	13 27%	1 13%	4 20%	5 21%
From information from another organisation	11 21%	* 4%	5 29%	5 21%
From somewhere else	4 8%	- -	2 9%	2 9%
Don't know / can't remember	6 12%	3 32%	2 10%	4 16%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 182
Q35. How did you know where to report each of the suspicious calls/messages? - Live calls on your landline
Base: All who have reported a suspicious message/call

	Experience of suspicious texts/calls				Mobile						Landline		
	Total				Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)									
Unweighted base	47	47	47	32	35	33	29	19	13	18	47	47	29
Weighted base	49*	49*	49*	32**	38**	37**	31**	20**	16**	18**	49*	49*	30**
Effective base	35	35	35	24	27	25	22	15	10	15	35	35	22
Fallen victim to a scam before	3	3	3	3	2	2	2	*	*	*	3	3	3
	7%	7%	7%	8%	5%	5%	6%	2%	3%	2%	7%	7%	8%
From friends / family	7	7	7	4	6	6	5	5	3	4	7	7	3
	13%	13%	13%	12%	15%	15%	15%	24%	17%	20%	13%	13%	10%
Searched for where to report it (e.g., Google search online)	19	19	19	13	18	17	13	13	10	11	19	19	12
	39%	39%	39%	41%	48%	48%	41%	65%	64%	64%	39%	39%	39%
From the media (e.g., TV/ radio/ magazine/ newspaper)	8	8	8	5	5	5	3	4	4	2	8	8	5
	15%	15%	15%	16%	14%	15%	9%	22%	23%	13%	15%	15%	15%
From social media	4	4	4	3	3	3	3	2	2	2	4	4	3
	7%	7%	7%	9%	7%	8%	9%	12%	12%	13%	7%	7%	8%
From information from my landline or mobile provider	13	13	13	9	9	9	8	4	2	2	13	13	9
	27%	27%	27%	29%	24%	25%	26%	18%	11%	12%	27%	27%	31%
From information from another organisation	11	11	11	6	11	11	8	4	6	3	11	11	6
	21%	21%	21%	18%	28%	29%	25%	19%	37%	18%	21%	21%	19%
From somewhere else	4	4	4	1	1	1	1	1	-	1	4	4	1
	8%	8%	8%	2%	2%	2%	2%	3%	-	4%	8%	8%	2%
Don't know / can't remember	6	6	6	5	4	4	4	4	4	4	6	6	5
	12%	12%	12%	16%	11%	10%	11%	17%	28%	20%	12%	12%	17%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 183
Q36. Why did you decide to report the suspicious message/call?
Base: All who had reported a suspicious message

	Age 1						Age 2				Age/Gender				Gender		Social Grade		Region										Nation		
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)
Unweighted base	345	43	55	54	49	123	21	98	103	123	21	21	18	72	72	173	170	217	128	18	34	35	29	21	31	50	47	20	285	18	36
Weighted base	329	43*	45*	52*	51*	117	21**	88	103	117	21**	18**	20**	71	67	165	164	200	129	20**	37**	29**	26**	18**	31**	44*	50*	20**	275	17**	32**
Effective base	250	32	41	37	33	94	15	73	70	94	15	17	13	54	56	131	118	158	92	10	26	25	21	15	22	41	35	15	207	13	26
To stop the messages coming through	188	25	29	32	31	66	6	54	63	66	6	11	11	40	31	99	89	110	78	12	22	18	17	11	14	25	26	14	159	13	14
	57%	60%	64%	61%	60%	56%	27%	62%	60%	56%	27%	62%	57%	56%	47%	60%	54%	55%	61%	61%	59%	60%	67%	61%	44%	58%	51%	70%	58%	77%	42%
Didn't want the same to happen to others	217	25	26	32	33	86	16	51	64	86	16	10	12	56	45	108	108	129	87	13	26	19	19	16	23	31	25	13	185	9	21
	66%	59%	57%	61%	64%	73%	75%	58%	62%	73%g	75%	54%	61%	79%	67%	66%	66%	65%	68%	63%	71%	64%	72%	88%	75%	71%	50%	67%	67%	54%	66%
To feel like I am helping to tackle scams	240	22	23	36	39	100	20	45	75	100	20	8	12	61	59	114	126	141	99	19	18	26	22	11	28	30	36	13	202	12	22
	73%	51%	51%	69%	76%ab	85%abc	95%	51%	73%g	85%g	95%	46%	60%	86%	87%	69%	77%	70%	77%	93%	49%	87%	85%	61%	89%	68%	72%	64%	73%	67%	68%
Encouraged to do so by family / friends	27	5	6	6	4	6	*	11	9	6	*	7	2	4	2	16	11	20	7	-	2	2	5	2	3	7	2	-	23	-	3
	8%	11%	14%	11%	7%	5%	2%	13%	9%	5%	2%	1%	13%	6%	3%	10%	6%	10%	5%	-	6%	6%	20%	9%	10%	17%	4%	-	9%	-	10%
Encouraged to do so by a campaign	30	2	5	6	-	14	3	7	6	14	3	1	1	11	6	20	10	24	6	4	2	1	4	1	6	9	2	1	29	-	*
	9%	5%	11% ^d	11% ^d	-	12% ^d	15%	8%	6%	12%	15%	8%	3%	15%	9%	12%	6%	12% ^r	4%	18%	6%	4%	15%	5%	20%	20% ^A	4%	3%	11%	-	1%
Something else (Please specify)	13	-	-	-	-	10	3	-	-	3	-	-	-	1	12	1	12	12	1	-	1	-	2	2	4	1	4	-	13	-	-
	4%	-	-	-	-	8%	16%	-	-	8% ^{gh}	16%	-	-	2%	18% ^m	1%	7% ^o	6%	1%	-	3%	-	6%	10%	12%	2%	8%	-	5%	-	-
Prefer not to say	3	2	-	-	1	*	-	2	1	*	-	2	-	*	-	3	1	2	1	-	-	-	-	-	-	2	-	1	3	-	1
	1%	4%	-	-	2%	*	-	2%	1%	*	-	9%	-	1%	-	2%	*	1%	1%	-	-	-	-	-	-	3%	-	5%	1%	-	2%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 184

Q36. Why did you decide to report the suspicious message/call?

Base: All who had reported a suspicious message

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	345	76	27	61	18	30	25	24	34	44	125	213
Weighted base	329	79	22**	58*	16**	26**	28**	21**	33**	41*	125	198
Effective base	250	57	20	44	16	20	15	18	25	35	94	151
To stop the messages coming through	188 57%	49 62%	11 49%	36 62%	10 60%	15 60%	10 35%	13 61%	21 62%	23 58%	70 56%	116 59%
Didn't want the same to happen to others	217 66%	66 83% ^c	13 61%	34 59%	10 59%	14 53%	18 64%	13 63%	18 54%	27 66%	82 66%	129 65%
To feel like I am helping to tackle scams	240 73%	63 79% ^c	13 61%	35 60%	13 81%	21 82%	24 85%	15 74%	22 67%	30 74%	102 82% ^k	134 68%
Encouraged to do so by family / friends	27 8%	5 7%	4 16%	3 4%	3 16%	1 2%	3 10%	2 9%	1 4%	5 13%	8 7%	18 9%
Encouraged to do so by a campaign	30 9%	4 5%	1 7%	8 14%	3 18%	2 7%	3 9%	-	1 4%	6 15%	18 14% ^k	11 5%
Something else (Please specify)	13 4%	3 4%	-	6 10%	-	-	-	-	2 7%	1 3%	9 7%	4 2%
Prefer not to say	3 1%	-	* 2%	-	1 3%	-	-	-	2 5%	1 2%	-	3 2%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
 Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 185

Q36. Why did you decide to report the suspicious message/call?**Base: All who had reported a suspicious message**

	Experience of suspicious texts/calls				Mobile						Landline		
	Total				Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)									
Unweighted base	345	345	161	149	333	326	311	124	103	122	102	84	62
Weighted base	329	329	162	156	318	314	300	119	104	127	107	90	68*
Effective base	250	250	115	110	242	237	226	95	72	90	74	60	45
To stop the messages coming through	188 57%	188 57%	97 60%	85 55%	185 58%	182 58%	174 58%	70 59%	72 69%jk	69 54%	51 47%	41 46%	37 54%
Didn't want the same to happen to others	217 66%	217 66%	118 73%	108 69%	211 66%	209 66%	199 66%	78 66%	80 77%	83 65%	71 67%	63 70%	52 77%
To feel like I am helping to tackle scams	240 73%	240 73%	125 77%	112 72%	233 73%	231 74%	221 74%	84 71%	78 75%	89 70%	84 79%	75 83%	55 81%
Encouraged to do so by family / friends	27 8%	27 8%	13 8%	17 11%	26 8%	26 8%	22 7%	13 11%	8 8%	13 11%	10 9%	6 7%	8 11%
Encouraged to do so by a campaign	30 9%	30 9%	15 9%	17 11%	28 9%	28 9%	25 8%	13 11%	7 6%	13 11%	12 12%	10 11%	11 15%
Something else (Please specify)	13 4%	13 4%	8 5%g	4 3%	9 3%	9 3%	9 3%	-	-	1 1%	8 7%ghi	8 9%deghi	3 5%g
Prefer not to say	3 1%	3 1%	-	2 1%	3 1%	3 1%	3 1%	1 1%	-	2 2%	-	-	-

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 186
Q37. Have you heard of or used the special text number [7726] that you can use to report a suspected suspicious text or call?
Base: All with a mobile phone

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (l)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humberside (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)	
Unweighted base	1914	238	323	300	317	604	132	561	617	604	132	103	104	358	378	952	955	1104	810	72	193	174	174	130	169	283	241	152	1588	95	175	56	
Weighted base	1921	263	311	293	333	608	114	574	625	608	114	105	121	343	378	948	969	1075	845	75	213	163	163	129	175	264	262	168	1612	91	161	56*	
Effective base	1374	167	229	209	229	448	100	393	438	448	100	67	77	267	279	694	677	792	583	50	137	133	131	89	121	212	169	107	1138	67	127	44	
Yes, have heard of 7726 and used it to report a suspicious text	125 7%	13 5%	20 6%	19 6%	22 7%	46 8%	7 6%	32 6%	41 7%	46 8%	7 6%	5 5%	5 4%	21 6%	31 8%	53 6%	72 7%	78 7%	47 6%	8 11%	11 5%	10 6%	10 6%	10 8%	16 9%	20 7%	16 6%	11 7%	111 7%	3 4%	10 6%	1 2%	
Yes, I have heard of 7726 and used it to report a suspicious call	44 2%	10 4%	7 2%	12 4%	5 2%	8 1%	3 3%	16 3%	17 3%	8 1%	3 3%	5 5%	3 3%	4 1%	7 2%	20 2%	24 2%	24 2%	19 2%	5 6%	2 3%	3 2%	5 3%	2 2%	4 3%	10 4%	6 2%	1 1%	38 2%	3 4%	2 1%	-	
Yes, I have heard of 7726, but have not used it	90 5%	21 8%	25 8%	10 3%	7 2%	20 3%	6 5%	46 8%	17 3%	20 3%	6 5%	11 11%	10 8%	11 3%	16 4%	48 5%	42 4%	58 5%	32 4%	7 9%	7 3%	10 6%	5 3%	7 5%	7 4%	23 9%	9 3%	4 2%	78 5%	4 4%	8 5%	*	
I knew there was a number but was not aware that it was 7726	211 11%	25 10%	22 7%	26 9%	27 8%	87 14%	23 20%	47 8%	53 8%	87 14%	23 20%	14 13%	10 9%	58 17%	53 14%	121 13%	90 9%	129 12%	82 10%	9 12%	28 13%	19 12%	16 10%	15 11%	20 12%	24 9%	33 13%	17 10%	182 11%	7 8%	17 11%	4 7%	
No, I have never heard of 7726 or any other number to report a suspicious text or call	1465 76%	195 74%	242 78%	229 78%	272 82%	451 74%	76 67%	437 76%	501 80%	451 74%	76 67%	70 67%	94 78%	250 73%	277 73%	710 75%	752 78%	795 74%	670 79%	47 63%	166 78%	121 74%	130 80%	96 75%	127 73%	190 72%	199 76%	136 81%	1213 75%	76 83%	125 78%	51 91%	
NET: Aware of 7726	245 13%	42 16%	47 15%	38 13%	34 10%	69 11%	14 13%	89 16%	72 12%	69 11%	14 13%	21 20%	17 14%	35 10%	49 13%	118 12%	127 13%	152 14%	93 11%	19 25%	19 9%	22 14%	17 10%	18 14%	28 16%	50 19%	29 11%	16 9%	217 13%	8 9%	19 12%	1 2%	
NET: Have used 7726	155 8%	20 8%	23 7%	29 10%	26 8%	49 8%	8 7%	43 8%	55 9%	49 8%	8 7%	10 10%	7 6%	24 7%	33 9%	70 7%	85 9%	95 9%	61 7%	12 16%	11 5%	13 8%	11 7%	11 9%	21 12%	28 10%	21 8%	12 7%	139 9%	4 5%	11 7%	1 2%	
NET: Not aware/never heard of	1676 87%	221 84%	264 85%	255 87%	299 90%	539 89%	99 87%	485 84%	553 88%	539 89%	99 87%	84 80%	104 86%	308 90%	330 87%	830 88%	842 87%	923 86%	752 89%	56 75%	194 91%	141 86%	146 90%	111 86%	147 84%	214 81%	233 89%	153 91%	1395 87%	83 91%	142 88%	55 98%	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F

* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 187

Q37. Have you heard of or used the special text number [7726] that you can use to report a suspected suspicious text or call?

Base: All with a mobile phone

	Total	Phone network									Mobile O/S	
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	1914	376	153	344	125	149	189	134	214	224	726	1179
Weighted base	1921	378	154	343	128	146	203	126	220	215	759	1154
Effective base	1374	277	100	260	84	104	124	105	158	166	537	831
Yes, have heard of 7726 and used it to report a suspicious text	125 7%	41 11%cfh	10 7%	19 6%	9 7%	9 6%	7 4%	9 7%	9 4%	12 5%	60 8%	65 6%
Yes, I have heard of 7726 and used it to report a suspicious call	44 2%	10 3%	2 2%	5 2%	5 4%	2 1%	9 4%	1 1%	7 3%	2 1%	18 2%	24 2%
Yes, I have heard of 7726, but have not used it	90 5%	16 4%	10 7%	18 5%	4 3%	4 3%	6 3%	8 6%	12 6%	12 6%	40 5%	50 4%
I knew there was a number but was not aware that it was 7726	211 11%	47 12%	13 9%	31 9%	17 13%	15 10%	21 10%	19 15%	25 11%	23 11%	74 10%	136 12%
No, I have never heard of 7726 or any other number to report a suspicious text or call	1465 76%	269 71%	119 77%	272 79%a	94 74%	117 80%	161 80%	90 71%	167 76%	167 78%	572 75%	889 77%
NET: Aware of 7726	245 13%	63 17%	21 14%	40 12%	16 13%	13 9%	21 10%	17 14%	28 13%	25 12%	114 15%k	130 11%
NET: Have used 7726	155 8%	47 12%ci	11 7%	23 7%	13 10%	9 6%	14 7%	10 8%	15 7%	13 6%	74 10%	80 7%
NET: Not aware/never heard of	1676 87%	315 83%	132 86%	303 88%	111 87%	133 91%	182 90%	109 86%	192 87%	190 88%	645 85%	1025 89%j

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 188
Q37. Have you heard of or used the special text number [7726] that you can use to report a suspected suspicious text or call?
Base: All with a mobile phone

	Experience of suspicious texts/calls				Mobile					Landline			None (m)	
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)		Recorded message (l)
Unweighted base	1914	1494	633	688	1416	1337	1266	456	401	516	453	337	310	420
Weighted base	1921	1525	658	731	1457	1375	1313	463	422	564	475	362	322	396
Effective base	1374	1073	460	508	1013	960	908	331	290	378	331	245	229	303
Yes, have heard of 7726 and used it to report a suspicious text	125 7%	112 7% ^m	48 7% ^m	51 7% ^m	111 8% ^m	108 8% ^m	103 8% ^m	40 9% ^m	29 7% ^m	42 7% ^m	32 7%	24 7%	19 6%	13 3%
Yes, I have heard of 7726 and used it to report a suspicious call	44 2%	42 3% ^m	14 2% ^m	31 4% ^m	40 3% ^m	38 3% ^m	34 3% ^m	18 4% ^m	12 3% ^m	24 4% ^m	17 4% ^m	9 3% ^m	17 5% ^{bfm}	1 *
Yes, I have heard of 7726, but have not used it	90 5%	76 5%	40 6%	38 5%	74 5%	69 5%	64 5%	33 7% ^m	26 6%	30 5%	28 6%	24 7%	17 5%	14 4%
I knew there was a number but was not aware that it was 7726	211 11%	169 11%	79 12%	83 11%	158 11%	156 11%	145 11%	52 11%	43 10%	59 10%	66 14%	54 15%	42 13%	42 11%
No, I have never heard of 7726 or any other number to report a suspicious text or call	1465 76%	1138 75%	479 73%	538 74%	1086 75%	1017 74%	979 75%	327 71%	316 75%	417 74%	333 70%	251 69%	229 71%	327 83% ^{abcdefghijkl}
NET: Aware of 7726	245 13%	218 14% ^m	100 15% ^m	111 15% ^m	213 15% ^m	202 15% ^m	188 14% ^m	84 18% ^m	64 15% ^m	89 16% ^m	76 16% ^m	56 16% ^m	51 16% ^m	27 7%
NET: Have used 7726	155 8%	142 9% ^m	60 9% ^m	73 10% ^m	139 10% ^m	133 10% ^m	125 10% ^m	51 11% ^m	38 9% ^m	59 10% ^m	47 10% ^m	33 9% ^m	34 10% ^m	13 3%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base. Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 188
Q37. Have you heard of or used the special text number [7726] that you can use to report a suspected suspicious text or call?
Base: All with a mobile phone

	Experience of suspicious texts/calls													
	Total				Mobile					Landline				None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	
Weighted base	1921	1525	658	731	1457	1375	1313	463	422	564	475	362	322	
NET: Not aware/never heard of	1676	1307	557	620	1244	1173	1124	379	359	476	399	305	271	369
		87%	86%	85%	85%	85%	86%	82%	85%	84%	84%	84%	84%	93% ^{ijkl}

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 189
Q38. Now that you know about the reporting number, how likely do you think you will be to use it the next time you receive a suspicious text or call?
 Base: All who were previously unaware of 7726

	Age 1						Age 2				Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)
Unweighted base	1654	194	270	258	287	532	113	464	545	532	113	81	85	317	328	822	825	930	724	58	174	149	156	110	143	226	214	136	1366	83	152	53
Weighted base	1676	221	264	255	299	539	99	485	553	539	99	84	104	308	330	830	842	923	752	56*	194	141	146	111	147	214	233	153	1395	83	142	55*
Effective base	1183	136	189	178	210	391	86	324	387	391	86	53	64	236	240	597	582	664	520	44	122	115	116	75	101	168	148	96	974	59	110	42
10 - Very likely	359	19	44	64	64	151	16	63	128	151	16	6	13	61	106	151	207	180	179	12	41	30	28	16	48	51	38	20	286	21	36	16
	21%	9%	17% ^a	25% ^{ab}	21% ^a	28% ^{abf}	16%	13%	23% ^{kg}	28% ^{gji}	16%	7%	12%	20% ^k	18%	25% ^o	19%	24%	12%	22%	21%	22%	19%	15%	32% ^{vw}	24% ^B	17%	13%	20%	25%	25%	30%
9	152	14	17	12	36	53	19	31	48	53	19	6	6	33	39	74	78	83	68	7	19	9	13	13	6	20	22	14	124	7	13	7
	9%	6%	6%	5%	12% ^c	10% ^c	19% ^{abce}	6%	9%	10%	19% ^{ghi}	7%	6%	11%	12%	9%	9%	9%	9%	13%	10%	7%	9%	12%	4%	9%	10%	9%	9%	9%	9%	13%
8	267	29	33	50	50	90	16	62	100	90	16	12	16	56	50	126	139	150	118	9	22	29	26	12	20	26	43	36	223	10	26	8
	16%	13%	12%	20%	17%	17%	16%	13%	18%	17%	16%	14%	15%	18%	15%	15%	17%	16%	16%	16%	11%	21% ^{ty}	18%	10%	14%	12%	18%	23% ^{twy}	16%	12%	19%	15%
7	217	29	44	35	33	64	12	72	68	64	12	10	15	42	34	120	97	130	87	7	23	18	15	17	15	37	29	20	181	11	22	4
	13%	13%	17%	14%	11%	12%	13%	15%	12%	12%	13%	12%	15%	14%	10%	14%	12%	14%	12%	13%	12%	13%	10%	16%	10%	17%	13%	13%	13%	13%	15%	8%
6	142	33	31	17	22	34	5	64	39	34	5	11	18	18	21	67	75	89	53	3	18	9	7	12	11	19	27	18	122	7	9	4
	8%	15% ^{cde}	12% ^{ef}	7%	7%	5%	13% ^{hi}	7%	6%	5%	13%	18% ^{mn}	6%	6%	8%	9%	10%	10%	7%	5%	9%	6%	4%	10%	7%	9%	11% ^v	12%	9%	8%	6%	8%
5	154	22	33	21	26	44	8	55	47	44	8	11	8	31	21	89	65	82	73	8	17	14	11	12	14	19	20	15	131	10	8	6
	9%	10%	13%	8%	9%	8%	8%	11%	8%	8%	8%	13%	8%	10%	7%	11%	8%	9%	10%	15%	9%	10%	8%	11%	9%	9%	9%	10%	9%	12%	5%	12%
4	53	9	11	7	14	13	-	19	21	13	-	5	4	5	7	26	27	36	17	-	5	7	2	7	8	5	6	4	44	1	6	2
	3%	4%	4%	3%	5% ^f	2%	-	4%	4%	2%	-	6%	4%	2%	2%	3%	3%	4%	2%	-	3%	5%	1%	6% ^v	5%	2%	3%	3%	3%	2%	4%	4%
3	66	20	14	10	8	14	-	34	17	14	-	4	11	11	3	34	32	45	21	2	5	4	10	1	5	6	15	8	56	2	5	2
	4%	9% ^{def}	5% ^f	4%	3%	3%	-	7% ^{hij}	3%	3%	-	5%	10% ^{mn}	3%	1%	4%	4%	5%	3%	3%	3%	3%	7%	1%	3%	3%	3%	6%	5%	4%	3%	4%
2	46	11	7	6	10	9	4	18	15	9	4	9	2	8	5	29	17	27	20	1	7	5	10	3	4	3	4	9	45	1	1	-
	3%	5% ^e	3%	2%	3%	2%	4%	4%	3%	2%	4%	11% ^{lmn}	2%	2%	2%	4%	2%	3%	3%	1%	4%	3%	7% ^{yA}	3%	2%	1%	2%	6% ^y	3%	1%	-	-
1 - not at all likely	69	12	12	9	13	17	5	24	22	17	5	2	2	14	9	40	28	38	31	-	8	6	5	7	5	11	12	3	56	6	6	1
	4%	5%	5%	4%	4%	3%	5%	5%	4%	3%	5%	3%	2%	5%	3%	5%	3%	4%	4%	-	4%	4%	3%	6%	3%	5%	5%	2%	4%	7%	4%	2%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
 Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
 * small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 189
Q38. Now that you know about the reporting number, how likely do you think you will be to use it the next time you receive a suspicious text or call?
Base: All who were previously unaware of 7726

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation				
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of England (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)		
Weighted base	1676	221	264	255	299	539	99	485	553	539	99	84	104	308	330	830	842	923	752	56*	194	141	146	111	147	214	233	153	1395	83	142	55*		
Don't know	151	23	18	25	22	49	13	41	47	49	13	7	10	29	34	74	76	65	86	7	29	9	19	11	12	19	16	7	128	8	11	3		
	9%	10%	7%	10%	7%	9%	14%	8%	9%	9%	14%	9%	10%	9%	9%	9%	7%	11%q	12%	15%u	6%AB	13%B	10%	8%	9%	7%	4%	9%	10%	8%	8%	6%		
HIGH: 8-10	778	62	94	126	150	295	50	156	276	295	50	24	35	151	194	351	424	413	365	29	82	69	67	41	74	97	104	69	632	38	76	32		
	46%	28%	36%	49%ab	50%ab	55%ab	51%ab	32%	50%g	55%g	51%g	29%	33%	49%kl	59%klm	42%	50%o	45%	48%	51%	42%	49%	46%	37%	50%	45%	45%	45%	45%	45%	45%	53%	58%	
MEDIUM: 5-7	514	83	108	73	81	142	26	192	154	142	26	32	41	91	77	276	238	300	213	18	58	41	33	41	39	74	76	53	434	27	38	15		
	31%	38%de	41%cde	29%	27%	26%	26%	40%hij	28%	26%	26%	38%n	40%n	29%	23%	33%	28%	33%	28%	32%	30%	29%	23%	37%v	27%	35%v	33%	35%	31%	33%	27%	27%		
LOW: 1-4	234	52	43	31	45	53	10	96	76	53	10	20	18	38	25	130	104	146	88	2	26	22	26	19	21	25	36	24	201	10	18	5		
	14%	24%cde	16%e	12%	15%	10%	10%	20%hij	14%	10%	10%	24%mn	17%n	12%	8%	16%	12%	16%r	12%	4%	13%	15%	18%st	17%	14%	12%	16%	15%	14%	12%	12%	9%		
Mean	7.09	6.01	6.62a	7.29ab	7.15a	7.58ab	7.30a	6.35	7.21g	7.58gh	7.30g	5.96	6.56	7.17k	7.89kl	6.84	7.32o	6.95	7.26q	7.64	7.05	7.05	6.88	6.67	7.34	7.22	6.86	6.79	7.02	7.11	7.47	7.65		
Standard deviation	2.56	2.57	2.51	2.50	2.59	2.43	2.57	2.55	2.43	2.57	2.53	2.32	2.53	2.33	2.61	2.50	2.55	2.57	2.08	2.65	2.56	2.79	2.61	2.65	2.54	2.54	2.39	2.57	2.71	2.44	2.34			
Standard error	0.07	0.19	0.16	0.16	0.16	0.11	0.26	0.12	0.11	0.11	0.26	0.29	0.27	0.15	0.14	0.10	0.09	0.09	0.10	0.29	0.21	0.22	0.24	0.26	0.23	0.18	0.18	0.21	0.07	0.31	0.21	0.33		

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F

* small base

Ofcom Scams Survey
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Absolutes/col percents

Table 190
Q38. Now that you know about the reporting number, how likely do you think you will be to use it the next time you receive a suspicious text or call?
Base: All who were previously unaware of 7726

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple / iPhone (j)	Other (k)
Unweighted base	1654	315	130	300	103	135	173	111	184	197	613	1034
Weighted base	1676	315	132	303	111	133	182	109	192	190	645	1025
Effective base	1183	232	83	227	69	95	113	87	135	144	451	728
10 - Very likely	359 21%	80 25%	24 18%	60 20%	22 20%	31 23%	44 24%	30 27%	32 17%	36 19%	144 22%	214 21%
9	152 9%	28 9%	14 10%	35 11%	9 8%	14 11%	17 10%	11 10%	12 6%	12 6%	55 9%	97 9%
8	267 16%	41 13%	27 21%	42 14%	22 20%	21 16%	29 16%	16 15%	30 16%	40 21%a	106 16%	161 16%
7	217 13%	46 15%	22 17%	43 14%	12 11%	16 12%	21 11%	19 17%	20 10%	18 9%	86 13%	131 13%
6	142 8%	25 8%	12 9%	26 8%	11 10%	4 3%	15 8%	8 7%	26 14%e	16 8%	57 9%	85 8%
5	154 9%	33 10%	8 6%	26 9%	7 6%	11 8%	20 11%	13 12%	19 10%	18 9%	59 9%	96 9%
4	53 3%	13 4%	6 5%	10 3%	2 2%	1 1%	4 2%	1 1%	14 7%egi	2 1%	27 4%	26 3%
3	66 4%	7 2%	3 2%	12 4%	4 4%	15 11%abcgh	8 4%	1 1%	3 1%	13 7%agh	31 5%	33 3%
2	46 3%	8 3%	4 3%	3 1%	4 3%	3 2%	2 1%	1 1%	13 7%cf	9 5%c	18 3%	28 3%
1 - not at all likely	69 4%	13 4%	2 1%	16 5%	7 6%	6 5%	7 4%	1 1%	7 3%	11 6%	21 3%	48 5%
Don't know	151 9%	22 7%	10 8%	32 11%	12 10%	12 9%	16 9%	8 8%	17 9%	15 8%	42 7%	106 10%j

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base. Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 190

Q38. Now that you know about the reporting number, how likely do you think you will be to use it the next time you receive a suspicious text or call?

