

	Page	Table	Title	Base Description	Base
●	1	1	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about landline service in past 6 months	566
●	2	2	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about landline service in past 6 months	566
●	3	3	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about landline service in past 6 months - Billing and Customer service complaint	214
●	4	4	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about landline service in past 6 months - Billing and Customer service complaint	214
●	5	5	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about landline service in past 6 months - Service issue complaint	166
●	6	6	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about landline service in past 6 months - Service issue complaint	166
●	7	7	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about landline service in past 6 months - Repair and Installation complaint	160
●	8	8	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about landline service in past 6 months - Repair and Installation complaint	160
	9	9	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about landline service in past 6 months - Something else complaint	26
	10	10	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about landline service in past 6 months - Something else complaint	26

	Page	Table	Title	Base Description	Base
●	11	11	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about landline service in past 6 months	566
●	12	12	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about landline service in past 6 months	566
●	13	13	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about landline service in past 6 months	566
●	14	14	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about landline service in past 6 months	566
●	15	15	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about landline service in past 6 months whose complaint was completely resolved	302
●	16	16	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about landline service in past 6 months whose complaint was completely resolved	302
●	17	17	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about landline service in past 6 months	566
●	18	18	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about landline service in past 6 months	566
●	19	19	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about landline service in past 6 months by phone	270
●	20	20	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about landline service in past 6 months by phone	270
●	21	21	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about landline service in past 6 months	566

	Page	Table	Title	Base Description	Base
●	22	22	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about landline service in past 6 months	566
●	23	23	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about landline service in past 6 months	566
●	24	24	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about landline service in past 6 months	566
●	25	25	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about landline service in past 6 months	566
●	26	26	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about landline service in past 6 months	566
●	27	27	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about landline service in past 6 months	566
●	28	28	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about landline service in past 6 months	566
●	29	29	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about landline service in past 6 months	566
●	30	30	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about landline service in past 6 months	566
●	31	31	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about landline service in past 6 months	566
●	32	32	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about landline service in past 6 months	566

	Page	Table	Title	Base Description	Base
●	33	33	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about landline service in past 6 months	566
●	34	34	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about landline service in past 6 months	566
●	35	35	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about landline service in past 6 months	566
●	36	36	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about landline service in past 6 months	566
●	37	37	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about landline service in past 6 months	566
●	38	38	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about landline service in past 6 months	566
●	39	39	Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about landline service in past 6 months	566
●	40	40	Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about landline service in past 6 months	566
●	41	41	Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about landline service in past 6 months whose complaint was completely resolved	302
●	42	42	Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about landline service in past 6 months whose complaint was completely resolved	302
●	43	43	Q15: What is your current employment status?	Base: All complained about landline service in past 6 months	566
●	44	44	Q15: What is your current employment status?	Base: All complained about landline service in past 6 months	566

	Page	Table	Title	Base Description	Base
●	45	45	Q16: Approximately, what is your total annual income before tax?	Base: All complained about landline service in past 6 months	566
●	46	46	Q16: Approximately, what is your total annual income before tax?	Base: All complained about landline service in past 6 months	566
●	47	47	Q17: Where do you live?	Base: All complained about landline service in past 6 months	566
●	48	48	Q17: Where do you live?	Base: All complained about landline service in past 6 months	566
	49	49	Q18: Are you...?	Base: All complained about landline service in past 6 months	566
●	50	50	Q18: Are you...?	Base: All complained about landline service in past 6 months	566
●	51	51	Q19: What is your age?	Base: All complained about landline service in past 6 months	566
●	52	52	Q19: What is your age?	Base: All complained about landline service in past 6 months	566
●	53	53	Q20: And which of the following best describes the main income earner in your household?	Base: All complained about landline service in past 6 months	566
●	54	54	Q20: And which of the following best describes the main income earner in your household?	Base: All complained about landline service in past 6 months	566
●	55	55	Q21: Finally, which of these best describes the place you live most of the time?	Base: All complained about landline service in past 6 months	566
●	56	56	Q21: Finally, which of these best describes the place you live most of the time?	Base: All complained about landline service in past 6 months	566
●	1	1	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about fixed broadband internet service in past 6 months	604
●	2	2	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about fixed broadband internet service in past 6 months	604

	Page	Table	Title	Base Description	Base
●	3	3	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about fixed broadband internet service in past 6 months - Billing and Customer service complaint	172
●	4	4	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about fixed broadband internet service in past 6 months - Billing and Customer service complaint	172
●	5	5	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about fixed broadband internet service in past 6 months - Service issue complaint	262
●	6	6	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about fixed broadband internet service in past 6 months - Service issue complaint	262
●	7	7	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about fixed broadband internet service in past 6 months - Repair and Installation complaint	145
●	8	8	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about fixed broadband internet service in past 6 months - Repair and Installation complaint	145
	9	9	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about fixed broadband internet service in past 6 months - Something else complaint	25
	10	10	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about fixed broadband internet service in past 6 months - Something else complaint	25
●	11	11	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about fixed broadband internet service in past 6 months	604

	Page	Table	Title	Base Description	Base
●	12	12	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about fixed broadband internet service in past 6 months	604
●	13	13	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about fixed broadband internet service in past 6 months	604
●	14	14	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about fixed broadband internet service in past 6 months	604
●	15	15	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved	276
●	16	16	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved	276
●	17	17	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about fixed broadband internet service in past 6 months	604
●	18	18	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about fixed broadband internet service in past 6 months	604
●	19	19	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about fixed broadband internet service in past 6 months by phone	364
●	20	20	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about fixed broadband internet service in past 6 months by phone	364
●	21	21	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about fixed broadband internet service in past 6 months	604
●	22	22	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about fixed broadband internet service in past 6 months	604

	Page	Table	Title	Base Description	Base
●	23	23	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about fixed broadband internet service in past 6 months	604
●	24	24	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about fixed broadband internet service in past 6 months	604
●	25	25	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about fixed broadband internet service in past 6 months	604
●	26	26	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about fixed broadband internet service in past 6 months	604
●	27	27	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about fixed broadband internet service in past 6 months	604
●	28	28	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about fixed broadband internet service in past 6 months	604
●	29	29	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about fixed broadband internet service in past 6 months	604
●	30	30	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about fixed broadband internet service in past 6 months	604
●	31	31	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about fixed broadband internet service in past 6 months	604
●	32	32	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about fixed broadband internet service in past 6 months	604
●	33	33	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about fixed broadband internet service in past 6 months	604

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●	34	34	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about fixed broadband internet service in past 6 months	604
●	35	35	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about fixed broadband internet service in past 6 months	604
●	36	36	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about fixed broadband internet service in past 6 months	604
●	37	37	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about fixed broadband internet service in past 6 months	604
●	38	38	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about fixed broadband internet service in past 6 months	604
●	39	39	Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about fixed broadband internet service in past 6 months	604
●	40	40	Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about fixed broadband internet service in past 6 months	604
●	41	41	Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved	276
●	42	42	Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved	276
●	43	43	Q15: What is your current employment status?	Base: All complained about fixed broadband internet service in past 6 months	604
●	44	44	Q15: What is your current employment status?	Base: All complained about fixed broadband internet service in past 6 months	604

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●	45	45	Q16: Approximately, what is your total annual income before tax?	Base: All complained about fixed broadband internet service in past 6 months	604
●	46	46	Q16: Approximately, what is your total annual income before tax?	Base: All complained about fixed broadband internet service in past 6 months	604
●	47	47	Q17: Where do you live?	Base: All complained about fixed broadband internet service in past 6 months	604
●	48	48	Q17: Where do you live?	Base: All complained about fixed broadband internet service in past 6 months	604
●	49	49	Q18: Are you...?	Base: All complained about fixed broadband internet service in past 6 months	604
●	50	50	Q18: Are you...?	Base: All complained about fixed broadband internet service in past 6 months	604
●	51	51	Q19: What is your age?	Base: All complained about fixed broadband internet service in past 6 months	604
●	52	52	Q19: What is your age?	Base: All complained about fixed broadband internet service in past 6 months	604
●	53	53	Q20: And which of the following best describes the main income earner in your household?	Base: All complained about fixed broadband internet service in past 6 months	604
●	54	54	Q20: And which of the following best describes the main income earner in your household?	Base: All complained about fixed broadband internet service in past 6 months	604
●	55	55	Q21: Finally, which of these best describes the place you live most of the time?	Base: All complained about fixed broadband internet service in past 6 months	604

	Page	Table	Title	Base Description	Base
●	56	56	Q21: Finally, which of these best describes the place you live most of the time?	Base: All complained about fixed broadband internet service in past 6 months	604
●	1	1	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300
●	2	2	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300
●	3	3	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Billing and Customer service complaint	109
●	4	4	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Billing and Customer service complaint	109
●	5	5	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Service issue complaint	97
●	6	6	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Service issue complaint	97
●	7	7	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Repair and Installation complaint	76
●	8	8	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Repair and Installation complaint	76

	Page	Table	Title	Base Description	Base
	9	9	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Something else complaint	18
	10	10	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Something else complaint	18
●	11	11	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300
●	12	12	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300
●	13	13	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300
●	14	14	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300
●	15	15	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved	162
●	16	16	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved	162
●	17	17	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300
●	18	18	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300

	Page	Table	Title	Base Description	Base
●	19	19	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about cable, satellite or any other Pay TV service in past 6 months by phone	141
●	20	20	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about cable, satellite or any other Pay TV service in past 6 months by phone	141
●	21	21	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300
●	22	22	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300
●	23	23	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300
●	24	24	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300
●	25	25	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300
●	26	26	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300
●	27	27	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300
●	28	28	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300
●	29	29	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300

	Page	Table	Title	Base Description	Base
●	30	30	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300
●	31	31	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300
●	32	32	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300
●	33	33	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300
●	34	34	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300
●	35	35	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300
●	36	36	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300
●	37	37	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300
●	38	38	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300
●	39	39	Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300
●	40	40	Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300

	Page	Table	Title	Base Description	Base
●	41	41	Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved	162
●	42	42	Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved	162
●	43	43	Q15: What is your current employment status?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300
●	44	44	Q15: What is your current employment status?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300
●	45	45	Q16: Approximately, what is your total annual income before tax?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300
●	46	46	Q16: Approximately, what is your total annual income before tax?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300
●	47	47	Q17: Where do you live?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300
●	48	48	Q17: Where do you live?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300
●	49	49	Q18: Are you...?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300
●	50	50	Q18: Are you...?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300

	Page	Table	Title	Base Description	Base
●	51	51	Q19: What is your age?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300
●	52	52	Q19: What is your age?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300
●	53	53	Q20: And which of the following best describes the main income earner in your household?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300
●	54	54	Q20: And which of the following best describes the main income earner in your household?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300
●	55	55	Q21: Finally, which of these best describes the place you live most of the time?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300
●	56	56	Q21: Finally, which of these best describes the place you live most of the time?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	300
●	1	1	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about mobile phone service in past 6 months	645
●	2	2	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about mobile phone service in past 6 months	645
●	3	3	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about mobile phone service in past 6 months	645
●	4	4	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about mobile phone service in past 6 months - Billing and Customer service complaint	277
●	5	5	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about mobile phone service in past 6 months - Billing and Customer service complaint	277

	Page	Table	Title	Base Description	Base
●	6	6	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about mobile phone service in past 6 months - Billing and Customer service complaint	277
●	7	7	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about mobile phone service in past 6 months - Service issue complaint	173
●	8	8	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about mobile phone service in past 6 months - Service issue complaint	173
●	9	9	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about mobile phone service in past 6 months - Service issue complaint	173
●	10	10	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about mobile phone service in past 6 months - Repair and Installation complaint	154
●	11	11	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about mobile phone service in past 6 months - Repair and Installation complaint	154
●	12	12	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about mobile phone service in past 6 months - Repair and Installation complaint	154
●	13	13	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about mobile phone service in past 6 months - Something else complaint	41
●	14	14	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about mobile phone service in past 6 months - Something else complaint	41

	Page	Table	Title	Base Description	Base
●	15	15	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about mobile phone service in past 6 months - Something else complaint	41
●	16	16	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about mobile phone service in past 6 months	645
●	17	17	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about mobile phone service in past 6 months	645
●	18	18	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about mobile phone service in past 6 months	645
●	19	19	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about mobile phone service in past 6 months	645
●	20	20	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about mobile phone service in past 6 months	645
●	21	21	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about mobile phone service in past 6 months	645
●	22	22	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved	357
●	23	23	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved	357
●	24	24	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved	357

	Page	Table	Title	Base Description	Base
●	25	25	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about mobile phone service in past 6 months	645
●	26	26	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about mobile phone service in past 6 months	645
●	27	27	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about mobile phone service in past 6 months	645
●	28	28	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about mobile phone service in past 6 months by phone	275
●	29	29	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about mobile phone service in past 6 months by phone	275
●	30	30	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about mobile phone service in past 6 months by phone	275
●	31	31	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about mobile phone service in past 6 months	645
●	32	32	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about mobile phone service in past 6 months	645
●	33	33	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about mobile phone service in past 6 months	645
●	34	34	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about mobile phone service in past 6 months	645
●	35	35	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about mobile phone service in past 6 months	645

	Page	Table	Title	Base Description	Base
●	36	36	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about mobile phone service in past 6 months	645
●	37	37	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about mobile phone service in past 6 months	645
●	38	38	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about mobile phone service in past 6 months	645
●	39	39	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about mobile phone service in past 6 months	645
●	40	40	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about mobile phone service in past 6 months	645
●	41	41	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about mobile phone service in past 6 months	645
●	42	42	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about mobile phone service in past 6 months	645
●	43	43	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about mobile phone service in past 6 months	645
●	44	44	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about mobile phone service in past 6 months	645
●	45	45	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about mobile phone service in past 6 months	645
●	46	46	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about mobile phone service in past 6 months	645

	Page	Table	Title	Base Description	Base
●	47	47	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about mobile phone service in past 6 months	645
●	48	48	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about mobile phone service in past 6 months	645
●	49	49	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about mobile phone service in past 6 months	645
●	50	50	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about mobile phone service in past 6 months	645
●	51	51	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about mobile phone service in past 6 months	645
●	52	52	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about mobile phone service in past 6 months	645
●	53	53	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about mobile phone service in past 6 months	645
●	54	54	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about mobile phone service in past 6 months	645
●	55	55	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about mobile phone service in past 6 months	645
●	56	56	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about mobile phone service in past 6 months	645
●	57	57	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about mobile phone service in past 6 months	645

	Page	Table	Title	Base Description	Base
●	58	58	Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about mobile phone service in past 6 months	645
●	59	59	Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about mobile phone service in past 6 months	645
●	60	60	Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about mobile phone service in past 6 months	645
●	61	61	Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved	357
●	62	62	Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved	357
●	63	63	Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved	357
●	64	64	Q14: Is your personal mobile phone on a contract or pay as you go?	Base: All complained about mobile phone service in past 6 months	645
●	65	65	Q14: Is your personal mobile phone on a contract or pay as you go?	Base: All complained about mobile phone service in past 6 months	645
●	66	66	Q14: Is your personal mobile phone on a contract or pay as you go?	Base: All complained about mobile phone service in past 6 months	645
●	67	67	Q15: What is your current employment status?	Base: All complained about mobile phone service in past 6 months	645

	Page	Table	Title	Base Description	Base
●	68	68	Q15: What is your current employment status?	Base: All complained about mobile phone service in past 6 months	645
●	69	69	Q15: What is your current employment status?	Base: All complained about mobile phone service in past 6 months	645
●	70	70	Q16: Approximately, what is your total annual income before tax?	Base: All complained about mobile phone service in past 6 months	645
●	71	71	Q16: Approximately, what is your total annual income before tax?	Base: All complained about mobile phone service in past 6 months	645
●	72	72	Q16: Approximately, what is your total annual income before tax?	Base: All complained about mobile phone service in past 6 months	645
●	73	73	Q17: Where do you live?	Base: All complained about mobile phone service in past 6 months	645
●	74	74	Q17: Where do you live?	Base: All complained about mobile phone service in past 6 months	645
●	75	75	Q17: Where do you live?	Base: All complained about mobile phone service in past 6 months	645
●	76	76	Q18: Are you...?	Base: All complained about mobile phone service in past 6 months	645
●	77	77	Q18: Are you...?	Base: All complained about mobile phone service in past 6 months	645
●	78	78	Q18: Are you...?	Base: All complained about mobile phone service in past 6 months	645

	Page	Table	Title	Base Description	Base
●	79	79	Q19: What is your age?	Base: All complained about mobile phone service in past 6 months	645
●	80	80	Q19: What is your age?	Base: All complained about mobile phone service in past 6 months	645
●	81	81	Q19: What is your age?	Base: All complained about mobile phone service in past 6 months	645
●	82	82	Q20: And which of the following best describes the main income earner in your household?	Base: All complained about mobile phone service in past 6 months	645
●	83	83	Q20: And which of the following best describes the main income earner in your household?	Base: All complained about mobile phone service in past 6 months	645
●	84	84	Q20: And which of the following best describes the main income earner in your household?	Base: All complained about mobile phone service in past 6 months	645
●	85	85	Q21: Finally, which of these best describes the place you live most of the time?	Base: All complained about mobile phone service in past 6 months	645
●	86	86	Q21: Finally, which of these best describes the place you live most of the time?	Base: All complained about mobile phone service in past 6 months	645
●	87	87	Q21: Finally, which of these best describes the place you live most of the time?	Base: All complained about mobile phone service in past 6 months	645

Ofcom - Quality of Customer Service - Complaints 2018
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Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?

Base: All complained about landline service in past 6 months

	Supplier					BT							SKY										
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	566	437	340	428	162	214	160	166	26**	282	181	103	302	258	147	148	124	18**	227	162	48*	204	227
The service not performing as it should	166	124	123	131	46	-	-	166	-	75	54	37	84	80	-	-	124	-	71	43	10	53	71
	29%	28%	36% ^{ab}	31%	28%	-	-	100% ^{gh}	-	27%	30%	36%	28%	31%	-	-	100% ^{pd}	-	31%	27%	21%	26%	31%
A billing, pricing or payment issue	158	100	68	118	32	158	-	-	-	87	43	28	80	76	100	-	-	-	52	33	15	54	43
	28% ^{cd}	23%	20%	28% ^{ac}	20%	74% ^h	-	-	-	31%	24%	27%	26%	29%	68% ^{qr}	-	-	-	23%	20%	31%	26%	19%
A problem with a repair to the service	87	63	45	47	32	-	87	-	-	49	28	10	51	36	-	63	-	-	29	27	7	30	32
	15% ^d	14%	13%	11%	20% ^{cd}	-	54% ^{gi}	-	-	17%	15%	10%	17%	14%	-	43% ^{pr}	-	-	13%	17%	15%	15%	14%
A problem relating to the installation or set up of your service	73	85	47	71	31	-	73	-	-	39	24	10	44	29	-	85	-	-	46	34	5	40	45
	13%	19% ^{abc}	14%	17%	19% ^{ac}	-	46% ^{gi}	-	-	14%	13%	10%	15%	11%	-	57% ^{pr}	-	-	20%	21%	10%	20%	20%
Dissatisfaction with customer service from a previous occasion or contact	56	47	36	37	15	56	-	-	-	22	22	12	31	25	47	-	-	-	14	23	10	12	35
	10%	11%	11%	9%	9%	26% ^h	-	-	-	8%	12%	12%	10%	10%	32% ^{qr}	-	-	-	6%	14% ^{tl}	21% ^{tl}	6%	15% ^{wx}
Or something else	26	18	21	24	6	-	-	-	26	10	10	6	12	12	-	-	-	18	15	2	1	15	1
	5%	4%	6%	6%	4%	-	-	-	100%	4%	6%	6%	4%	5%	-	-	-	100%	7% ^u	1%	2%	7% ^x	*
SUMMARY:																							
Billing and Customer service	214	147	104	155	47	214	-	-	-	109	65	40	111	101	147	-	-	-	66	56	25	66	78
	38% ^{cd}	34%	31%	36%	29%	100% ^h	-	-	-	39%	36%	39%	37%	39%	100% ^{qr}	-	-	-	29%	35%	52% ^{tu}	32%	34%
Repairs and Installation	160	148	92	118	63	-	160	-	-	88	52	20	95	65	-	148	-	-	75	61	12	70	77
	28%	34% ^{cd}	27%	28%	39% ^{abcd}	-	100% ^{gi}	-	-	31% ^m	29%	19%	31%	25%	-	100% ^{pr}	-	-	33%	38%	25%	34%	34%
Service Issues	166	124	123	131	46	-	166	-	-	75	54	37	84	80	-	-	124	-	71	43	10	53	71
	29%	28%	36% ^{abc}	31%	28%	-	100% ^{gh}	-	-	27%	30%	36%	28%	31%	-	-	100% ^{pd}	-	31%	27%	21%	26%	31%
Something else	26	18	21	24	6	-	-	-	26	10	10	6	12	12	-	-	-	18	15	2	1	15	1
	5%	4%	6%	6%	4%	-	-	-	100%	4%	6%	6%	4%	5%	-	-	-	100%	7% ^u	1%	2%	7% ^x	*

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Table 2

Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?

Base: All complained about landline service in past 6 months

	Supplier					TALK TALK								VIRGIN MEDIA								EE										
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (f)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)
Total	566	437	340	428	162	104	92*	123	21**	163	121	56*	144	188	155	118	131	24**	224	122	82*	209	213	47*	63*	46*	6**	102	39*	21**	79*	80*
The service not performing as it should	166	124	123	131	46	-	-	123	-	60	44	19	53	69	-	-	131	-	63	45	23	60	69	-	-	46	-	30	12	4	20	25
A billing, pricing or payment issue	158	100	68	118	32	68	-	-	-	32	22	14	33	34	118	-	-	-	58	33	27	57	60	32	-	-	20	9	3	20	12	
A problem with a repair to the service	87	63	45	47	32	-	45	-	-	26	12	7	21	24	-	47	-	-	29	13	5	26	20	-	32	-	17	10	5	13	19	
A problem relating to the installation or set up of your service	73	85	47	71	31	-	47	-	-	21	22	4	15	31	-	71	-	-	46	14	11	39	31	-	31	-	22	6	3	16	13	
Dissatisfaction with customer service from a previous occasion or contact	56	47	36	37	15	36	-	-	-	12	17	7	13	21	37	-	-	-	14	13	10	11	26	15	-	-	7	2	6	5	10	
Or something else	26	18	21	24	6	-	-	-	21	12	4	5	9	9	-	-	-	24	14	4	6	16	7	-	-	-	6	-	-	5	1	
SUMMARY:																																
Billing and Customer service	214	147	104	155	47	104	-	-	-	44	39	21	46	55	155	-	-	-	72	46	37	68	86	47	-	-	27	11	9	25	22	
Repairs and Installation	160	148	92	118	63	-	92	-	-	47	34	11	36	55	-	118	-	-	75	27	16	65	51	-	63	-	39	16	8	29	32	
Service Issues	166	124	123	131	46	-	123	-	-	60	44	19	53	69	-	131	-	-	63	45	23	60	69	-	46	-	30	12	4	20	25	
Something else	26	18	21	24	6	-	-	-	21	12	4	5	9	9	-	-	-	24	14	4	6	16	7	-	-	-	6	-	-	5	1	

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/z/A - B/C/D - E/F
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

**Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Billing and Customer service**

Base: All complained about landline service in past 6 months - Billing and Customer service complaint

	Supplier					BT							SKY										
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	214	147	104	155	47*	214	-**	-**	-**	109	65*	40*	111	101	147	-**	-**	-**	66*	56*	25**	66*	78*
Bill was a lot higher than expected	75 35%bc	37 25%	23 22%	59 38%abc	12 26%	75	-	-	-	38	22	15	39	36	37	-	-	-	20	12	5	18	16
Bill was inaccurate	47 22%	25 17%	18 17%	23 15%	5 11%	47	-	-	-	23	14	10	24	22	25	-	-	-	14	8	3	14	11
Bill contained items I shouldn't have been charged for	31 14%	22 15%	23 22%cd	19 12%	8 17%	31	-	-	-	17	6	8	14	16	22	-	-	-	11	7	4	14	8
Payment issues (including setting up/making a payment, non-direct debit charges)	27 13%	23 16%cd	18 17%cd	12 8%	3 6%	27	-	-	-	13	7	7	13	14	23	-	-	-	12	5	6	10	13
Getting a refund, credit note or cashback	24 11%	11 7%	10 10%	14 9%	4 9%	24	-	-	-	14	4	6	12	12	11	-	-	-	5	4	2	3	8
Gave incorrect information	20 9%	10 7%	7 7%	9 6%	3 6%	20	-	-	-	9	6	5	10	10	10	-	-	-	3	6	1	3	7
The format of the bill	19 9%	11 7%	13 13%	16 10%	6 13%	19	-	-	-	12	5	2	6	13	11	-	-	-	7	4	-	6	5
Took too long to resolve issue	17 8%	14 10%	9 9%	10 6%	5 11%	17	-	-	-	7	6	4	10	7	14	-	-	-	3	5	6	1	13
Didn't do what they said they would do	15 7%	10 7%	10 10%	11 7%	2 4%	15	-	-	-	1	7	7	7	8	10	-	-	-	4	3	3	4	6
Unable to get through to anyone	15 7%	11 7%	9 9%	11 7%	5 11%	15	-	-	-	8	6	1	8	7	11	-	-	-	4	5	2	5	6
Unable to get through to relevant person	13 6%	15 10%	9 9%	10 6%	2 4%	13	-	-	-	8	2	3	9	4	15	-	-	-	5	8	2	4	11
Rude/dismissive	12 6%	14 10%	8 8%	9 6%	6 13%	12	-	-	-	5	3	4	4	8	14	-	-	-	4	6	4	1	13
Pre-pay credit lost or not credited to card	-	-	-	2 1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Costs of international and roaming calls	-	-	-	1 1%	2 4%abcd	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A different issue	7 3%	3 2%	3 3%	19 12%abcd	-	7	-	-	-	4	1	2	2	5	3	-	-	-	2	1	-	2	1
						3%	-	-	-	4%	2%	5%	2%	5%	2%	-	-	-	3%	2%	-	3%	1%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Billing and Customer service

Base: All complained about landline service in past 6 months - Billing and Customer service complaint