Base: All who were previously unaware of 7726

	Total	Phone network									Mobile O/S	
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Weighted base	1676	315	132	303	111	133	182	109	192	190	645	1025
HIGH: 8-10	778 46%	149 47%	65 49%	136 45%	54 48%	66 50%	90 49%	57 52%h	74 38%	88 46%	304 47%	473 46%
MEDIUM: 5-7	514 31%	104 33%	43 32%	94 31%	30 27%	30 22%	55 30%	39 36%e	65 34%	52 27%	202 31%	312 30%
LOW: 1-4	234 14%	41 13%g	15 11%	40 13%g	17 15%g	26 19%g	21 11%	4 4%	36 19%g	35 18%g	98 15%	135 13%
Mean	7.09	7.22h	7.30	7.10	7.00	7.00	7.28h	7.74chi	6.60	6.73	7.08	7.09
Standard deviation	2.56	2.55	2.22	2.56	2.71	2.83	2.49	2.06	2.58	2.77	2.53	2.58
Standard error	0.07	0.15	0.20	0.16	0.28	0.26	0.20	0.20	0.20	0.21	0.11	0.08

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 191
Q38. Now that you know about the reporting number, how likely do you think you will be to use it the next time you receive a suspicious text or call?
Base: All who were previously unaware of 7726

	Experience of suspicious texts/calls				Mobile						Landline			
	Total				Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)										
Unweighted base	1654	1268	531	578	1196	1130	1076	366	334	428	378	285	259	386
Weighted base	1676	1307	557	620	1244	1173	1124	379	359	476	399	305	271	369
Effective base	1183	906	387	428	852	808	769	264	244	315	276	208	194	279
10 - Very likely	359	294	139	140	281	271	255	104	95	107	95	74	65	64
	21%	23%	25% ^a	22%	23%	23% ^a	23%	27% ^m	26% ^m	22%	24%	24%	24%	17%
9	152	126	59	63	117	109	107	29	31	48	47	36	29	26
	9%	10%	11%	10%	9%	9%	10%	8%	9%	10%	12%	12%	11%	7%
8	267	207	90	85	199	177	170	60	65	66	59	45	42	60
	16%	16%	16%	14%	16%	15%	15%	16%	18%	14%	15%	15%	16%	16%
7	217	182	68	87	175	165	155	58	49	74	49	38	29	36
	13%	14%	12%	14%	14%	14%	14%	15%	14%	15% ^m	12%	12%	11%	10%
6	142	117	48	58	117	114	112	44	32	48	34	24	22	25
	8%	9%	9%	9%	9%	10%	10%	12%	9%	10%	8%	8%	8%	7%
5	154	124	52	57	117	111	109	34	32	40	37	30	24	31
	9%	9%	9%	9%	9%	9%	10%	9%	9%	8%	9%	10%	9%	8%
4	53	43	20	22	42	39	39	6	16	16	11	5	8	10
	3%	3%	4%	4%	3%	3%	3%	2%	4%	3%	3%	2%	3%	3%
3	66	49	19	25	45	37	35	9	10	20	14	10	9	17
	4%	4%	3%	4%	4%	3%	3%	2%	3%	4%	3%	3%	3%	5%
2	46	34	13	21	33	33	30	11	5	16	10	8	9	12
	3%	3%	2%	3%	3%	3%	3%	3%	1%	3%	2%	3%	3%	3%
1 - not at all likely	69	43	18	25	37	37	36	4	9	18	15	14	13	25
	4%	3%	3%	4% ^g	3%	3%	3%	1%	2%	4% ^g	4%	5% ^g	5% ^g	7% ^{abdefgh}

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base. Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 191
Q38. Now that you know about the reporting number, how likely do you think you will be to use it the next time you receive a suspicious text or call?
Base: All who were previously unaware of 7726

	Experience of suspicious texts/calls				Mobile						Landline			None (m)
	Total				Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	
	Total	Any (a)	Any voice call (b)	Any recorded message (c)										
Weighted base	1676	1307	557	620	1244	1173	1124	379	359	476	399	305	271	369
Don't know	151 9%	87 7%	31 6%	38 6%	81 7%	80 7%	76 7%	21 6%	16 4%	23 5%	28 7%	20 7%	21 8%	63 17% ^{abcd} efghijkl
HIGH: 8-10	778 46%	628 48% ^m	288 52% ^m	287 46%	597 48% ^m	558 48% ^m	532 47%	192 51% ^m	191 53% ^m	221 46%	201 50% ^m	156 51% ^m	137 50% ^m	150 41%
MEDIUM: 5-7	514 31%	423 32% ^m	168 30%	202 33% ^m	409 33% ^m	390 33% ^m	376 33% ^m	135 36% ^m	113 31%	162 34% ^m	121 30%	92 30%	74 27%	91 25%
LOW: 1-4	234 14%	169 13% ^g	71 13%	93 15% ^g	157 13% ^g	145 12%	140 12%	31 8%	39 11%	71 15% ^g	50 12%	37 12%	39 14% ^g	65 18% ^{defgh}
Mean	7.09	7.18 ^m	7.30 ^m	7.06	7.20 ^m	7.20 ^m	7.18 ^m	7.50 ^{cim}	7.44 ^m	7.08	7.28 ^m	7.27 ^m	7.18	6.69
Standard deviation	2.56	2.48	2.49	2.59	2.45	2.47	2.47	2.27	2.34	2.56	2.52	2.58	2.66	2.83
Standard error	0.07	0.07	0.11	0.11	0.07	0.08	0.08	0.12	0.13	0.13	0.13	0.16	0.17	0.16

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 192
Q39. Thinking of your personal mobile phone, which network are you on?
Base: All with a mobile phone

	Age 1						Age 2				Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (l)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of England (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)
Unweighted base	1914	238	323	300	317	604	132	561	617	604	132	103	104	358	378	952	955	1104	810	72	193	174	174	130	169	283	241	152	1588	95	175	56
Weighted base	1921	263	311	293	333	608	114	574	625	608	114	105	121	343	378	948	969	1075	845	75	213	163	163	129	175	264	262	168	1612	91	161	56*
Effective base	1374	167	229	209	229	448	100	393	438	448	100	67	77	267	279	694	677	792	583	50	137	133	131	89	121	212	169	107	1138	67	127	44
EE/BT Mobile	378 20%	51 20%	59 19%	55 19%	81 24% ^f	117 19%	14 13%	110 19%	136 22% ^j	117 19%	14 13%	27 26%	21 17%	60 18%	71 19%	186 20%	192 20%	229 21%	149 18%	19 26% ^A	43 20%	31 19%	38 23% ^A	22 17%	36 21%	56 21%	36 14%	35 21%	316 20% ^F	23 25% ^F	35 21% ^F	4 8%
O2	343 18%	38 14%	48 16%	70 24% ^{ab}	54 16%	108 18%	26 23%	86 15%	124 20%	108 18%	26 23%	7 6%	19 15%	69 20% ^k	64 17% ^k	153 16%	189 20%	199 19%	144 17%	10 14%	39 18%	30 18%	17 11%	23 18%	41 23% ^{vB}	47 18%	47 18%	22 13%	277 17%	13 14%	35 22%	18 33% ^{CD}
Vodafone	220 11%	38 15%	39 13%	28 9%	42 13%	56 9%	16 14%	77 13%	70 11%	56 9%	16 14%	18 18% ^m	18 15%	29 8%	44 12%	108 11%	111 11%	134 12%	86 10%	5 7%	18 9%	15 9%	19 12%	14 11%	13 8%	40 15% ^x	40 15%	24 14%	189 12%	8 9%	12 8%	10 18% ^E
Three	203 11%	30 11%	42 14% ^{ef}	38 13% ^{ef}	41 12% ^{ef}	46 8%	5 5%	72 12% ^{ij}	80 13% ^{ij}	46 8%	5 5%	12 11%	15 13%	24 7%	28 7%	103 11%	99 10%	112 10%	90 11%	12 16%	27 13%	17 11%	18 11%	18 9%	29 10%	33 13%	12 7%	177 11%	7 7%	16 10%	3 5%	
Giff-Gaff	154 8%	28 11% ^e	43 14% ^{cde}	18 6%	22 7%	34 6%	9 8%	71 12% ^{hi}	40 6%	34 6%	9 6%	12 12% ^m	13 11% ^m	15 4%	28 7%	75 8%	79 8%	79 7%	75 9%	5 7%	12 6%	12 7%	13 8%	9 7%	11 6%	21 8%	26 10%	20 12%	128 8%	6 7%	13 8%	6 11%
Tesco Mobile	146 8%	16 6%	18 6%	13 5%	15 4%	70 12% ^{abcd}	14 12% ^{bcd}	34 6%	28 4%	70 12% ^{gh}	14 4%	4 7%	8 4%	40 12%	45 12%	63 7%	83 9%	70 7%	76 9%	7 10%	15 7%	7 4%	6 4%	8 4%	13 7%	13 5%	19 7% ^A	25 15% ^l	115 7%	12 14%	15 9%	4 8%
Sky Mobile	128 7%	16 6%	17 5%	20 7%	23 7%	46 8%	7 6%	32 6%	43 7%	46 8%	7 6%	2 2%	11 9%	25 7%	27 7%	66 6%	62 7%	62 6%	66 8%	4 5%	13 6%	14 9%	7 4%	17 13% ^{vy}	13 8% ^{AB}	14 5%	14 5%	6 4%	102 6%	5 5%	16 10%	5 9%
Virgin Mobile	126 7%	10 4%	17 5%	12 4%	16 5%	59 10% ^{acd}	12 11% ^{acd}	27 5%	28 5%	59 10% ^{gh}	12 11% ^{gh}	4 3%	4 10% ^l	36 9%	36 7%	63 6%	63 6%	65 6%	61 7%	6 7%	15 7%	13 8%	16 10%	9 7%	14 8%	18 7%	19 7%	9 5%	118 7% ^E	3 3%	4 3%	1 3%
Lebara	53 3%	12 5% ^f	10 3%	11 4%	5 2%	15 2%	-	22 4%	17 3%	15 2%	-	4 4%	5 3% ⁿ	12 1%	33 3%	20 2%	25 2%	28 3%	-	12 6% ^x	9 6% ^x	3 2%	5 4% ^B	*	11 4% ^x	7 3%	-	47 3%	1 2%	3 2%	2 3%	
iD Mobile	42 2%	11 4% ^d	4 1%	8 3%	3 1%	13 2%	4 4% ^d	15 3%	10 2%	13 2%	4 4%	6 5%	3 2%	5 2%	12 3%	17 2%	25 3%	26 2%	15 2%	1 2%	1 *	5 3%	6 3%	5 4%	1 1%	3 1%	6 2%	6 3%	34 2%	4 4%	4 2%	-

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F

* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 192
Q39. Thinking of your personal mobile phone, which network are you on?
Base: All with a mobile phone

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region							Nation					
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)
Weighted base	1921	263	311	293	333	608	114	574	625	608	114	105	121	343	378	948	969	1075	845	75	213	163	163	129	175	264	262	168	1612	91	161	56*
Lycamobile	4	1	1	2	-	-	-	3	2	-	-	1	1	-	4	1	3	1	-	2	-	1	-	-	1	1	-	4	-	-	-	-
	*	1%	*	1%	-	-	-	*	*	-	-	1%	1%	-	*	*	*	*	-	1%	-	-	-	-	*	*	-	*	-	-	-	-
Other (Please specify)	116	11	10	16	30	43	6	21	45	43	6	7	4	29	20	73	43	67	49	5	14	10	16	5	12	9	15	10	96	9	8	3
	6%	4%	3%	5%	9%b	7%b	5%	4%	7%g	7%g	5%	6%	4%	8%	5%	8%p	4%	6%	6%	7%	6%	6%	10%y	4%	7%	4%	6%	6%	6%	10%	5%	5%
Don't know	8	1	3	3	-	1	-	4	3	1	-	1	-	-	1	6	3	5	3	-	1	-	3	-	3	1	-	-	8	-	-	-
	*	*	1%	1%	-	*	-	1%	*	*	-	1%	-	-	*	*	*	*	-	1%	-	-	2%A	-	2%	*	-	-	1%	-	-	-

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 193
Q39. Thinking of your personal mobile phone, which network are you on?
Base: All with a mobile phone

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple / iPhone (j)	Other (k)
Unweighted base	1914	376	153	344	125	149	189	134	214	224	726	1179
Weighted base	1921	378	154	343	128	146	203	126	220	215	759	1154
Effective base	1374	277	100	260	84	104	124	105	158	166	537	831
EE/BT Mobile	378 20%	378 100% i	-	-	-	-	-	-	-	-	158 21%	219 19%
O2	343 18%	-	-	343 100% i	-	-	-	-	-	-	149 20%	194 17%
Vodafone	220 11%	-	-	-	-	-	-	-	220 100% i	-	106 14% k	112 10%
Three	203 11%	-	-	-	-	-	203 100% i	-	-	-	79 10%	123 11%
Giff-Gaff	154 8%	-	154 100% i	-	-	-	-	-	-	-	49 6%	104 9%
Tesco Mobile	146 8%	-	-	-	-	146 100% i	-	-	-	-	39 5%	107 9% j
Sky Mobile	128 7%	-	-	-	128 100% i	-	-	-	-	-	66 9% k	61 5%
Virgin Mobile	126 7%	-	-	-	-	-	-	126 100% i	-	-	39 5%	87 8%
Lebara	53 3%	-	-	-	-	-	-	-	-	53 25% h	23 3%	30 3%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Table 193
Q39. Thinking of your personal mobile phone, which network are you on?
Base: All with a mobile phone

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Weighted base	1921	378	154	343	128	146	203	126	220	215	759	1154
iD Mobile	42 2%	-	-	-	-	-	-	-	-	42 19% h	14 2%	28 2%
Lycamobile	4 *	-	-	-	-	-	-	-	-	4 2% ac	1 *	4 *
Other (Please specify)	116 6%	-	-	-	-	-	-	-	-	116 54% h	34 4%	81 7%
Don't know	8 *	-	-	-	-	-	-	-	-	-	2 *	4 *

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
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Absolutes/col percents

Table 194
Q39. Thinking of your personal mobile phone, which network are you on?
Base: All with a mobile phone

	Experience of suspicious texts/calls				Mobile						Landline			
	Total				Any mobile (d)	Any mobile text/ App message (e)					Any landline (i)	Voice call (k)	Recorded message (l)	None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)		SMS (f)	App (g)	Voice call (h)	Recorded message (j)					
Unweighted base	1914	1494	633	688	1416	1337	1266	456	401	516	453	337	310	420
Weighted base	1921	1525	658	731	1457	1375	1313	463	422	564	475	362	322	396
Effective base	1374	1073	460	508	1013	960	908	331	290	378	331	245	229	303
EE/BT Mobile	378	315	134	148	308	297	285	101	90	121	97	77	67	63
	20%	21%	20%	20%	21% <i>m</i>	22% <i>m</i>	22% <i>m</i>	22%	21%	21%	20%	21%	21%	16%
O2	343	290	120	139	274	260	249	79	75	109	76	60	53	54
	18%	19% <i>m</i>	18%	19% <i>m</i>	19% <i>m</i>	19% <i>m</i>	19% <i>m</i>	17%	18%	19% <i>m</i>	16%	17%	17%	14%
Vodafone	220	167	86	83	153	140	134	63	64	60	47	31	33	53
	11%	11%	13%	11%	10%	10%	10%	14%	15% <i>defk</i>	11%	10%	9%	10%	13%
Three	203	151	68	78	145	132	121	36	49	66	50	41	29	52
	11%	10%	10%	11%	10%	10%	9%	8%	12%	12%	11%	11%	9%	13% <i>g</i>
Giff-Gaff	154	131	49	48	122	118	113	39	27	32	39	26	23	23
	8%	9%	7%	7%	8%	9%	9%	8%	6%	6%	8%	7%	7%	6%
Tesco Mobile	146	106	48	52	101	94	88	29	24	33	42	35	29	40
	8%	7%	7%	7%	7%	7%	7%	6%	6%	6%	9%	10%	9%	10% <i>fhi</i>
Sky Mobile	128	108	44	65	107	106	104	41	28	55	35	23	27	20
	7%	7%	7%	9% <i>m</i>	7%	8%	8%	9%	7%	10% <i>m</i>	7%	6%	8%	5%
Virgin Mobile	126	103	47	46	101	95	89	37	29	33	36	29	26	23
	7%	7%	7%	6%	7%	7%	7%	8%	7%	6%	8%	8%	8%	6%
Lebara	53	43	18	19	42	41	41	10	12	15	14	9	12	10
	3%	3%	3%	3%	3%	3%	3%	2%	3%	3%	3%	3%	4%	3%
iD Mobile	42	26	9	15	22	20	19	5	2	10	9	7	9	16
	2%	2%	1%	2%	2%	1%	1%	1%	*	2%	2%	2%	3% <i>h</i>	4% <i>abdefgh</i>

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base. Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 194
Q39. Thinking of your personal mobile phone, which network are you on?
Base: All with a mobile phone

	Experience of suspicious texts/calls				Mobile						Landline			None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	
Weighted base	1921	1525	658	731	1457	1375	1313	463	422	564	475	362	322	396
Lycamobile	*	3	3	-	3	2	2	2	3 1%	-	2	2	-	1
Other (Please specify)	116 6%	79 5%	33 5%	37 5%	76 5%	67 5%	64 5%	21 5%	19 5%	31 5%	27 6%	22 6%	11 3%	37 9% abcdefghl
Don't know	8	3	-	2	2	2	-	-	-	1	1	-	1	5 1% abdefg

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 195
Q40. Is your mobile phone a smartphone? A smartphone is a phone on which you can easily access emails, download files and apps, as well as view websites and generally search the internet
Base: All with a mobile phone

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation		
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)
Unweighted base	1914	238	323	300	317	604	132	561	617	604	132	103	104	358	378	952	955	1104	810	72	193	174	174	130	169	283	241	152	1588	95	175	56
Weighted base	1921	263	311	293	333	608	114	574	625	608	114	105	121	343	378	948	969	1075	845	75	213	163	163	129	175	264	262	168	1612	91	161	56*
Effective base	1374	167	229	209	229	448	100	393	438	448	100	67	77	267	279	694	677	792	583	50	137	133	131	89	121	212	169	107	1138	67	127	44
Yes	1852	261	303	287	326	581	95	564	612	581	95	105	120	323	353	913	936	1044	809	73	209	154	154	122	166	260	254	161	1553	88	157	54
	96%	99%ef	97%ef	98%ef	98%ef	96%ef	84%	98%ij	98%ij	96%ij	84%	100%mn	99%	94%	93%	96%	97%	97%	96%	98%	98%	94%	95%	94%	95%	98%uvw	97%	95%	96%	97%	98%	98%
No	59	2	3	4	7	24	19	4	11	24	19	-	1	19	23	30	29	27	32	1	3	9	5	6	6	4	8	7	50	3	4	2
	3%	1%	1%	2%	2%	4%abe	16%abcd	1%	2%	4%g	16%ghi	-	1%	6%k	6%k	3%	3%	2%	4%	2%	1%	6%ty	3%	5%	4%	2%	3%	4%	3%	3%	2%	4%
Not sure	10	-	5	2	-	2	-	5	2	2	-	-	-	*	2	5	4	5	5	-	*	-	4	1	3	-	*	*	10	-	-	-
	1%	-	2%cd	1%	-	*	-	1%	*	*	-	-	-	*	1%	1%	*	*	1%	-	*	-	3%y	1%	2%	-	*	*	1%	-	-	-

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 196

Q40. Is your mobile phone a smartphone? A smartphone is a phone on which you can easily access emails, download files and apps, as well as view websites and generally search the internet
Base: All with a mobile phone

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	1914	376	153	344	125	149	189	134	214	224	726	1179
Weighted base	1921	378	154	343	128	146	203	126	220	215	759	1154
Effective base	1374	277	100	260	84	104	124	105	158	166	537	831
Yes	1852	370	149	326	127	137	201	124	207	209	753	1097
	96%	98%e	97%	95%	100%eh	94%	99%ceh	98%	94%	97%	99%k	95%
No	59	7	4	17	1	9	1	2	11	6	5	51
	3%	2%	3%	5%af	*	6%adf	1%	2%	5%af	3%	1%	4%j
Not sure	10	2	1	-	-	-	-	-	1	-	1	6
	1%	*	1%	-	-	-	-	-	1%	-	*	1%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 197
Q40. Is your mobile phone a smartphone? A smartphone is a phone on which you can easily access emails, download files and apps, as well as view websites and generally search the internet
Base: All with a mobile phone

	Experience of suspicious texts/calls				Mobile						Landline			
	Total													
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)
Unweighted base	1914	1494	633	688	1416	1337	1266	456	401	516	453	337	310	420
Weighted base	1921	1525	658	731	1457	1375	1313	463	422	564	475	362	322	396
Effective base	1374	1073	460	508	1013	960	908	331	290	378	331	245	229	303
Yes	1852 96%	1486 97% ^{ijklm}	636 97% ^m	708 97% ^m	1434 98% ^{bcjklm}	1356 99% ^{bcjklm}	1298 99% ^{abcjklm}	455 98% ^{ijklm}	418 99% ^{ijklm}	557 99% ^{ijklm}	451 95%	343 95%	305 95%	367 93%
No	59 3%	35 2% ^{ef}	20 3% ^{def}	22 3% ^{def}	19 1%	15 1%	12 1%	6 1%	4 1%	8 1%	24 5% ^{adefghi}	18 5% ^{adefghi}	16 5% ^{adefghi}	24 6% ^{acdefghi}
Not sure	10 1%	4 *	1 *	* *	4 *	4 *	3 *	2 *	1 *	- -	* *	* *	* *	6 1% ^{abcdefij}

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 198
Q44. What make of mobile phone do you have?
Base: All with a mobile phone

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)	
Unweighted base	1914	238	323	300	317	604	132	561	617	604	132	103	104	358	378	952	955	1104	810	72	193	103	174	174	130	169	283	241	152	1588	95	175	56
Weighted base	1921	263	311	293	333	608	114	574	625	608	114	105	121	343	378	948	969	1075	845	75	213	163	163	129	175	264	262	168	1612	91	161	56*	
Effective base	1374	167	229	209	229	448	100	393	438	448	100	67	77	267	279	694	677	792	583	50	137	133	131	89	121	212	169	107	1138	67	127	44	
iPhone	759 40%	159 61%bcd ef	135 43%de	112 38%	111 33%	205 34%	37 33%	294 51%hij	223 36%	205 34%	37 33%	53 51%mn	85 70%kmn	115 33%	128 34%	341 36%	418 43%o	495 46%r	265 31%	30 40%	73 34%	65 40%	69 43%	51 39%	79 45%	114 43%	108 41%	65 39%	653 41%E	33 37%	49 30%	24 43%	
Samsung	630 33%	64 24%	92 30%	98 33%	121 36%a	220 36%a	34 30%	156 27%	219 35%g	220 36%g	34 30%	34 33%l	19 16%	109 32%l	145 38%l	310 33%	320 33%	318 30%	312 37%q	27 36%	88 41%luxA	46 28%	56 35%	40 31%	46 26%	85 32%	76 29%	55 33%	520 32%	35 39%	56 35%	19 33%	
Huawei	106 6%	9 4%	16 5%	16 5%	25 8%	35 6%	6 5%	25 4%	41 7%	35 6%	6 5%	3 5%	6 6%	19 6%	21 6%	49 5%	57 6%	43 4%	63 7%q	5 7%	12 6%	11 7%	6 4%	8 6%	9 5%	12 5%	11 4%	7 5%	81 5%	4 5%	17 10%C	4 7%	
Motorola	98 5%	5 2%	9 3%	12 4%	23 7%a	40 7%ab	9 8%ab	14 2%	34 5%g	40 7%g	9 8%g	*	4 3%	25 7%k	25 7%k	54 6%	43 4%	47 4%	51 6%	5 7%	7 3%	6 4%	8 5%	4 3%	10 6%	21 8%A	8 3%	20 12%tuwA	88 5%	4 4%	6 4%	1 2%	
Nokia	63 3%	2 1%	3 1%	10 3%	11 3%	25 4%ab e	12 10%abcd	5 1%	21 3%g	25 4%g	12 10%ghi	1 1%	1 1%	19 6%	17 5%	38 4%	24 3%	29 3%	33 4%	-	5 2%	7 4%	5 3%	4 3%	4 2%	3 1%	16 6%y	7 4%	51 3%	5 5%	7 4%	1 1%	
Xiaomi	59 3%	6 2%	14 5%	12 4%	8 3% d	16 3%	3 3%	21 4%	20 3%	16 3%	3 3%	1 1%	2 2%	13 4%	6 2%	33 3%	26 3%	29 3%	31 4%	1 1%	5 2%	7 4%	5 3%	3 2%	11 6%B	6 2%	11 4%	2 1%	49 3%	1 1%	8 5%	1 2%	
Google Pixel	43 2%	9 4% d	16 5% def	8 3% d	1 *	8 1%	-	26 4% hij	10 2%	8 1%	-	5 5% n	4 4%	4 1%	3 1%	25 3%	17 2%	33 3% r	11 1%	3 4% x	5 3%	7 4% vx	1 *	4 3%	-	3 1%	10 4% vx	5 3%	37 2%	2 2%	3 2%	2 3%	
OnePlus	25 1%	4 2%	6 2%	2 1%	2 1%	10 2%	*	10 2%	4 1%	10 2%	*	4 4%	-	7 1%	3 2% p	18 1%	6 1%	15 1%	9 1%	1 1%	*	-	1 4% tuB	5 3%	1 2%	7 3%	6 2%	-	20 1%	2 1%	2 2%	-	
Oppo	22 1%	1 *	8 2%	4 1%	2 1%	7 1%	-	8 1%	6 1%	7 1%	-	1 *	-	4 1%	4 1%	9 1%	13 1%	12 1%	9 1%	1 1%	1 1%	1 2% y	4 2% y	2 2%	4 2%	*	4 2%	-	17 1%	1 1%	*	3 6% CE	
Other	108 6%	3 1%	12 4%	17 6% a	29 9% ab	39 6% a	10 9% a	15 3%	45 7% g	39 6% g	10 9% g	3 3%	-	26 7% l	23 6% l	66 7% p	42 4%	48 4%	60 7% q	2 3%	16 8%	13 8%	7 4%	8 7%	9 5%	14 5%	13 5%	7 4%	90 6%	4 4%	13 8%	2 4%	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F

* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 198
Q44. What make of mobile phone do you have?
Base: All with a mobile phone

	Age 1						Age 2				Age/Gender				Gender		Social Grade		Region										Nation					
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humberside (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)		
Weighted base	1921	263	311	293	333	608	114	574	625	608	114	105	121	343	378	948	969	1075	845	75	213	163	163	129	175	264	262	168	1612	91	161	56*		
Don't know	7	-	-	2	-	2	2	-	2	2	2	-	-	2	2	4	3	5	2	*	1	1	-	1	3	-	-	1	6	*	*	-		
	*	-	-	1%	-	*	2%abd	-	*	*	2%g	-	-	1%	1%	*	*	*	*	1%	*	*	-	1%	2%	-	-	*	*	*	*	-		

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 199
Q44. What make of mobile phone do you have?
Base: All with a mobile phone

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	1914	376	153	344	125	149	189	134	214	224	726	1179
Weighted base	1921	378	154	343	128	146	203	126	220	215	759	1154
Effective base	1374	277	100	260	84	104	124	105	158	166	537	831
iPhone	759 40%	158 42% ^{eg}	49 32%	149 43% ^{begi}	66 52% ^{begi}	39 26%	79 39% ^{ee}	39 31%	106 48% ^{begi}	72 33%	759 100% ^k	-
Samsung	630 33%	125 33%	47 30%	111 32%	41 32%	65 44% ^{abchi}	69 34%	51 41% ^{hi}	63 29%	55 26%	-	630 55% ^j
Huawei	106 6%	26 7% ^d	7 4%	16 5%	*	8 6% ^d	8 4%	5 4%	11 5%	24 11% ^{bcdfgh}	-	106 9% ^{kj}
Motorola	98 5%	14 4%	19 12% ^{acdfh}	16 5%	3 2%	13 9% ^{afh}	6 3%	8 6% ^h	3 1%	18 8% ^{afh}	-	98 9% ^{kj}
Nokia	63 3%	11 3%	2 1%	13 4%	-	10 7% ^{bdh}	11 5% ^d	2 2%	4 2%	11 5% ^d	-	63 5% ^j
Xiaomi	59 3%	6 2%	6 4%	10 3%	3 2%	*	8 4%	4 3%	8 4%	13 6% ^{ae}	-	59 5% ^{kj}
Google Pixel	43 2%	11 3%	2 2%	9 3%	*	-	7 3%	1 1%	8 4% ^e	4 2%	-	43 4% ^j
OnePlus	25 1%	-	4 3% ^a	3 1%	6 5% ^{ac}	1 1%	2 1%	2 2% ^a	2 1%	5 2% ^a	-	25 2% ^j
Oppo	22 1%	10 3% ^c	1 1%	1 *	-	1 *	4 2%	2 2%	1 *	1 1%	-	22 2% ^{kj}
Other	108 6%	17 4%	16 11% ^{ac}	15 4%	8 6%	9 6%	9 5%	12 9%	12 5%	12 5%	-	108 9% ^{kj}
Don't know	7 *	1 *	1 1%	-	-	1 1%	-	-	2 1%	1 *	-	-

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 200
Q44. What make of mobile phone do you have?
Base: All with a mobile phone

	Experience of suspicious texts/calls				Mobile						Landline				
	Total				Any mobile (d)	Any mobile text/ App message (e)				Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)		SMS (f)	App (g)								
Unweighted base	1914	1494	633	688	1416	1337	1266	456	401	516	453	337	310	420	
Weighted base	1921	1525	658	731	1457	1375	1313	463	422	564	475	362	322	396	
Effective base	1374	1073	460	508	1013	960	908	331	290	378	331	245	229	303	
iPhone	759 40%	646 42% <i>ijklm</i>	256 39% <i>m</i>	296 40% <i>m</i>	631 43% <i>ijklm</i>	602 44% <i>ijklm</i>	578 44% <i>ijklm</i>	215 46% <i>ijklm</i>	179 42% <i>m</i>	242 43% <i>klm</i>	171 36% <i>m</i>	123 34%	112 35%	114 29%	
Samsung	630 33%	504 33%	219 33%	232 32%	485 33%	457 33%	432 33%	156 34%	146 35%	183 32%	151 32%	123 34%	102 32%	126 32%	
Huawei	106 6%	83 5%	32 5%	41 6%	80 6%	74 5%	70 5%	25 5%	18 4%	34 6%	20 4%	17 5%	13 4%	23 6%	
Motorola	98 5%	62 4%	28 4%	40 5%	58 4%	57 4%	55 4%	16 3%	11 3%	28 5%	28 6% <i>h</i>	21 6%	20 6% <i>h</i>	36 9% <i>abcdefghi</i>	
Nokia	63 3%	36 2%	19 3%	23 3%	24 2%	24 2%	22 2%	9 2%	8 2%	9 2%	22 5% <i>ade</i>	16 5% <i>defi</i>	20 6% <i>abdefgh</i>	27 7% <i>abcdefghi</i>	
Xiaomi	59 3%	43 3%	23 3%	18 2%	41 3%	37 3%	37 3%	10 2%	17 4%	12 2%	18 4%	13 4%	11 4%	16 4%	
Google Pixel	43 2%	34 2%	13 2%	14 2%	34 2%	30 2%	27 2%	5 1%	6 1%	13 2%	8 2%	8 2%	4 1%	9 2%	
OnePlus	25 1%	19 1%	13 2%	9 1%	19 1%	18 1%	18 1%	7 2%	12 3%	8 1%	10 2%	5 1%	5 2%	6 1%	
Oppo	22 1%	14 1%	3 1%	6 1%	14 1%	14 1%	14 1%	3 1%	3 1%	5 1%	1 *	1 *	1 *	7 2% <i>jk</i>	
Other	108 6%	80 5%	50 8% <i>defg</i>	48 7%	69 5%	61 4%	58 4%	16 4%	21 5%	28 5%	40 8% <i>adefg</i>	33 9% <i>adefgi</i>	29 9% <i>adefgi</i>	28 7% <i>g</i>	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base. Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 200
Q44. What make of mobile phone do you have?
Base: All with a mobile phone

	Experience of suspicious texts/calls				Mobile						Landline			None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	
Weighted base	1921	1525	658	731	1457	1375	1313	463	422	564	475	362	322	396
Don't know	7	4	1	4 1%	2	2	1	1	1	2	4 1%def	1	3 1%def	3 1%f

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 201
Gender
Base: All respondents

	Age 1						Age 2				Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)
Unweighted base	2110	260	363	338	344	655	150	623	682	655	150	110	117	388	417	1042	1060	1202	908	81	213	184	196	149	189	301	266	167	1746	107	194	63
Weighted base	2110	291	352	327	363	648	128	644	690	648	128	113	139	364	413	1029	1076	1169	941	84	233	172	184	151	199	278	289	180	1771	100	176	63*
Effective base	1519	185	258	237	249	484	113	441	486	484	113	73	88	287	308	761	754	864	656	57	151	141	147	106	136	226	187	118	1256	75	141	49
Male	1029	122	174	170	198	293	72	296	368	293	72	113	-	364	-	1029	-	576	453	38	117	86	88	84	94	144	141	69	860	51	91	26
	49%	42%	50%	52% ^a	55% ^{ae}	45%	56% ^{ae}	46%	53% ^{gi}	45%	56% ^{il}	100% ^{ln}	-	100% ^{ln}	-	100% ^{op}	-	49%	48%	45%	50%	50%	48%	55% ^B	47%	52% ^B	49%	38%	49%	51%	52%	41%
Female	1076	167	177	156	163	356	57	344	319	356	57	-	139	-	413	-	1076	588	488	46	116	85	96	67	105	134	148	110	907	47	85	37
	51%	57% ^{df}	50%	48%	45%	55% ^{df}	44%	54% ^h	46%	55% ^{hj}	44%	-	100% ^{km}	-	100% ^{km}	-	100% ^o	50%	52%	55%	50%	52%	45%	53%	48%	51%	61% ^{wy}	51%	47%	48%	59%	
Other	5	2	1	1	1	-	3	2	-	-	-	-	-	-	-	-	5	*	-	1	1	-	-	-	1	-	1	3	2	*	-	
	0.2%	0.7%	0.3%	0.3%	0.2%	0%	1.4%	0.9%	0%	0%	0%	0%	0%	0%	0%	0%	0.2%	0.4%	0.5%	0.5%	0.5%	0.5%	0.5%	0.5%	0.7%	0.5%	0.6%	0.6%	0.1%	0.1%	0.1%	0%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 202
Gender
Base: All respondents

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	2110	376	153	344	125	149	189	134	214	224	726	1179
Weighted base	2110	378	154	343	128	146	203	126	220	215	759	1154
Effective base	1519	277	100	260	84	104	124	105	158	166	537	831
Male	1029 49%	186 49%	75 49%	153 44%	66 51%	63 43%	103 51%	63 50%	108 49%	126 59%ace	341 45%	603 52%kj
Female	1076 51%	192 51%	79 51%	189 55%l	62 49%	83 57%l	99 49%	63 50%	111 51%	88 41%	418 55%k	548 47%
Other	5 *	1 *	* *	1 *	- -	- -	* *	* *	1 *	- -	* *	3 *

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 203
Gender
Base: All respondents

	Experience of suspicious texts/calls				Mobile						Landline			None (m)
	Total				Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)		
	Total	Any (a)	Any voice call (b)	Any recorded message (c)										
Unweighted base	2110	1543	652	729	1416	1337	1266	456	401	516	502	356	351	567
Weighted base	2110	1582	677	780	1457	1375	1313	463	422	564	533	381	371	528
Effective base	1519	1111	475	539	1013	960	908	331	290	378	369	259	261	411
Male	1029	759	337	387	696	657	623	241	216	281	281	193	200	269
	49%	48%	50%	50%	48%	48%	47%	52%	51%	50%	53%	51%	54%	51%
Female	1076	821	340	393	759	717	689	221	206	283	252	188	171	255
	51%	52%	50%	50%	52%	52%	52%	48%	49%	50%	47%	49%	46%	48%
Other	5	2	-	*	2	2	2	1	-	*	-	-	-	3
	*	*	-	*	*	*	*	*	-	*	-	-	-	1%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 204
Age
Base: All respondents

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation		
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	York- shire & Humb- erside (u)	West Mid- lands (v)	East Mid- lands (w)	East- ern (x)	London (y)	South East (A)	South West (B)	Eng- land (C)	Wales (D)	Scot- land (E)	North- ern Ire- land (F)
Unweighted base	2110	260	363	338	344	655	150	623	682	655	150	110	117	388	417	1042	1060	1202	908	81	213	184	196	149	189	301	266	167	1746	107	194	63
Weighted base	2110	291	352	327	363	648	128	644	690	648	128	113	139	364	413	1029	1076	1169	941	84	233	172	184	151	199	278	289	180	1771	100	176	63*
Effective base	1519	185	258	237	249	484	113	441	486	484	113	73	88	287	308	761	754	864	656	57	151	141	147	106	136	226	187	118	1256	75	141	49
16-17	38 2%	38 13% bcde f	-	-	-	-	-	38 6% hij	-	-	-	-	-	-	9 1%	28 3% o	21 2%	16 2%	1 1%	7 3%	3 2%	2 1%	3 2%	3 2%	4 1%	11 4%	2 1%	35 2%	2 2%	1 *	-	-
18-24	254 12%	254 87% bcde f	-	-	-	-	-	254 39% hij	-	-	-	113 100% mn	139 100% mn	-	-	113 11%	139 13%	190 16% r	64 7%	13 16%	28 12%	24 14%	31 17% w	10 7%	21 11%	49 18% w	35 12%	18 10%	230 13% F	9 9%	13 8%	1 1%
25-34	352 17%	-	352 100% acde f	-	-	-	-	352 55% hij	-	-	-	-	-	-	174 17%	177 16%	213 18%	139 15%	10 11%	41 17%	35 20%	35 19%	28 19%	23 12%	43 15%	47 16%	30 17%	292 16%	21 16%	30 21%	10 17%	10 16%
35-44	327 15%	-	-	327 100% abde f	-	-	-	327 47% gij	-	-	-	-	-	-	170 17%	156 14%	166 14%	161 17%	11 13%	26 11%	25 15%	26 14%	26 17%	41 21% t	43 15%	39 13%	30 17%	268 15%	11 11%	29 17%	19 30% CDE	
45-54	363 17%	-	-	-	363 100% abce f	-	-	363 53% gij	-	-	-	-	-	-	198 19% p	163 15%	174 15%	188 20% q	14 17%	48 20% x	28 16%	35 19% x	29 19%	21 11%	42 15%	38 13%	33 18%	289 16%	20 20%	42 24% C	11 18%	
55-64	304 14%	-	-	-	-	304 47% abcd f	-	-	304 47% ghj	-	-	-	151 41% kl	153 37% kl	151 15%	153 14%	152 13%	152 16%	14 17%	37 16%	23 14%	24 13%	13 9%	41 21% wB	43 15%	18 10%	258 15%	14 14%	24 14%	8 13%		
65+	473 22%	-	-	-	-	345 53% ab cd e	128 100% abcd	-	345 53% gh	128 100% ghi	-	-	213 59% kl	260 63% kl	213 21%	260 24%	252 22%	221 23%	21 25%	47 20%	33 19%	31 17%	42 28% v	47 23%	54 19%	76 26% v	49 27% v	399 23%	24 24%	36 21%	14 22%	
NET: 18-34	606 29%	254 87% cd ef	352 100% acde f	-	-	-	-	606 94% hij	-	-	-	113 100% mn	139 100% mn	-	-	288 28%	316 29%	403 35% r	203 22%	23 27%	69 30%	59 34% x	66 36% x	38 25%	45 22%	92 33% x	82 28%	48 27%	522 29%	30 30%	44 25%	11 17%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
 Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
 * small base



Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 204
Age
Base: All respondents

	Age 1					Age 2					Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)
Weighted base	2110	291	352	327	363	648	128	644	690	648	128	113	139	364	413	1029	1076	1169	941	84	233	172	184	151	199	278	289	180	1771	100	176	63*
NET: 35-54	690	-	-	327	363	-	-	644	690	-	-	-	-	-	368	319	340	350	25	73	54	61	55	63	85	77	64	557	31	71	30	
	33%	-	-	100%ab	100%abef	-	-	100%gij	-	-	-	-	-	-	36%p	30%	29%	37%q	30%	31%	31%	33%	36%	32%	31%	27%	35%	31%	31%	41% ^C	48% ^C	
NET: 55+	777	-	-	-	-	648	128	-	648	128	-	-	364	413	364	413	404	372	35	84	56	54	55	88	97	119	67	657	38	60	22	
	37%	-	-	-	-	100%abcd	100%abcd	-	100%gh	100%gh	-	-	100%kl	100%kl	35%	38%	35%	40%q	42%	36%	33%	30%	37%	44%v	35%	41%v	37%	37%	38%	34%	35%	
Average age	47.25	20.95	29.84 ^a	39.79 ^a	50.07 ^a	64.46 ^a	78.73 ^a	25.81	45.20 ^g	64.46 ^g	78.73 ^g	21.42	21.73	66.97 ^k	66.69 ^k	47.55	47.03	45.51	49.40 ^q	48.27	46.38	44.89	44.50	49.05 ^v	49.11 ^v	45.58	48.68	47.05	48.14	47.87	49.50	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 205
Age
Base: All respondents

	Total	Phone network									Mobile O/S	
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple / iPhone (j)	Other (k)
Unweighted base	2110	376	153	344	125	149	189	134	214	224	726	1179
Weighted base	2110	378	154	343	128	146	203	126	220	215	759	1154
Effective base	1519	277	100	260	84	104	124	105	158	166	537	831
16-17	38 2%	3 1%	2 2%	12 4%a	3 2%	4 2%	2 1%	2 1%	2 1%	7 3%a	21 3%	16 1%
18-24	254 12%	48 13%c	25 16%cg	25 7%	13 10%	13 9%	28 14%	8 7%	36 16%cg	29 13%c	138 18%k	88 8%
25-34	352 17%	59 16%	43 28%acdegi	48 14%	17 13%	18 12%	42 21%i	17 13%	39 18%	24 11%	135 18%	176 15%
35-44	327 15%	55 15%	18 12%	70 20%egh	20 15%	13 9%	38 19%e	12 10%	28 13%	36 17%	112 15%	178 15%
45-54	363 17%	81 21%e	22 14%	54 16%	23 18%	15 10%	41 20%e	16 13%	42 19%e	38 18%	111 15%	222 19%j
55-64	304 14%	54 14%	14 9%	52 15%h	26 21%bh	30 21%bh	25 13%	30 24%abfh	18 8%	32 15%	98 13%	186 16%
65+	473 22%	77 20%	29 19%	81 24%f	26 20%	54 37%abcdfh i	26 13%	41 32%abf	54 25%f	48 22%f	144 19%	289 25%j
NET: 18-34	606 29%	108 28%	68 44%acdegi	73 21%	29 23%	30 21%	70 34%ceg	25 20%	75 34%ceg	53 25%	273 36%k	264 23%
NET: 35-54	690 33%	136 36%eg	40 26%	124 36%eg	43 34%e	28 19%	80 39%beg	28 22%	70 32%e	74 34%eg	223 29%	400 35%j
NET: 55+	777 37%	132 35%	43 28%	133 39%f	52 41%f	84 58%abcdfh i	51 25%	71 56%abcdfh i	73 33%	80 37%f	242 32%	475 41%j
Average age	47.25	47.16bf	42.97	48.14bf	48.79bf	53.62abcf hi	43.46	53.37abcf hi	46.31	47.27	43.88	49.76j

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
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Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 206
Age
Base: All respondents

	Experience of suspicious texts/calls				Mobile						Landline			
	Total				Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)										
Unweighted base	2110	1543	652	729	1416	1337	1266	456	401	516	502	356	351	567
Weighted base	2110	1582	677	780	1457	1375	1313	463	422	564	533	381	371	528
Effective base	1519	1111	475	539	1013	960	908	331	290	378	369	259	261	411
16-17	38 2%	22 1%	8 1%	5 1%	22 2%	22 2%	22 2%	6 1%	5 1%	5 1%	5 1%	4 1%	2 1%	15 3%cijl
18-24	254 12%	217 14%ijklm	69 10%k	88 11%km	200 14%ijklm	189 14%ijklm	181 14%ijklm	58 13%klm	58 14%ijklm	68 12%km	44 8%	22 6%	28 7%	37 7%
25-34	352 17%	243 15%jkl	83 12%k	112 14%jkl	230 16%jkl	214 16%jkl	203 15%jkl	70 15%jkl	70 17%jkl	95 17%jkl	44 8%	19 5%	32 9%	110 21%abcdefgijkl
35-44	327 15%	233 15%k	77 11%	120 15%jk	224 15%bjk	214 16%bjk	206 16%bjk	68 15%	60 14%	97 17%bjk	57 11%	37 10%	49 13%	94 18%bjk
45-54	363 17%	268 17%	118 17%	130 17%	258 18%	242 18%	239 18%	66 14%	79 19%	102 18%	84 16%	64 17%	52 14%	94 18%
55-64	304 14%	240 15%	110 16%	120 15%	224 15%	211 15%	201 15%	70 15%	61 14%	79 14%	99 19%lm	71 19%lm	67 18%lm	63 12%
65+	473 22%	359 23%	211 31%abcdefhim	204 26%def	300 21%	284 21%	262 20%	125 27%def	89 21%	117 21%	200 38%acdefghim	165 43%abcdefghim	140 38%acdefghim	114 22%
NET: 18-34	606 29%	459 29%bjkl	153 23%jkl	200 26%jkl	429 29%bjkl	403 29%bjkl	384 29%bjkl	128 28%jkl	128 30%bjkl	163 29%bjkl	88 17%k	41 11%	60 16%	147 28%jkl
NET: 35-54	690 33%	502 32%	196 29%	250 32%	482 33%jk	455 33%jk	445 34%jkl	134 29%	140 33%	199 35%bjkl	141 27%	101 26%	101 27%	188 36%bjkl
NET: 55+	777 37%	599 38%	321 47%abcdefhim	324 42%defim	523 36%	495 36%	463 35%	195 42%defim	150 35%	197 35%	299 56%abcdefghim	236 62%abcdefghim	208 56%abcdefghim	178 34%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Prepared by Yonder



Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 206
Age
Base: All respondents

	Experience of suspicious texts/calls													
	Total				Mobile					Landline				None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	
Weighted base	2110	1582	677	780	1457	1375	1313	463	422	564	533	381	371	528
Average age	47.25	47.28	51.35 ^{ade} ghim	49.22 ^{ade} fghim	46.56	46.53	46.34	48.70 ^f	46.73	46.85	54.80 ^{abcd} efghim	57.37 ^{abcd} efghim	54.88 ^{abcd} efghim	47.15

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 207
Social Grade
Base: All respondents

	Age 1										Age 2				Age/Gender				Gender		Social Grade		Region										Nation				
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of England (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)					
Unweighted base	2110	260	363	338	344	655	150	623	682	655	150	110	117	388	417	1042	1060	1202	908	81	213	184	196	149	189	301	266	167	1746	107	194	63					
Weighted base	2110	291	352	327	363	648	128	644	690	648	128	113	139	364	413	1029	1076	1169	941	84	233	172	184	151	199	278	289	180	1771	100	176	63*					
Effective base	1519	185	258	237	249	484	113	441	486	484	113	73	88	287	308	761	754	864	656	57	151	141	147	106	136	226	187	118	1256	75	141	49					
A	175 8%	48 16% bcde	30 8%	16 5%	24 7%	42 7%	15 12% ce	77 12% hi	40 6%	42 7%	15 12% hi	15 13% n	26 18% mn	35 10% n	22 5%	84 8%	88 8%	175 15% r	-	6 7%	13 6%	12 7%	16 9%	5 4%	19 10%	35 13% tw	26 9%	14 8%	146 8%	11 11%	13 7%	4 7%					
B	399 19%	75 26% cd	65 18%	53 16%	53 15%	126 19%	27 21%	140 22% h	106 15%	126 19%	27 21%	40 35% mn	32 23%	83 23%	69 17%	226 22% p	172 16%	399 34% r	-	15 18%	36 15%	30 18%	36 20%	31 21%	33 17%	68 24% t	52 18%	32 19%	335 19%	15 14%	29 16%	21 33% CDE					
C1	595 28%	88 30%	119 34% e	96 29%	97 27%	159 24%	35 28%	207 32% i	194 28%	159 24%	35 28%	34 30%	42 31%	86 24%	108 26%	266 26%	328 30% o	595 51% r	-	18 22%	66 28%	45 26%	51 28%	44 29%	60 30%	72 26%	89 31%	52 29%	497 28%	31 31%	48 27%	19 31%					
C2	428 20%	36 12%	69 20% a	79 24% af	79 22% af	149 23% af	16 13%	106 16%	158 23% gj	149 23% gj	16 13%	14 12%	16 22% l	80 21%	85 22%	226 19%	203 19%	-	428 45% q	18 21%	47 20%	39 23%	52 28% wA	26 17%	41 20%	54 19%	45 16%	41 23%	362 20% F	23 23% F	39 22% F	4 7%					
D	270 13%	30 10%	49 14%	50 15%	50 14%	79 12%	12 9%	79 12%	100 14%	79 12%	12 9%	9 8%	14 10%	41 11%	50 12%	134 13%	135 13%	-	270 29% q	14 17% vy	33 14% vy	21 12%	13 7%	25 17% vy	24 12%	20 7%	41 14% vy	30 17% vy	221 12%	13 13%	25 14%	11 17%					
E	243 12%	14 5%	21 6%	33 10% a	33 16% abc	94 14% ab	23 18% abc	35 5%	92 13% g	94 14% g	23 18% g	2 2%	8 6%	38 11% k	78 19% klm	93 9%	150 14% o	-	243 26% q	12 14%	39 17% B	24 14%	17 9%	20 13%	22 11%	29 11%	35 12%	12 7%	210 12%	7 7%	23 13%	4 6%					
NET: AB	574 27% e	123 42% bcd	95 27%	69 21%	77 21%	168 26%	42 33% cd	217 34% hi	146 21%	168 26%	42 33% h	55 48% mn	58 41% n	119 33% n	92 22%	310 30% p	261 24%	574 49% r	-	21 26%	49 21%	42 25%	53 29%	37 24%	52 26%	103 37% tuvw xAB	78 27%	45 25%	481 27%	26 26%	42 24%	25 40% CE					
NET: ABC1	1169 55%	211 72% bcd	213 61% cde	166 51%	174 48%	327 50%	78 60% d	424 66% hi	340 48%	327 50%	78 60% h	88 78% mn	100 72% mn	205 56%	199 48%	576 56%	588 55%	1169 100% r	-	40 47%	115 49%	87 51%	103 56%	80 53%	113 57%	175 63% stu	167 58%	97 54%	978 55%	57 57%	90 51%	45 71% CE					
NET: C2DE	941 45%	80 28%	139 39% a	161 49% ab	188 52% abf	322 50% ab	51 40% a	219 34%	350 51% gj	322 40%	51 40%	25 22%	39 28%	159 44% kl	213 52% kl	453 44%	488 45%	-	941 100% r	44 53% y	118 51% y	84 49% y	81 44%	71 43%	86 43%	104 37%	122 42%	83 46%	793 45% F	43 43%	86 49% F	19 29%					
NET: DE	513 24%	44 15%	69 20%	83 25% a	109 30% ab	173 27% ab	34 27% a	113 18%	192 28% g	173 27% g	34 27% g	11 10%	23 16%	79 22% k	128 31% klm	227 22%	285 26% o	-	513 55% q	27 32% vy	71 30% vy	46 27% vy	29 16%	45 30% vy	45 23%	49 18%	77 27% vy	42 23%	431 24%	20 20%	48 27%	14 23%					

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base



Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 208
Social Grade
Base: All respondents

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple / iPhone (j)	Other (k)
Unweighted base	2110	376	153	344	125	149	189	134	214	224	726	1179
Weighted base	2110	378	154	343	128	146	203	126	220	215	759	1154
Effective base	1519	277	100	260	84	104	124	105	158	166	537	831
A	175 8%	35 9%	12 8%	29 8%	4 3%	12 8%	18 9%	9 7%	19 9%	16 7%	82 11%k	70 6%
B	399 19%	85 22%	31 20%	54 16%	30 23%	23 15%	45 22%	26 21%	32 15%	40 19%	182 24%k	182 16%
C1	595 28%	109 29%	36 23%	116 34% ^d	28 22%	36 24%	50 25%	30 24%	83 38% ^{bdefg}	66 31%	230 30%	323 28%
C2	428 20%	77 20%	26 17%	63 18%	38 30% ^{bcfi}	31 21%	33 16%	22 18%	48 22%	37 17%	135 18%	244 21%
D	270 13%	27 7%	30 20% ^{adh}	40 12%	10 8%	29 20% ^{acdh}	37 18% ^{adh}	20 16% ^a	18 8%	28 13% ^a	70 9%	170 15% ^j
E	243 12%	45 12%	19 12%	41 12%	18 14%	16 11%	20 10%	19 15%	19 9%	28 13%	60 8%	164 14% ^j
NET: AB	574 27%	119 32%	43 28%	83 24%	34 26%	34 23%	63 31%	35 28%	51 23%	56 26%	265 35% ^k	252 22%
NET: ABC1	1169 55%	229 60% ^e	79 51%	199 58%	62 48%	70 48%	112 55%	65 51%	134 61% ^e	121 57%	495 65% ^k	576 50%
NET: C2DE	941 45%	149 40%	75 49%	144 42%	66 52%	76 52% ^{ah}	90 45%	61 49%	86 39%	93 43%	265 35%	579 50% ^j
NET: DE	513 24%	72 19%	49 32% ^{ah}	81 24%	28 22%	46 31% ^{ah}	57 28% ^{ah}	39 31% ^{ah}	38 17%	57 26% ^h	130 17%	335 29% ^j

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base. Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 209
Social Grade
Base: All respondents

	Experience of suspicious texts/calls														
	Total				Mobile						Landline				None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)		
Unweighted base	2110	1543	652	729	1416	1337	1266	456	401	516	502	356	351	567	
Weighted base	2110	1582	677	780	1457	1375	1313	463	422	564	533	381	371	528	
Effective base	1519	1111	475	539	1013	960	908	331	290	378	369	259	261	411	
A	175 8%	122 8%	59 9%	69 9%	109 7%	103 7%	96 7%	45 10%	32 8%	45 8%	59 11% ^{adef}	37 10%	43 12% ^{adef}	53 10%	
B	399 19%	320 20% ^m	132 19%	158 20% ^m	291 20% ^m	282 20% ^m	268 20% ^m	92 20%	83 20%	110 19%	113 21% ^m	73 19%	80 22% ^m	79 15%	
C1	595 28%	475 30% ^{gijlm}	178 26%	208 27% ^l	449 31% ^{gijlm}	420 31% ^{gijlm}	413 31% ^{bgijlm}	109 24%	108 26%	167 30% ^{ijlm}	121 23%	98 26%	74 20%	120 23%	
C2	428 20%	311 20%	148 22%	173 22%	285 20%	260 19%	242 18%	95 21%	95 23%	116 21%	119 22%	84 22%	88 24%	118 22%	
D	270 13%	190 12%	81 12%	91 12%	176 12%	171 12%	162 12%	70 15%	54 13%	70 12%	68 13%	46 12%	47 13%	80 15%	
E	243 12%	164 10%	79 12%	81 10%	146 10%	140 10%	131 10%	52 11%	49 12%	57 10%	53 10%	44 12%	38 10%	79 15% ^{acdefij}	
NET: AB	574 27%	442 28%	191 28%	228 29%	401 27%	384 28%	364 28%	137 30%	115 27%	154 27%	172 32% ^m	109 29%	123 33% ^m	132 25%	
NET: ABC1	1169 55%	917 58% ^m	369 55% ^m	435 56% ^m	850 58% ^m	805 59% ^m	777 59% ^m	246 53%	224 53%	322 57% ^m	293 55% ^m	207 54%	198 53%	252 48%	
NET: C2DE	941 45%	665 42%	308 45%	345 44%	607 42%	571 41%	536 41%	216 47%	199 47%	243 43%	239 45%	174 46%	173 47%	276 52% ^{abcdefij}	
NET: DE	513 24%	354 22%	160 24%	172 22%	322 22%	311 23%	294 22%	121 26%	104 25%	127 22%	121 23%	90 24%	85 23%	159 30% ^{abodefijl}	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base. Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 210
GO Region
Base: All respondents

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation						
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (l)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humberside (u)	West Midlands (v)	East Midlands (w)	Eastern (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)				
Unweighted base	2110	260	363	338	344	655	150	623	682	655	150	110	117	388	417	1042	1060	1202	908	81	213	184	196	149	189	301	266	167	1746	107	194	63				
Weighted base	2110	291	352	327	363	648	128	644	690	648	128	113	139	364	413	1029	1076	1169	941	84	233	172	184	151	199	278	289	180	1771	100	176	63*				
Effective base	1519	185	258	237	249	484	113	441	486	484	113	73	88	287	308	761	754	864	656	57	151	141	147	106	136	226	187	118	1256	75	141	49				
Scotland	176	14	30	29	42	53	7	44	71	53	7	4	10	33	27	91	85	90	86	-	-	-	-	-	-	-	-	-	-	-	176	-	-			
	8%	5%	9%	9%	12% ^a	8%	6%	7%	10%	8%	6%	3%	7%	9%	7%	9%	8%	8%	9%	-	-	-	-	-	-	-	-	-	-	-	-	100% ^{CDF}	-			
North East	84	14	10	11	14	31	4	24	25	31	4	7	6	15	20	38	46	40	44	84	-	-	-	-	-	-	-	-	84	-	-	-	-			
	4%	5%	3%	3%	4%	5%	3%	4%	4%	5%	3%	6%	5%	4%	5%	4%	4%	3%	5%	100% ^{tuvwxyAB}	-	-	-	-	-	-	-	-	-	5% ^E	-	-	-			
North West	233	36	41	26	48	72	12	76	73	72	12	13	15	40	44	117	116	115	118	-	233	-	-	-	-	-	-	-	233	-	-	-	-			
	11%	12%	12%	8%	13%	11%	9%	12%	11%	11%	9%	12%	11%	11%	11%	11%	11%	10%	13%	-	100% ^{suwvxyAB}	-	-	-	-	-	-	-	13% ^{DEF}	-	-	-	-			
Yorkshire & Humberside	172	27	35	25	28	52	4	62	54	52	4	4	20	25	31	86	85	87	84	-	-	172	-	-	-	-	-	-	-	172	-	-	-	-		
	8%	9% ^f	10% ^f	8%	8%	8%	3%	10% ^j	8%	8%	3%	4%	14% ^{km}	7%	8%	8%	8%	7%	9%	-	-	100% ^{stvwxyAB}	-	-	-	-	-	-	-	10% ^{DEF}	-	-	-	-		
West Midlands	184	33	35	26	35	46	8	69	61	46	8	14	17	25	29	88	96	103	81	-	-	-	184	-	-	-	-	-	-	-	184	-	-	-	-	
	9%	11%	10%	8%	10%	7%	6%	11%	9%	7%	6%	12%	12%	7%	7%	9%	9%	9%	9%	-	-	100% ^{stuvwxyAB}	-	-	-	-	-	-	-	10% ^{DEF}	-	-	-	-		
East Midlands	151	13	28	26	29	40	15	41	55	40	15	4	6	26	30	84	67	80	71	-	-	-	-	151	-	-	-	-	-	-	-	151	-	-	-	-
	7%	4%	8%	8%	8%	6%	12% ^{ae}	6%	8%	6%	12% ^{gi}	4%	4%	7%	7%	8%	6%	7%	8%	-	-	-	-	100% ^{stuvwxyAB}	-	-	-	-	-	9% ^{DEF}	-	-	-	-		
Wales	100	11	21	11	20	34	4	31	31	34	4	3	5	19	19	51	47	57	43	-	-	-	-	-	-	-	-	-	-	100	-	-	-	-		
	5%	4%	6%	3%	6%	5%	3%	5%	5%	4%	3%	3%	3%	5%	5%	5%	4%	5%	5%	-	-	-	-	-	-	-	-	-	-	100% ^{CEF}	-	-	-	-		
Eastern	199	25	23	41	21	74	14	48	63	74	14	6	15	44	44	94	105	113	86	-	-	-	-	-	199	-	-	-	-	199	-	-	-	-		
	9%	8%	7%	13% ^{bd}	6%	11% ^{bd}	11%	7%	9%	11% ^g	11%	5%	11%	12%	11%	9%	10%	10%	9%	-	-	-	-	-	100% ^{stuvwxyAB}	-	-	-	-	11% ^{DEF}	-	-	-	-		

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F

* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 210
GO Region
Base: All respondents

	Age 1						Age 2				Age/Gender				Gender		Social Grade		Region										Nation					
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	York- shire & Humb- erside (u)	West Mid- lands (v)	East Mid- lands (w)	East- ern (x)	London (y)	South East (A)	South West (B)	Eng- land (C)	Wales (D)	Scot- land (E)	North- ern Ire- land (F)		
Weighted base	2110	291	352	327	363	648	128	644	690	648	128	113	139	364	413	1029	1076	1169	941	84	233	172	184	151	413	1029	278	289	941	180	1771	100	176	63*
London	278	53	43	43	42	85	13	96	85	85	13	30	19	44	53	144	134	175	104	-	-	-	-	-	-	278	-	-	278	-	-	-	-	-
	13%	18%	12%	13%	12%	13%	10%	15%	12%	13%	10%	27%lmn	14%	12%	13%	14%	12%	15%r	11%	-	-	-	-	-	-	100%stuv	-	-	16%DEF	-	-	-	-	-
South East	289	46	47	39	38	91	28	93	77	91	28	21	14	53	66	141	148	167	122	-	-	-	-	-	-	289	-	289	-	-	-	-	-	
	14%	16%	13%	12%	10%	14%	22%bcd	14%	11%	14%	22%ghi	19%	10%	15%	16%	14%	14%	14%	13%	-	-	-	-	-	-	100%stuv	-	16%DEF	-	-	-	-	-	
							e																			wxyB								
South West	180	20	30	30	33	53	14	50	64	53	14	6	12	27	40	69	110	97	83	-	-	-	-	-	-	-	-	180	180	-	-	-	-	
	9%	7%	8%	9%	9%	8%	11%	8%	9%	8%	11%	6%	8%	7%	10%	7%	10%o	8%	9%	-	-	-	-	-	-	-	100%stu	10%DEF	-	-	-	-	-	
																											wxyA							
Northern Ireland	63	1	10	19	11	18	5	11	30	18	5	-	1	12	10	26	37	45	19	-	-	-	-	-	-	-	-	-	-	-	-	-	63	100%CDE
	3%	*	3%a	6%ae	3%a	3%a	4%a	2%	4%g	3%	4%	-	1%	3%	2%	3%	3%	4%r	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
 Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
 * small base



Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 211
GO Region
Base: All respondents

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	2110	376	153	344	125	149	189	134	214	224	726	1179
Weighted base	2110	378	154	343	128	146	203	126	220	215	759	1154
Effective base	1519	277	100	260	84	104	124	105	158	166	537	831
Scotland	176 8%	35 9%	13 9%	35 10%g	16 12%g	15 10%	16 8%	4 3%	12 6%	14 7%	49 6%	112 10%j
North East	84 4%	19 5%	5 3%	10 3%	4 3%	7 5%	12 6%	6 4%	5 2%	7 3%	30 4%	44 4%
North West	233 11%	43 11%	12 8%	39 11%	13 10%	15 10%	27 13%	15 12%	18 8%	29 13%	73 10%	140 12%
Yorkshire & Humberside	172 8%	31 8%	12 8%	30 9%	14 11%	7 5%	17 9%	13 11%	15 7%	25 11%	65 9%	97 8%
West Midlands	184 9%	38 10%c	13 8%	17 5%	7 5%	6 4%	18 9%	16 12%ce	19 9%	26 12%ce	69 9%	93 8%
East Midlands	151 7%	22 6%	9 6%	23 7%	17 14%af	8 6%	11 6%	9 7%	14 6%	15 7%	51 7%	78 7%
Wales	100 5%	23 6%	6 4%	13 4%	5 4%	12 8%	7 3%	3 3%	8 4%	14 7%	33 4%	57 5%
Eastern	199 9%	36 10%	11 7%	41 12%	13 10%	13 9%	18 9%	14 11%	13 6%	13 6%	79 10%	93 8%
London	278 13%	56 15%	21 14%	47 14%	14 11%	13 9%	29 15%	18 14%	40 18%e	25 12%	114 15%	151 13%
South East	289 14%	36 10%	26 17%	47 14%	14 11%	19 13%	33 16%	19 15%	40 18%a	28 13%	108 14%	154 13%
South West	180 9%	35 9%	20 13%cf	22 6%	6 5%	25 17%acdfgi	12 6%	9 7%	24 11%	15 7%	65 9%	103 9%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 211
GO Region
Base: All respondents

Total	Phone network									Mobile O/S		
	EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)	
Weighted base	2110	378	154	343	128	146	203	126	220	215	759	1154
Northern Ireland	63	4	6	18	5	4	3	1	10	4	24	32
	3%	1%	4%	5%a	4%	3%	1%	1%	5%a	2%	3%	3%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
 Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 212
GO Region
Base: All respondents

	Experience of suspicious texts/calls				Mobile						Landline			
	Total				Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)										
Unweighted base	2110	1543	652	729	1416	1337	1266	456	401	516	502	356	351	567
Weighted base	2110	1582	677	780	1457	1375	1313	463	422	564	533	381	371	528
Effective base	1519	1111	475	539	1013	960	908	331	290	378	369	259	261	411
Scotland	176	137	54	66	127	121	118	46	35	52	47	33	29	39
	8%	9%	8%	8%	9%	9%	9%	10%	8%	9%	9%	9%	8%	7%
North East	84	73	35	38	62	59	54	22	26	26	30	20	23	11
	4%	5% ^m	5% ^m	5% ^m	4% ^m	4% ^m	4%	5% ^m	6% ^m	5% ^m	6% ^m	5% ^m	6% ^m	2%
North West	233	171	77	88	162	153	145	48	47	60	55	41	44	63
	11%	11%	11%	11%	11%	11%	11%	10%	11%	11%	10%	11%	12%	12%
Yorkshire & Humberside	172	134	61	70	125	113	107	39	39	55	49	36	35	38
	8%	8%	9%	9%	9%	8%	8%	8%	9%	10%	9%	9%	9%	7%
West Midlands	184	126	59	63	116	107	103	31	40	43	45	33	30	58
	9%	8%	9%	8%	8%	8%	8%	7%	10%	8%	9%	9%	8%	11% ^{eg}
East Midlands	151	106	40	59	97	88	84	32	20	49	33	26	24	46
	7%	7%	6%	8%	7%	6%	6%	7%	5%	9%	6%	7%	7%	9%
Wales	100	79	35	38	72	67	65	22	20	29	19	14	12	22
	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	4%	4%	3%	4%
Eastern	199	148	68	75	134	130	125	35	39	46	58	44	41	51
	9%	9%	10%	10%	9%	9%	9%	8%	9%	8%	11%	12%	11%	10%
London	278	215	90	106	203	193	184	75	62	85	65	43	42	63
	13%	14%	13%	14%	14%	14%	14%	16%	15%	15%	12%	11%	11%	12%
South East	289	224	91	98	200	194	183	63	59	62	73	50	50	64
	14%	14%	13%	13%	14%	14%	14%	14%	14%	11%	14%	13%	14%	12%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 212
GO Region
Base: All respondents

	Experience of suspicious texts/calls				Mobile						Landline			
	Total				Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)	
	Total	Any (a)	Any voice call (b)	Any recorded message (c)										
Weighted base	2110	1582	677	780	1457	1375	1313	463	422	564	533	381	371	528
South West	180	126	48	61	118	113	109	36	22	40	46	30	32	54
		9%	8%	7%	8%	8%	8%	8%	5%	7%	9%	8%	9%	10%h
Northern Ireland	63	44	20	18	39	37	36	15	12	16	11	9	7	20
		3%	3%	3%	3%	3%	3%	3%	3%	3%	2%	2%	2%	4%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 213
Have you taken a foreign holiday in the last 3 years?
Base: All respondents