Supplier	TALK TALK									VIRGIN MEDIA									EE													
	Issue					Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue			Satisfaction		Resolved							
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (f)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)
Total	214	147	104	155	47*	104	**	**	**	44*	39*	21**	46*	55*	155	**	**	**	72*	46*	37*	68*	86*	47*	**	**	**	27**	11**	9**	25**	22**
Bill was a lot higher than expected	75	37	23	59	12	23	-	-	-	11	6	6	7	16	59	-	-	-	25	16	18	21	38	12	-	-	-	6	5	1	5	7
Bill was inaccurate	47	25	18	23	5	18	-	-	-	9	6	3	8	10	23	-	-	-	13	4	6	12	11	5	-	-	-	3	2	-	4	1
Bill contained items I shouldn't have been charged for	31	22	23	19	8	23	-	-	-	11	9	3	12	10	19	-	-	-	11	4	4	9	10	8	-	-	-	6	2	-	6	2
Payment issues (including setting up/making a payment, non-direct debit charges)	27	23	18	12	3	18	-	-	-	10	5	3	12	6	12	-	-	-	7	3	2	10	2	3	-	-	-	3	-	-	1	2
Getting a refund, credit note or cashback	24	11	10	14	4	10	-	-	-	5	4	1	5	5	14	-	-	-	9	3	2	7	7	4	-	-	-	2	1	1	3	1
Gave incorrect information	20	10	7	9	3	7	-	-	-	1	3	3	1	6	9	-	-	-	3	2	4	3	6	3	-	-	-	2	-	1	-	3
The format of the bill	19	11	13	16	6	13	-	-	-	9	2	2	10	3	16	-	-	-	8	7	1	9	7	6	-	-	-	4	1	1	5	1
Took too long to resolve issue	17	14	9	10	5	9	-	-	-	2	3	4	1	8	10	-	-	-	2	7	1	5	5	5	-	-	-	3	1	1	1	4
Didn't do what they said they would do	15	10	10	11	2	10	-	-	-	4	5	1	5	4	11	-	-	-	3	5	3	2	9	2	-	-	-	-	2	1	1	1
Unable to get through to anyone	15	11	9	11	5	9	-	-	-	6	1	2	5	4	11	-	-	-	8	2	3	5	6	5	-	-	-	3	-	2	3	2
Unable to get through to relevant person	13	15	9	10	2	9	-	-	-	2	5	2	3	5	10	-	-	-	3	4	3	2	8	2	-	-	-	1	-	1	1	1
Rude/dismissive	12	14	8	9	6	8	-	-	-	2	4	2	3	5	9	-	-	-	3	3	3	2	7	6	-	-	-	1	1	4	2	4
Pre-pay credit lost or not credited to card	-	-	-	2	-	-	-	-	-	-	-	-	-	-	2	-	-	-	2	-	-	1	1	-	-	-	-	-	-	-	-	-
Costs of international and roaming calls	-	-	-	1	2	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	1	-	2	-	-	-	2	-	-	1	1
A different issue	7	3	3	19	-	3	-	-	-	-	1	2	2	1	19	-	-	-	10	6	3	12	6	-	-	-	-	-	-	-	-	-
	3%	2%	3%	12%abcc	-	3%	-	-	-	-	3%	10%	4%	2%	12%	-	-	-	14%	13%	8%	16%aw	7%	-	-	-	-	-	-	-	-	-

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/z/A - B/C/D - E/F
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Service issues

Base: All complained about landline service in past 6 months - Service issue complaint

	Supplier					BT									SKY								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	166	124	123	131	46*	-**	-**	166	-**	75*	54*	37*	84*	80*	-**	-**	124	-**	71*	43*	10**	53*	71*
Complete loss of service	85	67	65	72	22	-	-	85	-	37	28	20	44	40	-	-	67	-	37	23	7	24	43
	51%	54%	53%	55%	48%	-	-	51%	-	49%	52%	54%	52%	50%	-	-	54%	-	52%	53%	70%	45%	61%
Poor line quality	74	53	51	35	15	-	-	74	-	36	22	16	37	37	-	-	53	-	26	20	7	21	32
	45% d	43% d	41% d	27%	33%	-	-	45%	-	48%	41%	43%	44%	46%	-	-	43%	-	37%	47%	70%	40%	45%
Service is not consistently available	57	32	46	38	15	-	-	57	-	25	15	17	24	32	-	-	32	-	14	13	5	12	20
	34%	26%	37%	29%	33%	-	-	34%	-	33%	28%	46%	29%	40%	-	-	26%	-	20%	30%	50%	23%	28%
Connection speed slower than advertised or led to expect	29	24	28	16	5	-	-	29	-	9	11	9	11	17	-	-	24	-	12	9	3	9	15
	17%	19%	23% d	12%	11%	-	-	17%	-	12%	20%	24%	13%	21%	-	-	19%	-	17%	21%	30%	17%	21%
Problems with voice over internet (VOIP) telephone calls	10	12	12	4	1	-	-	10	-	7	2	1	4	5	-	-	12	-	9	1	2	5	7
	6%	10% d	10% d	3%	2%	-	-	6%	-	9%	4%	3%	5%	6%	-	-	10%	-	13%	2%	20%	9%	10%
Poor picture quality	5	10	7	2	-	-	-	5	-	4	-	1	1	4	-	-	10	-	6	4	-	5	5
	3%	8% d	6%	2%	-	-	-	3%	-	5%	-	3%	1%	5%	-	-	8%	-	8%	9%	-	9%	7%
Unable to get certain channels/content	3	7	8	7	-	-	-	3	-	2	1	-	1	2	-	-	7	-	4	3	-	3	4
	2%	6%	7% a	5%	-	-	-	2%	-	3%	2%	-	1%	3%	-	-	6%	-	6%	7%	-	6%	6%
Unable to access 4G service	-	-	-	1	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	1%	13% abcd	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Text or voice mails delivered late	-	-	-	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	1%	4% abc	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Problems with calls being disconnected during a call or not connected at all	-	-	-	2	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	2%	9% abcd	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Poor indoor reception/coverage	-	-	-	1	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	1%	9% abcd	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Poor outside reception/coverage	-	-	-	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	1%	4% abc	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	5	1	3	2	4%	-	-	5	-	1	2	2	1	4	-	-	1	-	1	-	-	1	-
	3%	1%	2%	2%	4%	-	-	3%	-	1%	4%	5%	1%	5%	-	-	1%	-	1%	-	-	2%	-

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Table 6

Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Service issues

Base: All complained about landline service in past 6 months - Service issue complaint

Supplier	TALK TALK											VIRGIN MEDIA											EE										
	Issue					Satisfaction			Resolved			Issue					Satisfaction			Resolved			Issue					Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (f)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	
Total	166	124	123	131	46*	-**	-**	123	-**	60*	44*	19**	53*	69*	-**	-**	131	-**	63*	45*	23**	60*	69*	-**	-**	46*	-**	30*	12**	4**	20**	25**	
Complete loss of service	85	67	65	72	22	-	-	65	-	31	20	14	28	36	-	-	72	-	32	25	15	34	38	-	-	22	-	15	7	-	9	12	
	51%	54%	53%	55%	48%	-	-	53%	-	52%	45%	74%	53%	52%	-	-	55%	-	51%	56%	65%	57%	55%	-	-	48%	-	50%	58%	-	45%	48%	
Poor line quality	74	53	51	35	15	-	-	51	-	24	18	9	19	32	-	-	35	-	21	11	3	21	13	-	-	15	-	9	5	1	8	7	
	45% td	43% td	41% td	27%	33%	-	-	41%	-	40%	41%	47%	36%	46%	-	-	27%	-	33%	24%	13%	36% vw	19%	-	-	33%	-	30%	42%	25%	40%	28%	
Service is not consistently available	57	32	46	38	15	-	-	46	-	22	11	13	18	27	-	-	38	-	16	14	8	12	26	-	-	15	-	10	3	2	4	11	
	34%	26%	37%	29%	33%	-	-	37%	-	37%	25%	68%	34%	39%	-	-	29%	-	25%	31%	35%	20%	38% vw	-	-	33%	-	33%	25%	50%	20%	44%	
Connection speed slower than advertised or led to expect	29	24	28	16	5	-	-	28	-	11	7	10	9	18	-	-	16	-	5	9	2	7	8	-	-	5	-	4	1	-	1	4	
	17%	19%	23% td	12%	11%	-	-	23%	-	18%	16%	53%	17%	26%	-	-	12%	-	8%	20%	9%	12%	12%	-	-	11%	-	13%	8%	-	5%	16%	
Problems with voice over internet (VOIP) telephone calls	10	12	12	4	1	-	-	12	-	7	2	3	5	7	-	-	4	-	3	-	1	2	2	-	-	1	-	1	-	-	1	1	
	6%	10% td	10% td	3%	2%	-	-	10%	-	12%	5%	16%	9%	10%	-	-	3%	-	5%	-	4%	3%	3%	-	-	2%	-	3%	-	-	-	4%	
Poor picture quality	5	10	7	2	-	-	-	7	-	6	-	1	5	2	-	-	2	-	1	-	1	1	1	-	-	-	-	-	-	-	-	-	
	3%	8% td	6%	2%	-	-	-	6%	-	10% td	-	5%	9%	3%	-	-	2%	-	2%	-	4%	2%	1%	-	-	-	-	-	-	-	-	-	
Unable to get certain channels/content	3	7	8	7	-	-	-	8	-	6	-	2	6	1	-	-	7	-	3	3	1	2	5	-	-	-	-	-	-	-	-	-	
	2%	6%	7% td	5%	-	-	-	7%	-	10% td	-	11%	11% td	1%	-	-	5%	-	5%	7%	4%	3%	7%	-	-	-	-	-	-	-	-	-	
Unable to access 4G service	-	-	-	1	6	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	1	-	-	-	6	5	1	-	3	3		
	-	-	-	1%	13% td	-	-	-	-	-	-	-	-	-	-	-	1%	-	2%	-	-	-	1%	-	-	13%	17%	8%	-	15%	12%		
Text or voice mails delivered late	-	-	-	1	2	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	1	-	-	-	2	2	-	-	1	1		
	-	-	-	1%	4% td	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	2%	-	2%	-	-	-	-	4%	7%	-	-	5%	4%	
Problems with calls being disconnected during a call or not connected at all	-	-	-	2	4	-	-	-	-	-	-	-	-	-	-	-	2	-	2	-	-	1	1	-	-	4	4	-	-	3	1		
	-	-	-	2%	9% td	-	-	-	-	-	-	-	-	-	-	-	2%	-	3%	-	-	2%	1%	-	-	9%	13%	-	-	15%	4%		
Poor indoor reception/coverage	-	-	-	1	4	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	1	-	-	-	4	3	1	-	-	4		
	-	-	-	1%	9% td	-	-	-	-	-	-	-	-	-	-	-	1%	-	2%	-	-	2%	-	-	-	4%	10%	8%	-	-	16%		
Poor outside reception/coverage	-	-	-	1	2	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	1	-	-	-	2	1	1	-	1	1		
	-	-	-	1%	4% td	-	-	-	-	-	-	-	-	-	-	-	1%	-	2%	-	-	2%	-	-	-	-	4%	3%	8%	-	5%	4%	
A different issue (please describe it briefly in your own words)	5	1	3	2	2	-	-	3	-	3	-	-	3	-	-	-	2	-	1	1	-	1	-	-	-	2	1	-	1	-	2		
	3%	1%	2%	2%	4%	-	-	2%	-	5%	-	-	6% td	-	-	-	2%	-	2%	2%	-	2%	1%	-	-	4%	3%	-	25%	-	8%		

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 - vw - x/y/z/A - B/C/D - E/F
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Repairs and Installation

Base: All complained about landline service in past 6 months - Repair and Installation complaint

	Supplier					BT							SKY										
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	160	148	92*	118	63*	-**	160	-**	-**	88*	52*	20**	95*	65*	-**	148	-**	-**	75*	61**	12**	70*	77*
Time taken to install the service	37	27	12	28	7	-	37	-	-	17	28	14	6	20	17	-	27	-	18	9	-	15	12
	23% a	18%	13%	24% a	11%	-	23%	-	-	19%	27%	30%	21%	26%	-	18%	-	-	24%	15%	-	21%	16%
Time taken to repair a fault	36	14	19	21	12	-	36	-	-	19	13	4	24	12	-	14	-	-	7	7	-	10	4
	23% b	9%	21% b	18% b	19%	-	23%	-	-	22%	25%	20%	25%	18%	-	9%	-	-	9%	11%	-	14%	5%
Arranging an appointment for an engineer visit	30	17	13	14	11	-	30	-	-	18	5	7	19	11	-	17	-	-	6	9	2	8	9
	19%	11%	14%	12%	17%	-	19%	-	-	20%	10%	35%	20%	17%	-	11%	-	-	8%	15%	17%	11%	12%
Missed/moved repair appointment	23	15	11	10	6	-	23	-	-	17	4	2	14	9	-	15	-	-	11	2	2	7	8
	14%	10%	12%	8%	10%	-	14%	-	-	19%	8%	10%	15%	14%	-	10%	-	-	15% u	3%	17%	10%	10%
Damage to property during repair	21	14	9	12	5	-	21	-	-	15	6	-	12	9	-	14	-	-	5	7	2	7	6
	13%	9%	10%	10%	8%	-	13%	-	-	17%	12%	-	13%	14%	-	9%	-	-	7%	11%	17%	10%	8%
Arranging an installation	20	27	11	15	12	-	20	-	-	9	9	2	10	10	-	27	-	-	16	10	1	14	13
	13%	18%	12%	13%	19%	-	13%	-	-	10%	17%	10%	11%	15%	-	18%	-	-	21%	16%	8%	20%	17%
Complaining about an engineer	16	19	12	9	7	-	16	-	-	8	7	1	10	6	-	19	-	-	9	8	2	9	10
	10%	13%	13%	8%	11%	-	10%	-	-	9%	13%	5%	11%	9%	-	13%	-	-	12%	13%	17%	13%	13%
Missed/ moved installation appointment	15	26	12	13	12	-	15	-	-	8	4	3	10	5	-	26	-	-	16	9	1	12	14
	9%	18% a	13%	11%	19% a	-	9%	-	-	9%	8%	15%	11%	8%	-	18%	-	-	21%	15%	8%	17%	18%
Damage to property during installation	14	24	14	10	6	-	14	-	-	8	5	1	10	4	-	24	-	-	16	7	1	15	9
	9%	16% a	15%	8%	10%	-	9%	-	-	9%	10%	5%	11%	6%	-	16%	-	-	21%	11%	8%	21%	12%
Switching issues (e.g. problems trying to switch or problems porting your number)	13	29	14	30	9	-	13	-	-	8	3	2	9	4	-	29	-	-	15	12	2	15	14
	8%	20% a	15%	25% a	14%	-	8%	-	-	9%	6%	10%	9%	6%	-	20%	-	-	20%	20%	17%	21%	18%
A different issue	2	3	1	5	-	-	2	-	-	1	-	1	1	1	-	3	-	-	1	1	1	1	2
	1%	2%	1%	4%	-	-	1%	-	-	1%	-	5%	1%	2%	-	2%	-	-	1%	2%	8%	1%	3%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Repairs and Installation

Base: All complained about landline service in past 6 months - Repair and Installation complaint

Supplier	TALK TALK														VIRGIN MEDIA														EE													
	Issue					Satisfaction			Resolved		Issue					Satisfaction			Resolved		Issue					Satisfaction			Resolved													
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (f)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)										
Total	160	148	92*	118	63*	-**	92*	-**	-**	47*	34*	11**	36*	55*	-**	118	-**	-**	75*	27**	16**	65*	51*	-**	63*	-**	-**	39*	16**	8**	29**	32*										
Time taken to install the service	37	27	12	28	7	-	12	-	-	3	6	3	5	6	-	28	-	-	21	3	4	17	11	-	7	-	-	5	1	1	4	3										
Time taken to repair a fault	36	14	19	21	12	-	19	-	-	10	3	6	7	12	-	21	-	-	11	6	4	10	10	-	12	-	-	8	3	1	6	6										
Arranging an appointment for an engineer visit	30	17	13	14	11	-	13	-	-	7	4	2	5	8	-	14	-	-	8	5	1	9	5	-	11	-	-	4	5	2	7	4										
Missed/moved repair appointment	23	15	11	10	6	-	11	-	-	9	2	-	7	4	-	10	-	-	7	3	-	5	5	-	6	-	-	3	2	1	2	4										
Damage to property during repair	21	14	9	12	5	-	9	-	-	7	2	-	4	5	-	12	-	-	10	2	-	9	3	-	5	-	-	3	2	-	1	4										
Arranging an installation	20	27	11	15	12	-	11	-	-	8	3	-	5	6	-	15	-	-	10	3	2	10	5	-	12	-	-	10	2	-	6	5										
Complaining about an engineer	16	19	12	9	7	-	12	-	-	10	1	1	7	5	-	9	-	-	6	3	-	5	4	-	7	-	-	6	-	1	2	5										
Missed/ moved installation appointment	15	26	12	13	12	-	12	-	-	4	7	1	2	10	-	13	-	-	10	2	1	6	6	-	12	-	-	11	1	-	7	5										
Damage to property during installation	14	24	14	10	6	-	14	-	-	6	6	2	5	8	-	10	-	-	7	2	1	7	3	-	6	-	-	2	3	1	3	3										
Switching issues (e.g. problems trying to switch or problems porting your number)	13	29	14	30	9	-	14	-	-	7	7	-	4	10	-	30	-	-	19	7	4	15	14	-	9	-	-	5	2	2	5	3										
A different issue	2	3	1	5	-	-	1	-	-	-	1	-	1	-	-	5	-	-	2	1	2	2	3	-	-	-	-	-	-	-	-	-										
	1%	2%	1%	4%	-	-	1%	-	-	-	3%	-	3%	-	-	4%	-	-	3%	4%	13%	3%	6%	-	-	-	-	-	-	-	-	-										

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 - vw - x/y/z/A - B/C/D - E/F
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

**Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Something else**

Base: All complained about landline service in past 6 months - Something else complaint

	Supplier					BT									SKY								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	26**	18**	21**	24**	6**	-**	-**	-**	26**	10**	10**	6**	12**	12**	-**	-**	-**	18**	15**	2**	1**	15**	1**
Service not performing as advertised or as told in store/over the phone	6	4	5	3	1	-	-	-	6	3	2	1	3	3	-	-	-	4	3	1	-	3	1
	23%	22%	24%	13%	17%	-	-	-	23%	30%	20%	17%	25%	25%	-	-	-	22%	20%	50%	-	20%	100%
Complaining about the terms of your contract	4	3	2	8	1	-	-	-	4	1	2	1	2	1	-	-	-	3	3	-	-	2	-
	15%	17%	10%	33%	17%	-	-	-	15%	10%	20%	17%	17%	8%	-	-	-	17%	20%	-	-	13%	-
Change to your package or service (upgrading or downgrading your service)	4	10	4	3	3	-	-	-	4	1	1	2	1	3	-	-	-	10	8	1	1	10	-
	15%	56%	19%	13%	50%	-	-	-	15%	10%	10%	33%	8%	25%	-	-	-	56%	53%	50%	100%	67%	-
Switching issues (e.g. problems trying to switch or problems porting your number)	4	2	6	2	-	-	-	-	4	3	1	-	3	1	-	-	-	2	2	-	-	1	-
	15%	11%	29%	8%	-	-	-	-	15%	30%	10%	-	25%	8%	-	-	-	11%	13%	-	-	7%	-
Keeping your mobile phone number when changing suppliers	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	4%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	11	1	7	9	2	-	-	-	11	4	4	3	5	5	-	-	-	1	1	-	-	1	-
	42%	6%	33%	38%	33%	-	-	-	42%	40%	40%	50%	42%	42%	-	-	-	6%	7%	-	-	7%	-

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Something else

Base: All complained about landline service in past 6 months - Something else complaint

	Supplier					TALK TALK									VIRGIN MEDIA									EE								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (f)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)
Total	26**	18**	21**	24**	6**	-**	-**	-**	21**	12**	4**	5**	9**	9**	-**	-**	-**	24**	14**	4**	6**	16**	7**	-**	-**	-**	6**	6**	-**	-**	5**	1**
Service not performing as advertised or as told in store/over the phone	6	4	5	3	1	-	-	-	5	4	1	-	4	1	-	-	-	3	1	1	1	2	-	-	-	-	1	1	-	-	-	1
	23%	22%	24%	13%	17%	-	-	-	24%	33%	25%	-	44%	11%	-	-	-	13%	7%	25%	17%	6%	29%	-	-	-	17%	17%	-	-	-	100%
Complaining about the terms of your contract	4	3	2	8	1	-	-	-	2	1	-	1	1	-	-	-	8	5	1	2	6	2	-	-	-	1	1	-	-	-	1	
	15%	17%	10%	33%	17%	-	-	-	10%	8%	-	20%	11%	11%	-	-	33%	36%	25%	33%	38%	29%	-	-	-	17%	17%	-	-	-	100%	
Change to your package or service (upgrading or downgrading your service)	4	10	4	3	3	-	-	-	4	3	-	1	3	1	-	-	-	3	3	-	-	2	-	-	-	-	3	3	-	-	3	
	15%	56%	19%	13%	50%	-	-	-	19%	25%	-	20%	33%	11%	-	-	-	13%	21%	-	-	13%	-	-	-	-	50%	50%	-	-	60%	
Switching issues (e.g. problems trying to switch or problems porting your number)	4	2	6	2	-	-	-	-	6	3	1	2	2	1	-	-	-	2	2	-	-	1	1	-	-	-	-	-	-	-	-	
	15%	11%	29%	8%	-	-	-	-	29%	25%	25%	40%	22%	11%	-	-	-	8%	14%	-	-	6%	14%	-	-	-	-	-	-	-	-	
Keeping your mobile phone number when changing suppliers	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	1	-	-	-	-	-	-	-	-	-	
	-	-	-	4%	-	-	-	-	-	-	-	-	-	-	-	-	-	4%	7%	-	-	6%	-	-	-	-	-	-	-	-	-	
A different issue (please describe it briefly in your own words)	11	1	7	9	2	-	-	-	7	3	2	2	1	6	-	-	-	9	4	2	3	6	3	-	-	-	2	2	-	-	2	
	42%	6%	33%	38%	33%	-	-	-	33%	25%	50%	40%	11%	67%	-	-	-	38%	29%	50%	50%	38%	43%	-	-	-	33%	33%	-	-	40%	

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 - vw - x/y/z/A - B/C/D - E/F
** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q8: In dealing with [Provider] about this complaint did you contact them...?

Base: All complained about landline service in past 6 months

	Supplier					BT										SKY									
						Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	566	437	340	428	162	214	160	166	26**	282	181	103	302	258	147	148	124	18**	227	162	48*	204	227		
Only/mainly on the phone	270 48% ^{bc}	147 34%	141 41% ^b	237 55% ^{abccc}	57 35%	111 53% ^d	61 38%	85 51% ^b	13 50%	122 43%	88 49%	60 58% ^k	138 46%	128 50%	58 39% ^{cd}	37 25%	42 34%	10 56%	63 28%	62 38% ^t	22 45% ^l	65 32%	79 35%		
Only/mainly via email	65 11% ^{cd}	47 11%	32 9%	30 7%	20 12% ^d	26 12%	16 10%	21 13%	2 8%	37 13%	21 12%	7 7%	32 11%	33 13%	18 12%	17 11%	10 8%	2 11%	22 10%	14 9%	11 23% ^{uv}	23 11%	23 10%		
Only/mainly via webchat	60 11%	49 11%	54 15% ^{acde}	39 9%	10 6%	23 11%	14 9%	19 11%	4 15%	30 11%	21 12%	9 9%	35 12%	24 9%	14 10%	22 15%	12 10%	1 6%	26 11%	16 10%	7 15%	27 13%	22 10%		
Only/mainly by social media	38 7%	37 8%	25 7%	24 6%	17 10% ^d	14 7%	15 9%	8 5%	4 1%	22 8%	11 6%	5 5%	25 8%	13 5%	12 8%	16 11%	9 7%	-	18 8%	16 10%	3 6%	14 7%	23 10%		
Only/mainly in store	35 6%	34 8% ^{cd}	22 6%	19 4%	13 8%	13 6%	13 8%	8 5%	4 1%	18 6%	13 7%	4 4%	20 7%	15 6%	6 4%	16 11% ^p	11 9%	1 6%	21 9%	12 7%	1 2%	14 7%	19 8%		
Only/mainly via mobile application	31 5%	40 9% ^{ac}	18 5%	26 6%	20 12% ^{acde}	8 4%	12 8%	10 6%	4 1%	12 4%	10 6%	9 9%	17 6%	14 5%	13 9%	11 7%	15 12%	6 6%	26 11% ^{uv}	14 9% ^v	-	17 8%	23 10%		
Only/mainly via web form	31 5%	29 7%	24 7%	23 5%	9 6%	6 3%	14 9% ^{ng}	10 6%	4 1%	19 7%	7 4%	5 5%	16 5%	15 6%	12 8%	12 8%	5 4%	-	19 8%	9 6%	2 2%	15 7%	14 6%		
Only/mainly by letter	30 5%	39 9% ^{ac}	21 6%	24 6%	11 7%	10 5%	15 9% ^{ng}	4 2%	4 1%	20 7%	8 4%	2 2%	17 6%	13 5%	9 6%	14 9%	16 13%	-	25 11%	11 7%	3 6%	22 11%	17 7%		
Only/mainly via another contact method	3 1%	5 1% ^{cd}	1 *	-	1 1%	1 *	-	1 1%	1 4%	1 *	-	2 2%	-	3 1%	1 1%	1 1%	2 2%	6 6%	3 1%	2 1%	-	3 1%	2 1%		
Don't know	3 1%	10 2% ^{ac}	2 1%	6 1%	4 2% ^{ac}	2 1%	-	-	1 4%	1 *	2 1%	-	2 1%	-	4 3%	2 1%	2 2%	11% ^s	4 2%	6 4%	-	4 2%	5 2%		

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q8: In dealing with [Provider] about this complaint did you contact them...?