	Age 1						Age 2				Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (l)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	North Ireland (F)
Unweighted base	2110	260	363	338	344	655	150	623	682	655	150	110	117	388	417	1042	1060	1202	908	81	213	184	196	149	189	301	266	167	1746	107	194	63
Weighted base	2110	291	352	327	363	648	128	644	690	648	128	113	139	364	413	1029	1076	1169	941	84	233	172	184	151	199	278	289	180	1771	100	176	63*
Effective base	1519	185	258	237	249	484	113	441	486	484	113	73	88	287	308	761	754	864	656	57	151	141	147	106	136	226	187	118	1256	75	141	49
Yes	1319 62%	211 73% f	261 74% f	204 62% d	185 51% d	395 61% d	63 49%	472 73% h	389 56% h	395 61% j	63 49%	84 74% n	97 70% n	234 64% n	224 54%	685 67% p	631 59%	809 69% r	509 54%	39 47%	151 65% s	105 61%	119 64% s	85 56%	112 56%	210 75% s	170 59%	123 69% s	1115 63%	64 64%	100 57%	40 63%
No	791 38%	80 27%	92 26%	123 38% a	177 49% a	254 39% a	66 51% a	172 27%	300 44% g	254 39% g	66 51% g	29 26%	42 30%	130 36%	189 46% k	343 33%	445 41% o	359 31%	432 46% q	44 53% t	82 35% v	67 39% y	66 36% y	67 44% y	86 44% y	68 25% B	118 41% y	57 31%	656 37%	36 36%	76 43%	23 37%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 214
Have you taken a foreign holiday in the last 3 years?
Base: All respondents

	Total	Phone network									Mobile O/S	
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	2110	376	153	344	125	149	189	134	214	224	726	1179
Weighted base	2110	378	154	343	128	146	203	126	220	215	759	1154
Effective base	1519	277	100	260	84	104	124	105	158	166	537	831
Yes	1319	240	101	210	73	85	143	70	142	129	525	671
	62%	63%	66%	61%	57%	58%	70%g	56%	65%	60%	69%k	58%
No	791	138	53	134	55	61	60	56	78	86	234	484
	38%	37%	34%	39%	43%	42%	30%	44%f	35%	40%	31%	42%j

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Table 215
Have you taken a foreign holiday in the last 3 years?
Base: All respondents

	Experience of suspicious texts/calls				Mobile						Landline			None (m)
	Total				Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	
	Total	Any (a)	Any voice call (b)	Any recorded message (c)										
Unweighted base	2110	1543	652	729	1416	1337	1266	456	401	516	502	356	351	567
Weighted base	2110	1582	677	780	1457	1375	1313	463	422	564	533	381	371	528
Effective base	1519	1111	475	539	1013	960	908	331	290	378	369	259	261	411
Yes	1319	1025	441	521	954	896	862	293	286	390	349	241	239	294
	62%	65% ^m	65% ^m	67% ^m	65% ^m	65% ^m	66% ^m	63% ^m	68% ^m	69% ^m	66% ^m	63%	64% ^m	56%
No	791	558	237	259	503	479	451	170	137	175	183	140	132	234
	38%	35%	35%	33%	35%	35%	34%	37%	32%	31%	34%	37%	36%	44% ^{abcdelghij}

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 216
Opinion Influencer
Base: All respondents

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (l)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)	
Unweighted base	2110	260	363	338	344	655	150	623	682	655	150	110	117	388	417	1042	1060	1202	908	81	213	184	196	149	189	301	266	167	1746	107	194	63	
Weighted base	2110	291	352	327	363	648	128	644	690	648	128	113	139	364	413	1029	1076	1169	941	84	233	172	184	151	199	278	289	180	1771	100	176	63*	
Effective base	1519	185	258	237	249	484	113	441	486	484	113	73	88	287	308	761	754	864	656	57	151	141	147	106	136	226	187	118	1256	75	141	49	
Yes	198 9%	39 13% ^{def}	74 21% ^{acd}	32 10% ^{ef}	22 6%	29 4%	2 1%	113 18% ^{hij}	54 8% ^{ij}	29 4%	2 1%	18 15% ^{mn}	19 14% ^{mn}	14 4%	16 4%	123 12% ^p	73 7%	142 12% ^r	56 6%	12 15%	21 9%	15 9%	18 10%	13 9%	13 7%	45 16% ^{ux}	22 8%	14 8%	175 10%	6 6%	15 8%	3 4%	
No	1912 91%	252 87% ^b	278 79%	295 90% ^b	341 94% ^{ab}	620 96% ^{abc}	127 99% ^{abc}	530 82%	635 92% ^g	620 96% ^{gh}	127 99% ^{gh}	96 85%	120 86%	350 96% ^{kl}	397 96% ^{kl}	905 88%	1003 93% ^o	1026 88%	885 94% ^q	72 85%	212 91%	157 91% ^y	166 90%	138 91%	185 93% ^y	233 84%	267 92% ^y	166 92% ^y	1596 90%	94 94%	161 92%	61 96%	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Table 217
Opinion Influencer
Base: All respondents

	Total	Phone network									Mobile O/S	
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	2110	376	153	344	125	149	189	134	214	224	726	1179
Weighted base	2110	378	154	343	128	146	203	126	220	215	759	1154
Effective base	1519	277	100	260	84	104	124	105	158	166	537	831
Yes	198	40	13	31	11	11	22	12	9	17	69	100
	9%	11% ^h	8%	9% ^h	9%	8%	11% ^h	9%	4%	8%	9%	9%
No	1912	338	141	312	117	135	180	114	211	198	690	1054
	91%	89%	92%	91%	91%	92%	89%	91%	96% ^{acf}	92%	91%	91%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 218
Opinion Influencer
Base: All respondents

	Experience of suspicious texts/calls				Mobile						Landline			
	Total				Any mobile text/ App message (e)						None (m)			
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)	
Unweighted base	2110	1543	652	729	1416	1337	1266	456	401	516	502	356	351	567
Weighted base	2110	1582	677	780	1457	1375	1313	463	422	564	533	381	371	528
Effective base	1519	1111	475	539	1013	960	908	331	290	378	369	259	261	411
Yes	198	153	75	102	139	133	122	66	45	74	78	45	52	45
	9%	10%	11%	13% <i>adefm</i>	10%	10%	9%	14% <i>adefm</i>	11%	13% <i>fm</i>	15% <i>adefm</i>	12%	14% <i>adefm</i>	9%
No	1912	1429	602	678	1318	1242	1191	397	377	491	455	336	319	482
	91%	90% <i>cgjl</i>	89%	87%	90% <i>cgjl</i>	90% <i>cgjl</i>	91% <i>cgjl</i>	86%	89%	87%	85%	88%	86%	91% <i>cgjl</i>

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 219
Tenure
Base: All respondents

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation				
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (l)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)		
Unweighted base	2110	260	363	338	344	655	150	623	682	655	150	110	117	388	417	1042	1060	1202	908	81	213	184	196	149	189	301	266	167	1746	107	194	63		
Weighted base	2110	291	352	327	363	648	128	644	690	648	128	113	139	364	413	1029	1076	1169	941	84	233	172	184	151	199	278	289	180	1771	100	176	63*		
Effective base	1519	185	258	237	249	484	113	441	486	484	113	73	88	287	308	761	754	864	656	57	151	141	147	106	136	226	187	118	1256	75	141	49		
NET: Homeowners	1367	156	180	201	232	494	104	337	432	494	104	58	71	280	318	667	698	822	546	46	134	110	127	93	140	163	190	135	1139	76	100	53		
	65%	54%	51%	61%b	64%ab	76%abcd	81%abcd	52%	63%g	76%gh	81%gh	51%	51%	77%kl	65%	65%	70%r	58%	55%	57%	64%	69%ty	61%	71%sty	59%	66%	75%stw	64%	75%E	57%	83%CE			
Owned outright - without mortgage	762	60	49	52	93	114	95	109	145	414	95	25	25	233	275	377	385	445	317	26	80	61	60	55	88	95	108	75	648	38	54	23		
	36%	21%	14%	16%	26%bc	64%abcd	74%abcd	17%	21%	64%gh	74%ghi	22%	18%	64%kl	67%kl	37%	36%	38%	34%	31%	34%	36%	33%	36%	44%v	34%	37%	42%	37%	38%	31%	36%		
Owned with a mortgage or loan	605	96	132	149	139	80	9	228	288	80	9	33	46	47	42	290	313	377	228	21	54	49	67	38	52	68	83	60	492	38	46	30		
	29%	33%ef	37%ef	45%aef	38%ef	12%	7%	35%ij	42%ij	12%	7%	29%mn	33%mn	13%	10%	28%	29%	32%r	24%	24%	23%	29%	37%ty	25%	26%	24%	29%	33%	28%	38%	26%	47%CE		
NET: Renters	712	117	164	125	128	153	24	281	253	153	24	49	58	83	94	348	360	329	383	37	96	59	55	57	109	92	45	606	21	74	11			
	34%	40%ef	47%def	38%ef	35%ef	24%	19%	44%hij	37%ij	24%	19%	43%mn	42%mn	23%	23%	34%	33%	28%	41%q	44%xB	41%xB	34%	30%	38%B	28%	39%xB	32%	25%	34%DF	21%	42%DF	17%		
NET: Rent from Council/ Housing Association	425	62	81	66	86	113	17	142	152	113	17	25	28	55	75	195	228	157	268	30	65	35	28	34	30	58	57	25	361	12	48	3		
	20%	21%	23%cf	20%	24%ef	17%	13%	22%j	22%j	17%	13%	22%	20%	15%	18%	19%	21%	13%	28%q	35%uvx	28%vxB	21%	15%	22%	15%	21%	20%	14%	20%F	12%	27%DF	5%		
Rented from the council	274	29	51	47	54	84	10	80	101	84	10	14	9	40	54	124	150	87	188	20	41	20	15	28	20	34	37	14	229	11	34	-		
	13%	10%	14%	14%	15%	13%	8%	12%	15%	13%	8%	12%	6%	11%	13%	12%	14%	7%	20%q	23%uvx	17%vB	12%	8%	19%vB	10%	12%	13%	8%	13%F	11%F	19%CF	-		
Rented from a housing association	150	33	30	19	32	29	7	63	52	29	7	11	19	15	20	71	78	70	80	10	24	16	13	5	10	24	19	11	131	2	14	3		
	7%	11%e	8%e	6%	9%e	4%	5%	10%i	8%i	4%	5%	10%	14%mn	4%	5%	7%	7%	6%	9%	12%w	10%w	9%	7%	4%	5%	9%	7%	6%	7%	2%	8%	5%		
Rented from someone else	287	55	84	59	42	40	7	139	101	40	7	25	30	28	20	153	133	172	115	8	31	23	27	24	25	52	36	20	245	9	26	7		
	14%	19%def	24%def	18%def	12%e	6%	6%	22%hij	15%ij	6%	6%	22%mn	21%mn	8%	5%	15%	12%	15%	12%	9%	13%	14%	15%	16%	12%	19%	12%	11%	14%	9%	15%	12%		
Rent free	31	18	8	1	3	1	*	26	4	1	*	6	10	1	*	14	17	18	12	1	4	3	1	2	4	6	6	-	25	3	2	-		
	1%	6%bcde	2%e	*	1%	*	*	4%hi	1%	*	*	5%mn	7%mn	*	*	1%	2%	2%	1%	1%	2%	2%	1%	1%	2%	2%	2%	-	1%	3%	1%	-		

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base



Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 220
Tenure
Base: All respondents

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	2110	376	153	344	125	149	189	134	214	224	726	1179
Weighted base	2110	378	154	343	128	146	203	126	220	215	759	1154
Effective base	1519	277	100	260	84	104	124	105	158	166	537	831
NET: Homeowners	1367	243	83	225	72	105	112	87	158	155	514	727
	65%	64%	54%	66%b	57%	72%bdf	55%	69%bf	72%bdf	72%bdf	68%	63%
Owned outright - without mortgage	762	128	43	115	47	76	63	52	78	94	254	442
	36%	34%	28%	33%	37%	52%abcdfh	31%	42%b	36%	44%abcf	33%	38%
Owned with a mortgage or loan	605	115	40	111	26	28	49	34	79	61	260	285
	29%	31%e	26%	32%de	20%	19%	24%	27%	36%def	28%	34%k	25%
NET: Renters	712	128	68	115	54	38	89	39	59	56	232	414
	34%	34%	44%ehi	33%	42%sehi	26%	44%ehi	31%	27%	26%	31%	36%j
NET: Rent from Council/ Housing Association	425	82	44	60	41	28	54	31	27	27	126	267
	20%	22%hi	29%chi	17%	32%cehi	19%	27%chi	24%hi	12%	12%	17%	23%j
Rented from the council	274	55	24	39	34	21	38	20	16	13	77	183
	13%	14%hi	15%hi	11%	27%acehi	14%i	19%hi	16%hi	7%	6%	10%	16%j
Rented from a housing association	150	27	20	20	6	7	16	11	11	14	49	84
	7%	7%	13%ceh	6%	5%	5%	8%	9%	5%	6%	6%	7%
Rented from someone else	287	46	24	55	13	10	35	8	32	30	106	148
	14%	12%	16%g	16%eg	10%	7%	17%eg	7%	15%g	14%	14%	13%
Rent free	31	7	3	3	2	3	2	-	3	4	13	13
	1%	2%	2%	1%	1%	2%	1%	-	1%	2%	2%	1%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 221
Tenure
Base: All respondents

	Experience of suspicious texts/calls													
	Total				Mobile					Landline				None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	
Unweighted base	2110	1543	652	729	1416	1337	1266	456	401	516	502	356	351	567
Weighted base	2110	1582	677	780	1457	1375	1313	463	422	564	533	381	371	528
Effective base	1519	1111	475	539	1013	960	908	331	290	378	369	259	261	411
NET: Homeowners	1367	1034	468	545	940	885	846	295	268	372	407	294	293	333
	65%	65%	69%	70% ^{defm}	65%	64%	64%	64%	63%	66%	76% ^{abcdef}	77% ^{abcdef}	79% ^{abcdef}	63% ^{ghim}
Owned outright - without mortgage	762	579	307	314	510	484	460	167	145	186	295	228	207	183
	36%	37%	45% ^{adefgh}	40% ^{defim}	35%	35%	35%	36%	34%	33%	55% ^{abcdef}	60% ^{abcdef}	56% ^{abcdef}	35% ^{ghim}
Owned with a mortgage or loan	605	455	161	230	430	401	386	128	123	185	112	66	87	150
	29%	29% ^{bjk}	24% ^k	30% ^{bjk}	30% ^{bjkl}	29% ^{bjk}	29% ^{bjk}	28% ^{jk}	29% ^{jk}	33% ^{bjkl}	21%	17%	23%	28% ^{sjk}
NET: Renters	712	527	205	226	498	474	452	164	150	187	119	86	72	185
	34%	33% ^{jkl}	30% ^{jkl}	29% ^{jl}	34% ^{cjkl}	34% ^{cjkl}	34% ^{cjkl}	35% ^{cjkl}	36% ^{jkl}	33% ^{jkl}	22%	22%	20%	35% ^{cjkl}
NET: Rent from Council/ Housing Association	425	319	135	142	299	284	268	111	93	117	88	68	51	106
	20%	20% ^l	20% ^l	18%	21% ^l	21% ^l	20% ^l	24% ^{cjl}	22% ^l	21% ^l	17%	18%	14%	20% ^l
Rented from the council	274	208	87	93	198	188	179	77	60	78	63	50	35	66
	13%	13%	13%	12%	14%	14%	14%	17% ^{cl}	14%	14%	12%	13%	9%	13%
Rented from a housing association	150	111	48	49	101	96	89	34	33	39	25	18	16	39
	7%	7%	7%	6%	7%	7%	7%	7%	8%	7%	5%	5%	4%	7%
Rented from someone else	287	208	70	84	200	190	184	53	57	70	31	17	22	79
	14%	13% ^{ijkl}	10% ^{ijkl}	11% ^{ijkl}	14% ^{ijkl}	14% ^{ijkl}	14% ^{bjkl}	11% ^{ijkl}	13% ^{ijkl}	12% ^{ijkl}	6%	5%	6%	15% ^{bjkl}
Rent free	31	21	5	9	18	17	15	4	5	6	6	1	5	10
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	2%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base. Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 222
What is the highest educational level that you have achieved to date?
Base: All respondents

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)	
Unweighted base	2110	260	363	338	344	655	150	623	682	655	150	110	117	388	417	1042	1060	1202	908	81	213	184	196	149	189	301	266	167	1746	107	194	63	
Weighted base	2110	291	352	327	363	648	128	644	690	648	128	113	139	364	413	1029	1076	1169	941	84	233	172	184	151	199	278	289	180	1771	100	176	63*	
Effective base	1519	185	258	237	249	484	113	441	486	484	113	73	88	287	308	761	754	864	656	57	151	141	147	106	136	226	187	118	1256	75	141	49	
No formal education	16 1%	1 *	4 1%	4 1%	1 *	5 1%	1 1%	5 1%	5 1%	5 1%	1 1%	- -	1 1%	5 1%	4 *	12 1%	2 *	14 1%q	- -	3 1%	2 1%	1 *	- -	3 1%	2 1%	4 1%	1 1%	15 1%	- -	1 *	- -	- -	
Primary	15 1%	- -	2 1%	3 1%	2 1%	8 1%	* *	2 *	5 1%	8 1%	* *	- -	- -	5 1%	3 1%	8 1%	7 1%	2 *	14 1%q	2 2%	* *	2 1%	- -	* *	- -	1 *	6 2%	1 1%	13 1%	- -	2 1%	1 2%	
Secondary school, high school, 6th form/ college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	1095 52%	142 49%b	130 37%	145 44%	195 54%bc	404 62%abc	79 62%abc	272 42%	340 49%g	404 62%gh	79 62%gh	60 53%l	51 37%	219 60%l	264 64%l	529 51%	563 52%	466 40%	629 67%q	47 56%	124 53%	90 52%	102 55%y	82 54%	105 53%	119 43%	171 59%yB	85 47%	926 52%	54 53%	87 50%	28 44%	
University degree or equivalent professional qualification, NVQ level 4, etc.	637 30%	70 24%	132 37%ae	109 33%ae	120 33%ae	165 26%	41 32%	202 31%	229 33%l	165 26%	41 32%	22 19%	48 35%k	100 27%	106 26%	308 30%	328 30%	437 37%r	200 21%	22 26%	68 29%	49 28%	51 28%	48 31%	51 26%	85 30%	78 27%	76 42%stu	527 30%	28 28%	56 32%	25 40%	
Higher university degree, doctorate, MBA, NVQ level 5, etc.	267 13%	23 8%	70 20%ade	63 19%ade	41 11%	63 10%	7 5%	93 14%ij	104 15%ij	63 10%	7 5%	15 14%	7 5%	37 10%	32 8%	151 15%p	115 11%	204 17%r	63 7%	10 12%	32 14%AB	20 12%B	26 14%AB	16 10%	29 15%AB	54 19%wAB	20 7%	9 5%	215 12%	19 19%	24 14%	9 14%	
Still in full time education	63 3%	52 18%bde	8 2%e	2 *	1 *	- -	- -	60 9%hij	3 *	- -	- -	16 14%mn	28 20%mn	- -	- -	21 2%	41 4%o	51 4%r	11 1%	2 3%	6 3%	5 3%	3 2%	4 2%	5 3%	14 5%	10 3%	8 4%	57 3%	- -	6 3%	- -	
Don't know	3 *	- -	2 1%	* *	- -	- -	2 *	* *	- -	- -	- -	- -	- -	- -	- -	* *	2 *	* *	2 *	- -	- -	- -	- -	- -	- -	2 1%	- -	- -	2 *	- -	* *	- -	- -
Prefer not to answer	14 1%	3 1%	5 1%	2 1%	1 *	4 1%	- -	8 1%	3 *	4 1%	- -	- -	3 2%	2 1%	2 *	6 1%	8 1%	6 1%	8 1%	1 1%	- -	4 2%IA	1 *	3 2%	5 2%A	1 *	- -	- -	14 1%	- -	- -	- -	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F

* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 223
What is the highest educational level that you have achieved to date?
Base: All respondents

	Total	Phone network									Mobile O/S	
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	2110	376	153	344	125	149	189	134	214	224	726	1179
Weighted base	2110	378	154	343	128	146	203	126	220	215	759	1154
Effective base	1519	277	100	260	84	104	124	105	158	166	537	831
No formal education	16 1%	3 1%	2 2%	1 *	-	-	3 1%	2 1%	3 1%	-	3 *	10 1%
Primary	15 1%	2 1%	-	4 1%	1 1%	-	-	5 4%abefi	2 1%	-	6 1%	9 1%
Secondary school, high school, 6th form/college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	1095 52%	194 51%	76 49%	181 53%	73 57%i	97 66%abcfgi	104 51%	64 51%	119 54%i	92 43%	348 46%	653 57%kj
University degree or equivalent professional qualification, NVQ level 4, etc.	637 30%	113 30%	48 31%	107 31%	43 34%	35 24%	63 31%	35 27%	58 26%	77 36%e	252 33%	327 28%
Higher university degree, doctorate, MBA, NVQ level 5, etc.	267 13%	61 16%deh	22 14%	41 12%	7 6%	10 7%	25 12%	18 14%d	19 9%	37 17%deh	110 14%	130 11%
Still in full time education	63 3%	4 1%	5 3%	7 2%	2 1%	4 3%	9 4%a	1 1%	15 7%acg	7 3%	31 4%k	22 2%
Don't know	3 *	*	-	2 1%	-	-	-	-	-	-	2 *	*
Prefer not to answer	14 1%	2 *	1 *	1 *	1 1%	-	1 *	2 2%	3 1%	2 1%	8 1%	4 *

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 224
What is the highest educational level that you have achieved to date?
Base: All respondents

	Experience of suspicious texts/calls				Mobile						Landline			None (m)
	Total				Any mobile (d)	Any mobile text/ App message (e)			Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	
	Total	Any (a)	Any voice call (b)	Any recorded message (c)		SMS (f)	App (g)							
Unweighted base	2110	1543	652	729	1416	1337	1266	456	401	516	502	356	351	567
Weighted base	2110	1582	677	780	1457	1375	1313	463	422	564	533	381	371	528
Effective base	1519	1111	475	539	1013	960	908	331	290	378	369	259	261	411
No formal education	16 1%	13 1%	6 1%	7 1%	12 1%	12 1%	7 1%	9 2% ^f	4 1%	4 1%	6 1%	4 1%	4 1%	3 1%
Primary	15 1%	11 1%	9 1%	5 1%	10 1%	9 1%	9 1%	6 1%	6 1%	2 *	6 1%	5 1%	5 1%	4 1%
Secondary school, high school, 6th form/ college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	1095 52%	805 51%	345 51%	399 51%	734 50%	691 50%	659 50%	248 54%	222 52%	283 50%	267 50%	186 49%	191 52%	290 55%
University degree or equivalent professional qualification, NVQ level 4, etc.	637 30%	493 31%	213 31%	253 32%	460 32%	430 31%	414 32%	124 27%	136 32%	193 34% ^{gm}	177 33%	129 34%	121 33%	144 27%
Higher university degree, doctorate, MBA, NVQ level 5, etc.	267 13%	198 13%	75 11%	96 12%	186 13%	184 13%	176 13%	63 14%	41 10%	66 12%	62 12%	41 11%	44 12%	69 13%
Still in full time education	63 3%	47 3%	21 3%	15 2%	44 3%	39 3%	37 3%	9 2%	12 3%	12 2%	10 2%	10 3%	4 1%	15 3%
Don't know	3 *	3 *	-	*	3 *	3 *	3 *	*	-	*	-	-	-	-
Prefer not to answer	14 1%	12 1%	8 1%	5 1%	9 1%	9 1%	9 1%	4 1%	2 1%	3 *	6 1%	6 2%	2 1%	3 1%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 225
Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?
Base: All respondents

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation					
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)			
Unweighted base	2110	260	363	338	344	655	150	623	682	655	150	110	117	388	417	1042	1060	1202	908	81	213	184	196	149	189	301	266	167	1746	107	194	63			
Weighted base	2110	291	352	327	363	648	128	644	690	648	128	113	139	364	413	1029	1076	1169	941	84	233	172	184	151	199	278	289	180	1771	100	176	63*			
Effective base	1519	185	258	237	249	484	113	441	486	484	113	73	88	287	308	761	754	864	656	57	151	141	147	106	136	226	187	118	1256	75	141	49			
Yes - responsible for half or more of the items bought	1891 90%	171 59%	328 93%a	319 97%abf	343 95%af	616 95%af	114 89%a	500 78%	662 96%gj	616 95%gj	114 89%g	70 61%	95 68%	325 89%kl	405 98%klm	894 87%	993 92%o	1039 89%	853 91%	80 95%	205 88%	156 91%	163 88%	137 90%	175 88%	252 91%	250 87%	161 89%	1579 89%	91 90%	161 92%	61 96%			
No - not responsible for most of the items bought	219 10%	120 41%bcde	24 7%cd	8 3%	19 5%	32 5%	15 11%cdde	144 22%hij	28 4%	32 5%	15 11%hi	44 39%mn	44 32%mn	39 11%n	8 2%	134 13%p	83 8%	130 11%	89 9%	4 5%	28 12%	15 9%	22 12%	15 10%	23 12%	26 9%	39 13%	19 11%	192 11%	10 10%	14 8%	3 4%			

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 226

Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?

Base: All respondents

	Total	Phone network									Mobile O/S	
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	2110	376	153	344	125	149	189	134	214	224	726	1179
Weighted base	2110	378	154	343	128	146	203	126	220	215	759	1154
Effective base	1519	277	100	260	84	104	124	105	158	166	537	831
Yes - responsible for half or more of the items bought	1891 90%	348 92%h	136 88%	302 88%	115 90%	133 91%	181 89%	118 93%h	187 85%	193 90%	667 88%	1047 91%
No - not responsible for most of the items bought	219 10%	31 8%	18 12%	42 12%	13 10%	13 9%	22 11%	8 7%	32 15%ag	22 10%	93 12%	108 9%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
 Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 227

Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?

Base: All respondents

	Experience of suspicious texts/calls				Mobile					Landline			None (m)	
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)		Recorded message (l)
Unweighted base	2110	1543	652	729	1416	1337	1266	456	401	516	502	356	351	567
Weighted base	2110	1582	677	780	1457	1375	1313	463	422	564	533	381	371	528
Effective base	1519	1111	475	539	1013	960	908	331	290	378	369	259	261	411
Yes - responsible for half or more of the items bought	1891 90%	1409 89%	614 91%	712 91%	1300 89%	1227 89%	1168 89%	423 91%	385 91%	520 92%	482 91%	347 91%	337 91%	482 91%
No - not responsible for most of the items bought	219 10%	173 11%	63 9%	68 9%	156 11%	148 11%	145 11%	40 9%	37 9%	44 8%	50 9%	34 9%	34 9%	46 9%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 228
How many cars are there in your household?
Base: All respondents

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation				
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humberside (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)		
Unweighted base	2110	260	363	338	344	655	150	623	682	655	150	110	117	388	417	1042	1060	1202	908	81	213	184	196	149	189	301	266	167	1746	107	194	63		
Weighted base	2110	291	352	327	363	648	128	644	690	648	128	113	139	364	413	1029	1076	1169	941	84	233	172	184	151	199	278	289	180	1771	100	176	63*		
Effective base	1519	185	258	237	249	484	113	441	486	484	113	73	88	287	308	761	754	864	656	57	151	141	147	106	136	226	187	118	1256	75	141	49		
No cars in the household	443 21%	62 21%	101 29%ef	71 22%	78 22%	111 17%	20 16%	162 25%ij	149 22%	111 17%	20 16%	25 22%k	35 25%l	44 12%	88 21%m	208 20%	232 22%	201 17%	242 26%q	15 18%	63 27%vx	40 23%x	32 17%	29 19%	22 11%	98 35%su wxAB	52 18%	35 20%	386 22%D	12 12%	37 21%	7 12%		
NET: Any	1667 79%	230 79%	251 71%	256 78%	285 78%	537 83%b	108 84%b	481 75%	541 78%	537 83%g	108 84%g	88 78%	104 75%	320 88%kl	325 79%	820 80%	844 78%	968 83%r	699 74%	69 82%y	171 73%	132 77%y	152 83%ty	122 81%y	176 89%tuy	181 65%	237 82%y	145 80%y	1385 78%	88 88%C	139 79%	56 88%		
1	856 41%	75 26%	140 40%a	130 40%a	134 37%a	295 46%ad	82 de	215 64%abc	264 33%	295 38%	82 46%gh	29 64%ghi	27 20%	183 50%kl	194 47%kl	419 41%	435 40%	457 39%	399 42%	38 45%	104 44%	66 38%	71 39%	60 40%	82 41%	103 37%	113 39%	69 38%	706 40%	43 43%	82 47%	24 39%		
2	617 29%	89 31%f	88 25%	102 31%f	123 34%bf	191 29%f	24 19%	178 28%	225 33%j	191 29%j	24 19%	34 30%	36 26%	105 29%	110 27%	313 30%	303 28%	395 34%r	222 24%	20 24%	45 19%	54 31%ty	63 34%ty	55 36%ty	64 32%ty	59 21%	96 33%ty	59 33%ty	514 29%	33 33%	42 24%	28 44%CE		
3+	194 9%	65 22%bcde	23 7%f	23 7%f	28 8%f	52 8%f	2 2%	88 14%hij	52 7%j	52 8%j	2 2%	25 22%mn	41 29%mn	32 9%	21 5%	88 9%	105 10%	115 10%	78 8%	11 13%	22 9%	12 7%	18 10%	7 5%	31 15%uw	19 7%	28 10%	17 9%	165 9%	12 12%	14 8%	3 5%		

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 229
How many cars are there in your household?
Base: All respondents

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	2110	376	153	344	125	149	189	134	214	224	726	1179
Weighted base	2110	378	154	343	128	146	203	126	220	215	759	1154
Effective base	1519	277	100	260	84	104	124	105	158	166	537	831
No cars in the household	443 21%	76 20% ^d	50 32% ^{acdeh}	62 18%	14 11%	23 16%	52 26% ^d	28 22% ^d	43 20%	49 23% ^d	119 16%	278 24% ^j
NET: Any	1667 79%	302 80% ^b	104 68%	282 82% ^b	114 89% ^{abfgi}	123 84% ^b	151 74%	98 78%	176 80% ^b	166 77%	640 84% ^k	876 76%
1	856 41%	151 40%	56 36%	144 42%	57 44%	65 44%	75 37%	61 49% ⁱ	83 38%	75 35%	295 39%	470 41%
2	617 29%	120 32% ^b	32 21%	112 32% ^{bg}	48 37% ^{bg}	40 27%	53 26%	27 22%	72 33% ^{bg}	66 31%	256 34% ^k	316 27%
3+	194 9%	31 8%	16 10%	26 8%	10 8%	18 12%	23 11%	9 7%	21 10%	24 11%	90 12% ^k	90 8%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
 Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 230
How many cars are there in your household?
Base: All respondents

	Experience of suspicious texts/calls				Mobile						Landline			None (m)
	Total				Any mobile (d)	Any mobile text/ App message (e)				Any landline (j)	Voice call (k)	Recorded message (l)		
	Total	Any (a)	Any voice call (b)	Any recorded message (c)		SMS (f)	App (g)	Voice call (h)	Recorded message (i)					
Unweighted base	2110	1543	652	729	1416	1337	1266	456	401	516	502	356	351	567
Weighted base	2110	1582	677	780	1457	1375	1313	463	422	564	533	381	371	528
Effective base	1519	1111	475	539	1013	960	908	331	290	378	369	259	261	411
No cars in the household	443	310	122	134	284	267	253	87	84	100	72	52	51	133
	21%	20% ^{ijkl}	18%	17%	19% ^{ijkl}	19% ^{ijkl}	19% ^{ijkl}	19%	20% ^{jk}	18%	14%	14%	14%	25% ^{abcdefghijkl}
NET: Any	1667	1272	555	646	1173	1108	1060	376	338	465	460	330	320	395
	79%	80% ^m	82% ^m	83% ^m	81% ^m	81% ^m	81% ^m	81% ^m	80%	82% ^m	86% ^{adefhm}	86% ^{adefhm}	86% ^{adefm}	75%
1	856	635	279	306	580	551	518	200	171	211	225	155	151	221
	41%	40%	41%	39%	40%	40%	39%	43%	40%	37%	42%	41%	41%	42%
2	617	482	218	249	451	420	407	136	129	188	178	137	120	135
	29%	30%	32% ^m	32% ^m	31% ^m	31%	31%	29%	31%	33% ^m	33% ^m	36% ^m	32%	26%
3+	194	155	58	90	143	138	136	39	38	65	57	38	48	39
	9%	10%	9%	12% ^m	10%	10%	10%	8%	9%	12% ^m	11%	10%	13% ^m	7%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base. Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 231
To which of the following ethnic groups do you consider you belong?
Base: All respondents