Base: All complained about landline service in past 6 months

	Supplier					TALK TALK								VIRGIN MEDIA								EE																			
						Issue				Satisfaction				Resolved				Issue				Satisfaction				Resolved				Issue				Satisfaction				Resolved			
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (f)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)									
Total	566	437	340	428	162	104	92*	123	211**	163	121	56*	144	188	155	118	131	24**	224	122	82*	209	213	47*	63*	46*	6**	102	39*	21**	79*	80*									
Only/mainly on the phone	270	147	141	237	57	47	24	62	8	53	54	34	58	82	92	47	79	19	107	72	58	105	128	15	19	20	3	40	10	7	32	24									
	40% bc	34%	41% b	55% abcd	35%	45% d	26%	50% g	38%	33%	45% g	41% ij	40%	44%	59% op	40%	60% p	79%	48%	59% s	71% u	50%	50% vw	32%	30%	43%	50%	39%	26%	33%	41%	30%									
Only/mainly via email	65	47	32	30	20	11	9	10	2	16	13	3	16	16	9	11	10	-	21	5	4	16	13	5	9	5	1	14	2	4	9	11									
	11% cd	11%	9%	7%	12% de	11%	10%	8%	10%	10%	11%	5%	11%	9%	6%	9%	8%	-	9%	4%	5%	8%	6%	11%	14%	11%	17%	14%	5%	19%	11%	14%									
Only/mainly via webchat	60	49	54	39	10	16	12	22	4	30	15	9	23	29	17	10	11	1	22	9	8	20	19	1	7	2	-	4	5	1	2	8									
	11%	11%	16% abcd	9%	6%	15%	13%	18%	19%	18%	12%	16%	16%	15%	11%	8%	8%	4%	10%	7%	10%	10%	9%	2%	7	4%	-	4%	13%	5%	3%	10%									
Only/mainly by social media	38	37	25	24	17	9	11	4	1	14	8	3	8	16	7	13	4	-	14	7	3	14	10	7	6	4	-	8	7	2	9	8									
	7%	8%	7%	6%	10% de	9%	12% gh	3%	5%	9%	7%	5%	6%	9%	5%	11% opq	3%	-	6%	6%	4%	7%	5%	15%	10%	9%	-	8%	16%	10%	11%	10%									
Only/mainly in store	35	34	22	19	13	3	9	9	1	16	6	-	13	9	7	5	6	1	16	3	-	10	9	3	6	4	-	9	3	1	8	5									
	6%	8% cd	6%	4%	8%	3%	10% kl	7%	5%	10% kl	5%	-	9%	5%	5%	4%	6	1	17	7	2	5%	4%	6%	6	4	-	9%	8%	5%	10%	6%									
Only/mainly via mobile application	31	40	18	26	20	4	7	5	2	9	8	1	9	8	7	12	7	-	17	7	2	12	14	6	6	7	1	11	5	4	8	12									
	5%	9% acd	5%	6%	12% abcd	4%	8%	4%	10%	6%	7%	2%	6%	4%	5%	10%	5%	-	8%	6%	2%	6%	7%	13%	10%	15%	17%	11%	13%	19%	10%	15%									
Only/mainly via web form	31	29	24	23	9	7	10	6	1	12	10	2	8	15	8	8	7	-	13	8	2	13	9	5	4	-	8	1	-	5	4										
	5%	7%	7%	5%	6%	7%	11%	5%	5%	7%	8%	4%	6%	8%	5%	7%	5%	-	6%	7%	2%	6%	4%	11% ac	6%	-	-	8%	3%	-	6%	5%									
Only/mainly by letter	30	39	21	24	11	7	8	5	1	12	7	2	8	12	7	9	6	2	11	10	3	14	10	4	4	3	-	5	5	1	4	7									
	5%	9% ac	6%	6%	7%	7%	9%	4%	5%	7%	6%	4%	6%	6%	5%	8%	5%	8%	5%	5%	8%	4%	7%	5%	9%	6%	7%	-	5%	13%	5%	5%	9%								
Only/mainly via another contact method	3	5	1	-	1	-	1	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1	-	1									
	1%	1% cd	*	-	1%	-	1%	-	-	-	-	2%	-	1%	-	-	-	-	-	-	-	-	-	2%	-	-	-	-	-	5%	-	1%									
Don't know	3	10	2	6	4	-	1	-	1	1	-	1	-	1	3	1	1	1	3	1	2	5	1	-	2	1	1	3	1	-	2	-									
	1%	2% ac	1%	1%	2% de	-	1%	-	5%	1%	-	1%	-	1%	1%	3%	1%	4%	1%	1%	2%	2%	*	-	3%	2%	17%	3%	3%	-	3%	-									

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/z/A - B/C/D - E/F
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about landline service in past 6 months

	Supplier					BT										SKY									
						Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	566	437	340	428	162	214	160	166	26**	282	181	103	302	258	147	148	124	18**	227	162	48*	204	227		
10 - Extremely satisfied (10)	65 11%	61 14% c	31 9%	54 13%	19 12%	20 9%	22 14%	12 7%	2 8%	65 23% lm	-	-	58 20% o	5 2%	17 12%	22 15%	17 14%	5 28%	61 27% uv	-	-	47 23% ix	12 5%		
9 - (9)	48 8%	27 6%	36 11% b	40 9%	21 13% b	17 8%	11 7%	16 10%	4 15%	48 17% lm	-	-	42 14% o	6 2%	8 5%	12 8%	5 4%	2 11%	27 12% uv	-	-	19 9% ix	8 4%		
8 - (8)	76 13%	75 17%	47 14%	66 15%	27 17%	30 14%	24 15%	20 12%	2 8%	76 27% lm	-	-	53 18% o	23 9%	25 17%	20 14%	23 19%	7 39%	75 33% uv	-	-	48 24% ix	26 11%		
7 - (7)	93 16%	64 15%	49 14%	64 15%	35 22% bcd	33 15%	31 19%	27 16%	2 8%	93 33% lm	-	-	52 17%	41 16%	16 11%	21 14%	26 21% p	1 6%	64 28% uv	-	-	35 17%	29 13%		
6 - (6)	80 14% de	70 16% cdde	35 10%	45 11%	13 8%	28 13%	24 15%	25 15%	3 12%	-	80 44% km	-	38 13%	40 16%	30 20% qr	28 19% r	12 10%	-	-	70 43% uv	-	-	24 12%	45 20% w	
5 - (5)	60 11%	55 13%	54 16% ba	49 11%	17 10%	21 10%	15 9%	17 10%	7 27%	-	60 33% km	-	17 6%	41 16% n	17 12%	19 13%	18 15%	1 6%	-	55 34% uv	-	-	17 8%	37 16% w	
4 - (4)	41 7%	37 8%	32 9%	28 7%	9 6%	16 7%	13 8%	12 7%	-	-	41 23% km	-	18 6%	23 9%	9 6%	14 9%	13 10%	1 6%	-	37 23% uv	-	-	6 3%	31 14% w	
3 - (3)	24 4%	17 4%	18 5%	27 6%	8 5%	12 6%	3 2%	7 4%	2 8%	-	-	24 23% km	5 2%	19 7% n	8 5% r	8 5% r	1 1%	-	-	-	17 35% tu	-	-	4 2%	12 5%
2 - (2)	28 5% de	8 2%	14 4%	20 5% de	2 1%	9 4%	8 5%	9 5%	2 8%	-	-	28 27% km	8 3%	20 8% n	5 3% q	-	3 2%	-	-	-	8 17% tu	-	-	1 *	7 3% w
1 - Extremely dissatisfied (1)	51 9% d	23 5%	24 7%	35 8%	11 7%	19 9%	9 6%	21 13% ch	2 8%	-	-	51 50% km	10 3%	40 16% n	12 8% q	4 3%	6 5%	1 6%	-	-	23 48% tu	-	-	3 1%	20 9% w
NET: Dissatisfied (1-3)	103 18% d	48 11%	56 16% b	82 19% bd	21 13%	40 19%	20 13%	37 22% ch	6 23%	-	-	103 100% km	23 8%	79 31% n	25 17% qp	12 8%	10 8%	1 6%	-	-	48 100% tu	-	-	8 4%	39 17% w
NET: Neutral (4-6)	181 32%	162 37% de	121 36% de	122 29%	39 24%	65 30%	52 33%	54 33%	10 38%	-	181 100% km	-	73 24%	104 40% n	56 38%	61 41%	43 35%	2 11%	-	162 100% uv	-	-	47 23%	113 50% w	
NET: Satisfied (7-10)	282 50%	227 52%	163 48%	224 52%	102 63% abcde	109 51%	88 53%	75 45%	10 38%	282 100% lm	-	-	206 68% o	75 29%	66 45%	75 57% p	15 83%	227 100% uv	-	-	-	149 73% ix	75 33%		
Mean score	6.12	6.49 ac	6.08	6.21	6.65 ac	6.19	6.46 i	5.76	5.81	8.30 m	5.22 m	1.74	7.23 o	4.84	6.13	6.64	6.53	7.83	8.37 uv	6.20 v	1.88	7.55 x	5.52		
Standard error	0.11	0.12	0.14	0.13	0.20	0.19	0.20	0.21	0.53	0.07	0.06	0.08	0.13	0.15	0.21	0.19	0.21	0.56	0.08	0.06	0.13	0.14	0.15		

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about landline service in past 6 months

	Supplier					TALK TALK										VIRGIN MEDIA										EE									
						Issue					Satisfaction			Resolved		Issue					Satisfaction			Resolved		Issue					Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (f)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)			
Total	566	437	340	428	162	104	92*	123	21**	163	121	56*	144	188	155	118	131	24**	224	122	82*	208	213	47*	63*	46*	6**	102	39*	21**	79*	80*			
10 - Extremely satisfied (10)	65	61	31	54	19	8	8	10	5	31	-	-	11	9	16	18	16	4	54	-	-	45	8	6	7	4	2	19	-	-	16	3			
9 - (9)	48	27	36	40	21	11	8	15	2	36	-	-	28	8	8	13	17	2	40	-	-	29	10	3	9	6	3	21	-	-	15	6			
8 - (8)	76	75	47	66	27	12	13	18	4	47	-	-	31	16	22	25	15	4	66	-	-	50	16	6	11	9	1	27	-	-	11	15			
7 - (7)	93	64	49	64	35	13	18	17	1	49	-	-	20	28	26	19	15	4	64	-	-	28	36	12	12	11	-	35	-	-	12	22			
6 - (6)	80	70	35	45	13	8	14	13	-	-	35	-	14	20	17	12	14	2	-	45	-	14	30	5	4	4	-	-	13	-	5	8			
5 - (5)	60	55	54	49	17	13	18	20	3	-	54	-	12	42	18	12	17	2	-	49	-	20	27	5	7	5	-	-	17	-	5	12			
4 - (4)	41	37	32	28	9	18	2	11	1	-	32	-	9	22	11	3	14	-	-	28	-	9	19	1	5	3	-	-	9	-	7	1			
3 - (3)	24	17	18	27	8	6	5	5	2	-	18	-	2	16	12	6	8	1	-	27	-	3	24	4	2	2	-	-	8	1	7				
2 - (2)	28	8	14	20	2	9	2	3	-	-	14	-	3	10	9	4	6	1	-	20	-	6	14	1	1	-	-	-	2	1	1				
1 - Extremely dissatisfied (1)	51	23	24	35	11	6	4	11	3	-	24	-	4	17	16	6	9	4	-	35	-	5	29	4	5	2	-	-	11	6	5				
NET: Dissatisfied (1-3)	103	48	56	82	21	21	11	19	5	-	56	-	9	43	37	16	23	6	-	82	-	14	67	9	8	4	-	-	21	8	13				
NET: Neutral (4-6)	181	162	121	122	39	39	34	44	4	-	121	-	35	84	46	27	45	4	-	122	-	43	76	11	16	12	-	-	39	17	21				
NET: Satisfied (7-10)	282	227	163	224	102	44	47	60	12	163	-	-	100	61	72	75	63	14	224	-	-	152	70	27	39	30	6	102	-	-	54	46			
Mean score	6.12	6.49ac	6.08	6.21	6.65acd	5.70	6.38	6.11	6.43	8.30kl	5.02l	1.89	7.26n	5.26	5.78	6.83cd	6.17	6.21	8.38tu	5.14u	1.90	7.43w	5.02	6.30	6.59	6.78	9.17	8.24c	5.10	1.86	7.10f	6.22			
Standard error	0.11	0.12	0.14	0.13	0.20	0.26	0.23	0.23	0.71	0.09	0.07	0.12	0.19	0.17	0.22	0.23	0.24	0.64	0.08	0.07	0.10	0.16	0.17	0.38	0.33	0.33	0.31	0.11	0.12	0.21	0.30	0.25			

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/z/A - B/C/D - E/F
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about landline service in past 6 months whose complaint was completely resolved

	Supplier					BT										SKY									
						Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	302	204	144	209	79*	111	95*	84*	12**	206	73*	23**	302	-**	66*	70*	53*	15**	149	47*	8**	204	-**		
10 - Extremely satisfied (10)	59 20%	47 23%	21 15%	45 22%	16 20%	26 23% d	21 22%	10 12%	2 17%	59 29% d	-	-	50 20%	-	15 23%	15 21%	13 25%	4 27%	47 32% tu	-	-	47 23%	-		
9 -	42 14%	19 9%	28 19% ab	29 14%	15 19% b	16 14%	10 11%	14 17%	2 17%	42 20% d	-	-	42 14%	-	8 12%	6 9%	3 6%	2 13%	19 13% tu	-	-	19 9%	-		
8 -	53 18%	48 24%	31 22%	50 24%	11 14%	21 19%	18 19%	13 15%	1 8%	53 25% d	-	-	53 18%	-	15 23%	12 17%	15 28%	6 40%	48 32% tu	-	-	48 24%	-		
7 -	52 17%	35 17%	20 14%	28 13%	12 15%	16 14%	17 18%	17 20%	2 17%	52 25% d	-	-	52 17%	-	9 14%	15 21%	10 19%	1 7%	35 23% tu	-	-	35 17%	-		
6 -	38 13% cd	24 12%	14 10%	14 7%	5 6%	14 13%	11 12%	11 13%	2 17%	-	38 22% ak	-	38 13%	-	10 15%	11 16%	3 6%	-	-	24 17% k	-	-	24 12%	-	
5 -	17 6%	17 8%	12 8%	20 10%	5 6%	6 5%	2 2%	6 7%	3 25%	-	17 23% ak	-	17 6%	-	4 6%	6 9%	6 11%	1 7%	-	17 13% k	-	-	17 8%	-	
4 -	18 6%	6 3%	9 6%	9 4%	7 9% ab	5 6%	9 9%	3 4%	-	-	18 23% ak	-	18 6%	-	3 5%	1 1%	2 4%	-	-	6 13% k	-	-	6 3%	-	
3 -	5 2%	4 2%	2 1%	3 1%	1 1%	1 1%	1 1%	3 5%	-	-	-	5 22%	5 2%	-	1 2%	2 3%	1 2%	-	-	-	4 50%	-	4 2%	-	
2 -	8 3%	1 *	3 2%	6 3%	1 1%	1 4%	2 4%	5 12%	-	-	-	8 35%	8 3%	-	1 2%	-	-	-	-	-	1 13%	-	1 *	-	
1 - Extremely dissatisfied (1)	10 3%	3 1%	4 3%	5 2%	6 8% cd	4 4%	4 4%	2 2%	-	-	-	10 43%	10 3%	-	-	2 3%	-	1 7%	-	-	3 38%	-	3 1%	-	
NET: Dissatisfied (1-3)	23 8%	8 4%	9 6%	14 7%	8 10% ab	6 5%	7 7%	10 12%	-	-	23 100%	23 8%	23 8%	-	2 3%	4 6%	1 2%	1 7%	-	-	8 100%	-	8 4%	-	
NET: Neutral (4-6)	73 24%	47 23%	35 24%	43 21%	17 22%	26 23%	22 24%	5 42%	-	73 100% d	-	-	73 24%	-	17 26%	18 26%	11 21%	1 7%	-	47 100% k	-	-	47 23%	-	
NET: Satisfied (7-10)	206 68%	149 73%	100 69%	152 73%	54 68%	79 71%	66 64%	54 58%	7 58%	206 100% d	-	-	206 68%	-	47 71%	48 69%	41 77%	13 87%	149 100% tu	-	-	149 73%	-		
Mean score	7.23	7.55	7.26	7.43	7.10	7.49	7.22	6.88	7.25	8.52 ^u	5.27	1.78	7.23	-	7.61	7.33	7.66	7.93	8.62 ^u	5.38	2.13	7.55	-		
Standard error	0.13	0.14	0.19	0.16	0.30	0.22	0.25	0.26	0.55	0.08	0.10	0.17	0.13	-	0.24	0.25	0.26	0.61	0.10	0.10	0.35	0.14	-		

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

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Base: All complained about landline service in past 6 months whose complaint was completely resolved

	Supplier					TALK TALK							VIRGIN MEDIA							EE												
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (f)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)
Total	302	204	144	209	79*	46*	36*	53*	9**	100	35*	9**	144	-**	68*	65*	60*	16**	152	43*	14**	208	-**	25**	29**	20**	5**	54*	17**	8**	79*	-**
10 - Extremely satisfied (10)	59	47	21	45	16	5	7	7	2	21	-	-	21	-	15	13	13	4	45	-	-	45	-	5	5	4	2	16	-	-	16	-
	20%	23%	15%	22%	20%	11%	19%	13%	22%	21%	-	-	15%	-	22%	20%	22%	25%	30%	-	-	22%	-	20%	17%	20%	40%	30%	-	-	20%	-
9 - (9)	42	19	28	29	15	10	5	13	-	28	-	-	28	-	7	7	14	1	29	-	-	29	-	2	7	4	2	15	-	-	15	-
	14%	9%	19%	14%	19%	22%	14%	25%	-	23%	-	-	19%	-	10%	11%	23%	6%	13%	-	-	14%	-	8%	24%	20%	40%	28%	-	-	19%	-
8 - (8)	53	48	31	50	11	8	9	10	4	31	-	-	31	-	16	20	11	3	50	-	-	50	-	5	2	3	1	11	-	-	11	-
	18%	24%	22%	24%	14%	17%	25%	19%	44%	31%	-	-	22%	-	24%	31%	18%	19%	33%	-	-	24%	-	20%	7%	15%	20%	20%	-	-	14%	-
7 - (7)	52	35	20	28	12	8	4	7	1	20	-	-	20	-	10	10	5	3	28	-	-	28	-	4	5	3	-	12	-	-	12	-
	17%	17%	14%	13%	15%	17%	11%	13%	11%	20%	-	-	14%	-	15%	15%	8%	19%	16%	-	-	13%	-	16%	17%	15%	-	22%	-	-	15%	-
6 - (6)	38	24	14	14	5	4	5	5	-	14	-	-	14	-	6	4	4	-	14	-	-	14	-	2	3	-	-	-	-	5	-	
	13%	12%	10%	7%	6%	9%	14%	9%	-	40%	-	-	10%	-	9%	6%	7%	-	33%	-	-	7%	-	8%	10%	-	-	-	29%	-	6%	-
5 - (5)	17	17	12	20	5	4	4	3	1	12	-	-	12	-	6	7	5	2	20	-	-	20	-	2	1	2	-	-	5	-	5	-
	6%	8%	8%	10%	6%	9%	11%	6%	11%	12%	-	-	8%	-	9%	11%	8%	13%	47%	-	-	10%	-	8%	3%	10%	-	-	29%	-	6%	-
4 - (4)	18	6	9	9	7	4	-	5	-	9	-	-	9	-	4	1	4	-	9	-	-	9	-	1	3	3	-	7	-	7	-	
	6%	3%	6%	4%	9%	9%	-	9%	-	26%	-	-	6%	-	6%	2%	7%	-	26%	-	-	4%	-	4%	10%	15%	-	41%	-	9%	-	
3 - (3)	5	4	2	3	1	1	-	1	-	-	-	2	2	-	2	-	1	-	-	-	3	3	1	-	-	-	-	-	1	-	1	-
	2%	2%	1%	1%	1%	2%	-	2%	-	-	-	22%	1%	-	3%	-	2%	-	-	-	21%	1%	4%	-	-	-	-	-	13%	1%	-	
2 - (2)	8	1	3	6	1	2	1	-	-	3	-	3	3	-	-	2	3	1	-	-	6	6	-	-	1	-	-	-	1	-	1	-
	3%	+	2%	3%	1%	4%	3%	-	-	33%	-	2%	2%	-	3%	5%	6%	6%	-	-	43%	3%	-	-	3%	-	-	-	13%	1%	-	
1 - Extremely dissatisfied (1)	10	3	4	5	6	-	1	2	1	-	-	4	4	-	2	1	-	2	-	-	5	5	-	3	2	1	-	-	6	-	6	-
	3%	1%	3%	2%	8%	-	3%	4%	11%	-	-	44%	3%	-	3%	2%	-	13%	-	-	36%	2%	-	12%	7%	5%	-	-	75%	8%	10%	-
NET: Dissatisfied (1-3)	23	8	9	14	8	3	2	3	1	-	-	9	9	-	4	3	4	3	-	-	14	14	-	4	3	1	-	-	8	-	8	-
	8%	4%	6%	7%	10%	7%	6%	6%	11%	-	-	100%	6%	-	6%	5%	7%	19%	-	-	100%	7%	-	16%	10%	5%	-	-	100%	10%	-	
NET: Neutral (4-6)	73	47	35	43	17	12	9	13	1	-	35	-	35	-	16	12	13	2	43	-	-	43	-	5	7	5	-	17	-	17	-	
	24%	23%	24%	21%	22%	26%	25%	25%	11%	-	100%	-	24%	-	24%	18%	22%	13%	100%	-	-	21%	-	20%	24%	25%	-	100%	-	22%	-	
NET: Satisfied (7-10)	206	149	100	152	54	31	25	37	7	100	-	100	100	-	48	50	43	11	152	-	-	152	-	16	19	14	5	54	-	54	-	
	68%	73%	69%	73%	68%	67%	69%	70%	78%	100%	-	69%	69%	-	71%	77%	72%	69%	100%	-	-	73%	-	64%	66%	70%	100%	100%	-	68%	-	
Mean score	7.23	7.55	7.26	7.43	7.10	7.11	7.44	7.28	7.22	8.60k	5.14	1.78	7.26	-	7.37	7.55	7.55	6.75	8.60k	5.12	1.86	7.43	-	6.72	7.00	7.20	9.20	8.65	4.88	1.38	7.10	-
Standard error	0.13	0.14	0.19	0.16	0.30	0.32	0.36	0.31	0.92	0.10	0.14	0.28	0.19	-	0.27	0.26	0.30	0.78	0.09	0.11	0.21	0.16	-	0.58	0.50	0.57	0.37	0.15	0.21	0.26	0.30	-

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/z/A - B/C/D - E/F
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

**Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of finding provider contact details.**

Base: All complained about landline service in past 6 months

	Supplier					BT				SKY													
						Issue				Issue													
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Resolved (n)	Resolved (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Resolved (w)	Resolved (x)
Total	566	437	340	428	162	214	160	166	26**	282	181	103	302	258	147	148	124	18**	227	162	48*	204	227
10 - Extremely satisfied (10)	93	79	54	74	23	38	26	22	7	76	8	9	74	18	22	27	23	7	69	6	4	56	20
	16%	18%	16%	17%	14%	18%	16%	13%	27%	27%lm	4%	9%	25%o	7%	15%	18%	19%	39%	30%uv	4%	8%	27%ox	9%
9 -	72	41	50	63	28	23	22	25	2	59	10	3	54	18	14	15	11	1	31	9	1	29	12
	13%	9%	15%b	15%b	17%b	11%	14%	15%	8%	21%lm	6%	3%	18%o	7%	10%	10%	9%	6%	14%uv	6%	2%	14%ox	5%
8 -	83	63	41	65	26	34	24	23	2	57	21	5	51	31	20	20	21	2	45	14	4	30	33
	15%	14%	12%	15%	16%	16%	15%	14%	8%	20%lm	12%	5%	17%	12%	14%	14%	17%	11%	20%uv	9%	8%	15%	15%
7 -	74	64	41	59	18	26	27	20	1	41	29	4	41	33	23	17	21	3	40	21	3	32	32
	13%	15%	12%	14%	11%	12%	17%	12%	4%	15%lm	16%lm	4%	14%	13%	16%	11%	17%	17%	18%	13%	6%	16%	14%
6 -	55	50	40	41	24	22	21	8	4	23	27	5	22	32	16	22	11	1	18	29	3	20	30
	10%	11%	12%	10%	15%	10%	13%kl	5%	15%	8%	15%klm	5%	7%	12%kn	11%	15%	9%	6%	8%	18%kl	6%	10%	13%
5 -	67	50	37	42	19	29	17	16	5	13	42	12	19	45	19	21	9	1	11	36	3	16	34
	12%	11%	11%	10%	12%	14%	11%	10%	19%	5%	23%klm	12%kl	6%	17%kn	13%	14%	7%	6%	5%	22%uv	6%	8%	15%lw
4 -	42	39	22	24	9	12	13	15	2	5	28	9	16	26	10	14	15	-	6	28	5	14	24
	7%	9%	6%	6%	6%	6%	8%	9%	8%	2%	15%kl	9%kl	5%	10%kn	7%	9%	12%	-	3%	17%kl	10%kl	7%	11%
3 -	24	22	18	16	6	8	3	11	2	4	6	14	9	15	9	6	6	1	6	11	5	2	19
	4%	5%	5%	4%	4%	4%	2%	7%kl	8%	1%	3%	14%kl	3%	6%	6%	4%	5%	6%	3%	7%kl	10%kl	1%	8%lw
2 -	16	8	12	19	4	10	-	6	-	1	2	13	3	13	3	2	3	-	1	2	5	-	8
	3%	2%	4%	4%b	2%	5%kl	-	4%kl	-	-	1%	13%kl	1%	5%kn	2%	1%	2%	-	-	1%	10%tu	-	4%lw
1 - Extremely dissatisfied (1)	31	19	20	20	5	10	6	14	1	2	2	27	10	21	11	4	3	1	-	4	15	4	14
	5%	4%	6%	5%	3%	5%	4%	8%	4%	1%	5%	26%kl	3%	8%kn	7%	3%	2%	6%	-	2%kl	31%tu	2%	6%lw
Not applicable	9	2	5	5	-	2	1	6	-	1	6	2	3	6	-	-	1	1	-	2	-	1	1
	2%	-	1%	1%	-	1%	1%	4%	-	-	3%kl	2%	1%	2%	-	-	1%	6%	-	1%	-	-	-
NET: Dissatisfied (1-3)	71	49	50	55	15	28	9	31	3	7	10	54	22	49	23	12	12	2	7	17	25	6	41
	13%	11%	15%	13%	9%	13%kl	6%	19%kl	12%	2%	6%	52%kl	7%	19%kn	16%kl	8%	10%	11%	3%	10%kl	52%tu	3%	18%lw
NET: Neutral (4-6)	164	139	99	107	52	63	51	39	11	41	97	26	57	103	45	57	35	2	35	93	11	50	88
	29%	32%kl	29%	25%	32%	29%	32%	23%	42%	15%	54%klm	25%kl	19%	40%kn	31%	39%	28%	11%	15%	57%uv	23%	25%	39%lw
NET: Satisfied (7-10)	322	247	186	261	95	121	99	90	12	233	68	21	220	100	79	79	76	13	185	50	12	147	97
	57%	57%	55%	61%	59%	57%	62%	54%	46%	83%lm	38%lm	20%	73%o	39%	54%	53%	61%	72%	81%uv	31%	25%	72%ox	43%
Mean score	6.69	6.71	6.61	6.85	6.93	6.70	7.03l	6.35	6.73	8.09lm	5.99m	4.02	7.54o	5.69	6.41	6.78	6.85	7.71	8.00uv	5.67v	4.06	7.64x	5.88
Standard error	0.11	0.12	0.15	0.13	0.19	0.18	0.18	0.23	0.53	0.11	0.14	0.29	0.14	0.16	0.22	0.20	0.22	0.66	0.12	0.16	0.44	0.15	0.16

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

Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

Table 18

Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of finding provider contact details.

Base: All complained about landline service in past 6 months

	Supplier					TALK TALK								VIRGIN MEDIA								EE														
						Issue				Satisfaction				Resolved				Issue				Satisfaction				Resolved				Issue				Satisfaction		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (f)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)				
Total	566	437	340	428	162	104	92*	123	21**	163	121	56*	144	188	155	118	131	24**	224	122	82*	209	213	47*	63*	46*	6**	102	39*	21**	79*	80*				
10 - Extremely satisfied (10)	93	79	54	74	23	15	10	21	8	46	6	2	33	18	24	20	24	6	57	11	6	53	18	6	6	8	3	20	-	3	15	8				
9 - (9)	72	41	50	63	28	15	13	19	3	43	5	2	29	21	15	19	23	6	54	6	3	38	25	9	12	6	1	26	1	1	21	7				
8 - (8)	83	63	41	65	26	12	12	15	2	23	12	6	16	24	23	17	23	2	43	14	8	32	33	6	11	7	2	22	4	-	11	12				
7 - (7)	74	64	41	59	18	10	12	16	3	19	18	4	19	22	22	15	19	3	29	20	10	27	32	6	6	6	-	11	7	-	5	13				
6 - (6)	55	50	40	41	24	13	12	15	-	14	24	2	14	26	17	16	8	-	16	20	5	15	26	5	10	9	-	12	10	2	9	15				
5 - (5)	67	50	37	42	19	12	14	11	-	5	29	3	11	25	19	10	13	-	7	29	6	13	28	6	8	5	-	6	10	3	6	13				
4 - (4)	42	39	22	24	9	4	7	11	-	3	16	3	6	16	6	8	8	2	8	7	9	9	15	4	3	2	-	2	5	2	5	4				
3 - (3)	24	22	18	16	6	7	3	6	2	2	6	8	6	12	10	2	3	1	4	7	5	5	11	2	2	2	-	2	2	2	2	4				
2 - (2)	16	8	12	19	4	6	5	1	-	1	3	8	2	10	7	6	5	1	2	4	13	11	7	1	2	1	-	1	-	3	3	1				
1 - Extremely dissatisfied (1)	31	19	20	20	5	9	2	7	2	4	1	15	5	14	11	3	4	2	2	2	16	3	17	2	3	-	-	-	5	2	3	3				
Not applicable	9	2	5	5	-	1	2	1	1	2	-	3	3	-	1	2	1	1	2	2	1	1	-	-	-	-	-	-	-	-	-	-				
NET: Dissatisfied (1-3)	71	49	50	55	15	22	10	14	4	8	11	31	13	36	28	11	12	4	8	13	34	19	35	5	7	3	-	3	2	10	7	8				
NET: Neutral (4-6)	164	139	99	107	52	29	33	37	-	22	69	8	31	67	42	34	29	2	31	56	20	37	69	15	21	16	-	20	25	7	20	32				
NET: Satisfied (7-10)	322	247	186	261	95	52	47	71	16	131	41	14	97	85	84	71	89	17	183	51	27	150	108	27	35	27	6	79	12	4	52	40				
Mean score	6.69	6.71	6.61	6.85	6.93	6.28	6.53	6.80	7.60	8.07kl	5.8Sl	3.92	7.39n	6.01	6.42	6.99	7.17o	7.22	8.04tu	6.17u	4.62	7.51w	6.19	6.74	6.71	7.11	9.17	7.89C	6.17u	4.33	7.34F	6.47				
Standard error	0.11	0.12	0.15	0.13	0.19	0.28	0.25	0.23	0.69	0.16	0.17	0.40	0.21	0.19	0.22	0.23	0.22	0.64	0.13	0.19	0.33	0.17	0.18	0.36	0.31	0.32	0.40	0.18	0.23	0.69	0.28	0.25				

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/z/A - B/C/D - E/F
 * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

**Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of getting through to the right person (PHONE).**

Base: All complained about landline service in past 6 months by phone

	Supplier					BT				SKY													
						Issue				Issue													
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Resolved (n)	Resolved (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Resolved (w)	Resolved (x)
Total	270	147	141	237	57*	111	61*	85*	13**	122	88*	60*	138	128	58*	37*	42*	10**	63*	62*	22**	65*	79*
10 - Extremely satisfied (10)	25	14	10	23	10	12	8	3	2	22	3	-	20	5	3	6	4	1	10	1	3	9	5
	9%	10%	7%	10%	18% c	11%	13% kl	4%	15%	18% lm	3%	-	14% o	4%	5%	16%	10%	10%	16% tu	2%	14%	14%	6%
9 - (9)	24	7	14	24	10	8	6	8	2	22	2	-	20	4	4	1	-	2	7	-	-	7	-
	9%	5%	10%	10%	18% ab	7%	10%	9%	15%	18% lm	2%	-	14% o	3%	7%	3%	-	20%	11% uv	-	-	11% ox	-
8 - (8)	31	22	12	36	9	15	9	7	-	21	4	1	24	7	6	26	7	3	17	5	-	14	8
	11%	15%	9%	15%	16%	14%	15%	8%	-	21% lm	5%	2%	17% o	5%	10%	16%	17%	30%	27% tu	8%	-	22%	10%
7 - (7)	42	25	19	27	9	16	12	12	2	22	14	1	26	16	10	6	8	1	12	12	1	13	12
	16%	17%	13%	11%	16%	14%	20%	14%	15%	22% lm	16% km	2%	19%	13%	17%	16%	19%	10%	19%	19%	5%	20%	15%
6 - (6)	21	20	22	33	7	9	3	7	2	9	11	1	13	7	9	6	4	1	6	13	1	5	13
	8%	14%	16% a	14% a	12%	8%	5%	8%	15%	7%	13% km	2%	9%	5%	16%	16%	10%	10%	10%	21%	5%	8%	16%
5 - (5)	28	21	16	22	4	7	6	14	1	16	9	5	9	18	8	3	9	1	4	16	1	8	13
	10%	14%	11%	9%	7%	6%	10%	16% kl	8%	7%	16%	8%	7%	20%	14%	8%	21%	10%	6%	26% kl	5%	12%	16%
4 - (4)	28	15	9	18	5	16	4	5	3	-	20	8	8	20	7	4	-	-	2	9	4	3	12
	10%	10%	6%	8%	9%	14%	7%	6%	23%	-	23% kl	13% kl	6%	16% km	12%	11%	10%	-	3%	15% kl	18%	5%	15% lw
3 - (3)	22	6	12	17	1	8	6	7	1	1	13	8	7	14	2	2	1	-	3	1	2	3	2
	8%	4%	9%	7%	2%	7%	10%	8%	8%	1%	15% kl	13% kl	5%	11%	3%	5%	2%	10%	5%	2%	9%	5%	3%
2 - (2)	16	6	9	14	1	10	-	6	-	2	2	13	3	13	2	2	1	-	-	4	2	1	5
	6%	4%	6%	6%	2%	9% kl	-	7% kl	-	1%	2%	22% kl	2%	10% km	3%	5%	5%	-	-	6% kl	9%	2%	6%
1 - Extremely dissatisfied (1)	30	10	18	22	1	10	7	13	-	5	2	23	8	21	6	1	3	-	1	1	8	1	9
	11% kl	7%	13% a	9%	2%	9%	11%	15%	-	4%	2%	38% kl	6%	16% km	10%	3%	7%	-	2%	2%	36%	2%	11% lw
Not applicable	3	1	-	1	-	-	-	3	-	-	3	-	-	3	1	-	-	-	1	-	-	-	-
	1%	1%	-	-	-	-	-	4% g	-	-	3% kl	-	-	2%	2%	-	-	-	2%	-	-	2%	-
NET: Dissatisfied (1-3)	68	22	39	53	3	28	13	26	1	7	17	44	18	48	10	5	6	1	4	6	12	5	16
	25% klbe	15%	28% be	22% ae	5%	25%	21%	31%	8%	6%	19% kl	73% kl	13%	38% km	17%	14%	14%	10%	6%	10%	55%	8%	20% lw
NET: Neutral (4-6)	77	56	47	73	16	32	13	26	6	18	45	14	30	45	24	13	17	2	12	38	6	16	38
	29%	38% a	33%	31%	28%	29%	21%	31%	46%	15%	61% klm	23%	22%	35% km	41%	35%	40%	20%	19%	61% kl	27%	25%	48% lw
NET: Satisfied (7-10)	122	68	55	110	38	51	35	30	6	97	23	2	90	32	23	19	19	7	46	18	4	43	25
	45%	46%	39%	46%	67% abcd	46%	57% kl	35%	46%	80% lm	26% km	3%	65% o	25%	40%	51%	45%	70%	73% tu	29%	18%	66% kl	32%
Mean score	5.67	6.02	5.50	5.95	7.25 abcd	5.68	6.21	5.12	6.46	7.57 lm	5.16 m	2.52	6.84 o	4.44	5.65	6.41	5.88	7.30	7.37 u	5.48	3.73	7.03 x	5.24
Standard error	0.17	0.20	0.23	0.18	0.30	0.27	0.36	0.30	0.68	0.19	0.21	0.22	0.22	0.23	0.33	0.41	0.37	0.67	0.26	0.22	0.66	0.27	0.27

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Table 20

**Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of getting through to the right person (PHONE).**

Base: All complained about landline service in past 6 months by phone

	Supplier					TALK TALK								VIRGIN MEDIA								EE										
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (f)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)
Total	270	147	141	237	57*	47*	24**	62*	8**	53*	54*	34*	58*	82*	92*	47*	79*	19**	107	72*	58*	105	128	15**	19**	20**	3**	40*	10**	7**	32*	24**
10 - Extremely satisfied (10)	25	14	10	23	10	4	-	5	1	9	1	-	8	2	6	3	9	5	20	3	-	18	4	1	4	4	1	8	-	2	5	5
9 - (9)	9%	10%	7%	10%	18% bc	9%	-	8%	13%	17% kl	2%	-	14% lm	2%	7%	6%	11%	26%	19% tu	4%	-	17% vw	3%	7%	21%	20%	33%	20%	-	29%	16%	21%
8 - (8)	24	7	14	24	10	5	2	7	-	13	1	-	9	5	6	7	9	2	22	2	-	17	7	4	-	5	1	8	1	1	7	3
7 - (7)	9%	5%	10%	10%	18% ab	11%	8%	11%	-	25% kl	2%	-	16%	6%	7%	15%	11%	11%	21% tu	3%	-	16% vw	5%	27%	-	25%	33%	20%	10%	14%	22%	13%
6 - (6)	31	22	12	36	9	4	3	5	-	6	5	1	4	8	18	7	9	2	25	6	5	20	16	1	3	4	1	9	-	6	3	4
5 - (5)	11%	15%	9%	16%	16%	9%	13%	8%	-	11%	9%	3%	7%	10%	20%	15%	11%	11%	23% tu	8%	9%	19%	13%	7%	16%	20%	33%	23%	-	19%	16%	17%
4 - (4)	42	25	19	27	9	3	2	12	2	11	7	1	11	8	7	3	14	3	18	6	3	16	11	-	6	3	7	2	2	5	4	4
3 - (3)	16%	17%	13%	11%	16%	6%	8%	19%	25%	21% kl	13%	3%	19%	10%	8%	6%	18% co	16%	17% tu	8%	5%	15%	9%	-	32%	15%	-	18%	20%	-	16%	17%
2 - (2)	21	20	22	33	7	8	5	9	-	5	16	1	10	12	15	10	7	1	10	19	4	11	21	3	3	1	5	2	-	5	2	2
1 - Extremely dissatisfied (1)	8%	14%	16% na	14% na	12%	17%	21%	15%	-	9%	30% kl	3%	17%	15%	16%	21%	9%	5%	9%	26% su	4%	7%	10%	16%	20%	16%	5%	13%	20%	-	16%	8%
Not applicable	28	21	16	22	4	5	6	4	1	4	11	1	6	10	10	6	5	1	3	17	2	7	14	2	1	1	-	1	2	1	-	3
NET: Dissatisfied (1-3)	10%	14%	11%	9%	7%	11%	25%	6%	13%	8%	20% kl	3%	10%	12%	11%	13%	6%	5%	3%	24% su	3%	7%	11%	13%	5%	5%	3%	20%	14%	-	13%	
NET: Neutral (4-6)	28	15	9	18	5	4	2	3	-	7	2	2	7	8	2	5	3	3	3	8	7	6	12	3	-	2	3	-	3	2	2	
NET: Satisfied (7-10)	70%	70%	6%	8%	9%	9%	8%	5%	-	13% kl	6%	3%	9%	9%	9%	4%	6%	16%	3%	11% su	12% su	6%	9%	20%	-	10%	5%	30%	-	9%	8%	
Mean score	3	4	12	17	1	4	5	3	2	4	6	3	9	7	4	9	7	1	3	6	8	3	14	-	1	-	-	-	1	1	-	1
Standard error	0.17	0.20	0.23	0.18	0.30	0.42	0.47	0.36	1.04	0.33	0.23	0.31	0.33	0.29	0.28	0.40	0.32	0.68	0.19	0.23	0.30	0.23	0.23	0.63	0.54	0.42	0.58	0.26	0.52	1.48	0.34	0.53

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/z/A - B/C/D - E/F
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

**Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?
The time taken to handle your issue.**

Base: All complained about landline service in past 6 months

	Supplier					BT				SKY													
						Issue				Issue													
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Resolved (n)	Resolved (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Resolved (w)	Resolved (x)
Total	566	437	340	428	162	214	160	166	26**	282	181	103	302	258	147	148	124	18**	227	162	48*	204	227
10 - Extremely satisfied (10)	69 12%	63 14% c	32 9%	56 13%	19 12%	26 12%	23 14%	16 10%	4 15%	62 22% lm	4 2%	3 3%	59 20% o	9 3%	18 12%	21 14%	17 14%	7 39%	59 26% uv	3 2%	1 2%	50 25% ox	11 5%
9 - (9)	58 10%	53 12%	35 10%	50 12%	21 13%	25 12%	19 12%	10 6%	4 15%	53 19% lm	4 2%	1 7%	47 16% o	11 4%	19 13%	21 14%	12 10%	1 6%	46 20% uv	7 4%	-	34 17% ox	19 8%
8 - (8)	68 12%	63 14%	46 14%	64 15%	31 19% a	25 12%	16 10%	25 15%	2 8%	55 20% lm	13 7% km	-	44 15%	24 9%	17 12%	22 15%	20 16%	4 22%	47 21% uv	14 9%	2 4%	41 20% ox	22 10%
7 - (7)	93 16% abcd	52 12%	34 10%	46 11%	17 10%	37 17%	30 19%	25 15%	1 4%	55 20% lm	33 18% km	5 5%	50 17%	43 17%	16 11%	21 14%	14 11%	1 6%	30 13%	20 12%	2 4%	24 12%	28 12%
6 - (6)	45 8%	57 13% a	42 12% a	38 9%	23 14% a	15 7%	14 9%	12 7%	4 15%	20 7%	19 10%	6 6%	23 8%	21 8%	18 12%	21 14%	16 13%	2 11%	18 8%	37 23% uv	2 4%	21 10%	36 16%
5 - (5)	67 12%	55 13%	39 11%	51 12%	18 11%	21 10%	23 14%	17 10%	6 23%	21 7%	40 22% km	6 6%	34 11%	32 12%	26 18% o	14 9%	14 11%	1 6%	14 6%	36 22% uv	5 10%	14 7%	38 17% w
4 - (4)	39 7%	29 7%	28 8%	32 7%	12 7%	19 9%	11 7%	8 5%	4 4%	5 2%	26 14% kl	8 8% kl	14 5%	25 10% km	10 7%	7 5%	12 10%	-	5 2%	19 12% tu	5 10% t	7 3%	22 10% w
3 - (3)	28 5%	27 6%	23 7%	24 6%	9 5%	11 5%	5 3%	11 7%	1 4%	3 1%	18 10% kl	7 7% kl	6 2%	22 9% km	13 9%	9 6%	5 4%	-	4 2%	15 9% tu	8 17% t	6 3%	21 9% w
2 - (2)	34 6% ab	11 3%	15 4%	20 5%	2 1%	17 8% h	4 3%	13 8% h	-	5 2%	11 6% kl	18 17% kl	11 4%	18 8% km	3 2%	6 4%	2 2%	-	1 -	3 2%	7 15% tu	2 1%	8 4%
1 - Extremely dissatisfied (1)	61 11% abde	23 5%	43 13% be	42 10% be	6 4%	18 8%	15 9%	25 15% g	3 12%	2 1%	10 6% kl	49 48% kl	14 5%	46 18% km	7 5%	6 4%	9 7%	1 6%	2 1%	5 3%	16 33% tu	4 2%	19 8% w
Not applicable	4 1%	4 1%	3 1%	5 1%	2 1%	-	-	4 2% gh	-	1 -	3 2%	-	-	4 2% m	-	-	3 2%	1 6%	1 -	3 2%	-	1 -	3 1%
NET: Dissatisfied (1-3)	123 22% abde	61 14%	81 24% be	86 20% be	19 12%	46 21%	24 15%	49 30% h	4 15%	10 4%	39 22% kl	74 72% kl	31 10%	89 34% km	23 16%	21 14%	16 13%	1 6%	7 3%	23 14% tu	31 65% tu	12 6%	48 21% w
NET: Neutral (4-6)	151 27%	141 32%	109 32%	121 28%	53 33%	55 26%	48 30%	37 22%	11 42%	46 16%	85 47% km	20 19%	71 24%	78 30%	54 37%	42 28%	42 34%	3 17%	37 16%	92 57% uv	12 25%	42 21%	96 42% w
NET: Satisfied (7-10)	288 51% ac	231 53% c	147 43%	216 50% c	88 54% c	113 53%	88 55%	76 46%	11 42%	225 80% lm	54 30% km	9 9%	200 66% o	87 34%	70 48%	85 57%	63 51%	13 72%	182 80% uv	44 27% uv	5 10%	149 73% ox	80 35%
Mean score	6.02	6.55 acd	5.76	6.17	6.64 ac	6.07	6.38 l	5.54	6.27	7.79 lm	5.14 m	2.70	7.06 o	4.81	6.32	6.70	6.43	8.00	7.98 uv	6.53 v	3.15	7.65 x	5.56
Standard error	0.12	0.12	0.15	0.14	0.19	0.19	0.21	0.23	0.56	0.12	0.16	0.23	0.15	0.17	0.21	0.21	0.24	0.59	0.13	0.15	0.33	0.15	0.16

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

Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

**Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?
 The time taken to handle your issue.**

Table 22

Base: All complained about landline service in past 6 months

	Supplier					TALK TALK								VIRGIN MEDIA								EE											
						Issue				Satisfaction			Resolved	Issue				Satisfaction			Resolved	Issue				Satisfaction			Resolved				
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (f)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	
Total	566	437	340	428	162	104	92*	123	21**	163	121	56*	144	188	155	118	131	24**	224	122	82*	209	213	47*	63*	46*	6**	102	39*	21**	79*	80*	
10 - Extremely satisfied (10)	69	63	32	56	19	8	11	12	1	29	2	3	24	7	12	20	16	8	53	24%tu	2%	1%	45	9	7	3	7	2	18	-	1	15	4
9 - (9)	58	53	35	50	21	14	9	8	4	32	3	-	19	16	17	17	14	2	45	4	1%	35	14	5	11	3	2	18	1	2	14	7	
8 - (8)	68	63	46	64	31	14	11	16	5	40	6	-	31	15	25	18	20	1	48	13	3	35	29	6	11	12	2	28	2	1	14	16	
7 - (7)	93	52	34	46	17	9	11	14	-	23	11	-	12	22	20	11	13	2	34	9	3	30	16	6	3	8	-	10	5	2	8	8	
6 - (6)	45	57	42	38	23	8	15	17	2	15	27	-	23	18	15	13	10	-	16	20	2	16	22	5	12	6	-	13	9	1	10	13	
5 - (5)	67	55	39	51	18	12	14	11	2	9	29	1	7	31	17	14	18	2	15	28	8	14	36	8	9	1	-	8	10	-	6	12	
4 - (4)	39	29	28	32	12	10	6	12	-	4	20	4	8	20	11	7	11	3	6	19	7	9	22	5	2	5	-	3	6	3	5	6	
3 - (3)	28	27	23	24	9	7	8	6	2	1	13	9	4	19	10	5	9	-	3	12	9	7	17	1	5	3	-	1	5	3	3	6	
2 - (2)	34	11	15	20	4	5	1	9	-	3	5	7	2	13	9	5	5	1	1	4	15	9	10	1	3	-	2	-	2	1	3	3	
1 - Extremely dissatisfied (1)	61	23	43	42	6	16	5	18	4	7	5	31	14	26	17	7	14	4	-	10	32	6	36	3	3	-	-	-	6	3	3	3	
Not applicable	4	4	3	5	2	1	1	-	1	-	-	3	-	1	2	1	1	1	3	1	1	3	2	1	1	1	-	1	1	-	2	2	
NET: Dissatisfied (1-3)	123	61	81	86	19	28	14	33	6	11	23	47	20	58	36	17	28	5	4	26	56	22	63	5	11	3	-	3	5	11	7	12	
NET: Neutral (4-6)	151	141	109	121	53	30	35	40	4	28	76	5	38	69	43	34	39	5	37	67	17	39	80	18	23	12	-	24	25	4	21	31	
NET: Satisfied (7-10)	288	231	147	216	88	45	42	50	10	124	22	1	86	60	74	66	63	13	180	28	8	145	68	24	28	30	6	74	8	6	51	35	
Mean score	6.02	6.55ac	5.76	6.17	6.64ac	5.59	6.27h	5.50	5.90	7.52kl	5.07l	1.94	6.79n	5.03	5.86	6.68o	6.02	6.43	7.98tu	5.07u	2.88	7.29w	5.06	6.45	6.24	7.09	9.00	7.65c	5.34	4.14	7.19f	6.10	
Standard error	0.12	0.12	0.15	0.14	0.19	0.29	0.26	0.26	0.71	0.18	0.17	0.22	0.23	0.19	0.23	0.25	0.25	0.74	0.12	0.19	0.25	0.17	0.19	0.38	0.32	0.31	0.37	0.19	0.25	0.67	0.27	0.26	

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 - vw - x/y/z/A - B/C/D - E/F
 * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

**Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?
Getting the issue resolved to your satisfaction.**

Base: All complained about landline service in past 6 months

	Supplier					BT				Satisfaction		Resolved		SKY				Satisfaction		Resolved			
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	566	437	340	428	162	214	160	166	26**	282	181	103	302	258	147	148	124	18**	227	162	48*	204	227
10 - Extremely satisfied (10)	69 12%	65 15%	36 11%	60 14%	23 14%	30 14% kl	26 16% kl	9 5%	4 15%	68 24% lm	1 1%	-	65 22% lo	3 1%	20 14%	20 14%	18 15%	7 39%	60 26% lv	3 2%	2 4%	53 26% ox	10 4%
9 - (9)	58 10%	50 11%	31 9%	49 11%	21 13%	18 8%	11 7%	25 15% gh	4 15%	48 17% lm	7 4%	3 3%	43 14% lo	15 6%	19 13%	13 9%	16 13%	2 11%	45 20% lv	4 2%	1 2%	33 16% ox	17 7%
8 - (8)	76 13%	57 13%	50 15%	50 12%	20 12%	30 14%	25 16%	20 12%	1 4%	64 23% lm	11 6% km	1 1%	52 17% lo	24 9%	16 11%	23 16%	16 13%	2 11%	47 21% lv	10 6%	-	34 17% ox	23 10%
7 - (7)	84 15%	57 13%	47 14%	51 12%	32 20% bd	30 14%	26 16%	25 15%	3 12%	45 16% lm	32 18% km	7 7%	52 17% lo	32 12%	19 13%	21 14%	14 11%	3 17%	31 14%	24 15%	2 4%	28 14%	29 13%
6 - (6)	65 11%	64 15%	39 11%	45 11%	21 13%	29 14%	19 12%	14 8%	3 12%	26 9%	33 18% km	6 6%	29 10%	35 14%	16 11%	31 21% op	17 14%	1 6%	23 10%	38 23% tv	3 6%	21 10%	43 19% lw
5 - (5)	65 11%	46 11%	39 11%	53 12%	17 10%	21 10%	18 11%	22 13%	4 15%	16 6%	43 24% km	6 6%	24 8%	39 15% kn	18 12%	11 7%	16 13%	1 6%	8 4%	35 22% tv	3 6%	10 5%	34 15% lw
4 - (4)	35 6%	30 7%	26 8%	30 7%	10 6%	13 6%	12 8%	9 5%	4 4%	8 3%	20 11% kl	7 7%	16 5%	19 7%	12 8%	9 6%	9 7%	-	8 4%	18 11% tl	4 8%	9 4%	21 9% lw
3 - (3)	29 5%	18 4%	22 6%	20 5%	7 4%	11 5%	8 5%	7 4%	3 12%	-	14 8% kl	15 15% kl	6 2%	23 9% kn	7 5%	9 6%	2 2%	-	3 1%	11 7% tl	4 8%	8 4%	10 4%
2 - (2)	27 5%	22 5%	15 4%	24 6%	3 2%	12 6%	9 6%	6 4%	-	1 2%	13 7% kl	13 13% kl	3 1%	23 9% kn	9 6%	6 4%	7 6%	-	1 1%	10 6% tl	11 23% tu	3 1%	18 8% lw
1 - Extremely dissatisfied (1)	55 10% ab	23 5%	34 10% b	41 10% b	8 5%	20 9% h	6 4%	26 16% h	3 12%	5 2%	5 3%	45 15% kl	10 3%	44 17% kn	9 6%	4 3%	8 6%	2 11%	-	5 3% tl	18 38% tu	3 1%	20 9% lw
Not applicable	3 1%	5 1%	1 -	5 1%	-	-	-	3 2% g	-	1 -	2 1%	-	2 1%	1 -	2 1%	1 1%	1 1%	1 6%	1 -	4 2%	-	2 1%	2 1%
NET: Dissatisfied (1-3)	111 20% abe	63 14%	71 21% abe	85 20% abe	18 11%	43 20%	23 14%	39 23% h	6 23%	6 2%	32 18% kl	73 71% kl	19 6%	90 35% kn	25 17%	19 13%	17 14%	2 11%	4 2%	26 16% tl	33 69% tu	14 7%	48 21% lw
NET: Neutral (4-6)	165 29%	140 32%	104 31%	128 30%	48 30%	63 29%	49 31%	45 27%	8 31%	50 18%	96 53% km	19 18%	69 23%	93 36% kn	46 31%	51 34%	42 34%	1 6%	39 17%	91 56% tv	10 21%	40 20%	98 43% lw
NET: Satisfied (7-10)	287 51%	229 52%	164 48%	210 49%	96 59% cd	108 50%	88 55%	79 48%	12 46%	225 80% lm	51 28% km	11 11%	212 70% lo	74 29%	74 50%	77 52%	64 52%	14 78%	183 81% lv	41 25% lv	5 10%	148 73% ox	79 35%
Mean score	6.14	6.50 ac	5.99	6.15	6.72 actd	6.17	6.51 l	5.76	6.12	7.88 lm	5.31 m	2.85	7.36 o	4.75	6.30	6.59	6.47	7.76	8.05 uv	6.36 v	3.00	7.82 x	5.50
Standard error	0.12	0.13	0.15	0.14	0.19	0.19	0.20	0.22	0.58	0.11	0.14	0.22	0.13	0.16	0.23	0.20	0.24	0.72	0.12	0.15	0.36	0.16	0.17