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of England (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	North Ireland (F)	
Unweighted base	2110	260	363	338	344	655	150	623	682	655	150	110	117	388	417	1042	1060	1202	908	81	213	184	196	149	189	301	266	167	1746	107	194	63	
Weighted base	2110	291	352	327	363	648	128	644	690	648	128	113	139	364	413	1029	1076	1169	941	84	233	172	184	151	199	278	289	180	1771	100	176	63*	
Effective base	1519	185	258	237	249	484	113	441	486	484	113	73	88	287	308	761	754	864	656	57	151	141	147	106	136	226	187	118	1256	75	141	49	
White	1834	194	270	279	335	628	127	644	628	127	76	86	356	399	887	943	986	847	76	195	154	152	138	184	187	264	174	1523	90	159	62		
	87%	67%	77%a	85%ab	92%abc	97%abc	99%abc	72%	89%g	97%gh	99%gh	67%	62%	98%kl	97%kl	86%	88%	84%	90%q	91%y	84%y	89%y	82%y	91%vy	93%tv	67%	91%tv	96%stv	86%	90%	90%	97%C	
NET: Ethnic minority	259	90	81	42	28	18	1	171	69	18	1	33	50	7	11	134	123	173	86	7	34	16	30	13	14	88	23	6	232	10	16	1	
	12%	31%cd	23%cd	13%ef	8%ef	3%	*	27%hij	10%ij	3%	*	29%mn	36%mn	2%	3%	13%	11%	15%r	9%	9%	14%xB	10%	16%xAB	9%	7%	32%stuv	8%	4%	13%F	10%	9%	2%	
Mixed	50	17	14	10	8	2	1	31	17	2	1	7	9	-	2	27	23	37	13	*	5	3	2	1	3	20	6	1	41	4	4	1	
	2%	6%ef	4%e	3%e	2%e	*	*	5%ij	2%i	*	*	6%mn	6%mn	-	1%	3%	2%	3%r	1%	2%	2%	1%	1%	1%	1%	7%tuvwxAB	2%	*	2%	4%	2%	2%	
Asian	115	37	46	17	8	7	-	83	24	7	-	16	20	5	2	62	53	74	41	4	19	7	20	5	8	32	8	2	105	2	8	-	
	5%	13%cd	13%cd	5%ef	2%	1%	-	13%hij	4%ij	1%	-	14%mn	15%mn	1%	1%	6%	5%	6%	4%	5%	8%AB	4%	B	11%uwxA	3%	4%	12%LuwxA	3%	1%	6%	2%	5%	-
Black	51	10	13	13	8	7	-	23	21	7	-	4	6	-	7	26	25	29	22	-	5	1	2	5	3	23	7	1	47	2	3	-	
	2%	4%e	4%ef	4%ef	2%	1%	-	4%ij	3%i	1%	-	4%mn	4%mn	-	2%mn	3%	2%	3%	2%	-	2%	*	1%	3%	2%	8%stuv	2%	1%	3%	2%	1%	-	
Chinese	27	18	5	1	4	-	-	23	4	-	-	4	13	-	11	16	21	2	7	2	2	3	5	2	-	8	1	2	26	1	1	-	
	1%	6%bcde	2%e	*	1%e	-	-	4%hij	1%	-	-	4%mn	10%mn	-	-	1%	2%	2%	1%	3%	1%	2%	3%	2%	-	3%xA	*	1%	1%	1%	1%	-	
Other ethnic group	15	8	3	2	*	2	-	11	2	2	-	2	2	2	-	7	7	11	4	-	2	3	1	1	-	5	1	*	13	2	-	-	
	1%	3%de	1%	1%	*	*	-	2%hi	*	*	-	2%n	1%	1%	-	1%	1%	1%	*	-	1%	2%	1%	*	-	2%	*	*	1%	2%	-	-	
Prefer not to answer	18	7	1	6	-	2	1	8	6	2	1	4	3	1	2	8	10	10	8	*	5	2	3	-	1	3	2	-	16	-	1	*	
	1%	3%bde	*	2%de	-	*	1%	1%	1%	*	1%	3%mn	2%mn	*	1%	1%	1%	1%	1%	1%	2%	1%	1%	-	*	1%	1%	-	1%	-	1%	1%	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F

* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 232
To which of the following ethnic groups do you consider you belong?
Base: All respondents

	Total	Phone network									Mobile O/S	
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	2110	376	153	344	125	149	189	134	214	224	726	1179
Weighted base	2110	378	154	343	128	146	203	126	220	215	759	1154
Effective base	1519	277	100	260	84	104	124	105	158	166	537	831
White	1834 87%	336 89% ^f	128 83%	298 87%	114 89%	141 96% ^{abcdfgh}	160 79%	112 89% ^f	197 90% ^f	186 87%	654 86%	1015 88%
NET: Ethnic minority	259 12%	41 11% ^e	25 16% ^e	45 13% ^e	13 11% ^e	4 3%	41 20% ^{ae}	14 11% ^e	21 9% ^e	24 11% ^e	99 13%	133 12%
Mixed	50 2%	11 3%	7 5%	10 3%	5 4%	3 2%	6 3%	2 1%	3 1%	3 2%	20 3%	29 3%
Asian	115 5%	17 4%	10 6% ^e	20 6% ^e	3 2%	1 1%	18 9% ^{eh}	9 7% ^e	6 3%	12 5% ^e	45 6%	54 5%
Black	51 2%	10 3%	4 3%	9 3%	6 5% ^e	-	10 5% ^e	2 2%	6 3%	4 2%	13 2%	37 3%
Chinese	27 1%	4 1%	2 1%	3 1%	-	-	5 3%	-	4 2%	4 2%	18 2% ^k	5 *
Other ethnic group	15 1%	* *	2 1%	3 1%	-	-	1 1%	1 1%	1 1%	2 1%	3 *	8 1%
Prefer not to answer	18 1%	1 *	1 1%	1 *	-	1 1%	1 1%	-	2 1%	5 2% ^a	6 1%	7 1%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 233
To which of the following ethnic groups do you consider you belong?
Base: All respondents

	Experience of suspicious texts/calls				Mobile						Landline			
	Total				Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)										
Unweighted base	2110	1543	652	729	1416	1337	1266	456	401	516	502	356	351	567
Weighted base	2110	1582	677	780	1457	1375	1313	463	422	564	533	381	371	528
Effective base	1519	1111	475	539	1013	960	908	331	290	378	369	259	261	411
White	1834 87%	1370 87%	600 89%	685 88%	1259 86%	1188 86%	1133 86%	400 87%	368 87%	491 87%	474 89%	346 91%	337 91%	464 88%
NET: Ethnic minority	259 12%	198 13%	72 11%	89 11%	187 13%k	176 13%k	169 13%k	58 13%	54 13%	70 12%	53 10%	32 8%	32 9%	60 11%
Mixed	50 2%	40 3%	12 2%	18 2%	40 3%	37 3%	34 3%	15 3%jk	10 2%	15 3%	6 1%	3 1%	3 1%	10 2%
Asian	115 5%	82 5%	29 4%	34 4%	79 5%	75 5%	72 6%	22 5%	21 5%	24 4%	25 5%	15 4%	18 5%	33 6%
Black	51 2%	43 3%	21 3%	25 3%	42 3%	40 3%	39 3%	13 3%	16 4%	21 4%	12 2%	8 2%	7 2%	8 2%
Chinese	27 1%	23 1%	6 1%	9 1%	18 1%	16 1%	15 1%	6 1%	2 1%	7 1%	5 1%	3 1%	2 1%	4 1%
Other ethnic group	15 1%	10 1%	5 1%	4 *	9 1%	9 1%	9 1%	3 1%	4 1%	2 *	5 1%	3 1%	2 *	4 1%
Prefer not to answer	18 1%	14 1%	5 1%	6 1%	11 1%	11 1%	11 1%	4 1%	1 *	4 1%	6 1%	4 1%	2 1%	3 1%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 234
To which of the following religious groups do you consider yourself to be a member of?
Base: All respondents

	Age 1						Age 2				Age/Gender				Gender		Social Grade		Region										Nation				
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (l)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	York-shire & Humber-side (u)	West Midlands (v)	East Midlands (w)	East-ern (x)	London (y)	South East (A)	South West (B)	Eng-land (C)	Wales (D)	Scot-land (E)	North-ern Ire-land (F)	
Unweighted base	2110	260	363	338	344	655	150	623	682	655	150	110	117	388	417	1042	1060	1202	908	81	213	184	196	149	189	301	266	167	1746	107	194	63	
Weighted base	2110	291	352	327	363	648	128	644	690	648	128	113	139	364	413	1029	1076	1169	941	84	233	172	184	151	199	278	289	180	1771	100	176	63*	
Effective base	1519	185	258	237	249	484	113	441	486	484	113	73	88	287	308	761	754	864	656	57	151	141	147	106	136	226	187	118	1256	75	141	49	
Christian	923 44%	81 28%	102 29%	117 36%	159 44%ab	382 59%abcd	83 4%	183 64%abc	276 40%g	382 59%gh	83 64%gh	35 31%	34 24%	205 56%kl	259 63%kl	432 42%	491 46%	475 41%	447 48%q	45 54%v	104 45%	80 46%	68 37%	69 45%	83 42%	116 42%	124 43%	82 46%	771 44%	35 35%	75 43%	41 65%CDE	
NET: Other	194 9%	39 13%def	63 18%cd	31 10%e	20 5%	35 5%	5 4%	102 16%hij	51 7%	35 5%	5 4%	19 16%mn	14 10%n	23 6%	18 4%	108 11%	84 8%	112 10%	82 9%	3 3%	21 9%	11 6%	23 12%st	9 6%	17 9%	57 20%stuv wxAB	25 9%	7 4%	173 10%E	10 10%	8 4%	4 6%	
Muslim	79 4%	20 7%def	34 10%def	17 5%def	6 2%	2 *	-	54 8%hij	23 3%l	2 *	-	12 10%mn	7 5%mn	2 1%	-	49 5%p	30 3%	46 4%	33 3%	2 2%	9 4%B	4 3%	16 9%uxB	4 3%	2 1%	24 8%uxAB	11 4%B	-	73 4%	2 2%	4 2%	-	
Hindu	31 1%	12 4%cd	13 4%cd	1 *	1 *	5 1%	-	25 4%hij	1 *	5 1%	-	4 4%n	5 4%n	4 1%	1 *	12 1%	19 2%	25 2%r	6 1%	-	7 3%	2 1%	1 1%	1 1%	4 2%	14 5%uvw	2 1%	-	31 2%	-	-	-	
Jewish	24 1%	* *	2 *	4 1%	2 *	16 3%abd	-	2 *	6 1%	16 3%gh	-	-	9 2%	7 2%	16 2%	9 1%	10 1%	14 1%	-	1 1%	-	-	2 1%	3 2%	12 4%tuv	2 1%	2 1%	22 1%	-	2 1%	-	-	
Sikh	4 *	-	2 *	2 1%	-	* *	-	2 *	2 *	* *	-	-	* *	-	4 *	-	2 *	2 *	-	-	-	-	2 1%	* *	-	-	-	3 *	-	2 *	-	1 *	-
Buddhist	20 1%	2 1%	5 1%	2 1%	5 1%	2 1%	6 1%	7 1%	5 1%	2 1%	-	-	2 1%	4 1%	8 1%	10 1%	15 1%	5 1%	-	3 1%	2 1%	-	-	-	4 1%	1 *	3 2%	13 1%	6 6%CE	-	-	-	
Other	36 2%	5 2%	8 2%	6 2%	7 1%	6 3%	13 2%	13 2%	6 1%	3 3%	3 2%	1 1%	5 1%	5 1%	19 1%	16 2%	13 1%	23 2%	1 1%	2 1%	2 1%	3 1%	2 1%	7 4%	4 1%	8 3%	2 1%	31 2%	1 1%	-	4 6%CE		
None	957 45%	160 55%ef	180 51%ef	170 52%ef	180 50%ef	226 35%	40 31%	340 53%ij	350 51%ij	226 35%	40 31%	55 49%n	86 62%mn	134 37%	132 32%	469 46%	484 45%	557 48%r	400 42%	36 43%	104 45%	76 44%	89 48%y	73 48%y	97 49%y	98 35%	133 46%y	88 49%y	794 45%F	54 54%F	91 52%F	18 28%	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F

* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 234
To which of the following religious groups do you consider yourself to be a member of?
Base: All respondents

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region							Nation					
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	York- shire & Humb- erside (u)	West Mid- lands (v)	East Mid- lands (w)	East- ern (x)	London (y)	South East (A)	South West (B)	Eng- land (C)	Wales (D)	Scot- land (E)	North- ern Ire- land (F)
Weighted base	2110	291	352	327	363	648	128	644	690	648	128	113	139	364	413	1029	1076	1169	941	84	233	172	184	151	199	278	289	180	1771	100	176	63*
Prefer not to say	37	11	7	8	4	5	1	18	12	5	1	4	5	3	3	19	17	24	12	*	4	5	4	1	2	7	7	3	33	2	2	*
		2%	4%e	2%	2%	1%	1%	3%i	2%	1%	1%	4%n	4%mn	1%	1%	2%	2%	2%	1%	1%	2%	3%	2%	*	1%	2%	2%	2%	2%	2%	1%	1%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 235
To which of the following religious groups do you consider yourself to be a member of?
Base: All respondents

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	2110	376	153	344	125	149	189	134	214	224	726	1179
Weighted base	2110	378	154	343	128	146	203	126	220	215	759	1154
Effective base	1519	277	100	260	84	104	124	105	158	166	537	831
Christian	923 44%	164 43% ⁱ	53 35%	159 46% ^{bi}	59 46% ^{ci}	82 56% ^{abfi}	85 42% ^{ci}	60 47% ^{ci}	101 46% ^{ci}	66 31%	285 38%	541 47% ^{ci}
NET: Other	194 9%	34 9%	16 11% ^h	29 8%	10 7%	6 4%	31 15% ^{cehi}	11 8%	9 4%	13 6%	59 8%	104 9%
Muslim	79 4%	13 3%	9 6% ^e	8 2%	2 2%	1 1%	19 10% ^{acdehi}	6 5%	5 2%	3 2%	19 3%	51 4%
Hindu	31 1%	3 1%	3 2%	7 2%	2 2%	-	2 1%	2 2%	*	2 1%	10 1%	11 1%
Jewish	24 1%	5 1%	2 1%	4 1%	2 1%	3 2%	1 1%	*	2 1%	5 2%	10 1%	13 1%
Sikh	4 *	-	-	2 1%	-	*	-	2 1%	-	-	3 *	*
Buddhist	20 1%	3 1%	-	1 *	2 1%	2 1%	6 3% ^c	*	1 *	2 1%	6 1%	10 1%
Other	36 2%	9 2%	4 2%	7 2%	1 1%	1 *	3 1%	*	1 *	2 1%	10 1%	18 2%
None	957 45%	176 46%	79 51%	149 43%	59 46%	57 39%	84 42%	55 44%	106 48%	126 58% ^{acefg}	401 53% ^{ak}	489 42%
Prefer not to say	37 2%	4 1%	5 4%	7 2%	-	1 1%	2 1%	1 *	3 2%	10 5% ^{ad}	15 2%	20 2%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 236
To which of the following religious groups do you consider yourself to be a member of?
Base: All respondents

	Experience of suspicious texts/calls				Mobile						Landline			None (m)
	Total				Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	
	Total	Any (a)	Any voice call (b)	Any recorded message (c)										
Unweighted base	2110	1543	652	729	1416	1337	1266	456	401	516	502	356	351	567
Weighted base	2110	1582	677	780	1457	1375	1313	463	422	564	533	381	371	528
Effective base	1519	1111	475	539	1013	960	908	331	290	378	369	259	261	411
Christian	923 44%	678 43%	333 49% ^{adefi}	337 43%	614 42%	576 42%	544 41%	213 46%	194 46%	231 41%	275 52% ^{acdefi}	204 54% ^{acdefi}	179 48%	245 46%
NET: Other	194 9%	148 9%	55 8%	76 10%	135 9%	123 9%	116 9%	50 11%	38 9%	51 9%	53 10%	31 8%	44 12%	46 9%
Muslim	79 4%	60 4%	23 3%	32 4%	55 4%	47 3%	46 4%	15 3%	19 5% ^k	21 4%	15 3%	6 1%	12 3%	19 4%
Hindu	31 1%	22 1%	7 1%	10 1%	20 1%	20 1%	19 1%	5 1%	5 1%	7 1%	9 2%	5 1%	8 2%	10 2%
Jewish	24 1%	19 1%	9 1%	10 1%	19 1%	18 1%	16 1%	13 3% ^a	6 1%	6 1%	9 2%	7 2%	8 2%	5 1%
Sikh	4 *	4 *	-	*	4 *	4 *	4 *	2 *	-	*	-	-	-	*
Buddhist	20 1%	15 1%	7 1%	8 1%	14 1%	10 1%	9 1%	7 2%	3 1%	6 1%	7 1%	5 1%	4 1%	5 1%
Other	36 2%	28 2%	10 1%	15 2%	24 2%	24 2%	23 2%	8 2%	5 1%	9 2%	13 2%	8 2%	12 3%	8 2%
None	957 45%	732 46% ^{ijk}	280 41%	355 46% ^{ijk}	684 47% ^{bgjkl}	653 47% ^{bgjkl}	633 48% ^{bgjkl}	187 40%	187 44%	271 48% ^{bgjkl}	198 37%	141 37%	147 40%	225 43%
Prefer not to say	37 2%	25 2%	9 1%	12 2%	24 2%	24 2%	19 1%	12 3% ^l	4 1%	11 2%	6 1%	5 1%	1 *	12 2% ^l

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 237
 Which of the following best describes where you live?
 Base: All respondents

	Age 1						Age 2				Age/Gender				Gender		Social Grade		Region							Nation						
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of England (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)
Unweighted base	2110	260	363	338	344	655	150	623	682	655	150	110	117	388	417	1042	1060	1202	908	81	213	184	196	149	189	301	266	167	1746	107	194	63
Weighted base	2110	291	352	327	363	648	128	644	690	648	128	113	139	364	413	1029	1076	1169	941	84	233	172	184	151	199	278	289	180	1771	100	176	63*
Effective base	1519	185	258	237	249	484	113	441	486	484	113	73	88	287	308	761	754	864	656	57	151	141	147	106	136	226	187	118	1256	75	141	49
NET: Urban	1727	255	307	277	297	498	93	563	574	498	93	101	121	273	318	842	880	957	770	73	204	147	161	117	144	271	228	138	1482	64	132	50
	82%	88%ef	87%ef	85%ef	82%ef	77%	73%	87%ij	83%ij	77%	73%	89%mn	87%mn	75%	77%	82%	82%	82%	82%	86%x	87%wx	85%xB	88%wx	77%	72%	97%stuvwxAB	79%	76%	84%DE	64%	75%	78%
Urban - Population over 10,000	975	162	197	148	178	247	43	359	326	247	43	81	68	139	151	529	444	569	407	34	106	86	87	63	63	225	102	76	842	28	87	19
	46%	56%cef	56%cef	45%ef	49%ef	38%	34%	56%hij	47%ij	38%	34%	71%lmn	49%n	38%	37%	51%p	41%	49%r	43%	40%	46%x	50%xA	47%xA	42%	32%	81%stuvwxAB	35%	42%	48%DF	28%	49%DF	30%
Town and Fringe	752	93	111	129	119	251	50	204	248	251	50	20	53	134	167	314	436	388	364	39	97	61	74	54	81	46	127	62	640	36	45	31
	36%	32%	31%	39%	33%	39%	39%	32%	36%	39%g	39%	18%	38%k	37%k	41%k	30%	41%o	33%	39%q	46%y	42%y	35%y	40%y	36%y	41%y	16%	44%y	34%y	36%E	36%	26%	49%E
NET: Rural	383	36	45	50	66	151	35	81	116	151	35	12	18	92	94	186	196	212	171	11	30	25	23	34	55	8	61	42	289	36	44	14
	18%	12%	13%	15%	18%	23%abcd	27%abcd	13%	17%	23%gh	27%gh	11%	13%	25%kl	23%kl	18%	18%	18%	18%	14%y	13%y	15%y	12%y	23%ty	28%stuvy	3%	21%ty	24%ty	16%	36%C	25%C	22%
Village	335	35	41	43	57	130	29	77	100	130	29	12	17	80	78	166	168	177	158	11	27	24	20	29	53	8	55	35	261	30	36	8
	16%	12%	12%	13%	16%	20%abc	22%abc	12%	14%	20%gh	22%gh	11%	12%	22%kl	19%	16%	16%	15%	17%	13%y	11%y	14%y	11%y	19%y	27%stuvy	3%	19%vy	19%y	15%	30%CF	21%	12%
Hamlet & Isolated Dwelling	48	1	3	7	9	21	6	4	16	21	6	-	1	11	16	20	28	35	13	1	3	1	3	6	1	-	6	8	28	6	8	6
	2%	*	1%	2%	3%	3%a	5%ab	1%	2%g	3%g	5%g	-	1%	3%	4%	2%	3%	3%r	1%	1%	1%	*	2%	4%y	1%	-	2%y	4%uy	2%	6%C	4%C	9%C

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
 * small base



Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 238
Which of the following best describes where you live?
Base: All respondents

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	2110	376	153	344	125	149	189	134	214	224	726	1179
Weighted base	2110	378	154	343	128	146	203	126	220	215	759	1154
Effective base	1519	277	100	260	84	104	124	105	158	166	537	831
NET: Urban	1727	306	127	272	107	117	175	108	171	181	587	981
	82%	81%	83%	79%	84%	80%	86%	85%	78%	85%	77%	85%
Urban - Population over 10,000	975	180	82	143	52	62	112	66	89	116	337	567
	46%	48%	53% ^{ch}	42%	41%	43%	55% ^{cdh}	52%	40%	54% ^{ch}	44%	49%
Town and Fringe	752	126	45	129	55	54	63	42	82	66	249	414
	36%	33%	29%	38%	43%	37%	31%	34%	37%	31%	33%	36%
NET: Rural	383	72	27	71	20	29	28	18	49	33	173	173
	18%	19%	17%	21%	16%	20%	14%	15%	22%	15%	23% ^k	15%
Village	335	63	23	60	20	25	27	15	41	28	152	147
	16%	17%	15%	17%	16%	17%	13%	12%	19%	13%	20% ^k	13%
Hamlet & Isolated Dwelling	48	9	4	12	*	5	1	3	8	5	21	26
	2%	2%	3%	3%	*	3%	*	3%	4%	2%	3%	2%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
 Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 239
Which of the following best describes where you live?
Base: All respondents

	Experience of suspicious texts/calls				Mobile						Landline			None (m)
	Total				Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	
	Total	Any (a)	Any voice call (b)	Any recorded message (c)										
Unweighted base	2110	1543	652	729	1416	1337	1266	456	401	516	502	356	351	567
Weighted base	2110	1582	677	780	1457	1375	1313	463	422	564	533	381	371	528
Effective base	1519	1111	475	539	1013	960	908	331	290	378	369	259	261	411
NET: Urban	1727	1288	546	638	1195	1120	1072	376	347	469	413	301	287	439
	82%	81%	81%	82%	82%	81%	82%	81%	82%	83%	78%	79%	77%	83%
Urban - Population over 10,000	975	742	315	371	696	646	616	223	212	287	232	165	148	233
	46%	47% ^l	46%	48% ^l	48% ^l	47% ^l	47% ^l	48% ^l	50% ^l	51% ^l	44%	43%	40%	44%
Town and Fringe	752	547	232	267	499	474	456	153	135	182	181	136	139	206
	36%	35%	34%	34%	34%	34%	35%	33%	32%	32%	34%	36%	38%	39%
NET: Rural	383	294	131	142	262	255	241	86	76	95	119	80	84	89
	18%	19%	19%	18%	18%	19%	18%	19%	18%	17%	22%	21%	23%	17%
Village	335	258	112	126	230	224	211	81	69	87	100	66	71	77
	16%	16%	17%	16%	16%	16%	16%	17%	16%	15%	19%	17%	19%	15%
Hamlet & Isolated Dwelling	48	36	19	16	31	31	30	6	7	9	19	14	13	12
	2%	2%	3%	2%	2%	2%	2%	1%	2%	2%	4% ^g	4%	3%	2%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 240
Please indicate which of the following best describes your current working status.
Base: All respondents

	Age 1						Age 2				Age/Gender				Gender		Social Grade		Region										Nation				
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)	
Unweighted base	2110	260	363	338	344	655	150	623	682	655	150	110	117	388	417	1042	1060	1202	908	81	213	184	196	149	189	301	266	167	1746	107	194	63	
Weighted base	2110	291	352	327	363	648	128	644	690	648	128	113	139	364	413	1029	1076	1169	941	84	233	172	184	151	199	278	289	180	1771	100	176	63*	
Effective base	1519	185	258	237	249	484	113	441	486	484	113	73	88	287	308	761	754	864	656	57	151	141	147	106	136	226	187	118	1256	75	141	49	
NET: Working	1188	131	300	270	274	209	4	431	544	209	4	65	61	119	94	656	528	729	459	36	119	97	106	80	111	163	155	110	978	63	103	44	
	56%	45%ef	85%ade	83%aef	76%aef	32%af	3%	67%ij	79%gij	32%j	3%	58%mn	44%n	33%n	23%	64%p	49%	62%r	49%	43%	51%	57%	58%	53%	56%	59%st	54%	61%st	55%	63%	63%	59%	70%C
NET: Employed	1068	129	283	244	243	167	2	411	487	167	2	65	59	95	75	583	481	667	401	32	109	90	96	76	96	143	136	96	873	57	98	41	
	51%	44%ef	80%ade	75%aef	67%aef	26%af	2%	64%ij	71%gij	26%j	2%	57%mn	42%mn	26%n	18%	57%p	45%	57%r	43%	38%	47%	52%	52%	50%	48%	51%	47%	53%	49%	57%	55%	64%C	
Working full time - working 30 hours per week or more	868	104	240	211	197	115	*	344	408	115	*	53	49	77	39	517	349	561	306	25	89	73	80	64	82	110	100	83	705	49	82	31	
	41%	36%ef	68%ade	64%ade	54%aef	18%af	*	53%ij	59%ij	18%j	*	47%mn	36%mn	21%n	9%	50%p	32%	48%r	33%	30%	38%	42%	43%	43%	41%	39%	35%	46%st	40%	49%	47%	49%	
Working part-time - working between 8 and 29 hours per week	200	24	43	33	46	52	2	68	79	52	2	12	9	18	36	66	132	106	95	7	20	17	16	11	14	33	36	13	168	7	16	10	
	9%	8%f	12%f	10%f	13%ef	8%f	2%	10%j	11%j	8%j	2%	10%	7%	5%	9%	6%	12%o	9%	10%	8%	8%	10%	9%	7%	7%	12%	12%	7%	9%	7%	9%	15%	
NET: Self-employed	120	2	17	26	31	41	1	20	57	41	1	*	2	24	18	73	47	62	58	4	10	8	10	5	15	20	19	14	105	6	5	3	
	6%	1%	5%a	8%af	9%af	6%af	1%	3%	8%gj	6%gj	1%	*	1%	7%kl	4%	7%p	4%	5%	6%	4%	4%	5%	5%	3%	8%	7%	7%	8%	6%	6%	3%	5%	
Self-employed - working 30 hours per week or more	69	2	13	17	21	16	-	15	38	16	-	*	1	13	3	53	16	35	35	2	4	8	4	3	10	11	13	8	63	4	3	-	
	3%	1%	4%af	5%af	6%af	3%	-	2%	6%gij	3%	-	*	1%	4%n	1%	5%p	1%	3%	4%	3%	2%	4%	2%	2%	5%	4%	4%	4%	4%	4%	2%	-	
Self-employed - working between 8 and 29 hours per week	51	1	4	9	10	25	1	5	19	25	1	-	1	11	15	19	31	27	23	1	6	*	6	2	5	9	6	7	42	3	2	3	
	2%	*	1%	3%a	3%a	4%ab	1%	1%	3%g	4%g	1%	-	*	3%	4%	2%	3%	2%	2%	1%	3%	*	3%	1%	3%	3%u	2%	4%u	2%	3%	1%	5%	
NET: Not working	922	160	52	57	89	440	125	212	146	440	125	48	78	245	319	373	548	440	482	48	115	75	78	71	87	115	134	70	793	37	73	19	
	44%	55%bcd	15%	17%	24%b	68%abc	97%abc	33%h	21%	68%gh	97%ghi	42%	56%	67%k	77%klm	36%	51%o	38%	51%q	57%yB	49%	43%	42%	47%	44%	41%	46%	39%	45%F	37%	41%	30%	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F

* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 241
Please indicate which of the following best describes your current working status.
Base: All respondents

	Total	Phone network									Mobile O/S	
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	2110	376	153	344	125	149	189	134	214	224	726	1179
Weighted base	2110	378	154	343	128	146	203	126	220	215	759	1154
Effective base	1519	277	100	260	84	104	124	105	158	166	537	831
NET: Working	1188	227	98	187	68	57	128	55	130	108	447	616
	56%	60%egi	64%egi	54%e	54%e	39%	63%egi	43%	59%eg	50%	59%k	53%
NET: Employed	1068	206	83	170	59	53	111	49	120	93	398	551
	51%	54%egi	54%eg	49%e	46%	36%	55%eg	39%	55%egi	43%	52%	48%
Working full time - working 30 hours per week or more	868	158	69	138	51	38	89	30	107	76	323	438
	41%	42%eg	45%eg	40%eg	40%g	26%	44%eg	24%	49%egi	35%	43%	38%
Working part-time - working between 8 and 29 hours per week	200	48	14	31	8	15	21	19	13	18	75	113
	9%	13%h	9%	9%	6%	10%	10%	15%h	6%	8%	10%	10%
NET: Self-employed	120	21	15	17	10	4	18	6	10	14	49	65
	6%	5%	10%e	5%	8%	3%	9%	4%	5%	7%	6%	6%
Self-employed - working 30 hours per week or more	69	14	10	8	8	*	14	3	5	5	29	37
	3%	4%	7%e	2%	6%e	*	7%ce	2%	2%	2%	4%	3%
Self-employed - working between 8 and 29 hours per week	51	7	5	9	2	4	4	3	5	9	20	28
	2%	2%	3%	3%	1%	2%	2%	2%	2%	4%	3%	2%
NET: Not working	922	151	56	157	59	89	74	71	90	107	312	538
	44%	40%	36%	46%	46%	61%abcdh	37%	57%abh	41%	50%abf	41%	47%j
Not working but seeking work or temporarily unemployed or sick	75	14	6	10	5	9	5	5	6	9	21	47
	4%	4%	4%	3%	4%	6%	2%	4%	3%	4%	3%	4%
Not working and not seeking work	107	26	5	26	6	3	9	5	7	15	28	74
	5%	7%	3%	7%e	5%	2%	5%	4%	3%	7%	4%	6%j

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 241

Please indicate which of the following best describes your current working status.