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

**Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?
Getting the issue resolved to your satisfaction.**

Base: All complained about landline service in past 6 months

	Supplier					TALK TALK								VIRGIN MEDIA								EE										
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (f)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)
Total	566	437	340	428	162	104	92*	123	21**	163	121	56*	144	188	155	118	131	24**	224	122	82*	209	213	47*	63*	46*	6**	102	39*	21**	79*	80*
10 - Extremely satisfied (10)	69	65	36	60	23	10	9	12	5	33	2	1	27	9	16	19	19	6	59	1	-	53	5	7	8	5	3	22	-	1	19	4
	12%	15%	11%	14%	14%	10%	10%	10%	24%	20% k	2%	2%	19% n	5%	10%	16%	15%	25%	26% tu	1%	-	26% w	2%	15%	13%	11%	50%	22% c	-	5%	24% r	5%
9 -	58	50	31	49	21	10	7	11	3	30	1	-	20	11	15	16	16	2	44	3	2	36	13	5	7	7	2	16	3	2	12	8
	10%	11%	9%	11%	13%	10%	8%	9%	14%	18% k	1%	-	14% n	6%	10%	14%	12%	8%	20% tu	2%	2%	17% w	6%	11%	11%	15%	33%	16%	8%	10%	15%	10%
8 -	76	57	50	50	20	15	20	12	3	44	6	-	23	26	19	14	14	3	41	7	2	28	22	5	9	5	1	17	1	2	12	8
	13%	13%	15%	12%	12%	14%	22% h	10%	14%	27% k	5%	-	16% n	14%	12%	12%	11%	13%	18% tu	6%	2%	13%	10%	11%	14%	11%	17%	17% c	3%	10%	15%	10%
7 -	84	57	47	51	32	15	10	22	-	25	21	1	18	29	19	18	13	1	36	15	-	29	22	7	15	10	-	23	8	1	14	18
	15%	13%	14%	12%	20% hd	12%	11%	18%	-	15% l	17% l	2%	13%	15%	12%	15%	10%	4%	16% tu	12% u	-	14%	10%	15%	24%	22%	-	23%	21%	5%	18%	23%
6 -	65	64	39	45	21	12	10	17	-	14	24	1	19	19	17	12	15	1	18	21	6	20	25	6	8	7	-	10	9	2	6	14
	11%	15%	11%	11%	13%	12%	11%	14%	-	9%	20% l	2%	13%	10%	11%	10%	11%	4%	8%	17% su	7%	10%	12%	13%	13%	15%	-	10%	23% e	10%	8%	18%
5 -	65	46	39	53	17	8	16	13	2	8	30	1	16	23	18	12	20	3	13	36	4	15	36	5	6	6	-	6	9	2	6	10
	11%	11%	11%	12%	10%	8%	17% l	10%	10%	5%	25% l	2%	11%	12%	12%	10%	15%	13%	6%	30% su	5%	7%	17% w	11%	10%	13%	-	6%	23% e	10%	8%	13%
4 -	35	30	26	30	10	9	4	12	1	3	18	5	8	18	11	8	-	7	17	6	10	20	4	4	2	-	3	4	3	3	7	
	6%	7%	8%	7%	6%	9%	4%	10%	5%	2%	18% l	9% l	6%	10%	7%	9%	6%	-	3%	14% sa	7%	5%	9%	9%	6%	4%	-	3%	10%	14%	4%	9%
3 -	29	18	22	20	7	8	7	5	2	2	11	9	4	17	6	5	2	4	6	10	5	14	2	2	3	2	-	2	4	1	4	3
	5%	4%	6%	5%	4%	8%	8%	4%	10%	1%	9% l	16% l	3%	9% m	5%	5%	4%	8%	2%	5%	12% se	2%	7% w	4%	5%	4%	-	2%	10% e	5%	5%	4%
2 -	27	22	15	24	3	5	3	7	-	-	6	9	3	11	4	7	-	-	-	5	19	7	16	3	-	-	-	1	1	1	1	2
	5%	5%	4%	6%	2%	5%	3%	6%	-	-	8% l	16% k	2%	6%	8%	3%	5%	-	-	4% s	23% se	3%	8%	6% y	-	-	-	1%	3%	5%	1%	3%
1 - Extremely dissatisfied (1)	55	23	34	41	8	12	5	12	5	4	2	28	6	25	20	4	12	5	-	9	32	3	38	3	3	2	-	2	-	6	2	6
	10% b	5%	10% b	10% b	5%	12%	5%	10%	24%	2%	2%	60% k	4%	13% m	13% p	3%	9%	21%	-	7% s	39% se	1%	18% w	6%	5%	4%	-	2%	-	29%	3%	8%
Not applicable	3	5	1	5	-	-	1	-	-	-	-	-	-	-	2	2	1	2	2	2	1	3	2	-	-	-	-	-	-	-	-	-
NET: Dissatisfied (1-3)	111	63	71	85	18	25	15	24	7	6	19	46	13	53	40	14	24	7	4	20	61	15	68	8	6	4	-	5	5	8	7	11
	20% be	14%	21% be	20% be	11%	24%	16%	20%	33%	4%	16% j	62% k	9%	28% m	26% p	12%	18%	29%	2%	16% s	74% se	7%	32% w	17%	10%	9%	-	5%	13%	38%	9%	14%
NET: Neutral (4-6)	165	140	104	128	48	29	30	42	3	25	72	7	43	60	46	35	43	4	38	74	16	45	81	15	18	15	-	19	22	7	15	31
	29%	32%	31%	30%	30%	28%	33%	34%	14%	15%	60% l	13%	30%	32%	30%	30%	33%	17%	17%	61% su	20%	22%	38% w	32%	29%	33%	-	19%	56% e	33%	19%	39% e
NET: Satisfied (7-10)	287	229	164	210	96	50	46	57	11	132	30	2	88	75	69	67	62	12	180	26	4	146	62	24	39	27	6	78	12	6	57	38
	51%	52%	48%	49%	59% cd	48%	50%	46%	52%	81% kl	25% l	4%	61% n	40%	45%	57% op	47%	50%	80% tu	21% u	5%	70% w	29%	51%	62%	59%	100%	76% c	31%	29%	72% f	48%
Mean score	6.14	6.50 ac	5.99	6.15	6.72 acd	5.86	6.27	5.89	6.00	7.81 kl	5.26 l	2.20	7.01 n	5.31	5.70	6.71 o	6.20	6.13	8.01 tu	5.07 u	2.64	7.51 w	4.83	6.30	6.76	6.76	9.33	7.58 c	5.64	4.57	7.42 f	6.04
Standard error	0.12	0.13	0.15	0.14	0.19	0.28	0.26	0.24	0.80	0.15	0.16	0.24	0.20	0.19	0.23	0.24	0.25	0.73	0.12	0.18	0.23	0.16	0.18	0.40	0.29	0.33	0.33	0.21	0.27	0.67	0.27	0.26

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/z/A - B/C/D - E/F
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

**Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?
Courtesy and politeness of advisors.**

Base: All complained about landline service in past 6 months

	Supplier					BT				SKY													
						Issue				Issue													
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Resolved (n)	Not Resolved (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Resolved (w)	Not Resolved (x)
Total	966	437	340	428	162	214	160	166	26**	282	181	103	302	258	147	148	124	18**	227	162	48*	204	227
10 - Extremely satisfied (10)	105	82	46	76	25	39	34	24	8	83	14	8	81	22	25	23	26	8	73	4	5	65	15
	19% c	19%	14%	18%	15%	18%	21%	14%	31%	29% lm	8%	8%	27% o	9%	17%	16%	21%	44%	32% uw	2%	10% u	32% ox	7%
9 - (9)	69	50	43	73	19	29	21	18	1	58	9	2	47	22	15	17	15	3	37	8	5	29	21
	7%	11%	13%	17% ab	12%	14%	13%	11%	4%	21% lm	5%	2%	16% o	9%	10%	11%	12%	17%	16% u	5%	10%	14%	9%
8 - (8)	85	67	52	63	34	33	22	25	5	51	26	8	47	38	14	30	21	2	42	23	2	28	39
	9%	15%	15%	15%	21%	15%	14%	15%	19%	18% lm	14%	8%	16%	15%	10%	20% p	17%	11%	19% v	14%	4%	14%	17%
7 - (7)	81	64	54	55	24	34	22	23	2	42	29	10	39	41	27	16	20	1	35	25	4	29	35
	8%	14%	16%	13%	15%	16%	14%	14%	8%	15%	16%	10%	13%	16%	18%	11%	16%	6%	15%	15%	8%	14%	15%
6 - (6)	59	60	46	37	19	18	27	12	2	23	27	9	32	27	21	19	20	-	20	35	5	23	36
	6%	14% d	14% d	9%	12%	8%	17% nl	7%	8%	8%	15% k	9%	11%	10%	14%	13%	16%	-	9%	22% t	10%	11%	16%
5 - (5)	58	54	30	47	16	21	14	19	4	10	34	14	23	33	20	24	9	1	11	40	3	16	37
	6%	12%	9%	11%	10%	10%	9%	11%	15%	4%	19% k	14% k	8%	13% n	14%	16% r	7%	6%	5%	25% tv	6%	8%	16% w
4 - (4)	35	27	25	19	8	12	9	13	1	4	20	11	11	24	14	8	5	-	6	12	9	6	20
	4%	6%	7%	4%	5%	6%	6%	8%	4%	1%	11% k	11% k	4%	9% n	10%	5%	4%	-	3%	7% t	19% tu	3%	9% w
3 - (3)	24	10	15	15	5	12	4	7	1	-	16	8	6	18	3	6	1	-	1	7	2	5	5
	3%	2%	4%	4%	3%	6%	3%	4%	4%	-	9% k	8% k	2%	7% n	2%	4%	1%	-	-	4% t	4% t	2%	2%
2 - (2)	9	8	7	13	6	4	1	4	-	2	1	6	1	8	4	2	2	-	-	3	5	-	8
	1%	2%	2%	3%	4%	2%	1%	2%	-	1%	1%	6% kl	1%	3% n	3%	1%	2%	-	-	2% t	10% tu	1%	4% w
1 - Extremely dissatisfied (1)	32	10	17	23	5	11	5	15	1	3	2	27	9	22	3	3	3	1	1	2	7	1	9
	3%	2%	5% b	5% b	3%	5%	3%	9% h	4%	1%	1%	26% kl	3%	9% n	2%	2%	2%	6%	-	1%	15% tu	1%	4% w
Not applicable	9	5	5	7	1	1	1	6	1	6	3	-	6	3	1	-	2	2	1	3	1	2	2
	1%	1%	1%	2%	1%	*	1%	4% g	4%	2%	2%	-	2%	1%	1%	-	2%	11%	1	2%	2%	1%	1%
NET: Dissatisfied (1-3)	65	28	39	51	16	27	10	26	2	5	19	41	16	48	10	11	6	1	2	12	14	6	22
	7% b	6%	11% b	12% b	10%	13% h	6%	16% h	8%	2%	10% k	40% kl	5%	19% n	7%	7%	5%	6%	1%	7% t	29% tu	3%	10% w
NET: Neutral (4-6)	152	141	101	103	43	51	50	44	7	37	81	34	66	84	55	51	34	1	37	87	17	45	93
	16%	32% d	30%	24%	27%	24%	31%	27%	27%	13%	45% k	33% k	22%	33% n	37%	34%	27%	6%	16%	54% tv	35% t	22%	41% w
NET: Satisfied (7-10)	340	263	195	267	102	135	99	90	16	234	78	28	214	123	81	86	82	14	187	60	16	151	110
	35%	60%	57%	62%	63%	63%	62%	54%	62%	83% lm	43% lm	27%	71% o	48%	55%	58%	66%	78%	82% uw	37%	33%	74% ox	48%
Mean score	6.87	7.06 c	6.70	6.97	6.95	6.90	7.21 i	6.41	7.32	8.21 lm	6.16 m	4.50	7.64 o	5.98	6.77	6.93	7.36 p	8.50	8.17 uv	6.03 v	5.17	7.90 x	6.30
Standard error	0.11	0.11	0.13	0.13	0.19	0.18	0.18	0.22	0.51	0.11	0.16	0.29	0.13	0.16	0.19	0.19	0.20	0.61	0.12	0.14	0.44	0.14	0.15

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

**Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?
Courtesy and politeness of advisors.**

Base: All complained about landline service in past 6 months

	Supplier					TALK TALK										VIRGIN MEDIA										EE									
						Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (f)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)			
Total	566	437	340	428	162	104	92*	123	21**	163	121	56*	144	188	155	118	131	24**	224	122	82*	209	213	47*	63*	46*	6**	102	39*	21**	79*	80*			
10 - Extremely satisfied (10)	105	82	46	76	25	12	10	18	6	42	3	1	32	12	23	21	23	9	66	9	1	60	14	8	7	8	2	21	2	2	18	7			
9 - (9)	69	50	43	73	19	12%	11%	15%	29%	26%kl	2%	2%	22%kn	6%	15%	18%	18%	38%	29%tu	7%cu	1%	29%vw	7%	17%	11%	17%	33%	21%cd	5%	10%	23%of	9%			
8 - (8)	85	67	52	63	34	15	10	16	2	35	4	4	30	13	25	19	24	5	51	19	3	39	34	4	8	6	1	17	1	1	9	10			
7 - (7)	81	64	54	55	24	14%	11%	13%	10%	21%kl	3%	7%	21%kn	7%	16%	16%	18%	21%	23%tu	16%cu	4%	19%	16%	9%	13%	13%	17%	17%cd	3%	5%	11%	13%			
6 - (6)	59	60	46	37	19	14	19	12	1	36	14	2	29	23	23	19	20	1	47	12	4	37	26	6	13	13	2	27	7	-	19	15			
5 - (5)	58	54	30	47	16	10	10	10	-	21%kl	13%	11%	10%	16%	15%	16%	15%	4%	21%tu	10%	5%	18%	12%	13%	21%	28%	33%	26%	18%	-	24%	19%			
4 - (4)	35	27	25	19	8	9	9	7	-	22%kl	9%	5%	12%kn	7%	10%	10%	10%	4%	14%cu	16%cu	1%	11%	14%	17%	14%	13%	17%	21%	8%	-	14%	14%			
3 - (3)	24	10	15	15	5	5	5	4	1	3	15	7	8	17	8	5	6	-	4	8	7	8	11	5	1	2	-	1	5	2	4	4			
2 - (2)	9	8	7	13	6	4	-	3	-	4	3	-	7	2	4	3	-	-	5	10	6	9	3	2	-	-	2	1	2	3	2	3			
1 - Extremely dissatisfied (1)	32	10	17	23	5	4	2	8	3	2	2	13	3	11	13	4	4	2	-	5	10	3	2	-	-	-	2	1	2	3	2	3			
Not applicable	9	5	7	1	-	2	-	3	-	2	1	2	2	1	2	2	4	1	1	3	3	4	3	-	-	1	-	-	-	1	-	-			
NET: Dissatisfied (1-3)	65	28	39	51	16	13	7	15	4	6	11	22	8	28	28	12	9	2	-	10	41	11	39	6	8	2	4	1	11	7	9				
NET: Neutral (4-6)	152	141	101	103	43	13%	8%	12%	19%	4%	9%	39%kl	6%	15%kn	18%kn	10%	7%	8%	-	8%	50%st	5%	16%vw	13%	13%	4%	4%	3%	52%	3%	52%	11%			
NET: Satisfied (7-10)	340	263	195	267	102	32%	41%kl	24%	5%	13%	50%jl	34%kl	29%	38%kn	26%	27%	13%	3	27	50	26	34	67	15	18	10	-	11	25	7	14	28			
Mean score	6.87	7.06c	6.70	6.97	6.95	6.59	6.63	6.76	7.22	8.08kl	5.88kl	4.37	7.67n	6.02	6.57	7.06	7.19	7.91	8.35tu	6.47u	3.82	7.87w	6.09	6.57	6.70	7.47	8.67	7.88c	6.10	4.05	7.40f	6.54			
Standard error	0.11	0.11	0.13	0.13	0.19	0.24	0.23	0.23	0.79	0.15	0.17	0.37	0.18	0.17	0.23	0.22	0.21	0.57	0.10	0.20	0.28	0.15	0.18	0.37	0.31	0.31	0.49	0.18	0.27	0.65	0.27	0.26			

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 - vw - x/y/z/A - B/C/D - E/F
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.

Base: All complained about landline service in past 6 months

	Supplier					BT				SKY													
						Issue				Issue													
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Resolved (n)	Not Resolved (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Resolved (w)	Not Resolved (x)
Total	566	437	340	428	162	214	160	166	26**	282	181	103	302	258	147	148	124	18**	227	162	48*	204	227
10 - Extremely satisfied (10)	86 15%	72 16%	48 14%	68 16%	22 14%	35 16%	26 16%	19 11%	6 23%	75 27%lm	8 4%	3 3%	71 24%o	14 5%	20 14%	22 15%	22 18%	8 44%	69 30%uv	1 1%	2 4%	60 29%ox	10 4%
9 - (9)	64 11%	40 9%	29 9%	53 12%	30 19%abc	22 10%	20 13%	21 13%	1 4%	56 20%lm	5 3%	3 3%	43 14%o	21 8%	11 7%	17 11%	10 8%	2 11%	34 15%uv	6 4%	-	26 13%ox	14 6%
8 - (8)	90 16%	65 15%	40 12%	60 14%	27 17%	39 18%	23 14%	25 15%	3 12%	63 22%lm	23 13%km	4 4%	62 21%o	28 11%	23 16%	19 13%	20 16%	3 17%	47 21%uv	15 9%	3 6%	35 17%	30 13%
7 - (7)	71 13%	62 14%	51 15%	52 12%	18 11%	28 13%	24 15%	16 10%	3 12%	39 14%	25 14%	7 7%	40 13%	31 12%	18 12%	24 16%	18 15%	2 11%	36 16%	21 13%	5 10%	28 14%	34 15%
6 - (6)	49 9%	64 15%aa	43 13%	45 11%	20 12%	16 7%	20 13%kl	10 6%	3 12%	19 7%	27 15%km	3 3%	25 8%	23 9%	25 17%	23 16%	16 13%	-	18 8%	44 27%tv	2 4%	20 10%	44 19%lw
5 - (5)	61 11%	60 14%	40 12%	46 11%	20 12%	17 8%	18 11%	21 13%	5 19%	10 4%	46 25%km	5 5%	25 8%	34 13%	20 14%	21 15%	18 15%	1 6%	13 6%	40 25%t	7 15%t	17 8%	42 19%lw
4 - (4)	42 7%	24 5%	16 5%	23 5%	10 6%	14 7%	10 6%	18 11%	-	7 2%	21 12%kl	14 14%kl	14 5%	28 11%kn	11 7%	8 5%	5 4%	-	8 4%	11 7%	5 10%t	7 3%	16 7%
3 - (3)	22 4%	20 5%	19 6%	18 4%	5 3%	11 5%	7 4%	4 2%	-	11 2%	6 6%kl	15 14%kl	7 2%	15 6%kn	9 4%	5 6%	5 4%	-	2 1%	14 9%t	4 8%t	8 4%	12 5%
2 - (2)	23 4%be	8 2%	19 6%be	17 4%be	1 7%	8 4%	5 3%	9 5%	1 4%	2 1%	6 3%kl	15 15%kl	2 3%	20 8%kn	5 3%	1 1%	2 2%	-	-	2 1%	6 13%tu	-	8 4%lw
1 - Extremely dissatisfied (1)	49 9%be	15 3%	29 9%be	34 8%b	6 4%	20 9%	7 4%	19 12%	3 12%	2 1%	6 3%kl	41 40%kl	9 3%	40 16%kn	5 3%	4 10%	5 4%	1 6%	-	4 2%t	11 23%tu	2 1%	13 6%lw
Not applicable	9 2%	7 2%	6 2%	12 3%	3 2%	4 2%	-	4 2%kl	4 12%	4 1%	3 2%	2 2%	4 1%	4 2%	3 2%	-	3 2%	1 6%	-	4 2%t	3 6%t	1 *	4 2%
NET: Dissatisfied (1-3)	94 17%be	43 10%	67 20%be	69 16%be	12 7%	39 18%	19 12%	32 19%	4 15%	9 3%	23 13%kl	62 60%kl	18 6%	75 29%kn	16 11%	14 9%	12 10%	1 6%	2 1%	20 12%t	21 44%tu	10 5%	33 15%lw
NET: Neutral (4-6)	152 27%	148 34%ad	99 29%	114 27%	50 31%	47 22%	48 30%	49 30%	8 31%	36 13%	94 52%km	22 21%kl	64 21%	85 33%kn	56 38%	52 35%	39 31%	1 6%	39 17%	95 59%tv	14 29%	44 22%	102 45%lw
NET: Satisfied (7-10)	311 55%	239 55%	168 49%	233 54%	97 60%ac	124 58%	93 58%	81 49%	13 50%	233 83%lm	61 34%km	17 17%	216 72%o	94 36%	72 49%	82 55%	70 56%	15 83%	186 82%uv	43 27%	10 21%	149 73%ox	88 39%
Mean score	6.43	6.76c	6.18	6.53	7.01acd	6.49	6.75l	6.03	6.48	6.07lm	5.68m	3.23	7.51o	5.18	6.50	6.76	6.83	8.35	8.08uv	6.63v	4.02	7.73x	5.86
Standard error	0.12	0.11	0.15	0.14	0.18	0.20	0.20	0.23	0.59	0.11	0.15	0.26	0.13	0.18	0.20	0.19	0.22	0.58	0.12	0.14	0.39	0.15	0.15

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Table 28

Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.

Base: All complained about landline service in past 6 months

	Supplier					TALK TALK								VIRGIN MEDIA								EE										
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (f)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)
Total	566	437	340	428	162	104	92*	123	21**	163	121	56*	144	188	155	118	131	24**	224	122	82*	209	213	47*	63*	46*	6**	102	39*	21**	79*	80*
10 - Extremely satisfied (10)	86	72	48	68	22	17	9	17	5	43	4	1	34	13	20	21	20	7	63	4	1	56	10	8	4	8	2	20	1	1	15	7
	15%	16%	14%	16%	14%	16%	10%	14%	24%	26%kl	3%	2%	24%ln	7%	13%	18%	15%	29%	28%tu	3%	1%	27%vw	5%	17%	6%	17%	33%	20%c	3%	5%	19%	9%
9 -	64	40	29	53	30	10	9	1	1	25	4	-	18	11	17	18	15	3	47	5	1	35	18	7	14	7	2	24	3	3	15	15
	11%	9%	9%	12%	19%abc	10%	10%	7%	5%	15%kl	3%	-	13%ln	6%	11%	15%	11%	13%	21%tu	4%	1%	17%vw	8%	15%	22%	15%	33%	24%c	8%	14%	19%	19%
8 -	90	65	40	60	27	11	12	13	4	31	9	-	23	17	23	17	19	1	46	14	-	40	20	6	12	7	2	23	3	1	18	8
	16%	15%	12%	14%	17%	11%	13%	11%	19%	19%kl	7%l	-	16%ln	9%	15%	14%	15%	4%	21%tu	11%u	-	19%vw	9%	13%	19%	15%	33%	23%c	8%	5%	23%f	10%
7 -	71	62	51	52	18	11	17	22	1	28	19	4	22	28	19	16	14	3	29	17	6	23	29	4	8	6	-	11	6	1	5	13
	13%	14%	15%	12%	11%	11%	18%	18%	5%	17%	16%	7%	15%	15%	12%	14%	11%	13%	13%	14%	7%	11%	14%	9%	13%	13%	-	11%	15%	5%	6%	16%
6 -	49	64	43	45	20	10	11	20	2	13	27	3	14	28	14	12	18	1	14	26	5	14	30	7	4	9	-	8	11	1	8	12
	9%	15%ae	13%	11%	12%	10%	12%	16%	10%	8%	22%ij	5%	10%	15%	9%	10%	14%	4%	6%	21%su	6%	7%	14%v	15%	6%	20%y	-	8%	28%b	5%	10%	15%
5 -	61	60	40	46	20	14	11	14	1	10	27	3	8	32	18	9	15	4	11	25	10	10	35	8	9	3	-	8	10	2	7	12
	11%	14%	12%	11%	12%	13%	12%	11%	5%	6%	22%ij	5%	6%	17%lm	12%	8%	11%	17%	5%	20%st	12%se	5%	16%v	17%	14%	7%	-	8%	26%b	10%	9%	15%
4 -	42	24	16	23	10	5	7	4	-	3	11	2	5	11	7	10	6	-	7	13	3	10	12	3	5	2	-	5	3	2	4	6
	7%	5%	5%	5%	6%	5%	8%	3%	-	2%	9%j	4%	3%	6%	5%	8%	5%	-	3%	11%sa	4%	5%	6%	6%	8%	4%	-	5%	8%	10%	5%	8%
3 -	22	20	19	18	5	6	7	6	-	1	10	8	6	13	10	7	1	-	1	4	13	4	14	1	2	2	-	-	2	3	2	2
	4%	5%	6%	4%	3%	6%	8%	5%	-	1%	8%k	14%q	4%	7%	6%q	6%q	1%	-	-	3%sa	16%se	2%	7%v	2%	3%	4%	-	-	6%b	14%	4%	3%
2 -	23	8	19	17	1	10	4	5	-	3	7	9	5	13	8	2	7	-	2	6	9	5	11	1	-	-	-	-	-	1	-	1
	4%be	2%	6%be	4%ae	1%	10%	4%	4%	-	2%	6%	16%kl	3%	7%	5%	2%	5%	-	1%	5%sa	11%se	2%	5%	2%	-	-	-	-	-	5%	-	1%
1 - Extremely dissatisfied (1)	49	15	29	34	6	8	4	13	4	4	3	22	7	19	15	6	10	3	2	5	27	8	26	2	3	1	-	-	-	6	2	4
	9%be	3%	9%be	8%b	4%	8%	4%	11%	19%	2%	2%	39%jk	5%	10%	10%	5%	8%	13%	1%	4%sa	33%se	4%	12%v	4%	5%	2%	-	-	-	29%	3%	5%
Not applicable	9	7	6	12	3	2	1	-	3	2	-	4	2	3	4	-	6	2	2	3	7	4	8	-	2	1	-	3	-	-	2	-
	2%	2%	2%	3%	2%	2%	1%	-	14%	1%	-	7%j	1%	2%	3%	-	5%q	8%	1%	2%	9%se	2%	4%	-	3%	2%	-	3%	-	-	3%	-
NET: Dissatisfied (1-3)	94	43	67	69	12	24	15	24	4	8	20	39	18	45	33	15	18	3	5	15	49	17	51	4	5	3	-	-	2	10	5	7
	17%be	10%	20%be	16%be	7%	23%	16%	20%	19%	5%	17%kl	70%kl	13%	24%lm	21%	13%	14%	13%	2%	12%sa	60%se	8%	24%v	9%	8%	7%	-	-	6%b	48%	6%	9%
NET: Neutral (4-6)	152	148	99	114	50	29	29	38	3	26	65	8	27	71	39	31	39	5	32	64	18	34	77	18	18	14	-	21	24	5	19	30
	27%	34%adl	29%	27%	31%	28%	32%	31%	14%	16%	54%ij	14%	19%	38%lm	25%	26%	30%	21%	14%	52%su	22%	16%	36%v	38%	29%	30%	-	21%	62%b	24%	24%	38%
NET: Satisfied (7-10)	311	239	168	233	97	49	47	61	11	127	36	5	97	69	79	72	68	14	185	40	8	154	77	25	38	28	6	78	13	6	53	43
	55%	55%	49%	54%	60%ac	47%	51%	50%	52%	78%kl	30%kl	9%	67%lm	37%	51%	61%	52%	58%	83%tu	33%tu	10%	74%vw	36%	53%	60%	61%	100%	76%c	33%	29%	67%	54%
Mean score	6.43	6.76c	6.18	6.53	7.01acd	6.09	6.24	6.15	6.61	7.78kl	5.53j	2.75	7.18lm	5.50	6.18	6.85o	6.55	7.05	8.11tu	5.70u	3.16	7.61vw	5.45	6.81	6.82	7.22	9.00	7.93c	6.08	4.43	7.45f	6.60
Standard error	0.12	0.11	0.15	0.14	0.18	0.29	0.26	0.25	0.81	0.17	0.18	0.31	0.22	0.19	0.23	0.24	0.24	0.66	0.13	0.19	0.26	0.17	0.18	0.36	0.30	0.33	0.37	0.18	0.26	0.69	0.26	0.26

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/z/A - B/C/D - E/F
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

**Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?
Logging of query details to avoid having to repeat yourself.**

Base: All complained about landline service in past 6 months

	Supplier					BT				SKY													
						Issue				Satisfaction				Resolved									
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	566	437	340	428	162	214	160	166	26**	282	181	103	302	258	147	148	124	18**	227	162	48*	204	227
10 - Extremely satisfied (10)	75	70	43	56	22	32	24	14	5	67	4	4	62	12	20	22	21	7	65	3	2	55	13
	13%	16%	13%	13%	14%	15%	15%	8%	19%	24% <i>lm</i>	2%	4%	21% <i>o</i>	5%	14%	17%	17%	39%	29% <i>uv</i>	2%	4%	27% <i>ox</i>	6%
9 - (9)	59	38	31	52	23	22	15	20	2	49	8	2	44	15	7	14	15	2	35	1	2	24	14
	10%	9%	9%	12%	14% <i>b</i>	10%	9%	12%	8%	17% <i>lm</i>	4%	2%	16% <i>o</i>	6%	5%	9%	12% <i>p</i>	11%	15% <i>uv</i>	1%	4%	12% <i>ox</i>	6%
8 - (8)	85	68	49	58	30	28	29	25	3	69	14	2	62	23	25	23	17	3	47	17	4	37	30
	15%	16%	14%	14%	19%	13%	18%	15%	12%	24% <i>lm</i>	8% <i>km</i>	2%	21% <i>o</i>	9%	17%	16%	14%	17%	21% <i>uv</i>	10%	8%	18%	13%
7 - (7)	64	66	32	58	17	24	22	16	2	33	25	6	38	26	18	27	19	2	33	31	2	23	43
	11%	15% <i>ac</i>	9%	14%	10%	11%	14%	10%	8%	12%	14% <i>km</i>	6%	13%	10%	12%	18%	15%	11%	15%	19% <i>uv</i>	4%	11%	19% <i>w</i>
6 - (6)	53	64	45	38	14	26	17	8	2	24	24	5	23	29	26	19	19	-	19	41	4	31	33
	9%	15% <i>ad</i>	13%	9%	9%	12% <i>kl</i>	11%	5%	8%	9%	13% <i>km</i>	5%	8%	11%	18%	13%	15%	11%	8%	25% <i>uv</i>	8%	15%	15%
5 - (5)	61	47	31	45	18	16	21	18	6	12	41	8	25	35	17	12	1	-	11	33	3	12	34
	11%	11%	9%	11%	11%	7%	13%	11%	23%	4%	23% <i>km</i>	8%	8%	14% <i>km</i>	12%	11%	10%	6%	5%	20% <i>uv</i>	6%	6%	15% <i>w</i>
4 - (4)	40	28	18	20	15	13	13	13	1	10	22	8	13	27	8	12	8	-	6	18	4	8	19
	7%	6%	5%	5%	9% <i>cd</i>	6%	8%	8%	4%	4%	12% <i>kl</i>	8%	4%	10% <i>km</i>	5%	8%	6%	-	3%	11% <i>kl</i>	8%	4%	8%
3 - (3)	34	16	24	28	7	14	5	14	1	3	18	13	12	22	9	5	2	-	3	8	5	5	11
	6%	4%	7% <i>ab</i>	7%	4%	7%	3%	8% <i>kl</i>	4%	1%	10% <i>kl</i>	13% <i>kl</i>	4%	9% <i>km</i>	6%	3%	2%	-	1%	5% <i>kl</i>	10% <i>kl</i>	2%	5%
2 - (2)	20	11	19	19	4	8	5	7	-	2	9	4	4	15	6	3	2	-	2	3	6	1	10
	4%	3%	6% <i>cb</i>	4%	2%	4%	3%	4%	-	1%	5% <i>kl</i>	9% <i>kl</i>	1%	6% <i>km</i>	4%	2%	-	-	1%	3	2%	13% <i>tu</i>	4%
1 - Extremely dissatisfied (1)	58	21	36	33	9	24	8	23	3	5	8	45	11	46	9	5	6	1	3	3	15	4	17
	10% <i>ab</i>	5%	11% <i>cb</i>	8%	6%	11% <i>kl</i>	5%	14% <i>kl</i>	12%	2%	4%	44% <i>kl</i>	4%	18% <i>km</i>	6%	3%	5%	6%	1%	3	3	2%	7% <i>w</i>
Not applicable	17	8	12	21	3	7	1	8	1	8	8	1	8	8	2	1	3	2	3	4	1	4	3
	3%	2%	4%	5% <i>ab</i>	2%	3%	1%	5% <i>kl</i>	4%	3%	4%	1%	3%	3%	1%	1%	2%	11%	1%	2%	2%	2%	1%
NET: Dissatisfied (1-3)	112	48	79	80	20	46	18	44	4	10	35	67	27	83	24	13	10	1	8	14	26	10	38
	20% <i>abe</i>	11%	23% <i>abe</i>	19% <i>ab</i>	12%	21% <i>kl</i>	11%	27% <i>kl</i>	15%	4%	19% <i>kl</i>	65% <i>kl</i>	9%	32% <i>km</i>	16% <i>r</i>	9%	8%	6%	4%	9%	54% <i>tu</i>	5%	17% <i>w</i>
NET: Neutral (4-6)	154	139	94	103	47	55	51	39	9	46	87	21	61	91	51	48	39	1	36	92	11	51	86
	27%	32% <i>cd</i>	28%	24%	29%	26%	32%	23%	12%	16%	48% <i>km</i>	20%	20%	35% <i>km</i>	35%	32%	31%	6%	16%	57% <i>uv</i>	23%	25%	38% <i>w</i>
NET: Satisfied (7-10)	283	242	155	224	92	106	90	75	14	218	51	14	206	76	70	86	72	14	180	52	10	139	100
	50%	55% <i>cd</i>	46%	52%	57% <i>cd</i>	50%	56% <i>kl</i>	45%	46%	77% <i>lm</i>	28% <i>km</i>	14%	68% <i>o</i>	29%	48%	58%	78%	-	79% <i>uv</i>	32%	21%	68% <i>ox</i>	44%
Mean score	6.18	6.69 <i>ac</i>	6.00	6.35	6.65 <i>cd</i>	6.18	6.62 <i>l</i>	5.70	6.32	7.87 <i>lm</i>	5.29 <i>m</i>	3.14	7.31 <i>o</i>	4.88	6.28	6.75	6.91 <i>p</i>	8.25	7.95 <i>uv</i>	6.75 <i>v</i>	3.85	7.61 <i>x</i>	5.85
Standard error	0.12	0.12	0.16	0.14	0.21	0.20	0.20	0.24	0.58	0.12	0.16	0.26	0.14	0.17	0.21	0.19	0.22	0.61	0.13	0.13	0.42	0.15	0.16

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

**Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?
Logging of query details to avoid having to repeat yourself.**

Base: All complained about landline service in past 6 months

	Supplier					TALK TALK								VIRGIN MEDIA								EE																			
						Issue				Satisfaction				Resolved				Issue				Satisfaction				Resolved				Issue				Satisfaction				Resolved			
						BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (f)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)				
Total	566	437	340	428	162	104	92*	123	21**	163	121	56*	144	188	155	118	131	24**	224	122	82*	209	213	47*	63*	46*	6**	102	39*	21**	79*	80*									
10 - Extremely satisfied (10)	75	70	43	56	22	16	7	16	4	41	1	1	28	14	17	18	16	5	48	7	1	42	12	7	5	9	1	19	-	3	14	8									
9 - (9)	13%	16%	13%	13%	14%	15%	8%	13%	19%	25%kl	1%	2%	19%kn	7%	11%	15%	12%	21%	21%tu	6%	1%	20%vw	6%	15%	8%	20%	17%	19%qd	-	14%	18%	10%									
8 - (8)	59	38	31	52	23	8	12	8	3	29	2	-	24	7	18	18	14	2	42	8	2	35	16	8	9	3	3	23	-	-	15	8									
7 - (7)	10%	9%	9%	12%	14%lb	8%	13%	7%	14%	18%kl	2%	-	17%kn	4%	12%	15%	11%	8%	19%tu	7%	2%	17%vw	8%	17%	14%	7%	50%	23%qd	-	-	19%	10%									
6 - (6)	85	68	49	58	30	14	11	22	2	39	10	-	27	22	18	20	17	3	52	4	2	40	18	7	13	9	1	25	5	-	17	13									
5 - (5)	15%	16%	14%	14%	19%	13%	12%	18%	10%	24%kl	8%l	-	19%	12%	12%	17%	13%	13%	23%tu	3%	2%	19%vw	8%	15%	21%	20%	17%	25%	13%	-	22%	16%									
4 - (4)	64	66	32	58	17	8	11	12	1	19	13	-	11	21	19	19	16	4	34	22	2	28	30	3	8	6	-	14	2	1	5	11									
3 - (3)	11%	15%ac	9%	14%	10%	8%	12%	10%	5%	12%kl	11%l	-	8%	11%	12%	16%	12%	17%	15%tu	18%u	2%	13%	14%	6%	13%	13%	-	14%	5%	5%	6%	14%									
2 - (2)	53	64	45	38	14	13	15	15	2	11	30	4	17	26	13	12	12	1	16	20	2	14	24	4	6	4	-	4	9	1	7	7									
1 - Extremely dissatisfied (1)	9%	15%ad	13%	9%	9%	13%	16%	12%	10%	7%kl	25%jl	7%	12%	14%	8%	10%	9%	4%	7%	16%su	2%	7%	11%	9%	10%	9%	-	4%	23%b	5%	9%	9%									
Not applicable	61	47	31	45	18	7	10	14	-	8	22	1	10	21	16	12	14	3	13	26	6	14	30	8	7	3	-	5	10	3	3	14									
NET: Dissatisfied (1-3)	11%	11%	9%	11%	11%	7%	11%	11%	-	5%	18%jl	2%	7%	11%	10%	10%	11%	13%	6%	21%su	7%	7%	14%w	17%	17%	11%	7%	-	5%	10%	14%	4%									
NET: Neutral (4-6)	40	28	18	20	15	7	5	6	-	-	16	2	4	14	9	3	8	-	5	11	4	5	15	5	6	4	-	3	11	1	7	7									
NET: Satisfied (7-10)	7%	6%	5%	5%	9%cd	7%	5%	5%	10%	-	13%jl	4%	3%	7%	2%	9%	6%	-	2%	9%su	5%	2%	7%w	11%	11%	10%	9%	-	3%	5%	10%	5%									
Mean score	34	16	24	28	7	8	8	6	2	5	11	8	6	18	13	6	9	-	3	11	14	4	23	2	1	4	-	3	2	2	3	4									
Standard error	20	11	19	19	4	8	4	7	-	1	9	9	4	15	8	4	6	1	1	4	14	10	9	1	-	3	-	1	-	3	1	3									
	1	58	21	36	33	9	6	17	4	5	5	26	9	24	15	6	10	2	3	4	26	6	26	2	7	-	-	2	-	7	5	4									
	10%b	5%	11%b	8%	6%	9%	7%	14%	19%	3%	4%	46%kl	6%	13%	10%	5%	8%	4%	1%	3%	32%st	3%	12%w	4%	11%z	-	2%	-	3%	-	6%	5%									
	17	8	12	21	3	6	3	-	3	5	2	5	4	6	9	-	9	3	7	5	9	11	10	1	1	1	1	3	-	-	2	1									
	3%	2%	4%	5%b	2%	6%h	3%h	-	14%	3%	2%	9%k	3%	3%	6%p	-	7%q	13%	3%	4%	11%a	5%	5%	-	2%	2%	17%	3%	-	-	3%	1%									
	112	48	79	80	20	25	18	30	6	11	25	43	19	57	36	16	25	3	7	19	54	20	58	5	8	7	-	6	2	12	9	11									
	20%be	11%	23%be	19%b	12%	24%	20%	24%	29%	7%	21%j	77%kl	13%	30%am	23%j	14%	19%	13%	3%	16%su	66%st	10%	27%w	11%	13%	15%	-	6%	5%	57%	11%	14%									
	154	139	94	103	47	27	30	35	2	19	68	7	31	61	38	27	34	4	34	57	12	33	69	17	19	11	-	12	30	5	17	28									
	27%	32%cd	28%	24%	29%	26%	33%	28%	10%	12%	56%jl	13%	22%	32%am	25%	23%	26%	17%	15%	47%su	15%	16%	32%w	36%	30%	24%	-	12%	30	5	22%	35%									
	283	242	155	224	92	46	41	58	10	128	26	1	90	64	72	75	63	14	176	41	7	145	76	25	35	27	5	81	7	4	51	40									
	50%	55%ac	46%	52%	57%cd	44%	45%	47%	48%	79%kl	21%l	2%	63%kn	34%	46%	64%ooq	48%	58%	79%tu	34%u	9%	69%vw	36%	53%	56%	59%	83%	79%cd	18%	19%	65%	50%									
	6.18	6.69ac	6.00	6.35	6.65c	6.02	6.08	5.89	6.22	7.87kl	5.12l	2.25	7.09n	5.23	5.98	6.87o	6.20	6.90	7.87tu	5.70u	2.90	7.39w	5.34	6.66	6.39	6.76	9.00	7.77c	5.33	3.86	7.10f	6.27									
	0.12	0.12	0.16	0.14	0.21	0.30	0.27	0.27	0.84	0.17	0.18	0.26	0.23	0.20	0.24	0.23	0.25	0.63	0.13	0.20	0.26	0.17	0.19	0.38	0.34	0.38	0.32	0.21	0.23	0.69	0.30	0.28									

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 - vw - x/y/z/A - B/C/D - E/F
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

**Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?
Offering compensation or a goodwill payment.**

Base: All complained about landline service in past 6 months

	Supplier					BT				SKY													
						Issue				Issue													
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Resolved (n)	Not Resolved (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Resolved (w)	Not Resolved (x)
Total	566	437	340	428	162	214	160	166	26**	282	181	103	302	258	147	148	124	18**	227	162	48*	204	227
10 - Extremely satisfied (10)	63	64	31	49	20	26	23	12	2	56	5	2	55	8	20	21	16	7	57	6	1	50	12
	11%	15% bc	9%	11%	12%	12%	14% l	7%	8%	20% lm	3%	2%	18% o	3%	14%	14%	13%	39%	25% uv	4%	2%	25% ox	5%
9 - (9)	62	44	34	39	26	19	21	19	3	51	9	2	44	18	9	16	18	1	39	4	1	30	14
	11%	10%	10%	9%	16% bd	9%	13%	11%	12%	18% lm	5%	2%	15% o	7%	6%	11%	15% p	6%	17% uv	2%	2%	15% ox	6%
8 - (8)	72	64	39	51	31	19	32	20	1	50	19	3	55	17	19	27	15	3	51	11	2	31	32
	13%	15%	11%	12%	19% acd	9%	20% q	12%	4%	18% lm	10% m	3%	18% o	7%	13%	18%	12%	17%	22% uv	7%	4%	15%	14%
7 - (7)	61	58	33	51	13	24	18	15	4	38	20	3	31	30	16	19	23	-	27	27	4	30	28
	11%	13%	10%	12%	8%	11%	11%	9%	15%	13% lm	11% m	3%	10%	12%	11%	13%	19%	-	12%	17%	8%	15%	12%
6 - (6)	46	52	35	40	19	19	15	11	1	17	22	7	21	25	16	22	13	1	18	30	4	19	33
	8%	12% ca	10%	9%	12%	9%	9%	7%	4%	6%	12% ak	7%	7%	10%	11%	15%	10%	6%	8%	19% td	8%	9%	15%
5 - (5)	57	53	40	41	18	24	14	16	3	19	32	6	25	30	20	19	13	1	15	36	2	19	33
	10%	12%	12%	10%	11%	11%	9%	10%	12%	7%	18% klm	6%	8%	12%	14%	13%	10%	6%	7%	22% tv	4%	9%	15%
4 - (4)	37	26	24	25	8	11	14	11	1	10	21	6	11	26	14	8	4	-	5	18	3	6	19
	7%	6%	7%	6%	5%	5%	9%	7%	4%	4%	12% ak	6%	4%	10% m	10% r	5%	3%	-	2%	11% t	6%	3%	8% w
3 - (3)	27	14	19	12	6	9	6	10	2	3	18	6	11	16	6	6	2	-	2	9	3	3	11
	5%	3%	6%	3%	4%	4%	4%	6%	8%	1%	10% ak	6% k	4%	6%	6%	4%	2%	-	1%	6% td	6% td	1%	5% w
2 - (2)	25	15	12	32	3	14	5	6	-	4	11	10	8	16	5	5	5	-	3	5	7	2	13
	4%	3%	4%	7% abcq	2%	7%	3%	4%	-	1%	6% kl	10% k	3%	6% m	3%	3%	4%	-	1%	3%	15% tu	1%	6% w
1 - Extremely dissatisfied (1)	76	34	52	57	10	30	10	32	4	10	12	54	15	60	17	4	11	2	3	10	21	5	29
	13% de	8%	15% be	13% be	6%	14% h	6%	19% h	15%	4%	7%	52% kl	5%	23% m	12% q	3%	9% q	11%	1%	6% td	44% tu	2%	13% w
Not applicable	40	13	21	31	8	19	2	14	5	24	12	4	26	12	5	1	4	3	7	6	-	9	3
	7% b	3%	6% b	7% b	5%	9% h	1%	8% h	19%	9%	7%	4%	9%	5%	3%	1%	3%	17%	3%	3%	4%	-	4%
NET: Dissatisfied (1-3)	128	63	83	101	19	53	21	48	6	17	41	70	34	92	28	15	18	2	8	24	31	10	53
	23% de	14%	24% be	24% be	12%	25% h	13%	29% h	23%	6%	23% kl	68% kl	11%	36% m	19% q	10%	15%	11%	4%	15% td	65% tu	5%	23% w
NET: Neutral (4-6)	140	131	99	106	45	54	43	38	5	46	75	19	57	81	50	49	30	2	38	84	9	44	85
	25%	30%	29%	25%	28%	25%	27%	23%	19%	16%	41% klm	10%	19%	31% m	34%	33%	24%	11%	17%	52% tv	19%	22%	37% w
NET: Satisfied (7-10)	258	230	137	190	90	88	94	66	10	195	53	10	185	73	64	83	72	11	174	48	8	141	86
	46%	53% acd	40%	44%	56% acd	41%	59% gj	40%	38%	69% lm	29% m	10%	61% o	28%	44%	56% p	58% p	61%	77% uv	30%	17%	69% ox	38%
Mean score	5.91	6.46 acd	5.64	5.81	6.77 acd	5.71	6.58 gj	5.39	5.62	7.55 lm	5.25 m	2.74	7.11 o	4.60	5.93	6.76 p	6.57	7.73	7.89 uv	6.46 v	3.19	7.58 x	5.47
Standard error	0.13	0.13	0.16	0.15	0.21	0.22	0.21	0.25	0.67	0.14	0.18	0.25	0.16	0.18	0.24	0.19	0.25	0.81	0.14	0.17	0.39	0.16	0.18

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

Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

**Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?
 Offering compensation or a goodwill payment.**

Base: All complained about landline service in past 6 months

	Supplier					TALK TALK									VIRGIN MEDIA									EE								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (f)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)
Total	566	437	340	428	162	104	92*	123	21**	163	121	56*	144	188	155	118	131	24**	224	122	82*	209	213	47*	63*	46*	6**	102	39*	21**	79*	80*
10 - Extremely satisfied (10)	63	64	31	49	20	13	6	10	2	26	4	1	20	10	15	17	13	4	45	4	-	40	7	6	6	7	1	19	1	-	15	4
9 - (9)	62	44	34	39	26	8	12	12	2	26	7	1	22	12	12	16	8	3	33	6	-	30	9	9	11	5	1	22	3	1	15	11
8 - (8)	72	64	39	51	31	10	14	13	2	31	6	2	19	20	18	22	9	2	41	10	-	33	18	6	15	8	2	21	5	5	18	13
7 - (7)	61	58	33	51	13	12	6	14	1	12	21	-	17	16	20	15	14	2	37	11	3	24	27	4	4	5	-	9	3	1	4	9
6 - (6)	46	52	35	40	19	9	18	8	-	12	22	1	11	23	15	9	14	2	15	22	3	20	20	6	9	4	-	6	12	1	10	9
5 - (5)	57	53	40	41	18	13	14	13	-	14	22	4	13	27	12	13	13	3	14	23	4	14	26	7	7	4	-	5	10	3	5	12
4 - (4)	37	26	24	25	8	6	8	7	3	11	8	5	9	14	12	5	7	1	8	13	4	10	14	2	5	1	-	3	3	2	4	4
3 - (3)	27	14	19	12	6	8	5	5	4	3	13	3	5	14	7	3	2	-	3	4	5	2	9	2	1	3	-	5	1	-	2	4
2 - (2)	25	15	12	32	3	1	1	9	1	2	7	3	2	10	10	5	15	2	3	13	16	9	22	1	-	2	-	3	-	-	-	3
1 - Extremely dissatisfied (1)	76	34	52	57	10	18	5	25	4	8	10	34	10	39	21	11	22	3	9	11	37	11	46	3	5	2	-	2	1	7	2	7
Not applicable	40	13	21	31	6	6	3	7	5	18	1	2	16	3	13	2	14	2	16	5	10	16	15	1	-	5	2	7	-	1	4	4
NET: Dissatisfied (1-3)	128	63	83	101	19	27	11	39	6	13	30	40	17	63	38	19	39	5	15	28	58	22	77	6	6	7	-	10	2	7	4	14
NET: Neutral (4-6)	140	131	99	106	45	28	40	28	3	37	52	10	33	64	39	27	34	6	37	58	11	44	60	15	21	9	-	14	25	6	19	25
NET: Satisfied (7-10)	258	230	137	190	90	47	43	38	49	7	95	38	4	78	58	70	44	11	156	31	3	127	61	25	36	25	4	71	12	7	52	37
Mean score	5.91	6.46accl	5.64	5.81	6.77acd	5.64	6.22h	5.25	5.13	7.12kl	5.29l	2.41	6.78n	6.59oq	5.19	6.14	7.45tu	5.12u	2.21	7.08w	4.58	6.67	6.73	6.76	8.75	7.53c	6.05	4.60	7.56f	6.07	6.07	
Standard error	0.13	0.13	0.16	0.15	0.21	0.31	0.25	0.29	0.88	0.21	0.21	0.32	0.24	0.21	0.25	0.26	0.28	0.68	0.16	0.22	0.20	0.19	0.20	0.39	0.31	0.42	0.48	0.24	0.29	0.68	0.25	0.30

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 - vw - x/y/z/A - B/C/D - E/F
 * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

**Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?
Willingness to help resolve your issue.**

Base: All complained about landline service in past 6 months

	Supplier					BT				SKY													
						Issue				Issue													
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Resolved (n)	Resolved (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Resolved (w)	Resolved (x)
Total	566	437	340	428	162	214	160	166	26**	282	181	103	302	258	147	148	124	18**	227	162	48*	204	227
10 - Extremely satisfied (10)	89	71	53	67	29	34	24	25	6	80	7	2	72	15	19	24	20	8	66	4	1	57	12
	16%	16%	16%	16%	18%	16%	15%	15%	23%	28%lm	4%	2%	24%o	6%	13%	16%	16%	44%	29%uv	2%	2%	28%ox	5%
9 -	64	58	29	50	21	28	20	14	2	55	7	2	48	16	15	21	20	2	41	16	1	35	22
	11%	13%bc	9%	12%	13%	13%	13%	8%	8%	20%lm	4%	2%	16%o	6%	10%	14%	16%	11%	18%uv	10%	2%	17%ox	10%
8 -	101	55	50	71	24	38	28	33	2	61	33	7	67	33	16	19	17	3	42	10	3	25	30
	18%ab	13%	15%	17%	15%	18%	18%	20%	8%	22%lm	18%lm	7%	22%o	13%	11%	13%	14%	17%	19%uv	6%	6%	12%	13%
7 -	86	73	46	50	26	32	28	20	6	47	34	5	46	40	31	21	20	1	44	23	6	34	38
	15%	17%cd	14%	12%	16%	15%	18%	12%	23%	17%lm	19%lm	5%	15%	16%	21%	14%	16%	6%	19%	14%	13%	17%	17%
6 -	58	61	42	49	23	20	20	17	1	18	32	8	23	35	18	25	18	-	20	36	5	22	39
	10%	14%	12%	11%	14%	9%	13%	10%	4%	6%	18%km	8%	8%	14%kn	12%	17%	15%	-	9%	22%tu	10%	11%	17%
5 -	52	45	33	46	17	17	21	11	3	10	33	9	18	32	16	17	11	1	6	35	4	12	32
	9%	10%	10%	11%	10%	8%	13%kl	7%	12%	4%	18%km	9%kl	2%	12%kn	11%	11%	9%	6%	3%	22%tu	8%	6%	14%lw
4 -	29	23	31	17	8	10	7	11	1	3	16	10	7	22	9	7	7	-	3	17	3	8	14
	5%	5%	9%abd	4%	5%	5%	4%	7%	4%	1%	9%kl	10%kl	2%	9%kn	6%	5%	6%	-	1%	10%tu	6%tu	4%	6%
3 -	25	18	16	18	4	11	3	10	1	3	10	12	6	19	9	6	3	-	1	11	6	6	12
	4%	4%	5%	4%	2%	5%	2%	6%	4%	1%	6%kl	12%kl	2%	7%kn	6%	4%	2%	-	1	7%tu	13%tu	3%	5%
2 -	12	13	10	22	2	6	1	4	1	-	6	6	1	11	5	5	3	-	1	6	6	1	12
	2%	3%	3%	5%ae	1%	3%	1%	2%	4%	-	3%kl	6%kl	1	4%kn	3%	3%	2%	-	1	4%tu	13%tu	1	5%lw
1 - Extremely dissatisfied (1)	44	16	29	31	6	16	8	18	2	3	2	39	10	33	8	2	4	2	1	2	13	2	14
	8%ab	4%	9%be	7%b	4%	7%	5%	11%	8%	1%	1%	38%kl	3%	13%kn	5%	1%	3%	11%	1	2	13	1%	6%lw
Not applicable	6	4	1	7	2	2	-	3	1	2	1	3	4	2	1	1	1	1	2	2	-	2	2
	1%	1%	-	2%	1%	1%	-	2%	4%	1%	1%	3%	1%	1%	1%	1%	1%	6%	1%	1%	-	1%	1%
NET: Dissatisfied (1-3)	81	47	55	71	12	33	12	32	4	6	18	57	17	63	22	13	10	2	3	19	25	9	38
	14%ae	11%	16%be	17%be	7%	15%kl	8%	19%kl	15%	2%	10%kl	55%kl	6%	24%kn	15%	9%	8%	11%	1%	12%tu	52%tu	4%	17%lw
NET: Neutral (4-6)	139	129	106	112	48	47	48	39	5	31	81	27	48	89	43	49	36	1	29	88	12	42	85
	25%	30%	31%a	26%	30%	22%	30%	23%	19%	11%	45%km	26%kl	16%	34%kn	29%	33%	29%	6%	13%	54%tv	25%tu	21%	37%lw
NET: Satisfied (7-10)	340	257	178	238	100	132	100	92	16	243	81	16	233	104	81	85	77	14	193	53	11	151	102
	60%ac	59%	52%	56%	62%cc	62%	63%	55%	62%	86%lm	45%lm	16%	77%o	40%	55%	57%	78%	8%	85%uv	33%	23%	74%ox	45%
Mean score	6.68	6.84c	6.35	6.55	7.06cd	6.73	6.95l	6.36	6.72	8.19lm	6.11m	3.49	7.70o	5.50	6.43	6.95	7.04p	8.00	8.18uv	6.82v	3.96	7.77x	5.99
Standard error	0.11	0.12	0.15	0.13	0.18	0.18	0.18	0.22	0.57	0.10	0.14	0.26	0.13	0.17	0.21	0.19	0.21	0.72	0.11	0.16	0.38	0.15	0.16