Base: All respondents

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Weighted base	2110	378	154	343	128	146	203	126	220	215	759	1154
Student	154 7%	18 5%	14 9%g	28 8%g	5 4%	14 10%g	19 9%g	3 2%	19 9%g	21 10%ag	82 11%k	59 5%
Retired on a state pension only	129 6%	13 3%	7 5%	25 7%a	8 6%	19 13%abhi	12 6%	11 9%a	12 5%	10 5%	24 3%	93 8%j
Retired with a private pension	337 16%	67 18%f	15 10%	49 14%f	24 19%f	39 27%abcfh	13 7%	32 25%bcfh	34 16%f	43 20%bf	119 16%	195 17%
House person, housewife, househusband, etc.	119 6%	13 4%	9 6%	20 6%	10 8%	5 4%	17 8%a	15 12%acehi	12 5%	8 4%	39 5%	71 6%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 242
Please indicate which of the following best describes your current working status.
Base: All respondents

	Experience of suspicious texts/calls														
	Total				Mobile						Landline				None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)		
Unweighted base	2110	1543	652	729	1416	1337	1266	456	401	516	502	356	351	567	
Weighted base	2110	1582	677	780	1457	1375	1313	463	422	564	533	381	371	528	
Effective base	1519	1111	475	539	1013	960	908	331	290	378	369	259	261	411	
NET: Working	1188	879	324	426	834	793	760	257	236	332	236	140	164	309	
	56%	56% ^{bjkl}	48% ^k	55% ^{bjkl}	57% ^{bjkl}	58% ^{bjkl}	58% ^{bjkl}	56% ^{bjkl}	56% ^{bjkl}	59% ^{bjkl}	44%	37%	44%	58% ^{bjkl}	
NET: Employed	1068	785	294	377	743	709	680	237	216	292	209	127	146	283	
	51%	50% ^{bjkl}	43% ^k	48% ^{ijkl}	51% ^{bjkl}	52% ^{bjkl}	52% ^{bjkl}	51% ^{bjkl}	51% ^{bjkl}	52% ^{bjkl}	39%	33%	39%	54% ^{bjkl}	
Working full time - working 30 hours per week or more	868	635	234	313	596	570	547	188	178	243	164	95	116	233	
	41%	40% ^{bjkl}	35% ^k	40% ^{ijkl}	41% ^{bjkl}	41% ^{bjkl}	42% ^{bjkl}	41% ^{ijkl}	42% ^{bjkl}	43% ^{bjkl}	31%	25%	31%	44% ^{bjkl}	
Working part-time - working between 8 and 29 hours per week	200	150	60	64	147	139	133	49	38	49	44	32	30	50	
	9%	10%	9%	8%	10%	10%	10%	11%	9%	9%	8%	8%	8%	9%	
NET: Self-employed	120	94	31	50	91	85	80	21	20	40	27	13	18	26	
	6%	6%	5%	6%	6%	6%	6%	4%	5%	7% ^k	5%	3%	5%	5%	
Self-employed - working 30 hours per week or more	69	54	16	33	52	49	46	12	10	27	18	7	14	15	
	3%	3%	2%	4%	4%	4%	3%	3%	2%	5%	3%	2%	4%	3%	
Self-employed - working between 8 and 29 hours per week	51	40	15	17	39	36	34	9	10	14	10	6	4	11	
	2%	3%	2%	2%	3%	3%	3%	2%	2%	2%	2%	2%	1%	2%	
NET: Not working	922	703	353	354	623	582	553	205	187	232	287	241	207	219	
	44%	44%	52% ^{acdefg}	45% ^{him}	43%	42%	42%	44%	44%	41%	56% ^{acdefg}	63% ^{acdefg}	56% ^{acdefg}	42% ^{him}	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base. Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 242
Please indicate which of the following best describes your current working status.
Base: All respondents

	Experience of suspicious texts/calls				Mobile						Landline			
	Total				Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)										
Weighted base	2110	1582	677	780	1457	1375	1313	463	422	564	533	381	371	528
Not working but seeking work or temporarily unemployed or sick	75 4%	48 3%	19 3%	23 3%	42 3%	41 3%	38 3%	15 3%	12 3%	16 3%	15 3%	10 3%	11 3%	27 5%def
Not working and not seeking work	107 5%	76 5%	34 5%	34 4%	72 5%	67 5%	64 5%	18 4%	25 6%	29 5%	21 4%	18 5%	14 4%	31 6%
Student	154 7%	122 8%cjkl	39 6%	39 5%	117 8%cjkl	107 8%cjkl	105 8%cjkl	28 6%	28 7%	35 6%	21 4%	16 4%	12 3%	32 6%
Retired on a state pension only	129 6%	85 5%	54 8%adef	56 7%ef	71 5%	68 5%	60 5%	33 7%	19 5%	31 5%	52 10%adefhi	45 12%acdefh	36 10%adefhi	45 8%adefh
Retired with a private pension	337 16%	272 17% ^m	165 24% ^{acdefh} ^{im}	149 19% ^m	229 16%	215 16%	205 16%	86 19% ^m	72 17%	84 15%	155 29% ^{acdefg} ^{him}	128 34% ^{abodef} ^{ghim}	109 29% ^{acdefg} ^{him}	65 12%
House person, housewife, househusband, etc.	119 6%	99 6%	42 6%	52 7%	93 6% ^m	84 6%	81 6%	25 5%	31 7% ^m	37 6%	34 6%	24 6%	26 7%	20 4%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 243
Do you work in any of the following occupations?
Base: All respondents who work

	Age 1					Age 2				Age/Gender				Gender		Social Grade		Region										Nation		
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	16-34 (g)	35-54 (h)	55-74 (i)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)
Unweighted base	1198	125	302	274	258	233	427	532	233	63	56	131	108	644	547	767	431	39	108	101	113	80	103	187	146	99	976	67	112	43
Weighted base	1188	131	300	270	274	209	431	544	209	65*	61*	119	94	656	528	729	459	36**	119	97	106	80	111	163	155	110	978	63*	103	44*
Effective base	850	83	217	190	192	167	299	382	167	37	43	96	76	466	380	535	316	27	78	79	85	55	74	143	96	68	693	46	80	32
NET: Public Sector	407	52	116	88	90	61	168	178	61	27	23	25	37	198	207	290	117	14	46	39	22	27	42	53	51	40	334	20	35	19
	34%	40%	38%	33%	33%	29%	39% <i>i</i>	33%	29%	41% <i>m</i>	38% <i>m</i>	21%	39% <i>m</i>	30%	39% <i>o</i>	40% <i>r</i>	26%	40%	38% <i>v</i>	40% <i>v</i>	21%	33%	38% <i>v</i>	33%	36% <i>v</i>	34%	32%	34%	43%	
A nationalised industry/state corporation	43	9	16	6	7	5	25	13	5	3	5	3	2	33	8	24	19	-	4	7	2	10	1	10	7	1	41	2	*	1
	4%	7%	5%	2%	3%	3%	6% <i>h</i>	2%	3%	4%	8%	2%	2%	5% <i>p</i>	2%	3%	4%	-	3%	7% <i>B</i>	2%	12% <i>t</i>	1%	6%	4%	1%	4%	2%	*	1%
Central government or civil service (including Courts service and Bank of England)	48	11	12	12	9	3	23	22	3	3	8	2	1	27	21	40	9	2	8	4	3	6	*	5	4	6	38	1	5	3
	4%	8% <i>e</i>	4%	5%	3%	2%	5%	4%	2%	5%	13% <i>m</i>	2%	2%	4%	4%	5% <i>f</i>	2%	7%	7% <i>x</i>	4%	3%	8% <i>x</i>	*	3%	2%	5%	4%	2%	5%	8%
Local government or council (including fire services, police and local authority controlled schools/colleges)	133	8	34	28	38	25	41	66	25	5	3	9	16	54	78	102	31	5	22	16	7	5	10	14	16	9	103	10	15	4
	11%	6%	11%	11%	14%	12%	10%	12%	12%	7%	5%	7%	17% <i>m</i>	8%	15% <i>o</i>	14% <i>f</i>	7%	13%	18% <i>w</i>	16%	7%	6%	9%	9%	11%	8%	11%	16%	15%	9%
A university, or other grant funded establishment (include opted-out schools)	36	3	14	8	6	6	17	14	6	2	1	3	3	21	15	30	6	1	3	4	4	1	4	6	3	2	28	1	2	5
	3%	2%	5%	3%	2%	3%	4%	3%	3%	2%	3%	3%	3%	3%	3%	4% <i>f</i>	1%	1%	2%	4%	4%	1%	4%	4%	2%	2%	3%	2%	2%	11% <i>CE</i>
A health authority or NHS Trust	103	12	34	19	23	14	46	42	14	9	4	4	10	42	60	68	34	5	8	7	6	4	19	12	14	14	89	2	9	3
	9%	9%	11%	7%	9%	7%	11%	8%	7%	13%	6%	3%	11%	6%	11% <i>o</i>	9%	7%	15%	7%	7%	5%	5%	17% <i>w</i>	8%	9%	13%	9%	3%	8%	7%
The armed forces	7	2	3	2	-	*	4	2	*	2	-	*	4	3	2	4	4	-	-	-	-	-	2	2	3	-	7	-	-	-
	1%	1%	1%	1%	-	*	1%	*	*	3%	-	-	*	1%	1%	*	1%	-	-	-	-	-	2%	1%	2%	-	1%	-	-	-

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 243
Do you work in any of the following occupations?
Base: All respondents who work

	Age 1					Age 2				Age/Gender				Gender		Social Grade		Region										Nation		
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	16-34 (g)	35-54 (h)	55-74 (i)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)
Weighted base	1188	131	300	270	274	209	431	544	209	65*	61*	119	94	656	528	729	459	36**	119	97	106	80	111	163	155	110	978	63*	103	44*
Other public sector occupation (Please specify as much detail as possible)	38	7	4	12	7	7	11	19	7	5	3	4	4	17	22	25	14	1	2	2	1	1	5	3	4	9	28	4	4	3
NET: Private Sector	781	79	185	182	184	148	264	366	148	38	37	94	57	458	320	439	342	21	73	59	84	54	69	110	104	70	644	43	68	25
A charity, voluntary organisation or trust	48	1	14	3	15	15	15	18	15	*	1	7	8	15	33	34	14	1	2	3	5	-	3	9	3	9	34	5	7	1
Self-employed (Private sector)	138	6	20	29	34	46	27	63	46	3	3	31	17	89	49	71	67	2	8	8	13	5	19	32	22	14	123	6	5	3
None of the above/ I work in the Private sector	595	72	151	150	135	87	222	285	87	35	33	56	31	354	239	333	261	18	63	47	67	48	48	70	79	47	487	31	55	21

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F

* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 244
Do you work in any of the following occupations?
Base: All respondents who work

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	1198	233	95	194	63	55	127	69	123	109	443	628
Weighted base	1188	227	98	187	68*	57*	128	55	130	108	447	616
Effective base	850	172	59	144	39	39	88	52	89	81	323	433
NET: Public Sector	407	92	30	57	29	19	38	21	44	29	154	206
	34%	41% ⁱ	30%	31%	42%	33%	30%	38%	34%	27%	34%	33%
A nationalised industry/state corporation	43	7	2	3	10	2	2	4	6	-	9	26
	4%	3%	2%	2%	15% ^{abc} ^{fhi}	3%	2%	8% ^{cfi}	4%	-	2%	4%
Central government or civil service (including Courts service and Bank of England)	48	7	5	8	3	4	7	2	4	5	23	22
	4%	3%	5%	4%	4%	7%	5%	3%	3%	4%	5%	4%
Local government or council (including fire services, police and local authority controlled schools/colleges)	133	38	3	20	8	5	14	3	14	14	55	64
	11%	17% ^{bg}	3%	11%	11%	10%	11%	6%	11%	13% ^b	12%	10%
A university, or other grant funded establishment (include opted-out schools)	36	5	5	6	-	2	2	3	4	5	15	17
	3%	2%	5%	3%	-	3%	1%	5%	3%	5%	3%	3%
A health authority or NHS Trust	103	21	9	13	6	6	11	8	14	4	34	58
	9%	9%	9%	7%	9%	11%	8%	15% ⁱ	11%	3%	8%	9%
The armed forces	7	2	-	-	*	-	1	-	-	-	4	*
	1%	1%	-	-	1%	-	1%	-	-	-	1%	*

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 244
Do you work in any of the following occupations?
Base: All respondents who work

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Weighted base	1188	227	98	187	68*	57*	128	55	130	108	447	616
Other public sector occupation (Please specify as much detail as possible)	38 3%	12 5%	7 7%	8 4%	1 2%	-	1 1%	-	3 2%	2 2%	15 3%	18 3%
NET: Private Sector	781 66%	134 59%	68 70%	129 69%	40 58%	38 67%	90 70%	34 62%	86 66%	78 73% ^a	293 66%	410 67%
A charity, voluntary organisation or trust	48 4%	10 4%	5 5%	3 2%	1 2%	1 1%	6 4%	3 5%	9 7% ^c	5 5%	16 3%	27 4%
Self-employed (Private sector)	138 12%	21 9%	15 15%	20 11%	10 14%	5 9%	20 16%	9 16%	12 10%	19 17%	58 13%	72 12%
None of the above/ I work in the Private sector	595 50%	104 46%	48 49%	106 57%	28 41%	32 56%	65 50%	23 42%	64 49%	55 51%	219 49%	311 50%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 245
Do you work in any of the following occupations?
Base: All respondents who work

	Experience of suspicious texts/calls				Mobile						Landline			
	Total				Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)										
Unweighted base	1198	870	308	393	827	784	745	255	221	305	214	126	146	328
Weighted base	1188	879	324	426	834	793	760	257	236	332	236	140	164	309
Effective base	850	613	220	288	581	551	524	176	158	222	156	91	107	238
NET: Public Sector	407	312	112	152	294	277	271	96	80	120	84	51	55	95
	34%	35%	35%	36%	35%	35%	36%	37%	34%	36%	36%	37%	33%	31%
A nationalised industry/state corporation	43	36	17	24	33	28	27	14	12	20	19	12	9	7
	4%	4%	5%	6%	4%	4%	4%	5%	5%	6% ^m	8% ^{adefm}	9% ^{efm}	6%	2%
Central government or civil service (including Courts service and Bank of England)	48	43	15	21	39	37	36	10	10	16	10	4	10	5
	4%	5% ^m	5%	5%	5% ^m	5% ^m	5% ^m	4%	4%	5%	4%	3%	6% ^m	2%
Local government or council (including fire services, police and local authority controlled schools/colleges)	133	95	35	50	92	85	85	25	22	41	25	18	18	37
	11%	11%	11%	12%	11%	11%	11%	10%	9%	12%	11%	13%	11%	12%
A university, or other grant funded establishment (include opted-out schools)	36	25	5	6	25	24	24	6	4	6	2	1	1	11
	3%	3%	2%	1%	3%	3%	3%	2%	2%	2%	1%	1%	*	3%
A health authority or NHS Trust	103	79	29	38	75	73	70	29	21	29	20	13	12	24
	9%	9%	9%	9%	9%	9%	9%	11%	9%	9%	8%	9%	7%	8%
The armed forces	7	5	2	3	2	2	2	*	2	-	3	*	3	2
	1%	1%	1%	1%	*	*	*	*	1%	-	1%	*	2%	1%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base. Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 245
Do you work in any of the following occupations?
Base: All respondents who work

	Experience of suspicious texts/calls				Mobile						Landline			None (m)
	Total				Any mobile (d)	Any mobile text/ App message (e)				Any landline (i)	Voice call (k)	Recorded message (l)		
	Total	Any (a)	Any voice call (b)	Any recorded message (c)		SMS (f)	App (g)	Voice call (h)	Recorded message (j)					
Weighted base	1188	879	324	426	834	793	760	257	236	332	236	140	164	309
Other public sector occupation (Please specify as much detail as possible)	38	29	9	9	27	27	27	11	7	6	5	3	3	10
	3%	3%	3%	2%	3%	3%	4%	4%	3%	2%	2%	2%	2%	3%
NET: Private Sector	781	567	212	275	540	516	489	161	156	213	151	89	109	213
	66%	65%	65%	64%	65%	65%	64%	63%	66%	64%	64%	63%	67%	69%
A charity, voluntary organisation or trust	48	40	17	19	38	37	36	11	13	14	8	6	7	8
	4%	5%	5%	4%	5%	5%	5%	4%	5%	4%	3%	4%	4%	2%
Self-employed (Private sector)	138	108	36	55	105	99	89	34	24	43	29	13	20	30
	12%	12%	11%	13%	13%	12%	12%	13%	10%	13%	12%	9%	12%	10%
None of the above/ I work in the Private sector	595	419	159	201	397	381	364	116	119	156	114	69	82	175
	50%	48%	49%	47%	48%	48%	48%	45%	51%	47%	48%	50%	50%	57%acdefgji

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 246
Do you have any children aged 18 or under? If so, how old are they?
Base: All respondents

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation		
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)
Unweighted base	2110	260	363	338	344	655	150	623	682	655	150	110	117	388	417	1042	1060	1202	908	81	213	184	196	149	189	301	266	167	1746	107	194	63
Weighted base	2110	291	352	327	363	648	128	644	690	648	128	113	139	364	413	1029	1076	1169	941	84	233	172	184	151	199	278	289	180	1771	100	176	63*
Effective base	1519	185	258	237	249	484	113	441	486	484	113	73	88	287	308	761	754	864	656	57	151	141	147	106	136	226	187	118	1256	75	141	49
No children aged 18 or under	1572	264	203	149	227	605	124	467	376	605	124	102	125	333	396	740	829	902	670	69	178	125	126	107	150	205	227	139	1327	86	117	42
	75%	91%bcd	58%cd	45%	63%cd	93%bcd	97%abc	73%h	55%	93%gh	97%gh	90%	90%	91%	96%klm	72%	77%r	71%	82%v	76%	73%	68%	71%	76%	74%	79%v	77%	75%E	86%CE	67%	66%	
NET: Yes	528	24	145	177	135	44	4	169	312	44	4	10	12	31	16	281	245	261	267	13	56	43	57	44	48	72	61	41	435	14	58	22
	25%	8%	41%aef	54%abcd	37%aef	7%	3%	26%ij	45%gij	7%	3%	9%	8%	9%n	4%	27%p	23%	22%	28%q	16%	24%	25%	31%sa	29%	24%	26%	21%	23%	25%D	14%	33%CD	34%D
NET: Any 5-18	430	10	89	153	132	43	4	98	286	43	4	3	6	31	15	229	201	212	218	11	46	37	37	37	44	56	53	29	350	9	51	20
	20%	3%	25%aef	47%abcd	36%abef	7%	3%	15%ij	41%gij	7%	3%	3%	4%	9%n	4%	22%	19%	18%	23%q	13%	20%	22%	20%	24%	22%	20%	18%	20%D	9%	29%CD	32%CD	
NET: Any 11-18	289	4	37	93	115	38	2	41	208	38	2	1	2	24	15	156	132	147	142	9	33	24	23	29	27	31	35	23	235	6	30	17
	14%	1%	10%aef	29%abc	32%abef	6%a	2%	6%	30%gij	6%	2%	1%	1%	7%	4%	15%	12%	13%	15%	11%	14%	14%	12%	19%	14%	11%	12%	13%	13%	6%	17%D	27%CD
Yes - children aged under 5 years old	172	19	91	55	6	1	-	110	61	1	-	8	10	-	1	89	82	80	92	6	15	14	27	8	18	29	17	12	148	6	15	3
	8%	7%def	26%acd	17%adef	2%e	*	-	17%hij	9%ij	*	-	7%mn	7%mn	-	*	9%	8%	7%	10%q	7%	7%	8%	15%tw	6%B	9%	11%	6%	7%	8%	6%	9%	5%
Yes - children aged 5 to 10 years old	213	6	69	96	32	8	2	75	128	8	2	2	4	9	-	115	97	102	111	2	15	18	19	20	27	34	27	10	171	4	28	10
	10%	2%	20%ade	30%abde	9%aef	1%	1%	12%ij	19%gij	1%	1%	2%n	3%n	3%n	-	11%	9%	9%	12%	3%	6%	10%	10%	13%sb	14%stB	12%sb	9%	5%	10%	4%	16%CD	16%D
Yes - children aged 11 to 15 years old	206	1	32	80	77	16	1	33	157	16	1	1	-	12	5	108	98	108	98	7	17	14	15	22	24	22	22	19	161	6	24	15
	10%	*	9%aef	24%abc	21%abef	2%	*	5%ij	23%gij	2%	*	1%	-	3%	1%	11%	9%	9%	10%	9%	7%	8%	8%	15%	12%	8%	8%	10%	9%	6%	14%	23%CD
Yes - children aged 16 to 18 years old	127	3	6	33	55	28	2	9	88	28	2	*	2	17	13	70	56	61	66	4	24	13	11	14	7	16	15	10	114	1	6	6
	6%	1%	2%	10%abc	15%abef	4%a	1%	1%	13%gij	4%g	1%	*	1%	5%	3%	7%	5%	5%	7%	5%	10%cx	8%	6%	9%	3%	6%	5%	5%	6%	1%	3%	9%D

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 246
Do you have any children aged 18 or under? If so, how old are they?
Base: All respondents

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation					
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	York- shire & Humb- erside (u)	West Mid- lands (v)	East Mid- lands (w)	East- ern (x)	London (y)	South East (A)	South West (B)	Eng- land (C)	Wales (D)	Scot- land (E)	North- ern Ire- land (F)			
Weighted base	2110	291	352	327	363	648	128	644	690	648	128	113	139	364	413	1029	1076	1169	941	84	233	172	184	151	199	278	289	180	1771	100	176	63*			
Refused	10	4	5	1	1	-	8	2	-	-	1	2	-	-	7	3	6	4	1	-	4	1	-	1	1	1	-	9	-	1	-				
	*	1%e	1%e	*	*	-	1%i	*	-	-	1%	2%n	-	-	1%	*	*	*	2%	-	2%t	1%	-	*	1%	*	-	1%	-	1%	-	*	-		

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
 * small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 247
Do you have any children aged 18 or under? If so, how old are they?
Base: All respondents

	Total	Phone network									Mobile O/S	
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	2110	376	153	344	125	149	189	134	214	224	726	1179
Weighted base	2110	378	154	343	128	146	203	126	220	215	759	1154
Effective base	1519	277	100	260	84	104	124	105	158	166	537	831
No children aged 18 or under	1572	277	120	247	75	125	149	98	173	174	567	868
	75%	73% ^d	78% ^d	72% ^d	59%	85% ^{acdf}	74% ^d	77% ^d	79% ^d	81% ^{cd}	75%	75%
NET: Yes	528	101	33	96	51	22	52	27	47	40	186	284
	25%	27% ^e	22%	28% ^{ei}	40% ^{abcefg}	15%	25% ^e	21%	21%	19%	25%	25%
NET: Any 5-18	430	80	28	79	49	19	45	20	34	32	145	241
	20%	21%	18%	23% ^{ei}	38% ^{abcefg}	13%	22%	16%	15%	15%	19%	21%
NET: Any 11-18	289	53	20	54	38	15	18	13	24	26	98	164
	14%	14%	13%	16%	30% ^{abcefg}	10%	9%	11%	11%	12%	13%	14%
Yes - children aged under 5 years old	172	33	16	28	6	2	17	11	21	12	66	83
	8%	9% ^e	11% ^e	8% ^e	5%	1%	8% ^e	9% ^e	9% ^e	6%	9%	7%
Yes - children aged 5 to 10 years old	213	40	12	38	23	7	34	9	17	13	68	124
	10%	11%	8%	11%	18% ^{beghi}	5%	17% ^{eghi}	7%	8%	6%	9%	11%
Yes - children aged 11 to 15 years old	206	41	14	32	33	12	10	8	15	19	74	111
	10%	11%	9%	9%	28% ^{abcefg}	8%	5%	7%	7%	9%	10%	10%
Yes - children aged 16 to 18 years old	127	21	8	36	10	4	9	6	14	10	48	70
	6%	6%	5%	10% ^{aei}	8%	3%	5%	5%	7%	5%	6%	6%
Refused	10	-	1	-	1	-	2	2	*	1	6	2
	*	-	1%	*	1%	-	1%	1% ^a	*	1%	1%	*

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

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Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 248
Do you have any children aged 18 or under? If so, how old are they?
Base: All respondents

	Experience of suspicious texts/calls				Mobile					Landline			None (m)	
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)		Recorded message (l)
Unweighted base	2110	1543	652	729	1416	1337	1266	456	401	516	502	356	351	567
Weighted base	2110	1582	677	780	1457	1375	1313	463	422	564	533	381	371	528
Effective base	1519	1111	475	539	1013	960	908	331	290	378	369	259	261	411
No children aged 18 or under	1572 75%	1184 75%	527 78%gi	572 73%	1084 74%	1021 74%	973 74%	329 71%	317 75%	398 70%	406 76%	310 81%acdefg im	283 76%	388 73%
NET: Yes	528 25%	390 25%k	145 21%	205 26%k	366 25%k	347 25%k	333 25%k	133 29%bk	102 24%	164 29%bk	124 23%	69 18%	88 24%	137 26%k
NET: Any 5-18	430 20%	327 21%	129 19%	182 23%	306 21%	289 21%	276 21%	111 24%	88 21%	145 26%abkm	117 22%	67 18%	83 22%	104 20%
NET: Any 11-18	289 14%	227 14%	100 15%	128 16% <u>m</u>	209 14%	199 14%	191 15%	80 17% <u>m</u>	64 15%	104 18% <u>m</u>	91 17% <u>m</u>	58 15%	61 16%	62 12%
Yes - children aged under 5 years old	172 8%	113 7% <u>k</u>	35 5% <u>k</u>	45 6% <u>k</u>	108 7% <u>jk</u>	105 8% <u>jk</u>	102 8% <u>jk</u>	31 7% <u>k</u>	27 6% <u>k</u>	33 6% <u>k</u>	24 4%	8 2%	20 5% <u>k</u>	59 11% <u>abcdefghijkl</u>
Yes - children aged 5 to 10 years old	213 10%	153 10%	59 9%	89 11% <u>k</u>	149 10%	139 10%	133 10%	52 11%	47 11%	73 13% <u>bk</u>	52 10%	26 7%	42 11%	60 11% <u>k</u>
Yes - children aged 11 to 15 years old	206 10%	157 10%	70 10%	95 12%	146 10%	141 10%	138 10%	62 13%	46 11%	79 14% <u>adm</u>	67 13%	40 11%	49 13%	49 9%
Yes - children aged 16 to 18 years old	127 6%	105 7%	41 6%	58 7% <u>m</u>	96 7%	90 7%	85 6%	34 7%	24 6%	46 8% <u>m</u>	36 7%	23 6%	23 6%	22 4%
Refused	10 *	7 *	5 1%	3 *	7 *	7 *	7 1%	1 *	3 1%	2 *	3 *	3 1%	1 *	3 *

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base. Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 249
Which of the following ITV regions do you live in?
Base: All respondents

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humberside (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)	
Unweighted base	2110	260	363	338	344	655	150	623	682	655	150	110	117	388	417	1042	1060	1202	908	81	213	184	196	149	189	301	266	167	1746	107	194	63	
Weighted base	2110	291	352	327	363	648	128	644	690	648	128	113	139	364	413	1029	1076	1169	941	84	233	172	184	151	199	278	289	180	1771	100	176	63*	
Effective base	1519	185	258	237	249	484	113	441	486	484	113	73	88	287	308	761	754	864	656	57	151	141	147	106	136	226	187	118	1256	75	141	49	
Anglia	196	28	30	48	22	53	16	58	70	53	16	9	14	34	34	89	107	112	84	1	-	1	3	21	157	-	9	1	194	-	-	2	
	9%	10%	8%	15% bde	6%	8%	12% d	9%	10%	8%	12%	8%	10%	9%	10%	10%	10%	10%	9%	1%	-	1%	2% y	14% stuvy	79% stuvwy	-	3% ty	1%	11% DE	-	-	4% E	
Border	25	*	7	4	7	7	1	7	11	7	1	-	*	3	4	16	9	8	17	-	13	*	-	-	-	-	-	13	-	12	-		
	1%	*	2%	1%	2%	1%	*	1%	2%	1%	*	-	*	1%	1%	2%	1%	1%	2% q	-	5% uvwx	* yAB	-	-	-	-	-	1%	-	7% CD	-		
Central	289	37	52	47	56	80	18	90	102	80	18	15	20	44	54	147	142	151	138	-	3	-	167	109	1	4	2	285	*	3	-		
	14%	13%	15%	14%	15%	12%	14%	14%	15%	12%	14%	13%	14%	12%	13%	14%	13%	13%	15%	-	1%	-	91% stuwxy	72% stux	*	1%	1%	16% DEF	*	2%	-		
Granada	212	34	31	23	43	70	11	65	66	70	11	11	16	39	42	104	107	108	104	-	208	-	-	1	1	-	1	-	210	2	-		
	10%	12%	9%	7%	12%	11%	9%	10%	10%	11%	9%	9%	11%	11%	10%	10%	10%	9%	11%	-	89% suvwx	-	-	*	*	-	*	12% DEF	2%	-	-		
London	406	72	60	54	57	141	21	133	111	141	21	40	21	77	85	210	196	244	163	-	6	-	2	1	38	277	76	4	406	-	1	-	
	19%	25% bcd	17%	17%	16%	22%	16%	21%	16%	22% h	16%	35% lmn	15%	21%	21%	20%	18%	21%	17%	-	3%	-	1%	1%	19% stuv	100% stuvwx	26% stuv	2%	23% DEF	-	*	-	
Meridian	223	31	41	34	32	60	24	72	67	60	24	12	13	36	48	110	113	132	91	-	-	-	4	-	-	196	21	222	*	-	-		
	11%	11%	12%	11%	9%	9%	19% acd	11%	10%	9%	19% ghi	11%	9%	10%	12%	11%	10%	11%	10%	-	-	-	3% tvxy	-	-	68% stuvwx	12% stuv	13% DEF	*	-	-		
STV	163	13	28	26	41	48	7	40	67	48	7	4	9	30	25	83	79	89	74	-	-	-	-	-	1	1	-	2	-	159	1		
	8%	4%	8%	8%	11% a	7%	6%	6%	10%	7%	6%	3%	7%	8%	6%	8%	7%	8%	8%	-	-	-	-	-	*	*	-	*	-	91% CDF	2% C		
Tyne Tees	84	13	8	11	15	33	5	21	25	33	5	7	6	18	20	39	45	38	46	80	-	3	-	1	-	-	-	84	-	-	-		
	4%	5%	2%	3%	4%	5%	4%	3%	4%	5%	4%	6%	4%	5%	4%	4%	4%	3%	5%	95% stuvwx	-	2%	-	1%	-	-	-	5% E	-	-	-		

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F

* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 249
Which of the following ITV regions do you live in?
Base: All respondents

	Age 1											Age 2				Age/Gender				Gender		Social Grade		Region										Nation			
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humberside (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)					
Weighted base	2110	291	352	327	363	648	128	644	690	648	128	113	139	364	413	1029	1076	1169	941	84	233	172	184	151	199	278	289	180	1771	100	176	63*					
Wales	98	10	21	11	20	34	4	30	31	34	4	3	4	19	19	51	46	55	43	-	1	-	-	-	-	-	-	-	1	97	-	-					
	5%	3%	6%	3%	6%	5%	3%	5%	4%	5%	3%	3%	3%	5%	5%	4%	5%	5%	5%	-	*	-	-	-	-	-	-	-	*	97%CEF	-	-					
West	75	11	18	9	10	18	8	29	19	18	8	6	5	11	15	31	43	51	23	-	3	-	9	1	-	-	-	62	75	-	-						
	4%	4%	5%	3%	3%	3%	7%	4%	3%	3%	7%	5%	4%	3%	4%	4%	4%	4%	2%	-	1%	-	5% yA	1% * xyA	-	-	-	35% stuv wxyA	4% E	-	-						
Westcountry	93	11	11	19	18	31	3	22	37	31	3	3	8	15	20	34	59	41	52	-	-	1	3	-	-	-	-	90	93	-	-						
	4%	4%	3%	6%	5%	2%	3%	5%	5%	5%	2%	3%	6%	4%	5%	5%	5%	5%	5%	-	-	1%	3%	-	-	-	-	50% stuv wxyA	5% DE	-	-						
Yorkshire	185	28	39	26	31	56	6	67	56	56	6	4	21	27	36	90	95	98	87	3	-	167	-	13	2	-	-	-	185	-	-						
	9%	10%	11%	8%	8%	9%	5%	10%	8%	9%	5%	4%	15% km	7%	9%	9%	9%	8%	9%	4% tvjA	-	97% stvw xyAB	-	9% tvxy AB	1%	-	-	-	10% DEF	-	-						
UTV	61	2	9	17	11	18	5	10	28	18	5	-	2	12	10	25	36	42	19	-	-	-	-	-	-	-	-	-	-	-	1	60					
	3%	1%	2%	5% a	3%	3%	4% a	2%	4% g	3%	4%	-	1%	3%	2%	2%	3%	4%	2%	-	-	-	-	-	-	-	-	-	-	-	1% C	94% CDE					

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 250
Which of the following ITV regions do you live in?
Base: All respondents

	Total	Phone network									Mobile O/S	
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	2110	376	153	344	125	149	189	134	214	224	726	1179
Weighted base	2110	378	154	343	128	146	203	126	220	215	759	1154
Effective base	1519	277	100	260	84	104	124	105	158	166	537	831
Anglia	196 9%	40 11%	12 8%	41 12%hi	13 10%	14 9%	16 8%	10 8%	13 6%	12 6%	77 10%	94 8%
Border	25 1%	6 2%	3 2%	6 2%	- -	2 1%	3 2%	- -	- -	3 1%	5 1%	17 1%
Central	289 14%	49 13%	15 10%	30 9%	22 17%ce	11 8%	24 12%	25 20%bce	33 15%	39 18%ce	107 14%	144 13%
Granada	212 10%	39 10%	9 6%	38 11%	14 11%	17 11%	25 13%	15 12%	17 8%	25 12%	70 9%	129 11%
London	406 19%	68 18%	32 21%	71 21%	19 15%	22 15%	41 20%	30 24%i	57 26%aei	30 14%	159 21%	213 18%
Meridian	223 11%	34 9%	23 15%	35 10%	9 7%	16 11%	25 12%	12 10%	25 11%	27 12%	76 10%	129 11%
STV	163 8%	34 9%	12 8%	30 9%	16 12%gh	14 10%	16 8%	4 3%	11 5%	12 6%	46 6%	102 9%
Tyne Tees	84 4%	19 5%	6 4%	11 3%	5 4%	7 5%	12 6%	6 4%	5 2%	7 3%	32 4%	45 4%
Wales	98 5%	23 6%	6 4%	13 4%	5 4%	10 7%	7 3%	3 3%	9 4%	14 7%	33 4%	56 5%
West	75 4%	11 3%	4 2%	8 2%	2 2%	10 7%c	8 4%	4 3%	16 7%ac	7 3%	31 4%	39 3%
Westcountry	93 4%	21 5%	13 8%cf	11 3%	4 3%	12 8%cfg	4 2%	3 2%	10 5%	8 4%	32 4%	53 5%
Yorkshire	185 9%	34 9%	13 8%	32 9%	13 10%	8 6%	19 9%	13 11%	15 7%	26 12%	67 9%	105 9%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 250
Which of the following ITV regions do you live in?
Base: All respondents

Total	Phone network									Mobile O/S		
	EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)	
Weighted base	2110	378	154	343	128	146	203	126	220	215	759	1154
UTV	61 3%	2 1%	6 4%a	18 5%a	5 4%a	4 3%	3 1%	1 1%	10 5%a	4 2%	25 3%	29 2%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
 Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 251
Which of the following ITV regions do you live in?
Base: All respondents

	Experience of suspicious texts/calls				Mobile						Landline			
	Total				Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)										
Unweighted base	2110	1543	652	729	1416	1337	1266	456	401	516	502	356	351	567
Weighted base	2110	1582	677	780	1457	1375	1313	463	422	564	533	381	371	528
Effective base	1519	1111	475	539	1013	960	908	331	290	378	369	259	261	411
Anglia	196	154	61	78	137	131	124	39	33	49	56	38	43	43
	9%	10%	9%	10%	9%	10%	9%	8%	8%	9%	10%	10%	12%	8%
Border	25	19	9	4	18	17	15	8	6	4	4	4	*	6
	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	*	1%
Central	289	193	88	103	180	164	159	52	53	79	69	52	45	96
	14%	12%	13%	13%	12%	12%	12%	11%	13%	14%	13%	14%	12%	18%abcdeghjkl
Granada	212	158	70	82	150	142	135	42	41	55	52	39	43	54
	10%	10%	10%	11%	10%	10%	10%	9%	10%	10%	10%	10%	12%	10%
London	406	305	127	135	285	273	261	100	91	103	90	62	55	101
	19%	19%	19%	17%	20%	20%	20%	22%kl	22%kl	18%	17%	16%	15%	19%
Meridian	223	171	75	84	155	150	142	43	41	58	63	46	40	52
	11%	11%	11%	11%	11%	11%	11%	9%	10%	10%	12%	12%	11%	10%
STV	163	126	49	61	116	110	107	41	33	47	44	30	29	36
	8%	8%	7%	8%	8%	8%	8%	9%	8%	8%	8%	8%	8%	7%
Tyne Tees	84	75	37	39	65	62	57	23	29	29	29	20	22	9
	4%	5% ^m	6% ^m	5% ^m	4% ^m	5% ^m	4% ^m	5% ^m	7% ^m	5% ^m	5% ^m	5% ^m	6% ^m	2%
Wales	98	77	35	38	71	66	64	22	20	29	20	14	12	22
	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	4%	4%	3%	4%
West	75	53	26	28	50	50	48	16	15	19	20	13	15	21
	4%	3%	4%	4%	3%	4%	4%	4%	4%	3%	4%	4%	4%	4%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base. Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 251
Which of the following ITV regions do you live in?
Base: All respondents

	Experience of suspicious texts/calls				Mobile						Landline			None (m)
	Total				Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)		
	Total	Any (a)	Any voice call (b)	Any recorded message (c)										
Weighted base	2110	1582	677	780	1457	1375	1313	463	422	564	533	381	371	528
Westcountry	93 4%	70 4%	21 3%	36 5%	64 4%	59 4%	57 4%	25 6%	11 3%	21 4%	24 4%	13 3%	20 5%	23 4%
Yorkshire	185 9%	140 9%	60 9%	72 9%	129 9%	116 8%	110 8%	37 8%	37 9%	55 10%	52 10%	38 10%	38 10%	45 9%
UTV	61 3%	41 3%	20 3%	19 2%	37 3%	35 3%	33 3%	12 3%	12 3%	17 3%	11 2%	9 2%	7 2%	20 4%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 252
Marital Status
Base: All respondents

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation		
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)
Unweighted base	2110	260	363	338	344	655	150	623	682	655	150	110	117	388	417	1042	1060	1202	908	81	213	184	196	149	189	301	266	167	1746	107	194	63
Weighted base	2110	291	352	327	363	648	128	644	690	648	128	113	139	364	413	1029	1076	1169	941	84	233	172	184	151	199	278	289	180	1771	100	176	63*
Effective base	1519	185	258	237	249	484	113	441	486	484	113	73	88	287	308	761	754	864	656	57	151	141	147	106	136	226	187	118	1256	75	141	49
Single	705	245	160	101	110	84	4	405	211	84	4	96	111	49	40	366	338	422	283	26	87	66	65	43	58	114	96	54	608	30	53	13
	33%	84%bcd	45%cd	31%ef	30%ef	13%ef	3%	63%hij	31%ij	13%j	3%	85%mn	80%mn	13%	10%	36%	31%	36%r	30%	31%	37%	38%	35%	29%	41%wx	33%	30%	34%	30%	30%	21%	
NET: Married/ Civil partnership/ co habiting	1134	43	177	206	208	424	77	220	413	424	77	17	25	257	243	557	573	617	516	46	124	90	98	84	113	127	144	107	934	58	98	44
	54%	15%	50%a	63%ab	57%a	65%abd	60%a	34%	60%g	65%g	60%g	15%	18%	71%kl	59%kl	54%	53%	53%	55%	55%	53%	52%	53%	56%	57%y	46%	50%	60%y	53%	58%	55%	69%CE
Married	851	13	100	139	161	364	73	114	300	364	73	8	4	221	216	423	425	457	395	35	94	60	76	56	90	95	117	82	705	42	69	35
	40%	5%	29%a	43%ab	44%ab	56%abcd	57%abcd	18%	44%g	56%gh	57%gh	7%	3%	61%kl	52%kl	41%	39%	39%	42%	42%	40%	35%	41%	37%	45%y	34%	41%	45%y	40%	42%	39%	56%CE
Civil Partnership	17	1	2	4	1	9	-	3	5	9	-	1	-	7	2	12	5	9	8	-	4	-	*	2	3	6	-	*	16	1	*	-
	1%	*	1%	1%	*	1%	-	1%	1%	1%	-	1%	-	2%	*	1%	*	1%	1%	-	2%	-	*	1%	2%	2%A	-	*	1%	1%	*	-
Co Habiting	265	28	74	63	45	51	3	103	108	51	3	7	21	29	26	122	143	152	114	11	26	30	22	27	19	26	27	25	213	15	28	9
	13%	10%f	21%ade	19%ade	12%ef	8%	3%	16%ij	16%ij	8%	3%	6%	15%n	8%	6%	12%	13%	13%	12%	13%	11%	18%yA	22%	18%yA	10%	9%	9%	14%	12%	15%	16%	14%
NET: Widowed/ separated/ divorced	259	-	8	19	45	140	46	8	64	140	46	-	-	58	129	102	157	123	136	10	22	11	21	22	28	36	47	19	218	10	25	6
	12%	-	2%a	6%a	12%abc	22%abc	36%abcd	1%	9%g	22%gh	36%ghi	-	-	16%kl	31%klm	10%	15%o	11%	14%q	12%	10%	7%	11%	15%u	14%u	13%u	16%u	11%	12%	10%	14%	10%
Widowed	87	-	2	1	7	48	29	2	8	48	29	-	-	17	59	24	62	41	45	3	4	6	11	7	8	12	14	8	73	5	5	4
	4%	-	1%	*	2%	7%abc	22%abcd	*	1%	7%gh	22%ghi	-	-	5%kl	14%klm	2%	6%o	4%	5%	3%	2%	3%	6%	5%	4%	4%	5%	4%	4%	3%	3%	6%
Separated	30	-	5	9	5	11	-	5	14	11	-	-	-	6	5	20	9	8	21	3	1	*	1	7	2	4	4	1	23	-	6	1
	1%	-	1%	3%a	1%	2%	-	1%	2%	2%	-	-	-	2%	1%	2%	1%	1%	2%q	3%	*	*	*	5%tuv	1%	2%	1%	1%	1%	-	3%	2%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F

* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 252
Marital Status
Base: All respondents

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region							Nation					
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	York- shire & Humb- erside (u)	West Mid- lands (v)	East Mid- lands (w)	East- ern (x)	London (y)	South East (A)	South West (B)	Eng- land (C)	Wales (D)	Scot- land (E)	North- ern Ire- land (F)
Weighted base	2110	291	352	327	363	648	128	644	690	648	128	113	139	364	413	1029	1076	1169	941	84	233	172	184	151	199	278	289	180	1771	100	176	63*
Divorced	142 7%	-	1 *	9 3%ab	33 9%abc	82 13%abc	18 14%abc	1 *	42 6%g	82 13%gh	18 14%gh	-	-	35 10%kl	64 16%klm	57 6%	85 8%	73 6%	69 7%	5 6%	17 7%	5 3%	10 5%	8 5%	18 9%u	20 7%	29 10%u	10 6%	122 7%	5 5%	15 8%	1 2%
Prefer not to answer	12 1%	4 1%e	7 2%de	1 *	-	-	1 1%	10 2%hi	1 *	-	1 1%	3 2%mn	-	1 *	3 *	9 1%	6 1%	6 1%	1 2%	-	-	5 3%tvxy	-	2 1%	-	1 *	2 1%	-	11 1%	2 2%	-	-

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
 * small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 253
Marital Status
Base: All respondents

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple / iPhone (j)	Other (k)
Unweighted base	2110	376	153	344	125	149	189	134	214	224	726	1179
Weighted base	2110	378	154	343	128	146	203	126	220	215	759	1154
Effective base	1519	277	100	260	84	104	124	105	158	166	537	831
Single	705 33%	132 35% ^d	67 43% ^{ddeg}	113 33%	29 23%	41 28%	77 38% ^d	34 27%	73 33%	73 34%	280 37% ^k	360 31%
NET: Married/ Civil partnership/ co habiting	1134 54%	201 53%	68 44%	193 56% ^b	72 57%	80 55%	106 52%	66 52%	126 57% ^b	117 55%	399 53%	631 55%
Married	851 40%	154 41%	49 32%	139 40%	61 48% ^b	68 46% ^b	71 35%	56 44%	81 37%	88 41%	293 39%	474 41%
Civil Partnership	17 1%	2 1%	1 1%	4 1%	1 1%	1 1%	1 1%	- -	- -	5 2%	7 1%	8 1%
Co Habiting	265 13%	45 12%	18 12%	49 14%	11 8%	11 8%	34 17% ^e	10 8%	45 20% ^{adegi}	24 11%	98 13%	149 13%
NET: Widowed/ separated/ divorced	259 12%	46 12%	17 11%	37 11%	25 20% ^{cfhi}	25 17%	20 10%	23 18% ^{hi}	20 9%	21 10%	74 10%	159 14% ^j
Widowed	87 4%	15 4%	10 6% ⁱ	12 4%	7 5%	10 7% ⁱ	5 2%	8 7% ⁱ	7 3%	3 1%	24 3%	53 5%
Separated	30 1%	5 1%	1 1%	4 1%	8 6% ^{abchi}	2 1%	4 2%	2 2%	2 1%	1 *	12 2%	16 1%
Divorced	142 7%	25 7%	6 4%	21 6%	10 8%	13 9%	12 6%	12 10%	12 5%	17 8%	38 5%	90 8%
Prefer not to answer	12 1%	- -	2 1%	1 *	1 *	- -	- -	4 3% ^{acf}	* *	4 2% ^a	6 1%	4 *

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base. Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 254
Marital Status
Base: All respondents

	Experience of suspicious texts/calls													
	Total				Mobile						Landline			
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)
Unweighted base	2110	1543	652	729	1416	1337	1266	456	401	516	502	356	351	567
Weighted base	2110	1582	677	780	1457	1375	1313	463	422	564	533	381	371	528
Effective base	1519	1111	475	539	1013	960	908	331	290	378	369	259	261	411
Single	705 33%	515 33%bcijkl	180 27%	208 27%	478 33%bcijkl	452 33%bcijkl	436 33%bcijkl	128 28%k	129 31%ijkl	162 29%ijkl	117 22%	79 21%	77 21%	190 36%bcijkl
NET: Married/ Civil partnership/ co habiting	1134 54%	861 54%	398 59%am	463 59%am	793 54%	748 54%	713 54%	269 58%	242 57%	325 58%	327 61%adefm	238 63%adefm	239 64%adefm	273 52%
Married	851 40%	655 41%	312 46%em	362 46%defm	595 41%	557 41%	535 41%	201 43%	176 42%	243 43%	283 53%abcdef ghim	206 54%abdef ghim	205 55%abcdef ghim	196 37%
Civil Partnership	17 1%	10 1%	4 1%	8 1%	10 1%	10 1%	8 1%	7 1%	3 1%	5 1%	3 1%	1 1%	3 1%	7 1%
Co Habiting	265 13%	196 12%j	82 12%j	93 12%j	188 13%ijkl	181 13%ijkl	171 13%ijkl	62 13%j	63 15%ijkl	77 14%ijkl	41 8%	32 8%	31 8%	70 13%j
NET: Widowed/ separated/ divorced	259 12%	200 13%	97 14%	107 14%	178 12%	169 12%	158 12%	63 14%	51 12%	75 13%	87 16%dfm	63 17%	55 15%	59 11%
Widowed	87 4%	63 4%	33 5%	32 4%	52 4%	48 3%	43 3%	17 4%	12 3%	22 4%	35 7%adefh	28 7%adefh	18 5%	23 4%
Separated	30 1%	26 2%	12 2%	15 2%	25 2%	25 2%	25 2%	14 3%am	9 2%	14 2%	11 2%	7 2%	9 2%	4 1%
Divorced	142 7%	111 7%	51 8%	59 8%	101 7%	96 7%	90 7%	32 7%	30 7%	39 7%	41 8%	28 7%	28 8%	32 6%
Prefer not to answer	12 1%	7 *	2 *	3 *	7 *	6 *	6 *	2 *	1 *	3 *	1 *	1 *	-	6 1%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 255
Which of the following cities do you live in, or nearest to?
Base: All respondents

	Age 1						Age 2				Age/Gender				Gender		Social Grade		Region										Nation						
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (l)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humberside (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)			
Unweighted base	2110	260	363	338	344	655	150	623	682	655	150	110	117	388	417	1042	1060	1202	908	81	213	184	196	149	189	301	266	167	1746	107	194	63			
Weighted base	2110	291	352	327	363	648	128	644	690	648	128	113	139	364	413	1029	1076	1169	941	84	233	172	184	151	199	278	289	180	1771	100	176	63*			
Effective base	1519	185	258	237	249	484	113	441	486	484	113	73	88	287	308	761	754	864	656	57	151	141	147	106	136	226	187	118	1256	75	141	49			
Glasgow	95	10	17	15	22	28	4	26	37	28	4	3	6	16	16	48	47	50	45	-	-	-	-	-	-	-	-	-	-	-	-	95	-		
	5%	3%	5%	5%	6%	4%	3%	4%	5%	4%	3%	2%	5%	4%	4%	5%	4%	4%	5%	-	-	-	-	-	-	-	-	-	-	-	-	-	54%CDF	-	
Edinburgh	63	5	12	11	16	16	2	17	27	16	2	1	3	11	8	35	29	29	34	-	-	-	-	-	-	1	-	-	1	-	-	62	-		
	3%	2%	4%	3%	5%	3%	2%	3%	4%	3%	2%	1%	3%	3%	2%	3%	3%	3%	4%	-	-	-	-	-	*	-	-	*	-	-	-	-	35%CDF	-	
Newcastle	94	14	12	11	19	33	5	26	30	33	5	7	6	18	21	46	48	42	52	81	13	1	-	-	-	-	-	-	-	94	-	-	-	-	
	4%	5%	3%	3%	5%	4%	4%	4%	4%	5%	4%	6%	5%	5%	5%	4%	4%	4%	6%	96% ^{tuvw} xyAB	5% ^{suwx} yAB	-	-	-	-	-	-	-	-	-	5%DE	-	-	-	-
Leeds	80	10	18	11	13	26	1	28	25	26	1	2	7	11	16	40	40	40	40	-	1	79	-	-	-	-	-	-	-	80	-	-	-	-	
	4%	3%	5%	4%	4%	4%	1%	4%	4%	4%	1%	2%	5%	3%	4%	4%	4%	3%	4%	-	*	46% ^{stvw} xyAB	-	-	-	-	-	-	-	5%E	-	-	-	-	
Hull	37	3	9	4	6	14	1	12	10	14	1	-	3	5	9	17	20	14	22	1	-	34	-	2	-	-	-	-	37	-	-	-	-		
	2%	1%	3%	1%	2%	2%	*	2%	1%	2%	*	-	2%	1%	2%	2%	2%	1%	2%	1%	-	20% ^{stvw} xyAB	-	1%	-	-	-	-	2%	-	-	-	-		
Sheffield	60	12	12	10	9	16	2	24	19	16	2	1	10	8	10	27	33	37	23	-	-	51	-	10	-	-	-	-	60	-	-	-	-		
	3%	4%	3%	3%	2%	2%	1%	4%	3%	2%	1%	1%	7% ^{mn}	2%	2%	3%	3%	3%	2%	-	-	30% ^{stvw} xyAB	-	6% ^{tvxy} AB	-	-	-	-	3%E	-	-	-	-		
Manchester	160	29	22	22	28	51	7	51	50	51	7	11	13	26	32	76	84	80	80	-	146	1	12	-	2	-	-	-	160	-	-	-	-		
	8%	10%	6%	7%	8%	8%	6%	8%	7%	8%	6%	9%	9%	7%	8%	7%	8%	7%	9%	-	63% ^{suwx} xyAB	*	6% ^{suwx} yAB	-	1%	-	-	-	9%DEF	-	-	-	-		
Liverpool	82	13	19	7	18	20	5	32	25	20	5	5	6	14	10	42	39	51	31	-	62	1	3	-	-	-	-	-	66	16	-	-	-		
	4%	5%	5%	2%	5%	3%	4%	5%	4%	3%	4%	5%	5%	4%	2%	4%	4%	4%	3%	-	26% ^{suwx} xyAB	*	2% ^y	-	-	-	-	-	4%E	16%CEF	-	-	-		

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 255
Which of the following cities do you live in, or nearest to?
Base: All respondents

	Age 1										Age 2					Age/Gender				Gender		Social Grade		Region										Nation				
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)						
Weighted base	2110	291	352	327	363	648	128	644	690	648	128	113	139	364	413	1029	1076	1169	941	84	233	172	184	151	199	278	289	180	1771	100	176	63*						
Nottingham	102	8	22	12	20	27	12	30	32	27	12	3	5	19	20	63	39	56	45	-	-	-	3	94	4	-	-	-	102	-	-	-						
	5%	3%	6%	4%	6%	4%	10%	5%	5%	4%	10%	2%	4%	5%	6%	4%	5%	5%	-	-	-	2%	62%	2%	-	-	-	6%	-	-	-							
Birmingham	168	32	31	23	33	42	7	63	57	42	7	12	17	20	29	74	94	94	74	-	-	-	158	10	-	-	-	168	-	-	-							
	8%	11%	9%	7%	9%	6%	6%	10%	8%	6%	11%	13%	6%	7%	7%	9%	8%	8%	-	-	-	86%	7%	-	-	-	10%	-	-	-								
Norwich	71	8	11	14	6	23	8	19	21	23	8	2	5	14	17	29	42	39	32	-	-	-	-	-	70	1	-	71	-	-	-							
	3%	3%	3%	4%	2%	4%	6%	3%	3%	4%	6%	1%	3%	4%	4%	3%	4%	3%	3%	-	-	-	-	-	35%	*	-	4%	-	-	-							
Milton Keynes	75	6	3	27	12	22	5	9	39	22	5	3	1	17	10	40	35	45	29	1	-	-	-	24	39	-	11	75	-	-	-							
	4%	2%	1%	8%	3%	3%	4%	1%	6%	3%	4%	2%	*	5%	2%	4%	3%	4%	3%	1%	-	-	-	16%	20%	-	4%	4%	-	-	-							
Brighton	48	5	11	8	8	12	4	16	16	12	4	2	-	5	11	23	25	24	24	-	-	-	-	-	-	-	48	-	48	-	-							
	2%	2%	3%	2%	2%	2%	3%	2%	2%	2%	3%	2%	-	1%	3%	2%	2%	2%	2%	-	-	-	-	-	-	-	17%	-	3%	-	-							
Oxford	38	9	6	5	3	12	2	16	8	12	2	4	2	6	8	19	19	27	11	-	-	-	2	1	-	-	32	4	38	-	-							
	2%	3%	2%	1%	1%	2%	2%	2%	1%	2%	4%	1%	2%	2%	2%	2%	2%	2%	1%	-	-	-	1%	1%	-	-	11%	2%	2%	-	-							
London	497	89	80	69	65	167	27	169	133	167	27	45	34	90	105	246	250	299	198	-	3	1	-	2	69	277	141	4	497	-	-	-						
	24%	31%	23%	21%	18%	26%	21%	26%	19%	26%	21%	39%	25%	25%	24%	23%	26%	21%	-	1%	*	-	1%	69	100%	49%	4	28%	-	-	-							
Southampton	74	10	12	7	14	20	11	22	21	20	11	3	7	15	16	40	35	45	30	-	-	-	-	-	-	-	49	25	74	-	-							
	4%	3%	4%	2%	4%	3%	9%	3%	3%	3%	9%	3%	5%	4%	4%	4%	3%	4%	3%	-	-	-	-	-	-	-	17%	14%	4%	-	-							
Bristol	87	11	18	11	13	25	9	28	25	25	9	7	3	12	22	36	51	50	37	-	-	-	-	-	-	-	84	84	2	-	-							
	4%	4%	5%	3%	4%	4%	7%	4%	4%	4%	7%	6%	2%	3%	5%	4%	5%	4%	4%	-	-	-	-	-	-	-	47%	5%	2%	-	-							

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base



Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 255
Which of the following cities do you live in, or nearest to?
Base: All respondents

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation				
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humberside (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)		
Weighted base	2110	291	352	327	363	648	128	644	690	648	128	113	139	364	413	1029	1076	1169	941	84	233	172	184	151	199	278	289	180	1771	100	176	63*		
Plymouth	50 2%	5 2%	3 1%	14 4%b	13 4%b	14 2%	2 1%	8 1%	27 4%g	14 2%	2 1%	2 1%	3 2%	8 2%	7 2%	19 2%	30 3%	20 2%	30 3%q	-	-	-	-	-	-	-	-	50 28%stuv wxyA	50 3%E	-	-	-	-	
Cardiff	71 3%	4 1%	16 5%	6 2%	18 5%	25 4%	2 2%	20 3%	24 3%	25 4%	2 2%	1 1%	1 4%	14 3%	13 4%	38 4%	31 3%	42 4%	29 3%	-	-	-	-	-	-	-	-	-	-	71	-	-	-	
Belfast	63 3%	1 *	10 3%a	19 6%ae	11 3%a	18 3%a	5 4%a	11 2%	30 4%g	18 3%	5 4%	-	1 1%	12 3%	10 2%	26 3%	37 3%	45 4%r	19 2%	-	-	-	-	-	-	-	-	-	-	-	-	63	100%CDE	
None of these	95 5%	7 3%	8 2%	21 6%b	15 4%	38 6%b	6 5%	16 2%	36 5%g	38 6%g	6 5%	1 *	6 4%	22 6%k	22 5%	46 4%	49 5%	39 3%	56 6%q	1 2%	9 4%y	6 3%y	5 3%y	10 7%yA	14 7%yA	-	6 2%y	13 7%yA	66 4%	11 11%CF	18 10%CF	-		

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 256
Which of the following cities do you live in, or nearest to?
Base: All respondents

	Total	Phone network									Mobile O/S	
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	2110	376	153	344	125	149	189	134	214	224	726	1179
Weighted base	2110	378	154	343	128	146	203	126	220	215	759	1154
Effective base	1519	277	100	260	84	104	124	105	158	166	537	831
Glasgow	95 5%	21 6%	5 3%	20 6%	7 6%	5 3%	9 4%	3 2%	5 2%	10 5%	26 3%	58 5%
Edinburgh	63 3%	6 2%	8 5%	14 4%	6 5%	8 6%a	6 3%	1 1%	5 2%	5 2%	17 2%	42 4%
Newcastle	94 4%	25 7%h	6 4%	12 3%	4 3%	7 5%	14 7%	6 4%	5 2%	7 3%	34 4%	50 4%
Leeds	80 4%	16 4%	2 1%	17 5%	6 5%	4 3%	7 3%	8 6%	5 2%	13 6%	38 5%	38 3%
Hull	37 2%	8 2%	6 4%c	3 1%	5 4%	2 1%	3 2%	1 1%	3 1%	3 1%	10 1%	24 2%
Sheffield	60 3%	9 3%	5 3%	10 3%	4 3%	2 1%	9 4%	1 1%	8 4%	8 4%	20 3%	36 3%
Manchester	160 8%	29 8%	8 5%	28 8%	9 7%	12 8%	18 9%	11 9%	10 4%	23 11%h	50 7%	99 9%
Liverpool	82 4%	17 5%	3 2%	14 4%	4 3%	7 4%	5 2%	5 4%	10 5%	10 5%	29 4%	46 4%
Nottingham	102 5%	11 3%	4 3%	18 5%	11 8%a	5 4%	5 3%	6 4%	10 5%	11 5%	39 5%	42 4%
Birmingham	168 8%	31 8%c	13 8%	14 4%	11 8%	5 3%	17 8%	18 14%ce	20 9%c	17 8%	65 9%	84 7%
Norwich	71 3%	12 3%	8 5%	13 4%	7 5%	5 3%	5 2%	5 4%	4 2%	2 1%	27 4%	33 3%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 256
Which of the following cities do you live in, or nearest to?
Base: All respondents

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Weighted base	2110	378	154	343	128	146	203	126	220	215	759	1154
Milton Keynes	75 4%	13 3%	2 1%	21 6% ^{dh}	1 *	7 5%	7 3%	5 4%	3 1%	9 4%	24 3%	43 4%
Brighton	48 2%	6 1%	6 4%	9 3%	-	5 3%	9 5%	1 1%	3 1%	7 3%	14 2%	32 3%
Oxford	38 2%	6 2%	4 2%	5 2%	2 1%	* *	4 2%	3 2%	7 3%	6 3%	17 2%	20 2%
London	497 24%	85 23%	36 23%	86 25% ^{ai}	28 22%	29 20%	50 24%	36 29% ^{ai}	66 30% ^{ai}	36 17%	201 26%	252 22%
Southampton	74 4%	12 3%	12 8%	11 3%	3 2%	5 3%	7 3%	3 2%	8 3%	9 4%	30 4%	38 3%
Bristol	87 4%	15 4%	5 4%	8 2%	5 4%	12 8% ^{ci}	8 4%	7 6%	17 8% ^{ci}	4 2%	35 5%	46 4%
Plymouth	50 2%	8 2%	6 4%	5 1%	1 *	8 6% ^{cdg}	3 1%	1 1%	7 3%	6 3%	13 2%	31 3%
Cardiff	71 3%	15 4%	6 4%	8 2%	4 3%	10 7% ^h	6 3%	3 3%	2 1%	11 5% ^h	24 3%	40 3%
Belfast	63 3%	4 1%	6 4%	18 5% ^a	5 4%	4 3%	3 1%	1 1%	10 5% ^a	4 2%	24 3%	32 3%
None of these	95 5%	27 7% ^{cg}	3 2%	10 3%	7 6%	7 5%	10 5%	2 1%	13 6%	13 6%	24 3%	67 6% ^{kj}

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
 Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 257
Which of the following cities do you live in, or nearest to?
Base: All respondents

	Experience of suspicious texts/calls				Mobile						Landline			None (m)
	Total				Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	
	Total	Any (a)	Any voice call (b)	Any recorded message (c)										
Unweighted base	2110	1543	652	729	1416	1337	1266	456	401	516	502	356	351	567
Weighted base	2110	1582	677	780	1457	1375	1313	463	422	564	533	381	371	528
Effective base	1519	1111	475	539	1013	960	908	331	290	378	369	259	261	411
Glasgow	95 5%	75 5%	27 4%	37 5%	68 5%	67 5%	66 5%	24 5%	18 4%	29 5%	23 4%	17 4%	13 3%	21 4%
Edinburgh	63 3%	49 3%	19 3%	24 3%	45 3%	41 3%	37 3%	19 4%	12 3%	17 3%	16 3%	11 3%	11 3%	14 3%
Newcastle	94 4%	81 5%m	40 6%am	39 5%	70 5%	65 5%	59 4%	25 5%m	30 7%am	29 5%	30 6%am	22 6%am	22 6%am	13 3%
Leeds	80 4%	59 4%	18 3%	24 3%	54 4%	51 4%	50 4%	12 3%	10 2%	17 3%	17 3%	11 3%	11 3%	21 4%
Hull	37 2%	28 2%	16 2%	16 2%	26 2%	20 1%	20 2%	6 1%	13 3%	13 2%	13 2%	10 3%	10 3%	8 2%
Sheffield	60 3%	48 3%	25 4%	29 4%	45 3%	41 3%	37 3%	16 3%	14 3%	21 4%	19 4%	15 4%	14 4%	12 2%
Manchester	160 8%	120 8%	51 8%	65 8%	115 8%	108 8%	101 8%	35 8%	27 6%	44 8%	43 8%	33 9%	33 9%	40 8%
Liverpool	82 4%	64 4%	28 4%	33 4%	61 4%	60 4%	60 5%	16 3%	21 5%	26 5%	17 3%	11 3%	16 4%	18 3%
Nottingham	102 5%	66 4%	29 4%	43 5%	62 4%	55 4%	54 4%	19 4%	15 3%	38 7%ae	24 5%	19 5%	16 4%	35 7%aef
Birmingham	168 8%	114 7%	52 8%	54 7%	104 7%	95 7%	91 7%	34 7%	37 9%	36 6%	38 7%	26 7%	26 7%	54 10%defi

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 257
Which of the following cities do you live in, or nearest to?
Base: All respondents