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

Ofcom - Quality of Customer Service - Complaints 2018
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Table 34

**Q101: And how satisfied were you with the following aspects of [Provider]'s customer service?
Willingness to help resolve your issue.**

Base: All complained about landline service in past 6 months

	Supplier					TALK TALK									VIRGIN MEDIA									EE								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (f)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)
Total	566	437	340	428	162	104	92*	123	21**	163	121	56*	144	188	155	118	131	24**	224	122	82*	209	213	47*	63*	46*	6**	102	39*	21**	79*	80*
10 - Extremely satisfied (10)	89	71	53	67	29	16	11	20	6	48	3	2	37	14	19	20	20	8	58	8	1	57	8	8	10	9	2	26	3	-	19	10
	16%	16%	16%	16%	18%	15%	12%	16%	29%	29%	2%	4%	26%	7%	12%	17%	15%	33%	26%	7%	1%	27%	4%	17%	16%	20%	33%	25%	8%	-	24%	13%
9 - (9)	64	58	29	50	21	9	8	10	2	23	6	-	18	11	15	18	14	3	42	8	-	34	16	5	8	6	2	17	2	2	16	4
	11%	13%	9%	12%	13%	9%	9%	8%	10%	14%	5%	-	13%	6%	10%	15%	11%	13%	19%	8%	-	16%	8%	11%	13%	13%	33%	17%	2	10%	20%	5%
8 - (8)	101	55	50	71	24	15	16	15	4	36	12	2	23	26	29	19	23	-	56	15	-	44	27	6	10	6	2	19	5	-	12	12
	18%	13%	15%	17%	15%	14%	17%	12%	19%	22%	10%	4%	16%	14%	19%	16%	18%	-	25%	12%	-	21%	13%	13%	16%	13%	33%	19%	13%	-	15%	15%
7 - (7)	86	73	46	50	26	15	14	14	3	25	19	2	24	22	17	13	15	5	31	17	2	23	27	5	11	10	-	17	8	1	8	18
	15%	17%	14%	12%	16%	14%	15%	11%	14%	15%	16%	4%	17%	12%	11%	11%	11%	21%	14%	14%	2%	21%	13%	11%	17%	13%	33%	17%	21%	5%	10%	23%
6 - (6)	58	61	42	49	23	11	12	19	-	14	26	2	12	29	14	13	20	2	13	27	9	23	26	7	7	9	-	11	8	4	8	15
	10%	14%	12%	11%	14%	11%	13%	15%	-	9%	21%	4%	8%	15%	9%	11%	15%	8%	6%	22%	11%	11%	12%	15%	11%	20%	-	11%	21%	19%	10%	19%
5 - (5)	52	45	33	46	17	7	12	14	-	7	21	5	8	25	18	14	12	2	15	22	9	10	34	7	8	2	-	6	6	5	8	8
	9%	10%	10%	11%	10%	7%	13%	11%	-	4%	17%	9%	6%	13%	12%	12%	9%	8%	7%	18%	11%	5%	16%	15%	13%	4%	-	6%	15%	24%	10%	10%
4 - (4)	29	23	31	17	8	8	11	11	1	4	19	8	12	19	6	6	5	-	5	9	3	6	10	3	2	3	-	2	5	1	4	4
	5%	5%	9%	4%	5%	8%	12%	9%	5%	2%	16%	14%	8%	10%	4%	5%	4%	-	2%	7%	4%	6%	3%	6%	3%	7%	-	2%	13%	5%	5%	5%
3 - (3)	25	18	16	18	4	7	2	6	1	1	9	6	3	13	11	3	4	-	3	6	9	2	15	2	2	-	-	2	2	-	2	2
	4%	4%	5%	4%	2%	7%	2%	5%	5%	1%	7%	11%	2%	7%	7%	3%	3%	-	1%	5%	11%	7%	7%	4%	3%	-	-	2%	5%	-	3%	3%
2 - (2)	12	13	10	22	2	7	2	1	-	2	3	5	3	7	10	3	8	1	-	5	17	5	17	1	1	-	-	1	-	1	-	2
	2%	3%	3%	5%	1%	7%	2%	1%	-	1%	2%	9%	2%	4%	6%	3%	6%	4%	-	4%	21%	2%	8%	2%	2%	-	-	1%	-	5%	-	3%
1 - Extremely dissatisfied (1)	44	16	29	31	6	9	3	13	4	3	3	23	4	22	15	7	7	2	-	3	28	2	29	2	3	1	-	-	-	6	2	4
	8%	4%	9%	7%	4%	9%	3%	11%	19%	2%	2%	41%	3%	12%	10%	6%	5%	8%	-	2%	34%	7%	14%	4%	5%	2%	-	-	29%	3%	5%	
Not applicable	6	4	1	7	2	-	1	-	-	-	1	-	-	1	2	3	1	1	1	2	4	3	4	1	1	-	-	1	-	1	-	1
	1%	1%	-	2%	1%	-	1%	-	-	-	-	2%	-	1%	2%	2%	4%	1	*	2%	5%	4%	4%	2%	2%	-	-	1%	-	5%	-	1%
NET: Dissatisfied (1-3)	81	47	55	71	12	23	7	20	5	6	15	34	10	42	36	13	19	3	3	14	54	9	61	5	6	1	-	3	2	7	4	8
	14%	11%	16%	17%	7%	22%	8%	16%	24%	4%	12%	61%	7%	22%	23%	11%	15%	13%	1%	11%	60%	4%	29%	11%	10%	2%	-	3%	5%	33%	5%	10%
NET: Neutral (4-6)	139	129	106	112	48	26	35	44	1	25	66	15	32	73	38	33	37	4	33	58	21	39	70	17	17	14	-	19	19	10	20	27
	25%	30%	31%	26%	30%	25%	38%	36%	5%	15%	55%	27%	22%	39%	25%	28%	28%	17%	15%	48%	20%	19%	33%	36%	27%	30%	-	19%	49%	48%	25%	34%
NET: Satisfied (7-10)	340	257	178	238	100	55	49	59	15	132	40	6	102	73	80	70	72	16	187	48	3	158	78	24	39	31	6	79	18	3	55	44
	60%	59%	52%	56%	62%	53%	53%	48%	71%	81%	33%	11%	71%	39%	52%	59%	55%	67%	83%	39%	4%	76%	37%	51%	62%	67%	100%	77%	46%	14%	70%	55%
Mean score	6.68	6.84c	6.35	6.55	7.06cd	6.18	6.56	6.25	6.76	7.94kl	5.67j	7.38n	5.59	6.12	6.89o	6.64	7.30		8.09tu	6.08u	2.87	7.86w	5.28	6.67	6.94	7.37	9.00	7.88C	6.36	4.30	7.57F	6.56
Standard error	0.11	0.12	0.15	0.13	0.18	0.28	0.24	0.25	0.75	0.16	0.18	0.33	0.20	0.19	0.23	0.24	0.23	0.61	0.11	0.20	0.23	0.14	0.19	0.37	0.31	0.30	0.37	0.19	0.30	0.60	0.26	0.26

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/z/A - B/C/D - E/F
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?
SUMMARY : Satisfied

Base: All complained about landline service in past 6 months

	Supplier					BT				SKY													
						Issue				Satisfaction				Resolved									
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	566	437	340	428	162	214	160	166	26**	282	181	103	302	258	147	148	124	18**	227	162	48*	204	227
Courtesy and politeness of advisors	340	263	195	267	102	135	99	90	16	234	78	28	214	123	81	86	82	14	187	60	16	151	110
	60%	60%	57%	62%	63%	63%	62%	54%	62%	83% <i>lm</i>	43% <i>m</i>	27%	71% <i>co</i>	48%	55%	58%	66%	78%	82% <i>uv</i>	37%	33%	74% <i>lx</i>	48%
Willingness to help resolve your issue	340	257	178	238	100	132	100	92	16	243	81	16	233	104	81	85	77	14	193	53	11	151	102
	60% <i>cc</i>	59%	52%	56%	62% <i>cc</i>	62%	63%	55%	62%	86% <i>lm</i>	45% <i>m</i>	16%	77% <i>co</i>	40%	55%	57%	62%	78%	85% <i>uv</i>	33%	23%	74% <i>lx</i>	45%
Ease of finding provider contact details	322	247	186	261	95	121	99	90	12	233	68	21	220	100	79	76	13	72%	185	50	12	147	97
	57%	57%	55%	61%	59%	57%	62%	54%	46%	83% <i>lm</i>	38% <i>m</i>	20%	73% <i>co</i>	39%	54%	53%	61%	72%	81% <i>uv</i>	31%	25%	72% <i>lx</i>	43%
Advisor doing what they said they would do	311	239	168	233	97	124	93	81	13	233	61	17	216	94	72	82	70	15	186	43	10	149	88
	55%	55%	49%	54%	60% <i>cc</i>	58%	58%	49%	50%	83% <i>lm</i>	34% <i>m</i>	17%	72% <i>co</i>	36%	49%	55%	56%	83%	82% <i>uv</i>	27%	21%	73% <i>lx</i>	39%
The time taken to handle your issue	288	231	147	216	88	113	88	76	11	225	54	9	200	87	70	85	63	13	182	44	5	149	80
	51% <i>cc</i>	53% <i>cc</i>	43%	50% <i>cc</i>	54% <i>cc</i>	53%	55%	46%	42%	80% <i>lm</i>	30% <i>m</i>	9%	66% <i>co</i>	34%	48%	57%	51%	72%	80% <i>uv</i>	27% <i>uv</i>	10%	73% <i>lx</i>	35%
Getting the issue resolved to your satisfaction	287	229	164	210	96	108	88	79	12	225	51	11	212	74	74	77	64	14	183	41	5	148	79
	51%	52%	48%	49%	59% <i>cc</i>	50%	55%	48%	46%	80% <i>lm</i>	28% <i>m</i>	11%	70% <i>co</i>	29%	50%	52%	52%	78%	81% <i>uv</i>	25% <i>uv</i>	10%	73% <i>lx</i>	35%
Logging of query details to avoid having to repeat yourself	283	242	155	224	92	106	90	75	12	218	51	14	206	76	70	86	72	14	180	52	10	139	100
	50%	55% <i>cc</i>	46%	52%	57% <i>cc</i>	50%	56% <i>li</i>	45%	46%	77% <i>lm</i>	28% <i>m</i>	14%	68% <i>co</i>	29%	48%	58%	58%	78%	78% <i>uv</i>	32%	21%	68% <i>lx</i>	44%
Offering compensation or a goodwill payment	258	230	137	190	90	88	94	66	10	195	53	10	185	73	64	83	72	11	174	48	8	141	86
	46%	53% <i>acc</i>	40%	44%	56% <i>acc</i>	41%	59% <i>cp</i>	40%	38%	69% <i>lm</i>	29% <i>m</i>	10%	61% <i>co</i>	28%	44%	56% <i>cp</i>	58% <i>cp</i>	61%	77% <i>uv</i>	30%	17%	69% <i>lx</i>	38%

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

Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?
SUMMARY : Satisfied

Base: All complained about landline service in past 6 months

Supplier	TALK TALK										VIRGIN MEDIA										EE											
	Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved				
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (f)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)
Total	566	437	340	428	162	104	92*	123	21**	163	121	56*	144	188	155	118	131	24**	224	122	82*	209	213	47*	63*	46*	6**	102	39*	21**	79*	80*
Courtesy and politeness of advisors	340	263	195	267	102	58	45	79	13	134	48	13	105	88	92	75	82	18	196	59	12	160	104	26	37	33	6	86	13	3	57	43
Willingness to help resolve your issue	340	257	178	238	100	55	49	59	15	132	40	6	102	73	80	70	72	16	187	48	3	158	78	24	39	31	6	79	18	3	55	44
Ease of finding provider contact details	322	247	186	261	95	52	47	71	16	131	41	14	97	85	84	71	89	17	183	51	27	150	108	27	35	27	6	79	12	4	52	40
Advisor doing what they said they would do	311	239	168	233	97	49	47	61	11	127	36	5	97	69	79	72	68	14	185	40	8	154	77	25	38	28	6	78	13	6	53	43
The time taken to handle your issue	288	231	147	216	88	45	42	50	10	124	22	1	86	60	74	66	63	13	180	28	8	145	68	24	28	30	6	74	8	6	51	35
Getting the issue resolved to your satisfaction	287	229	164	210	96	50	46	57	11	132	30	2	88	75	69	67	62	12	180	26	4	146	62	24	39	27	6	78	12	6	57	38
Logging of query details to avoid having to repeat yourself	283	242	155	224	92	46	41	58	10	128	26	1	90	64	72	75	63	14	176	41	7	145	76	25	35	27	5	81	7	4	51	40
Offering compensation or a goodwill payment	258	230	137	190	90	43	38	49	7	95	38	4	78	58	65	70	44	11	156	31	3	127	61	25	36	25	4	71	12	7	52	37

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/z/A - B/C/D - E/F
 * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q11: In your opinion, was [Provider] able to successfully resolve your complaint?

Base: All complained about landline service in past 6 months

	Supplier					BT								SKY									
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	566	437	340	428	162	214	160	166	26**	282	181	103	302	258	147	148	124	18**	227	162	48*	204	227
Completely resolved	302 53% ^{bc}	204 47%	144 42%	209 49%	79 49%	111 52%	95 59%	84 51%	12 46%	206 73% ^{lm}	73 40% ^{lm}	23 22%	302 100% ^{no}	-	66 45%	70 47%	53 43%	15 83%	149 65% ^{tuw}	47 29%	8 17%	204 100% ^x	-
Partly resolved	184 33%	187 43% ^{ad}	146 43% ^a	154 36%	69 43% ^a	68 32%	57 36%	54 33%	5 19%	64 23%	89 48% ^{km}	31 30%	-	184 71% ^{en}	59 40%	65 44%	63 51%	-	72 32%	95 59% ^{tuw}	20 42%	-	187 82% ^{uv}
Not resolved at all	74 13% ^{de}	40 9%	42 12%	59 14% ^{bc}	11 7%	33 15% ^h	8 5%	26 15% ^h	7 27%	11 4%	15 8% ^k	48 47% ^{kl}	-	74 29% ^{en}	19 13%	12 8%	8 6%	1 6%	3 1%	18 11% ^{kl}	19 40% ^{tu}	-	40 18% ^{uv}
Don't know	6 1%	6 1%	8 2%	6 1%	3 2%	2 1%	-	2 1%	2 8%	1 *	4 2%	1 1%	-	-	3 2%	1 1%	-	2 11%	3 1%	2 1%	1 2%	-	-

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q11: In your opinion, was [Provider] able to successfully resolve your complaint?

Base: All complained about landline service in past 6 months

Supplier	TALK TALK												VIRGIN MEDIA												EE											
	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved										
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (f)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)				
Total	566	437	340	428	162	104	92*	123	21**	163	121	56*	144	188	155	118	131	24**	224	122	82*	209	213	47*	63*	46*	6**	102	39*	21**	79*	80*				
Completely resolved	302	204	144	209	79	46	36	53	9	100	35	9	144	-	68	65	60	16	152	43	14	209	-	25	29	20	5	54	17	8	79	-				
	53% _{bc}	47%	42%	49%	49%	44%	39%	43%	43%	61% _{kl}	29%	16%	100% _{mn}	-	44%	55%	46%	67%	68% _{stuv}	35% _{tu}	17%	100% _{vw}	-	53%	46%	43%	83%	53%	44%	38%	100% _{ef}	-				
Partly resolved	184	187	146	154	69	40	47	52	7	58	72	16	-	146	54	44	52	4	62	61	31	-	154	21	28	19	1	42	18	9	-	69				
	33%	43% _{abc}	43% _{ca}	36%	43% _{abd}	38%	51%	42%	33%	36%	60% _{hij}	29%	-	73% _{klm}	35%	37%	40%	17%	28%	50% _{cd}	38%	-	72% _{vw}	45%	44%	41%	17%	41%	46%	43%	-	60% _{ef}				
Not resolved at all	74	40	42	59	11	15	8	17	2	3	12	27	-	42	32	7	17	3	8	15	36	-	59	1	4	6	-	4	3	4	-	11				
	13% _{ad}	9%	12%	14% _{abc}	7%	14%	9%	14%	10%	2%	10% _{hij}	48% _{klm}	-	22% _{klm}	21% _{klp}	6%	13%	13%	4%	12% _{cd}	44% _{ghij}	-	28% _{vw}	2%	6%	13%	-	4%	8%	19%	-	14% _{ef}				
Don't know	6	6	8	6	3	3	1	1	3	2	2	4	-	-	1	2	2	1	2	3	1	-	-	-	2	1	-	2	1	-	-	-				
	1%	1%	2%	1%	2%	3%	1%	1%	14%	1%	2%	7%	-	-	1%	2%	2%	4%	1%	2%	1%	-	-	-	3%	2%	-	2%	3%	-	-	-				

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 - vw - x/y/z/A - B/C/D - E/F
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about landline service in past 6 months

	Supplier					BT									SKY								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	566	437	340	428	162	214	160	166	26**	282	181	103	302	258	147	148	124	18**	227	162	48*	204	227
Yes	231	177	105	155	63	95	74	55	7	174	42	15	231	-	58	59	47	13	131	40	6	177	-
	41% <i>c</i>	41% <i>c</i>	31%	36%	39%	44% <i>d</i>	45% <i>d</i>	33%	27%	62% <i>m</i>	23%	15%	77% <i>o</i>	-	39%	40%	38%	72%	58% <i>u</i> <i>w</i>	25%	13%	87% <i>x</i>	-
No	65	24	38	52	16	16	20	25	4	31	26	8	65	-	8	11	5	-	16	6	2	24	-
	11% <i>b</i>	5%	11% <i>b</i>	12% <i>b</i>	10%	7%	13%	15% <i>g</i>	15%	11%	14%	8%	22% <i>o</i>	-	5%	7%	4%	-	7%	4%	4%	12% <i>x</i>	-
Don't know	6	3	1	2	-	-	1	4	1	1	5	-	6	-	-	-	1	2	2	1	-	3	-
	1%	1%	*	*	-	-	1%	2% <i>g</i>	4%	*	3% <i>k</i>	-	2% <i>o</i>	-	-	-	1%	11%	1%	1%	-	1%	-

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

Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about landline service in past 6 months

	Supplier					TALK TALK								VIRGIN MEDIA								EE										
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (f)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)
Total	566	437	340	428	162	104	92*	123	21**	163	121	56*	144	188	155	118	131	24**	224	122	82*	209	213	47*	63*	46*	6**	102	39*	21**	79*	80*
Yes	231	177	105	155	63	33	31	36	5	84	19	2	105	-	48	52	42	13	127	23	5	155	-	23	22	13	5	46	10	7	63	-
	41% c	41% c	31%	36%	39%	32%	34%	29%	24%	52% k	15%	4%	73% n	-	31%	44% c	32%	54%	57% tu	19% tu	6%	74% vw	-	49% a	35%	28%	83%	45% a	26%	33%	80% i	-
No	65	24	38	52	16	13	5	17	3	15	16	7	38	-	20	12	17	3	25	19	8	52	-	2	7	7	-	8	7	1	16	-
	11% ab	5%	11% ab	12% ab	10%	13%	5%	14% g	14%	9%	13%	13%	26% n	-	13%	10%	13%	13%	11%	16%	10%	25% vw	-	4%	11%	15%	-	8%	18%	5%	20% i	-
Don't know	6	3	1	2	-	-	-	-	1	1	-	1	-	-	-	1	1	-	-	1	1	2	-	-	-	-	-	-	-	-	-	-
	1%	1%	*	*	-	-	-	-	5%	1%	-	-	1%	-	-	1%	1%	-	-	1%	1%	1%	-	-	-	-	-	-	-	-	-	-

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 - vw - x/yz/A - B/C/D - E/F
 * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about landline service in past 6 months whose complaint was completely resolved

	Supplier					BT									SKY								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	302	204	144	209	79*	111	95*	84*	12**	206	73*	23**	302	-**	66*	70*	53*	15**	149	47*	8**	204	-**
Yes	231	177	105	155	63	95	74	55	7	174	42	15	231	-	58	59	47	13	131	40	6	177	-
	76%	87% ^a	73%	74%	80%	85%	78%	65%	58%	84%	58%	65%	76%	-	88%	84%	89%	87%	88%	85%	75%	87%	-
No	65	24	38	52	16	16	20	25	4	31	26	8	65	-	8	11	5	-	16	6	2	24	-
	21% ^b	12%	26% ^b	25% ^b	20%	14%	21%	30% ^g	33%	15%	33% ^k	35%	22%	-	12%	16%	9%	-	11%	13%	25%	12%	-
Don't know	6	3	1	2	-	-	1	4	1	1	5	-	6	-	-	-	1	2	2	1	-	3	-
	2%	1%	1%	1%	-	-	1%	5% ^g	8%	1%	7% ^k	-	2%	-	-	-	2%	13%	1%	2%	-	1%	-

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about landline service in past 6 months whose complaint was completely resolved

	Supplier					TALK TALK									VIRGIN MEDIA									EE								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (f)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)
Total	302	204	144	209	79*	46*	36*	53*	9**	100	35*	9**	144	-**	68*	65*	60*	16**	152	43*	14**	209	-**	25**	29**	20**	5**	54*	17**	8**	79*	-**
Yes	231	177	105	155	63	33	31	36	5	84	19	2	105	-	48	52	42	13	127	23	5	155	-	23	22	13	5	46	10	7	63	-
	76%	87% ^{c,d}	73%	74%	80%	72%	86%	68%	56%	84%	54%	22%	73%	-	71%	80%	70%	81%	84%	53%	36%	74%	-	92%	76%	65%	100%	85%	59%	88%	80%	-
No	65	24	38	52	16	13	5	17	3	15	16	7	38	-	20	12	17	3	25	19	8	52	-	2	7	7	-	8	7	1	16	-
	22% ^d	12%	27% ^b	25% ^d	20%	28%	14%	32%	33%	15%	45%	7%	26%	-	29%	18%	28%	19%	16%	44% ^c	57%	25%	-	8%	24%	35%	-	15%	41%	13%	20%	-
Don't know	6	3	1	2	-	-	-	-	1	1	-	1	-	-	-	1	1	-	-	1	1	2	-	-	-	-	-	-	-	-	-	-
	2%	1%	1%	1%	-	-	-	-	1%	-	-	1%	-	-	-	2%	2%	-	-	2%	7%	1%	-	-	-	-	-	-	-	-	-	-

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 - vw - x/yz/A - B/C/D - E/F
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q15: What is your current employment status?

Base: All complained about landline service in past 6 months

	Supplier					BT							SKY										
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	566	437	340	428	162	214	160	166	26**	282	181	103	302	258	147	148	124	18**	227	162	48*	204	227
Employed or self-employed (full-time - 30hrs/wk+)	315	250	154	211	83	116	87	94	18	168	94	53	181	131	78	89	76	7	147	75	28	128	117
	55%cd	57%cd	45%	49%	51%	54%	54%	57%	69%	60%	52%	51%	59%o	51%	53%	60%	61%	39%	65%tu	46%	58%	63%z	52%
Employed or self-employed (part-time - 8-29 hrs/wk+)	97	94	74	74	31	35	39	23	-	38	40	19	42	54	33	37	21	3	40	45	9	36	68
	17%	22%	22%	17%	19%	16%	24%	14%	-	13%	22%k	18%	14%	21%n	22%	25%	17%	17%	18%	23%l	19%	18%	23%w
Homemaker	52	34	36	44	23	22	15	13	2	24	15	13	25	26	17	5	9	3	11	18	5	12	21
	9%	8%	11%	10%	14%b	10%	9%	8%	8%	9%	8%	13%	8%	10%	12%cd	3%	7%	17%	5%	11%l	10%	6%	9%
Student / under education	44	30	26	37	15	18	9	17	-	24	17	3	22	22	9	14	7	-	13	14	3	10	19
	8%	7%	8%	9%	9%	8%	6%	10%	-	9%	9%im	3%	7%	9%	6%	9%	6%	-	6%	9%	6%	5%	8%
Temporarily not working (unemployed / illness)	24	23	27	25	7	13	3	7	1	7	9	8	8	16	8	3	9	3	13	8	2	13	10
	4%	5%	8%aa	6%	4%	6%ii	2%	4%	4%	2%	5%	6%kk	3%	6%kn	5%	2%	7%cd	17%	6%	5%	4%	6%	4%
Retired	34	6	23	37	3	10	7	12	5	21	6	7	24	9	2	-	2	2	3	2	1	4	2
	6%bb	1%	7%be	9%be	2%	5%	4%	7%	19%	7%	3%	7%	31%o	3%	1%	-	2%	11%	1%	1%	2%	2%	1%
NET: Employed	412	344	228	285	114	151	126	117	18	206	134	72	223	185	111	126	97	10	187	120	37	165	175
	73%cd	79%acde	67%	67%	70%	71%	79%	70%	69%	73%	74%	70%	74%	72%	76%	65%ep	78%	56%	62%tu	74%	77%	81%	77%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q15: What is your current employment status?

Base: All complained about landline service in past 6 months

	Supplier					TALK TALK								VIRGIN MEDIA								EE										
						Issue				Satisfaction			Resolved	Issue				Satisfaction			Resolved	Issue				Satisfaction		Resolved				
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (f)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)
Total	566	437	340	428	162	104	92*	123	21**	163	121	56*	144	188	155	118	131	24**	224	122	82*	209	213	47*	63*	46*	6**	102	39*	21**	79*	80*
Employed or self-employed (full-time - 30hrs/wk+)	315	250	154	211	83	48	47	52	7	85	47	22	80	71	82	61	59	9	122	56	33	116	93	23	37	22	1	56	20	7	48	33
Employed or self-employed (part-time - 8-29 hrs/wk+)	97	94	74	74	31	23	24	27	-	27	34	13	26	47	26	24	19	5	35	21	18	27	47	8	10	11	2	19	6	6	12	19
Homemaker	52	34	36	44	23	12	8	13	3	12	16	8	9	24	13	12	15	4	18	16	10	17	26	7	9	7	-	11	8	4	10	13
Student / under education	9%	8%	11%	10%	14%	12%	9%	11%	14%	7%	13%	14%	6%	13%	8%	10%	11%	17%	8%	13%	12%	8%	12%	15%	14%	15%	-	11%	21%	19%	13%	16%
Temporarily not working (unemployed / illness)	24	23	27	25	7	11	3	11	2	15	8	4	10	16	5	7	10	3	11	9	5	10	12	2	2	1	2	5	2	-	6	1
Retired	4%	5%	3% ^{ab}	6%	4%	11%	3%	9%	10%	9%	7%	7%	7%	9%	3%	6%	8%	13%	5%	7%	6%	5%	6%	4%	3%	2%	33%	5%	5%	-	8%	1%
NET: Employed	34	6	23	37	3	6	2	7	8	11	6	6	9	14	18	4	14	1	18	11	8	24	13	-	1	1	3	-	-	1	2	
	412	344	228	285	114	71	71	79	7	112	81	35	106	118	108	85	78	14	157	77	51	143	140	31	47	33	3	75	26	13	60	52
	73% ^{cd}	79% ^{accdil}	67%	67%	70%	68%	77% ^{ab}	64%	33%	69%	67%	63%	74% ^{mn}	63%	70%	72% ^{mn}	60%	58%	70%	63%	62%	68%	66%	66%	75%	72%	50%	74%	67%	62%	76%	65%

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/z/A - B/C/D - E/F
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q16: Approximately, what is your total annual income before tax?