	Experience of suspicious texts/calls				Mobile						Landline			
	Total				Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)										
Weighted base	2110	1582	677	780	1457	1375	1313	463	422	564	533	381	371	528
Norwich	71 3%	55 3%	29 4%	36 5% ^h	47 3%	45 3%	44 3%	13 3%	8 2%	21 4%	27 5% ^h	24 6% ^{adefgh}	22 6% ^{dh}	16 3%
Milton Keynes	75 4%	55 3%	18 3%	28 4%	53 4%	50 4%	45 3%	13 3%	10 2%	19 3%	17 3%	12 3%	14 4%	19 4%
Brighton	48 2%	39 2%	16 2%	24 3%	37 3%	32 2%	30 2%	11 2%	10 2%	16 3%	16 3%	9 2%	12 3%	8 2%
Oxford	38 2%	25 2%	10 1%	8 1%	21 1%	20 1%	17 1%	8 2%	6 1%	3 1%	10 2%	5 1%	7 2%	14 3% ⁱ
London	497 24%	388 25% ^l	161 24%	168 22%	358 25% ^l	347 25% ^l	332 25% ^l	121 26% ^l	117 28% ^{clm}	127 22%	118 22%	79 21%	69 19%	109 21%
Southampton	74 4%	55 3%	27 4%	25 3%	50 3%	49 4%	48 4%	13 3%	15 3%	17 3%	20 4%	16 4%	11 3%	19 4%
Bristol	87 4%	59 4%	21 3%	31 4%	56 4%	55 4%	55 4%	13 3%	11 3%	22 4%	19 4%	11 3%	16 4%	28 5%
Plymouth	50 2%	38 2%	10 1%	20 3% ^h	34 2%	30 2%	28 2%	15 3% ^h	2 1%	11 2%	15 3% ^h	9 2%	12 3% ^h	12 2%
Cardiff	71 3%	56 4%	30 4%	24 3%	52 4%	48 4%	46 4%	18 4%	18 4%	19 3%	15 3%	12 3%	7 2%	15 3%
Belfast	63 3%	44 3%	20 3%	18 2%	39 3%	37 3%	36 3%	15 3%	12 3%	16 3%	11 2%	9 2%	7 2%	20 4%
None of these	95 5%	66 4%	33 5%	34 4%	58 4%	57 4%	56 4%	16 4%	18 4%	23 4%	28 5%	21 5%	21 6%	30 6%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base. Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 258
What is the combined annual income of your household, prior to tax being deducted?
Base: All respondents

	Age 1							Age 2					Age/Gender				Gender		Social Grade			Region							Nation				
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humberside (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)	
Unweighted base	2110	260	363	338	344	655	150	623	682	655	150	110	117	388	417	1042	1060	1202	908	81	213	184	196	149	189	301	266	167	1746	107	194	63	
Weighted base	2110	291	352	327	363	648	128	644	690	648	128	113	139	364	413	1029	1076	1169	941	84	233	172	184	151	199	278	289	180	1771	100	176	63*	
Effective base	1519	185	258	237	249	484	113	441	486	484	113	73	88	287	308	761	754	864	656	57	151	141	147	106	136	226	187	118	1256	75	141	49	
Up to £7,000	(3.5)	66 3%	12 4% ^f	8 2%	10 3%	23 6% ^{abef}	13 2%	-	21 3%	33 5% ^{ij}	13 2%	-	5 4%	6 4%	5 1%	8 2%	37 4%	30 3%	15 1%	51 5% ^q	1 1%	11 5%	9 5%	4 2%	5 2%	12 4%	7 2%	2 1%	58 3%	1 1%	6 3%	1 2%	
£7,001 to £14,000	(10.5)	224 11%	21 7%	23 7%	30 9%	43 12% ^b	89 14% ^{ab}	18 14% ^{ab}	44 7%	73 11% ^g	89 14% ^g	18 5%	9 7%	32 9%	75 18% ^{klm}	82 8%	140 13% ^o	63 5%	161 17% ^q	16 19% ^{vy}	32 14% ^B	19 11%	17 9%	15 10%	20 10%	27 10%	29 10%	13 7%	188 11%	9 9%	22 12%	5 8%	
£14,001 to £21,000	(17.5)	263 12%	12 4%	44 12% ^a	34 10% ^a	48 13% ^a	97 15% ^a	29 22% ^{abcd}	55 9%	82 12%	97 15% ^g	29 22% ^{gh}	4 4%	7 5%	54 15% ^{kl}	72 17% ^{kl}	113 11%	149 14%	111 10%	152 16% ^q	9 10%	29 12%	25 14%	22 12%	23 12%	26 9%	42 15%	29 16%	226 13%	15 15%	17 9%	5 8%	
£21,001 to £28,000	(24.5)	335 16%	30 10%	54 15%	45 14%	52 14%	132 20% ^{acd}	23 18%	84 14%	97 14%	132 20% ^{gh}	23 18%	17 13%	64 18%	90 22% ^k	151 15%	184 17%	174 15%	162 17%	17 20%	46 20% ^y	23 13%	36 19% ^y	29 19% ^y	32 16%	29 11%	37 13%	34 19% ^y	282 16%	15 15%	29 16%	9 15%	
£28,001 to £34,000	(31)	290 14%	19 7%	54 15% ^a	48 15% ^a	46 13% ^a	102 16% ^a	22 17% ^a	73 11%	94 14%	102 16%	22 17%	4 4%	12 8%	71 19% ^{klm}	53 13% ^k	152 15%	138 13%	177 15%	113 12%	2 3%	37 16% ^s	20 11%	23 11%	29 15% ^s	47 17% ^s	34 12% ^s	27 15% ^s	239 14%	17 17% ^F	31 17% ^F	3 5%	
£34,001 to £41,000	(37.5)	197 9%	20 7%	28 8%	33 10%	31 9%	74 11%	10 8%	49 8%	64 9%	74 11% ^g	10 8%	9 6%	49 13% ⁿ	35 8%	110 11%	86 8%	120 10%	77 8%	7 8%	18 8%	19 11%	23 13% ^y	12 8%	18 9%	17 6%	31 11%	19 10%	164 9%	8 8%	15 8%	10 10%	
£41,001 to £48,000	(44.5)	123 6%	32 11% ^{def}	30 9% ^{def}	22 7% ^d	11 3%	25 4%	3 2%	62 10% ^{hij}	33 5%	25 4%	3 2%	12 10% ⁿ	15 11% ^{mn}	17 5%	10 3%	58 6%	65 7% ^r	81 4%	42 5%	4 4%	9 6%	10 6%	8 6%	8 4%	19 7%	13 5%	8 5%	93 5%	13 13% ^C	10 6%	7 10%	
£48,001 to £55,000	(51.5)	116 6%	20 7%	19 5%	17 5%	24 4%	29 4%	8 6%	39 6%	41 6%	29 4%	8 6%	7 8% ⁿ	23 6%	14 3%	72 7% ^p	44 4%	77 7% ^r	39 4%	7 8%	11 5%	4 2%	7 4%	10 7%	6 3%	27 10% ^{uvxA}	13 4%	15 8% ^u	100 6%	2 2%	10 5%	5 8%	
£55,001 to £62,000	(58.5)	78 4%	18 6% ^{ef}	26 7% ^{def}	16 5% ^e	10 3%	7 1%	1 1%	44 7% ^{hij}	26 4% ⁱ	7 1%	1 1%	16 14% ^{lmn}	1 1%	6 1%	51 5% ^p	27 3%	51 4%	27 3%	4 4%	7 3%	8 5%	3 2%	8 5%	11 6%	5 2%	8 3%	6 3%	59 3%	6 6%	11 6%	2 2%	
£62,001 to £69,000	(65.5)	65 3%	10 3%	18 5% ^e	10 3%	17 5% ^e	8 1%	1 1%	28 4% ⁱ	27 4% ⁱ	8 1%	1 1%	6 3%	5 1%	36 4%	5 3%	28 3%	46 4% ^r	19 2%	5 6% ^t	2 1%	3 2%	6 3%	3 2%	9 4% ^t	12 4% ^t	7 2%	8 5% ^t	54 3%	3 3%	8 4%	-	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F

* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 258
What is the combined annual income of your household, prior to tax being deducted?
Base: All respondents

	Total	Age 1						Age 2				Age/Gender				Gender		Social Grade		Region									Nation				
		16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of England (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)	
Weighted base	2110	291	352	327	363	648	128	644	690	648	128	113	139	364	413	1029	1076	1169	941	84	233	172	184	151	199	278	289	180	1771	100	176	63*	
£69,001 to £76,000	(72.5) 40 2%	3 1%	11 3%e	10 3%e	9 3%	6 1%	1 1%	14 2%	20 3%i	6 1%	1 1%	2 1%	1 1%	5 1%	2 *	23 2%	17 2%	34 3%r	6 1%	3 3%	2 1%	4 2%	2 1%	3 2%	8 3%	5 2%	3 2%	32 2%	-	4 2%	5 7%CD		
£76,001 to £83,000	(79.5) 41 2%	10 4%	10 3%	5 1%	6 2%	10 2%	-	20 3%	10 2%	10 2%	-	4 3%	7 5%m	4 1%	6 1%	20 2%	21 2%	34 3%r	7 1%	2 2%	5 2%	4 2%	2 1%	* *	2 1%	10 4%	9 3%	2 1%	35 2%	-	3 2%	3 4%	
£83,001 or more	(86) 100 5%	32 11%bef	8 2%	26 8%bef	21 6%ef	13 2%	-	40 6%ij	47 7%ij	13 2%	-	16 14%mn	13 9%mn	10 3%	3 1%	55 5%	44 4%	86 7%r	14 1%	1 1%	7 3%	7 4%	8 5%	2 1%	17 8%twB	20 7%wB	26 9%twB	3 1%	91 5%	4 4%	3 2%	1 10%	
Prefer not to answer	171 8%	52 18%bcde	19 5%	20 6%	22 6%	44 7%	14 11%	71 11%hi	42 6%	44 7%	14 11%	15 13%m	25 18%mn	22 6%	35 9%	68 7%	102 9%o	100 9%	71 8%	7 8%	20 8%	16 9%	16 9%	12 8%	16 8%	20 7%	29 10%	14 8%	149 8%	7 7%	9 5%	6 10%	
Average income (£000's)	34.46	43.79b cdef	37.24e f	37.78e f	34.04e f	29.33	26.43	39.97h ij	35.81i j	29.33	26.43	48.09m n	41.97m n	31.75n	26.26	36.65p	32.39	40.24r	27.37	33.52	29.80	33.06	32.54	31.59	36.62t	38.60t uwvB	36.99t	33.42	34.42	34.00	33.71	38.69	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
* small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 259
What is the combined annual income of your household, prior to tax being deducted?
Base: All respondents

	Total	Phone network									Mobile O/S	
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	2110	376	153	344	125	149	189	134	214	224	726	1179
Weighted base	2110	378	154	343	128	146	203	126	220	215	759	1154
Effective base	1519	277	100	260	84	104	124	105	158	166	537	831
Up to £7,000	(3.5) 3%	66 2%	9 5%	8 2%	7 1%	1 2%	3 4%	7 3%	4 4%	9 6% ^c	12 2%	47 4% ^{aj}
£7,001 to £14,000	(10.5) 11%	224 9%	35 8%	12 12%	41 15%	19 11%	16 8%	18 15%	23 10%	24 11%	50 7%	153 13% ^j
£14,001 to £21,000	(17.5) 12%	263 12% ^d	47 12%	18 12%	40 4%	29 20% ^{cdh}	30 15% ^{dh}	22 18% ^{dh}	15 7%	26 12% ^d	60 8%	172 15% ^{kj}
£21,001 to £28,000	(24.5) 16%	335 13%	51 16%	24 15%	50 14%	17 19%	28 18%	36 17%	22 14%	30 15%	33 15%	116 16%
£28,001 to £34,000	(31) 14%	290 13%	48 14%	22 12%	43 15%	19 10%	31 15%	25 19%	39 18%	29 14%	92 12%	177 15%
£34,001 to £41,000	(37.5) 9%	197 10%	38 6%	9 7%	25 7%	23 18% ^{bci}	13 9%	22 11%	14 9%	17 8%	79 10%	101 9%
£41,001 to £48,000	(44.5) 6%	123 7%	27 6%	10 6%	26 7%	10 8%	7 5%	9 5%	3 2%	11 5%	12 6%	60 8% ^k 5%
£48,001 to £55,000	(51.5) 6%	116 5%	19 7%	11 7%	23 5%	7 6%	9 8%	15 3%	4 6%	14 4%	8 7%	53 5%
£55,001 to £62,000	(58.5) 4%	78 4%	14 4%	11 7% ^{fi}	17 5%	5 4%	3 2%	2 1%	2 2%	11 5%	4 2%	46 6% ^k 2%
£62,001 to £69,000	(65.5) 3%	65 3%	14 4%	4 3%	14 4%	8 6%	6 4%	4 2%	2 2%	4 3%	6 4%	31 3%
£69,001 to £76,000	(72.5) 2%	40 2%	9 2%	1 1%	4 1%	- -	5 3%	5 3%	1 *	9 4% ^c	4 2%	16 2%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 259

What is the combined annual income of your household, prior to tax being deducted?

Base: All respondents

	Total	Phone network									Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple / iPhone (j)	Other (k)	
Weighted base	2110	378	154	343	128	146	203	126	220	215	759	1154	
£76,001 to £83,000	(79.5) 2%	41 2%	15 4%b	- 2%	6 -	- 1%	2 5	3 2%	5 3%	2 1%	15 2%	23 2%	
£83,001 or more	(86) 5%	100 5%	19 5%	12 8%eg	22 7%e	5 4%	2 1%	8 4%	2 2%	12 5%	10 5%	57 8%k	35 3%
Prefer not to answer	171 8%	33 9%	11 7%	26 8%	8 6%	10 7%	11 6%	4 3%	18 8%	28 13%fg	71 9%	76 7%	
Average income (£000's)	34.46	37.07egi	35.97g	36.48g	35.24g	31.49	33.69	28.54	36.84g	32.09	40.25k	31.32	

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
 Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 260
What is the combined annual income of your household, prior to tax being deducted?
Base: All respondents

	Experience of suspicious texts/calls														
	Total				Mobile						Landline				None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)		
Unweighted base	2110	1543	652	729	1416	1337	1266	456	401	516	502	356	351	567	
Weighted base	2110	1582	677	780	1457	1375	1313	463	422	564	533	381	371	528	
Effective base	1519	1111	475	539	1013	960	908	331	290	378	369	259	261	411	
Up to £7,000	(3.5)	66 3%	41 3%	18 3%	17 2%	37 3%	35 3%	32 2%	10 2%	14 3%	13 2%	8 2%	8 2%	25 5%acdefj	
£7,001 to £14,000	(10.5)	224 11%	160 10%	69 10%	80 10%	146 10%	140 10%	135 10%	56 12%	38 9%	61 11%	51 10%	40 8%	64 12%	
£14,001 to £21,000	(17.5)	263 12%	200 13%	93 14%	101 13%	175 12%	163 12%	152 12%	64 14%	52 12%	69 12%	79 15%	58 15%	63 12%	
£21,001 to £28,000	(24.5)	335 16%	242 15%	125 18% ⁱ	113 15%	219 15%	209 15%	202 15%	67 14%	69 16%	71 13%	97 18% ⁱ	82 22% ^{acdefg}	61 16%	93 18% ⁱ
£28,001 to £34,000	(31)	290 14%	216 14%	97 14%	119 15%	201 14%	183 13%	173 13%	65 14%	52 12%	81 14%	84 16%	63 16%	61 14%	74 14%
£34,001 to £41,000	(37.5)	197 9%	156 10%	59 9%	69 9%	147 10%	137 10%	130 10%	43 9%	48 11%	54 10%	49 9%	34 9%	38 10%	41 8%
£41,001 to £48,000	(44.5)	123 6%	105 7% ^m	43 6% ^m	62 8% ^m	95 7% ^m	92 7% ^m	90 7% ^m	32 7% ^m	27 6%	45 8% ^m	38 7% ^m	22 6%	27 7% ^m	17 3%
£48,001 to £55,000	(51.5)	116 6%	97 6%	46 7% ^m	56 7% ^m	91 6%	84 6%	80 6%	28 6%	29 7%	41 7% ^m	33 6%	23 6%	21 6%	20 4%
£55,001 to £62,000	(58.5)	78 4%	62 4%	20 3%	30 4%	58 4%	58 4% ^k	56 4% ^k	17 4%	15 3%	20 4%	18 3%	6 2%	15 4%	16 3%
£62,001 to £69,000	(65.5)	65 3%	49 3%	22 3%	24 3%	48 3%	44 3%	44 3%	20 4%	18 4%	22 4%	13 2%	8 2%	10 3%	16 3%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base. Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 260
What is the combined annual income of your household, prior to tax being deducted?
Base: All respondents

	Experience of suspicious texts/calls				Mobile						Landline			None (m)
	Total				Any mobile text/ App message (e)						Any landline (i)			
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Voice call (k)	Recorded message (l)			
Weighted base	2110	1582	677	780	1457	1375	1313	463	422	564	533	381	371	528
£69,001 to £76,000	(72.5) 40	26 2%	8 1%	17 2%	26 2%	26 2%	23 2%	9 2%	6 1%	16 3%	7 1%	5 1%	4 1%	14 3%
£76,001 to £83,000	(79.5) 41	28 2%	12 2%	15 2%	27 2%	27 2%	27 2%	4 1%	10 2%	12 2%	6 1%	4 1%	6 2%	13 2%
£83,001 or more	(86) 100	85 5%	28 5% ^m	37 5%	82 6% ^m	75 5% ^m	72 5% ^m	20 4%	21 5%	31 5%	17 3%	10 3%	14 4%	15 3%
Prefer not to answer	171 8%	116 7%	37 5%	40 5%	105 7%	100 7%	97 7%	27 6%	22 5%	28 5%	31 6%	19 5%	18 5%	55 10% ^{abcdghijkl}
Average income (£000's)	34.46	35.25 ^{km}	33.59	35.54 ^{km}	35.77 ^{jk}	35.78 ^{jk}	35.94 ^{jk}	34.29	35.68 ^{km}	36.65 ^{bjkm}	32.87	31.18	33.82	32.02

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
 Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 261
Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?
 Base: All respondents

	Age 1							Age 2				Age/Gender				Gender		Social Grade		Region										Nation					
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)			
Unweighted base	2110	260	363	338	344	655	150	623	682	655	150	110	117	388	417	1042	1060	1202	908	81	213	184	196	149	189	301	266	167	1746	107	194	63			
Weighted base	2110	291	352	327	363	648	128	644	690	648	128	113	139	364	413	1029	1076	1169	941	84	233	172	184	151	199	278	289	180	1771	100	176	63*			
Effective base	1519	185	258	237	249	484	113	441	486	484	113	73	88	287	308	761	754	864	656	57	151	141	147	106	136	226	187	118	1256	75	141	49			
NET: Yes	455 22%	35 12%	53 15%	61 19%	96 27% ^{abc}	171 26% ^{abc}	38 30% ^{abc}	88 14%	158 23% ^g	171 26% ^g	38 30% ^g	8 7%	19 13%	90 25% ^{kl}	120 29% ^{kl}	203 20%	248 23%	187 16%	268 28% ^q	28 34% ^{xy}	53 23%	41 24%	38 21%	31 20%	31 16%	51 18%	75 26% ^x	28 16%	376 21%	18 18%	49 28%	13 20%			
Yes - physical condition	298 14%	13 5%	22 6%	30 9%	61 17% ^{abc}	137 21% ^{abc}	36 28% ^{abcd}	35 5%	91 13% ^g	137 21% ^g	36 28% ^g	1 1%	8 5%	72 20% ^{kl}	100 24% ^{kl}	121 12%	174 16% ^o	118 10%	180 19% ^q	15 18%	36 16%	21 12%	24 13%	19 13%	21 11%	35 13%	53 19% ^B	17 9%	243 14%	8 8%	37 21% ^{CD}	9 15%			
Yes - mental condition	191 9%	24 8% ^f	38 11% ^{ef}	36 11% ^{ef}	49 14% ^{ef}	42 7% ^f	1 *	63 10% ^j	86 12% ^{ij}	42 7% ^j	1 *	7 6%	14 10% ^m	17 5%	26 6%	87 9%	101 9%	74 6%	117 12% ^q	14 17% ^{xy}	23 10%	24 14% ^{xy}	16 9%	17 11%	9 5%	18 6%	32 11% ^x	12 7%	164 9%	9 9%	14 8%	4 6%			
Yes - disability	146 7%	7 3%	16 4%	21 6%	32 9% ^{ab}	62 10% ^{ab}	8 6%	23 4%	53 8% ^g	62 10% ^g	8 6%	1 1%	4 3%	33 9% ^k	37 9% ^k	62 6%	83 8%	52 4%	94 10% ^q	8 10%	19 8%	15 8%	16 9%	9 6%	8 4%	20 7%	16 3%	6 3%	118 7%	7 7%	19 11%	2 3%			
Yes - other	12 1%	-	2 1%	4 1%	3 1%	2 *	1 1%	2 *	6 1%	2 *	1 1%	-	-	2 1%	2 *	4 *	7 1%	5 *	7 1%	2 2% ^A	1 *	1 1%	2 1%	1 *	2 1%	2 1%	-	-	10 1%	*	2 1%	-			
No	1598 76%	236 81% ^{def}	286 81% ^{def}	260 79% ^{df}	255 70%	473 73%	88 68%	522 81% ^{hij}	515 75%	473 73%	88 68%	95 84% ⁿ	116 83% ⁿ	270 74%	291 71%	790 77%	807 75%	953 82% ^r	645 68%	55 65%	176 76%	127 74%	135 73%	118 78%	162 82% ^{sA}	216 78%	206 71%	151 84% ^{svA}	1345 76%	80 80%	122 69%	50 79%			
Prefer not to say	57 3%	21 7% ^{cdef}	13 4% ^e	6 2%	11 3% ^e	4 1%	2 2%	34 5% ^{hi}	17 2% ⁱ	4 1%	2 2%	8 8% ^{mn}	4 3% ⁿ	5 1%	1 *	36 3%	21 2%	28 2%	29 3%	1 1%	4 2%	5 3%	11 6% ^{tB}	2 2%	5 3%	11 4%	8 3%	2 1%	50 3%	2 2%	5 3%	*			

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
 Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
 * small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 262

Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?

Base: All respondents

	Total	Phone network									Mobile O/S	
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple / iPhone (j)	Other (k)
Unweighted base	2110	376	153	344	125	149	189	134	214	224	726	1179
Weighted base	2110	378	154	343	128	146	203	126	220	215	759	1154
Effective base	1519	277	100	260	84	104	124	105	158	166	537	831
NET: Yes	455 22%	82 22%	36 23%	81 24%	30 23%	23 16%	45 22%	40 32% ^{aeh}	35 16%	47 22%	132 17%	285 25% ^j
Yes - physical condition	298 14%	53 14%	23 15%	54 16%	23 18%	16 11%	30 15%	30 24% ^{aehi}	25 12%	27 13%	78 10%	201 17% ^j
Yes - mental condition	191 9%	41 11%	14 9%	31 9%	13 10%	7 5%	23 11%	12 9%	13 6%	22 10%	50 7%	125 11% ^j
Yes - disability	146 7%	32 8%	9 6%	24 7%	10 8%	11 7%	13 6%	10 8%	10 5%	16 7%	40 5%	94 8% ^j
Yes - other	12 1%	4 1%	-	1 *	*	1 *	1 *	2 1%	*	2 1%	3 *	8 1%
No	1598 76%	289 76% ^g	115 73%	257 75%	94 74%	121 83% ^g	151 75%	83 66%	180 82% ^{gi}	155 72%	609 80% ^k	838 73%
Prefer not to say	57 3%	7 2%	3 2%	5 1%	4 3%	2 2%	6 3%	3 3%	4 2%	12 6% ^{ac}	19 2%	32 3%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).

Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 263
Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?
Base: All respondents

	Experience of suspicious texts/calls				Mobile						Landline			None (m)
	Total	Any (a)	Any voice call (b)	Any recorded message (c)	Any mobile (d)	Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)	
Unweighted base	2110	1543	652	729	1416	1337	1266	456	401	516	502	356	351	567
Weighted base	2110	1582	677	780	1457	1375	1313	463	422	564	533	381	371	528
Effective base	1519	1111	475	539	1013	960	908	331	290	378	369	259	261	411
NET: Yes	455 22%	352 22%	167 25%	175 22%	320 22%	302 22%	288 22%	104 23%	100 24%	135 24%	125 23%	103 27% ^m	78 21%	103 20%
Yes - physical condition	298 14%	235 15%	120 18% ^m	123 16%	213 15%	198 14%	188 14%	67 15%	65 15%	93 17%	94 18% ^m	79 21% ^{adefgm}	55 15%	63 12%
Yes - mental condition	191 9%	148 9%	62 9%	69 9%	140 10%	136 10%	128 10%	47 10%	42 10%	60 11%	41 8%	34 9%	25 7%	44 8%
Yes - disability	146 7%	105 7%	53 8%	47 6%	96 7%	92 7%	85 6%	41 9%	27 6%	36 6%	41 8%	37 10%	24 6%	41 8%
Yes - other	12 1%	9 1%	5 1%	7 1%	7 1%	6 *	6 *	3 1%	5 1%	5 1%	4 1%	3 1%	4 1%	3 1%
No	1598 76%	1195 76%	498 74%	586 75%	1105 76%	1042 76%	994 76%	354 76%	317 75%	417 74%	397 75%	271 71%	287 77%	403 76%
Prefer not to say	57 3%	35 2%	12 2%	19 2%	31 2%	31 2%	31 2%	5 1%	6 1%	13 2%	11 2%	7 2%	7 2%	22 4% ^{abdgh}

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

Ofcom Scams Survey ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 264
 Which of the following options best describes how you think of yourself?
 Base: All respondents

	Age 1						Age 2				Age/Gender				Gender		Social Grade		Region													
	Total	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-74 (e)	75+ (f)	16-34 (g)	35-54 (h)	55-74 (i)	75+ (j)	Male 18-24 (k)	Female 18-24 (l)	Male 55+ (m)	Female 55+ (n)	Male (o)	Female (p)	ABC1 (q)	C2DE (r)	North East (s)	North West (t)	Yorkshire & Humber (u)	West Midlands (v)	East Midlands (w)	East of London (x)	London (y)	South East (A)	South West (B)	England (C)	Wales (D)	Scotland (E)	Northern Ireland (F)
Unweighted base	2110	260	363	338	344	655	150	623	682	655	150	110	117	388	417	1042	1060	1202	908	81	213	184	196	149	189	301	266	167	1746	107	194	63
Weighted base	2110	291	352	327	363	648	128	644	690	648	128	113	139	364	413	1029	1076	1169	941	84	233	172	184	151	199	278	289	180	1771	100	176	63*
Effective base	1519	185	258	237	249	484	113	441	486	484	113	73	88	287	308	761	754	864	656	57	151	141	147	106	136	226	187	118	1256	75	141	49
Heterosexual/ straight	1862	219	302	285	326	607	124	520	611	607	124	85	109	342	389	896	966	1023	839	79	209	153	164	136	184	244	233	160	1562	87	155	58
	88%	75%	86%a	87%a	90%a	94%abc	97%abc	81%	89%g	94%gh	97%gh	75%	79%	94%kl	94%kl	87%	90%	88%	89%	95%A	90%A	89%A	89%A	89%	93%A	88%	81%	89%	88%	87%	88%	91%
Lesbian/ gay woman	23	4	10	2	2	4	1	14	4	4	1	-	4	-	5	3	20	8	15	-	4	-	-	-	2	6	4	2	18	2	*	3
	1%	1%	3%cd	1%	1%	1%	*	2%hi	1%	1%	*	-	3%lm	-	1%	*	2%o	1%	2%	-	2%	-	-	-	1%	2%	1%	1%	2%	2%	*	4%CE
Gay man	60	13	9	14	19	5	-	22	33	5	-	12	-	5	-	59	-	36	24	-	4	7	2	5	3	8	17	2	49	4	5	1
	3%	5%ef	2%	4%ef	5%ef	1%	-	3%i	5%ij	1%	-	10%lmn	-	1%n	-	6%p	-	3%	2%	-	2%	4%	1%	4%	1%	3%	6%lv	1%	3%	4%	3%	2%
Bisexual	104	36	24	18	10	14	2	60	29	14	2	8	19	13	3	49	55	61	43	4	11	10	4	8	5	14	22	10	89	4	12	-
	5%	12%cd	7%def	6%e	3%	2%	2%	9%hij	4%	2%	2%	7%n	14%mn	4%n	1%	5%	5%	5%	5%	5%	5%	6%	2%	5%	3%	5%	8%vx	6%	5%	4%	7%	-
Prefer to self-describe	9	5	1	1	2	1	-	6	3	1	-	1	1	-	1	2	3	7	2	-	1	1	3	-	-	2	-	2	8	2	-	-
	*	2%e	*	*	1%	*	-	1%	*	*	-	1%	1%	-	*	*	*	1%	1%	-	-	*	*	-	-	1%	-	1%	*	2%	-	-
Prefer not to say	51	15	6	6	4	18	2	21	10	18	2	8	5	4	15	20	32	33	19	*	4	1	12	3	5	5	12	3	45	1	4	1
	2%	5%d	2%	2%	1%	3%	1%	3%	2%	3%	1%	7%am	4%	1%	4%	2%	3%	3%	2%	1%	2%	1%	6%tuy	2%	3%	2%	4%	2%	3%	1%	2%	2%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
 Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m/n - o/p - q/r - s/t/u/v/w/x/y/A/B - C/D/E/F
 * small base

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 265

Which of the following options best describes how you think of yourself?

Base: All respondents

	Total	Phone network								Mobile O/S		
		EE/BT Mobile (a)	Giff-Gaff (b)	O2 (c)	Sky Mobile (d)	Tesco Mobile (e)	Three (f)	Virgin Mobile (g)	Vodafone (h)	Other (i)	Apple/ iPhone (j)	Other (k)
Unweighted base	2110	376	153	344	125	149	189	134	214	224	726	1179
Weighted base	2110	378	154	343	128	146	203	126	220	215	759	1154
Effective base	1519	277	100	260	84	104	124	105	158	166	537	831
Heterosexual/ straight	1862 88%	342 90% ^{bi}	119 77%	303 88% ^b	114 89% ^b	133 91% ^b	175 86%	118 93% ^{bi}	200 91% ^{bi}	180 84%	668 88%	1018 88%
Lesbian/ gay woman	23 1%	1 *	3 2%	2 1%	* *	3 2%	- -	2 2%	4 2%	2 1%	11 1%	8 1%
Gay man	60 3%	15 4%	11 7% ^{ccegh}	4 1%	3 2%	2 1%	5 3%	1 1%	4 2%	10 5% ^c	26 3%	28 2%
Bisexual	104 5%	15 4%	12 8% ^h	27 8% ^h	11 8% ^h	5 4%	14 7% ^h	4 3%	4 2%	10 5%	33 4%	69 6%
Prefer to self-describe	9 *	1 *	2 1%	1 *	- *	* *	* *	- *	2 1%	1 *	4 *	4 *
Prefer not to say	51 2%	4 1%	7 4% ^a	6 2%	* *	3 2%	8 4% ^a	1 1%	6 3%	12 6% ^{acd}	18 2%	27 2%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50).
 Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k

Ofcom Scams Survey
ONLINE Fieldwork: 5th to 7th August 2022

Absolutes/col percents

Table 266
Which of the following options best describes how you think of yourself?
Base: All respondents

	Experience of suspicious texts/calls				Mobile						Landline			None (m)
	Total				Any mobile text/ App message (e)	SMS (f)	App (g)	Voice call (h)	Recorded message (i)	Any landline (j)	Voice call (k)	Recorded message (l)		
	Total	Any (a)	Any voice call (b)	Any recorded message (c)										
Unweighted base	2110	1543	652	729	1416	1337	1266	456	401	516	502	356	351	567
Weighted base	2110	1582	677	780	1457	1375	1313	463	422	564	533	381	371	528
Effective base	1519	1111	475	539	1013	960	908	331	290	378	369	259	261	411
Heterosexual/ straight	1862 88%	1387 88%	591 87%	678 87%	1266 87%	1192 87%	1138 87%	411 89%	355 84%	481 85%	483 91%hi	349 92%defhi	334 90%h	476 90%hi
Lesbian/ gay woman	23 1%	13 1%	2 *	6 1%	12 1%	12 1%	11 1%	5 1%	2 1%	4 1%	2 *	2 *	10 2%bjk	
Gay man	60 3%	49 3%	20 3%	22 3%	48 3%	45 3%	45 3%	7 2%	18 4%gk	18 3%	10 2%	5 1%	9 2%	11 2%
Bisexual	104 5%	88 6% <i>m</i>	46 7% <i>m</i>	47 6% <i>m</i>	87 6% <i>m</i>	85 6% <i>m</i>	78 6% <i>m</i>	30 6% <i>m</i>	36 8% <i>m</i>	42 7% <i>m</i>	26 5%	18 5%	17 5%	16 3%
Prefer to self-describe	9 *	5 *	3 *	3 *	5 *	5 *	5 *	2 *	2 *	2 *	3 *	3 1%	3 1%	4 1%
Prefer not to say	51 2%	41 3%	16 2%	24 3%	39 3%	36 3%	36 3%	8 2%	10 2%	18 3%	9 2%	7 2%	7 2%	11 2%

Data suppressed where weighted base is lower than 10. ** very small base (under 30) ineligible for sig testing, * small base (under 50). Asterisks displayed in the data refer to the effective base, although displayed alongside the weighted base.
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m