Base: All complained about landline service in past 6 months

	Supplier					BT							SKY										
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	566	437	340	428	162	214	160	166	26**	282	181	103	302	258	147	148	124	18**	227	162	48*	204	227
Up to 10,399 Pounds	76 13%	53 12%	47 14%	57 13%	22 14%	32 15%	22 14%	18 11%	4 15%	33 12%	24 13%	19 18%	44 15%	32 12%	22 15%	14 9%	16 13%	1 6%	22 10%	24 15%	7 15%	20 10%	33 15%
10,400-15,999 Pounds	56 10%	48 11%	64 19% ^{abc}	54 13%	22 14%	28 13%	12 8%	15 9%	1 4%	26 9%	20 11%	10 10%	30 10%	26 10%	16 11%	11 7%	17 14%	4 22%	20 9%	18 11%	10 10%	24 12%	24 11%
15,600-25,999 Pounds	95 17%	112 25% ^{ab}	71 21%	103 24% ^{ab}	35 22%	37 17%	26 16%	26 16%	6 23%	48 17%	34 19%	13 13%	48 16%	45 17%	40 27%	43 29%	24 19%	5 28%	52 23%	48 30%	12 25%	39 19%	70 31% ^{ab}
26,000-36,399 Pounds	117 21%	88 20%	64 19%	78 18%	33 20%	49 23%	26 16%	37 22%	5 20%	54 19%	36 20%	27 26%	54 18%	62 24%	25 17%	29 20%	33 27%	1 6%	54 24%	26 16%	8 17%	46 23%	42 19%
36,400-51,999 Pounds	103 18%	67 15%	45 13%	61 14%	32 20%	29 14%	39 24% ^{ab}	33 20%	2 8%	51 18%	36 20%	16 16%	57 19%	44 17%	19 13%	29 20%	16 13%	3 17%	39 17%	25 15%	3 6%	36 18%	31 14%
52,000+	80 14% ^{acde}	48 11%	31 9%	40 9%	12 7%	26 12%	25 16%	24 14%	5 19%	54 19% ^{lm}	16 9%	10 10%	53 18% ^{co}	27 10%	16 11%	19 13%	12 10%	1 6%	30 13%	13 8%	5 10%	29 14% ^{ab}	18 8%
Don't know	6 1%	9 2%	4 1%	7 2%	2 1%	1 *	1 *	3 2%	1 4%	2 1%	2 1%	2 2%	4 1%	2 1%	2 1%	2 1%	3 2%	2 11%	3 1%	4 2%	2 4%	4 2%	4 2%
Would rather not say	33 6% ^{ab}	12 3%	14 4%	28 7% ^{ab}	4 2%	12 6%	9 6%	10 6%	2 8%	14 5%	13 7%	6 6%	12 4%	20 8%	7 5% ^{abq}	1 1%	3 2%	1 6%	7 3%	4 2%	1 2%	6 3%	5 2%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q16: Approximately, what is your total annual income before tax?

Base: All complained about landline service in past 6 months

	Supplier					TALK TALK									VIRGIN MEDIA									EE								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (f)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)
Total	566	437	340	428	162	104	92*	123	211**	163	121	56*	144	188	155	118	131	24**	224	122	82*	209	213	47*	63*	46*	6**	102	39*	21**	79*	80*
Up to 10,399 Pounds	76	53	47	57	22	14	15	16	2	25	12	10	20	25	14	23	13	7	31	11	15	31	23	6	9	5	2	13	4	5	13	8
	13%	12%	14%	13%	14%	13%	16%	13%	10%	15%	10%	18%	14%	13%	9%	15%	10%	29%	14%	9%	18%	15%	11%	13%	14%	11%	33%	13%	10%	24%	16%	10%
10,400-15,599 Pounds	56	48	64	54	22	15	16	29	4	30	25	9	27	36	23	15	13	3	23	20	11	26	27	5	8	8	1	13	5	4	8	14
	10%	11%	15%ab	13%	14%	14%	17%	24%	19%	18%	21%	16%	19%	19%	15%	13%	10%	13%	10%	16%	13%	12%	13%	11%	13%	17%	17%	13%	13%	19%	10%	18%
15,600-25,999 Pounds	95	112	71	103	35	18	23	25	5	27	28	16	19	52	43	22	32	6	51	34	18	43	58	12	12	10	1	21	10	4	17	18
	17%	23%ab	21%	24%ab	22%	17%	25%	20%	24%	17%	23%	29%	13%	23%ab	28%	19%	24%	25%	23%	28%	22%	21%	27%	26%	19%	22%	17%	21%	26%	19%	22%	23%
26,000-36,399 Pounds	117	88	64	78	33	29	11	21	3	32	25	7	29	34	30	22	24	2	47	18	13	39	39	10	17	5	1	19	11	3	15	17
	21%	20%	19%	18%	20%	23%ab	12%	17%	14%	20%	21%	13%	20%	18%	19%	19%	18%	8%	21%	15%	16%	19%	18%	21%	17%	11%	17%	19%	28%	14%	19%	21%
36,400-51,999 Pounds	103	67	45	61	32	10	16	18	1	26	15	4	25	20	20	21	18	2	33	18	10	29	32	10	11	11	-	24	4	4	16	15
	18%	15%	13%	14%	20%	10%	17%	15%	5%	16%	12%	7%	17%	11%	13%	18%	14%	8%	15%	15%	12%	14%	15%	21%	17%	24%	-	24%	10%	19%	20%	19%
52,000+	80	48	31	40	12	11	8	9	3	19	7	5	17	13	15	12	11	2	24	9	7	20	20	2	5	5	-	7	4	1	6	6
	14%abcd	11%	9%	9%	7%	11%	9%	7%	14%	12%	6%	9%	12%	7%	10%	10%	8%	8%	11%	7%	9%	10%	9%	4%	8%	11%	-	7%	10%	5%	8%	8%
Don't know	6	9	4	7	2	2	1	1	-	1	3	-	3	1	1	1	5	-	-	4	3	2	5	-	1	1	-	1	1	-	2	-
	1%	2%	1%	2%	1%	2%	1%	1%	-	1%	2%	-	2%	1%	1%	1%	4%	-	-	3%e	4%e	1%	2%	-	2%	2%	-	1%	3%	-	3%	-
Would rather not say	33	12	14	28	4	5	2	4	3	3	6	5	4	7	9	2	15	2	15	8	5	19	9	2	-	1	1	4	-	-	2	2
	6%ab	3%	4%	7%ab	2%	5%	2%	3%	14%	2%	5%	9%	3%	4%	6%	2%	11%ab	8%	7%	7%	6%	9%ab	4%	4%	-	2%	17%	4%	-	-	3%	3%

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 - vw - x/y/z/A - B/C/D - E/F
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q17: Where do you live?

Base: All complained about landline service in past 6 months

	Supplier					BT										SKY									
						Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	566	437	340	428	162	214	160	166	26**	282	181	103	302	258	147	148	124	18**	227	162	48*	204	227		
East Midlands	53 9% c	40 9% e	22 6%	39 9% d	6 4%	14 7%	20 13% g	18 11%	1 4%	26 9%	14 8%	13 13%	32 11%	21 8%	16 11%	10 7%	11 9%	3 17%	16 7%	18 11%	6 13%	16 8%	22 10%		
East of England	43 8%	26 6%	15 4%	27 6%	18 11% b	17 8%	12 8%	11 7%	3 12%	20 7%	13 7%	10 10%	20 7%	22 9%	8 5%	9 6%	8 6%	1 6%	17 7%	6 4%	3 6%	16 8%	10 4%		
London	135 24%	106 24%	74 22%	93 22%	47 29%	42 20%	36 23%	50 30% g	7 27%	76 27% m	44 24%	15 15%	89 29% o	45 17%	27 18%	39 26%	37 30% p	3 17%	65 29% u	32 20%	9 19%	50 25%	55 24%		
North East	24 4%	25 6%	33 10% abde	25 6%	7 4%	11 5%	4 3%	5 3%	4 15%	13 5%	10 6%	1 1%	13 4%	10 4%	9 6%	11 7%	4 3%	1 6%	10 4%	10 6%	5 10%	9 4%	15 7%		
North West	65 11%	51 12%	50 15%	49 11%	19 12%	19 9%	18 11%	25 15%	3 12%	26 9%	25 14%	14 14%	33 11%	31 12%	17 12%	20 14%	11 9%	3 17%	28 12%	16 10%	7 15%	21 10%	28 12%		
Scotland	36 6%	24 5%	24 7%	23 5%	7 4%	16 7%	10 6%	9 5%	4 15%	17 6%	14 8%	5 5%	20 7%	16 6%	7 5%	8 5%	8 6%	1 6%	13 6%	8 5%	3 6%	11 5%	13 6%		
South East	73 13% c	45 10% c	21 6%	45 11% c	19 12% c	29 14%	20 13%	18 11%	6 23%	37 13%	21 12%	15 15%	32 11%	40 16%	21 14%	12 8%	11 9%	1 6%	22 10%	17 10%	6 13%	18 9%	27 12%		
South West	44 8%	25 6%	25 7%	28 7%	11 7%	25 12% m	9 6%	10 6%	-	21 7%	13 7%	10 10%	23 8%	20 8%	8 5%	7 5%	8 6%	2 11%	13 6%	10 6%	2 4%	13 6%	12 5%		
Ulster / Northern Ireland	9 2%	8 2%	6 2%	7 2%	2 1%	7 3%	1 1%	1 1%	-	7 2%	2 1%	-	4 1%	5 2%	4 3%	4 3%	-	-	1 4%	5 4%	2 4%	5 4%	3 4%		
Wales	19 3%	19 4%	20 6%	16 4%	7 4%	5 2%	7 4%	7 4%	-	6 2%	10 6%	3 3%	6 2%	13 5% n	6 4%	6 4%	7 6%	-	10 4%	7 4%	2 4%	9 4%	10 4%		
West Midlands	38 7%	42 10%	26 8%	46 11% a	9 6%	15 7%	13 8%	10 6%	-	18 6%	10 6%	10 10%	17 6%	21 8%	13 9%	12 8%	15 12%	2 11%	22 10% v	20 12% w	-	23 11%	19 8%		
Yorks & Humber	27 5%	26 6%	24 7%	30 7%	10 6%	14 7% i	10 6% i	2 1%	1 4%	15 5%	5 3%	7 7%	13 4%	14 5%	11 7%	10 7%	4 3%	1 6%	10 4%	13 8%	3 6%	13 6%	13 6%		

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

Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

Table 48

Q17: Where do you live?

Base: All complained about landline service in past 6 months

Supplier	TALK TALK												VIRGIN MEDIA												EE											
	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved										
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (f)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)				
Total	566	437	340	428	162	104	92*	123	21**	163	121	56*	144	188	155	118	131	24**	224	122	82*	209	213	47*	63*	46*	6**	102	39*	21**	79*	80*				
East Midlands	53	40	22	39	6	8	5	8	1	12	7	3	5	17	12	13	12	2	16	13	10	20	18	1	1	3	1	5	1	-	4	1				
East of England	43	26	15	27	18	6	3	6	-	10	2	3	9	6	12	6	7	2	14	6	7	13	14	8	4	6	-	8	8	2	6	12				
London	135	106	74	93	47	25	27	18	4	40	29	5	33	38	35	28	28	2	54	28	11	43	50	16	22	8	1	30	9	8	19	28				
North East	24	25	33	25	7	7	9	16	1	13	19	1	13	20	11	5	9	-	16	6	3	16	8	4	1	2	-	3	3	1	4	3				
North West	65	51	50	49	19	8	15	23	4	23	19	8	16	33	17	15	13	4	24	16	9	21	26	6	6	6	1	11	6	2	10	8				
Scotland	36	24	24	23	7	7	8	9	-	9	7	8	13	11	12	5	5	1	9	8	6	8	15	-	3	4	-	4	3	-	5	2				
South East	73	45	21	45	19	10	4	6	1	9	9	3	10	11	12	12	20	1	22	10	13	23	21	3	10	5	1	14	3	2	7	12				
South West	44	25	25	28	11	11	2	11	1	9	11	5	14	11	10	7	9	2	19	7	2	16	12	4	3	3	1	7	4	-	5	5				
Ulster / Northern Ireland	9	8	6	7	2	3	-	2	1	4	1	1	2	3	2	2	3	-	2	3	2	3	4	2	-	-	-	1	-	1	2	-				
Wales	19	19	20	16	7	7	8	5	-	12	3	5	7	13	4	6	4	2	11	3	2	9	7	-	5	2	-	5	1	1	2	5				
West Midlands	38	42	26	46	9	4	8	10	4	11	9	6	14	10	21	8	12	5	20	16	10	20	26	1	5	2	1	7	-	2	7	2				
Yorks & Humber	27	26	24	30	10	8	3	9	4	11	5	8	8	15	7	11	9	3	17	6	7	17	12	2	3	5	-	7	1	2	8	2				

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/z/A - B/C/D - E/F
 * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q18: Are you...?

Base: All complained about landline service in past 6 months

	Supplier					BT									SKY								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	566	437	340	428	162	214	160	166	26**	282	181	103	302	258	147	148	124	18**	227	162	48*	204	227
Male	277	187	160	195	69	102	82	81	12	148	80	49	156	118	61	70	50	6	103	62	22	96	89
	49%	43%	47%	46%	43%	48%	51%	49%	46%	52%	44%	48%	52%	46%	41%	47%	40%	33%	45%	38%	46%	47%	39%
Female	289	250	180	233	93	112	78	85	14	134	101	54	146	140	86	78	74	12	124	100	26	108	138
	51%	57%	53%	54%	57%	52%	49%	51%	54%	49%	56%	52%	48%	54%	59%	53%	60%	67%	55%	62%	54%	53%	61%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q18: Are you...?

Base: All complained about landline service in past 6 months

	Supplier					TALK TALK								VIRGIN MEDIA								EE										
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (f)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)
Total	566	437	340	428	162	104	92*	123	21**	163	121	56*	144	188	155	118	131	24**	224	122	82*	209	213	47*	63*	46*	6**	102	39*	21**	79*	80*
Male	277	187	160	195	69	49	50	51	10	82	50	28	67	89	76	62	46	11	105	53	37	104	90	24	22	19	4	42	18	9	39	28
	49%	43%	47%	46%	43%	47%	54%	41%	48%	50%	41%	50%	47%	47%	49% ^q	53% ^d	35%	46%	47%	43%	45%	50%	42%	51%	35%	41%	41%	46%	43%	49%	35%	
Female	289	250	180	233	93	55	42	72	11	81	71	28	77	99	79	56	85	13	119	69	45	105	123	23	41	27	2	60	21	12	40	52
	51%	57%	53%	54%	57%	53%	46%	59%	52%	50%	59%	50%	53%	53%	51%	47%	65% ^q	54%	53%	57%	55%	50%	58%	49%	65%	59%	59%	57%	51%	65%		

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/z/A - B/C/D - E/F
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q19: What is your age?

Base: All complained about landline service in past 6 months

	Supplier					BT										SKY									
						Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	566	437	340	428	162	214	160	166	26**	282	181	103	302	258	147	148	124	18**	227	162	48*	204	227		
16 - 17	2	-	-	1	1	1	1	-	-	1	1	-	1	1	-	-	-	-	-	-	-	-	-	-	
18 - 24	143	123	87	84	49	46	51	45	1	73	51	19	83	60	36	44	39	4	57	58	8	43	78		
	25% <i>cd</i>	28% <i>cd</i>	25% <i>cd</i>	20%	30% <i>cd</i>	21%	32% <i>eg</i>	27%	4%	26%	28%	18%	27%	23%	24%	30%	31%	22%	25%	33% <i>uv</i>	17%	21%	34% <i>uv</i>		
25 - 34	170	190	111	142	50	64	69	41	6	88	56	26	96	73	60	70	55	5	106	61	23	97	91		
	30%	43% <i>acde</i>	33%	33%	31%	30%	37% <i>di</i>	25%	23%	31%	31%	25%	32%	28%	41%	47%	44%	28%	47%	38%	48%	48%	40%		
35 - 44	121	77	65	89	38	52	27	37	5	62	36	23	53	65	36	16	19	6	38	29	10	37	39		
	21%	18%	19%	21%	23%	24%	17%	22%	19%	22%	20%	22%	18%	25% <i>kn</i>	24% <i>cd</i>	11%	15%	33%	17%	18%	21%	18%	17%		
45 - 54	59	33	27	46	15	24	11	18	6	23	20	16	28	31	11	13	7	2	19	9	5	20	12		
	10%	8%	8%	11%	9%	11%	7%	11%	23%	8%	11%	16% <i>kk</i>	9%	12%	7%	9%	6%	11%	8%	6%	10%	10%	5%		
55 - 64	37	10	26	33	6	17	3	13	4	16	12	9	23	12	4	3	3	-	5	3	2	5	5		
	7% <i>lb</i>	2%	8% <i>lb</i>	8% <i>lb</i>	4%	8% <i>lh</i>	2%	8% <i>lh</i>	15%	6%	7%	9%	8%	5%	3%	2%	2%	-	2%	2%	4%	2%	2%		
65 +	34	4	24	33	3	10	8	12	4	19	5	10	18	16	-	2	1	6	2	2	-	2	2		
	6% <i>lb</i>	1%	7% <i>be</i>	8% <i>lb</i>	2%	5%	5%	7%	15%	7%	3%	10% <i>kl</i>	6%	6%	-	1%	1%	1%	1%	1%	-	1%	1%		
NET: 16-34	315	313	198	227	100	111	111	86	7	162	108	45	180	134	96	114	94	9	163	119	31	140	169		
	56%	72% <i>acde</i>	58%	53%	62%	52%	68% <i>gp</i>	52%	27%	57% <i>km</i>	60% <i>km</i>	44%	60%	52%	65%	77% <i>kp</i>	76%	50%	72%	73%	65%	69%	74%		
NET: 36-54	180	110	92	135	53	76	38	55	11	85	56	39	81	96	47	29	26	8	57	38	15	57	51		
	32% <i>db</i>	25%	27%	32% <i>db</i>	33%	38% <i>hh</i>	24%	33%	42%	30%	31%	38%	27%	37% <i>kn</i>	32% <i>cd</i>	20%	21%	44%	25%	23%	31%	28%	22%		
NET: 55+	71	14	50	66	9	27	11	25	8	35	17	19	41	28	4	5	4	1	7	5	2	7	7		
	13% <i>be</i>	3%	15% <i>be</i>	16% <i>be</i>	6%	13%	7%	15% <i>hh</i>	31%	12%	9%	16% <i>kl</i>	14%	11%	3%	3%	3%	6%	3%	3%	4%	3%	3%		

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

Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

Q19: What is your age?

Base: All complained about landline service in past 6 months

	Supplier					TALK TALK									VIRGIN MEDIA									EE									
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (f)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	
Total	566	437	340	428	162	104	92*	123	211**	163	121	56*	144	188	155	118	131	24**	224	122	82*	209	213	47*	63*	46*	6**	102	39*	21**	79*	80*	
16 - 17	2	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	1
18 - 24	143	123	87	84	48	28	27	30	2	34	46	7	32	54	26	27	26	5	47	22	15	39	45	16	14	18	1	27	14	8	18	30	
	23% <i>d</i>	28% <i>d</i>	25% <i>d</i>	20%	30% <i>d</i>	27%	29%	24%	10%	21%	33% <i>j</i>	13%	22%	29%	17%	23%	20%	21%	21%	18%	18%	19%	21%	34%	22%	39%	17%	26%	36%	38%	23%	33% <i>l</i>	
25 - 34	170	190	111	142	50	33	37	37	4	55	39	17	52	57	47	49	40	6	82	40	20	71	66	12	27	10	1	34	10	6	34	16	
	30%	43% <i>accd</i>	33%	33%	31%	32%	40%	30%	19%	34%	32%	30%	36%	30%	30%	42%	31%	25%	37% <i>ku</i>	33%	24%	34%	31%	26%	43% <i>z</i>	22%	17%	33%	26%	29%	43% <i>l</i>	20%	
35 - 44	121	77	65	89	38	15	19	26	5	35	20	10	28	35	33	27	24	5	46	26	17	43	46	11	18	8	1	24	10	4	16	20	
	21%	18%	19%	21%	23%	14%	21%	21%	24%	21%	17%	18%	19%	19%	21%	23%	18%	21%	21%	21%	21%	21%	22%	23%	29%	17%	17%	24%	26%	19%	16	20	
45 - 54	59	33	27	46	15	10	3	14	-	13	5	9	13	13	18	9	15	4	15	16	15	18	27	7	1	5	2	10	4	1	8	7	
	10%	8%	8%	11%	9%	10%	3%	11% <i>q</i>	-	8%	4%	10% <i>ka</i>	9%	7%	12%	8%	11%	17%	7%	13% <i>ks</i>	10% <i>ka</i>	9%	13%	13% <i>ay</i>	2%	11% <i>yy</i>	33%	10%	10%	5%	10%	9%	
55 - 64	37	10	26	33	6	11	3	11	1	14	6	6	11	14	14	2	13	4	17	7	9	16	17	-	2	4	-	3	1	2	1	5	
	7% <i>db</i>	2%	8% <i>db</i>	8% <i>db</i>	4%	11% <i>qn</i>	3%	9%	5%	9%	5%	11%	8%	7%	9% <i>np</i>	2%	10% <i>dp</i>	17%	8%	6%	11%	8%	8%	-	3%	9% <i>ka</i>	-	3%	3%	10%	1%	6%	
65 +	34	4	24	33	3	7	3	5	9	12	5	7	8	15	17	4	12	-	17	11	5	22	11	1	-	1	1	3	-	-	2	1	
	6% <i>db</i>	1%	7% <i>db</i>	8% <i>db</i>	2%	7%	3%	4%	43%	7%	4%	13% <i>ka</i>	6%	8%	11% <i>np</i>	3%	9%	-	8%	9%	6%	11% <i>aw</i>	5%	2%	-	1	17%	3%	-	-	3%	1%	
NET: 16-34	315	313	198	227	100	61	64	67	6	89	85	24	84	111	73	76	67	11	129	62	36	110	112	28	42	28	2	62	24	14	52	47	
	56%	72% <i>accd</i>	58%	53%	62%	59%	70% <i>ka</i>	54%	29%	55%	79% <i>j</i>	43%	58%	59%	47%	64% <i>accd</i>	51%	46%	56% <i>ku</i>	51%	44%	53%	53%	60%	67%	61%	33%	61%	62%	67%	66%	59%	
NET: 36-54	180	110	92	135	53	25	22	40	5	48	25	19	41	48	51	36	39	9	61	42	32	61	73	18	19	13	3	34	14	5	24	27	
	32% <i>db</i>	25%	27%	32% <i>db</i>	33%	24%	24%	33%	24%	29%	21%	34%	28%	26%	33%	31%	30%	38%	27%	34%	39% <i>ka</i>	29%	34%	38%	30%	28%	50%	33%	36%	24%	30%	34%	
NET: 55+	71	14	50	66	9	18	6	16	10	26	11	13	19	29	31	6	25	4	34	18	14	38	28	1	2	5	1	6	1	2	3	6	
	13% <i>db</i>	3%	15% <i>db</i>	15% <i>db</i>	6%	17% <i>q</i>	7%	13%	48%	16%	9%	23% <i>ka</i>	13%	15%	20% <i>np</i>	5%	19% <i>dp</i>	17%	15%	15%	17%	18%	13%	2%	3%	11%	17%	6%	3%	10%	4%	8%	

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/z/A - B/C/D - E/F
 * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q20: And which of the following best describes the main income earner in your household?

Base: All complained about landline service in past 6 months

	Supplier					BT										SKY									
						Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	566	437	340	428	162	214	160	166	26**	282	181	103	302	258	147	148	124	18**	227	162	48*	204	227		
A	110	72	41	51	23	30	30	36	5	65	29	16	71	38	18	38	14	2	45	19	8	38	33		
B	144	108	73	89	47	52	47	41	4	70	52	22	78	65	36	41	29	2	54	43	11	53	53		
C1	145	86	79	127	38	59	32	45	9	72	39	34	79	63	33	20	30	3	41	34	11	40	45		
C2	86	94	71	73	31	31	32	20	3	47	29	10	45	41	34	27	28	5	49	36	9	40	53		
D	35	33	25	40	9	16	3	15	1	13	11	11	11	24	11	11	10	1	16	14	3	12	21		
E	46	44	51	48	14	26	7	9	4	15	21	10	18	27	15	11	13	5	22	16	6	21	22		
NET: AB	254	180	114	140	70	82	86	77	9	135	81	38	149	103	54	79	43	4	99	62	19	91	86		
NET: ABC1	390	266	193	267	108	141	118	122	18	207	120	72	228	166	87	99	73	7	140	96	30	131	131		
NET: C2DE	167	171	147	161	54	73	42	44	8	75	61	31	74	92	60	49	51	11	87	66	18	73	96		
NET: DE	81	77	76	88	23	42	10	24	5	28	32	21	29	51	26	22	23	6	38	30	9	33	43		

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q20: And which of the following best describes the main income earner in your household?

Base: All complained about landline service in past 6 months

	Supplier					TALK TALK									VIRGIN MEDIA									EE								
						Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (f)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)
Total	566	437	340	428	162	104	92*	123	211**	163	121	56*	144	188	155	118	131	24**	224	122	82*	209	213	47*	63*	46*	6**	102	39*	21**	79*	80*
A	110	72	41	51	23	13	17	9	2	26	15	-	26	15	19	18	14	-	33	13	5	33	18	5	12	6	-	16	4	3	14	9
B	144	108	73	89	47	23	19	27	4	32	27	14	29	41	33	26	29	1	44	33	12	41	48	13	17	16	1	29	14	4	24	23
C1	145	86	79	127	38	20	23	31	5	36	28	15	35	43	44	34	36	13	60	35	32	62	64	16	11	9	2	22	10	6	15	21
C2	86	94	71	73	31	24	17	26	4	33	19	19	28	43	28	19	22	4	37	29	15	33	39	8	14	9	-	21	7	3	14	16
D	35	33	25	40	9	5	6	12	2	14	9	2	9	16	18	10	11	1	24	7	9	15	24	1	5	2	1	4	3	2	3	6
E	46	44	51	48	14	19	10	18	4	22	23	6	17	30	13	11	19	5	26	13	9	25	20	4	4	4	2	10	1	3	9	5
NET: AB	254	180	114	140	70	36	36	36	6	58	42	14	55	56	52	44	43	1	77	46	17	74	66	18	29	22	1	45	18	7	38	32
NET: ABC1	399	266	193	267	108	56	59	67	11	94	70	29	90	99	96	78	79	14	137	81	49	136	130	34	40	31	3	67	28	13	53	53
NET: C2DE	167	171	147	161	54	48	33	56	10	69	51	27	54	89	59	40	52	10	87	41	33	73	83	13	23	15	3	35	11	8	26	27
NET: DE	81	77	76	88	23	24	16	30	6	36	32	8	26	46	31	21	30	6	50	20	18	40	44	5	9	6	3	14	4	5	12	11

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/z/A - B/C/D - E/F
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q21: Finally, which of these best describes the place you live most of the time?

Base: All complained about landline service in past 6 months

	Supplier					BT										SKY									
						Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	566	437	340	428	162	214	160	166	26**	282	181	103	302	258	147	148	124	18**	227	162	48*	204	227		
A city or large town (including suburbs)	290	264	204	280	76	105	89	91	14	164	87	48	184	114	82	95	77	10	145	90	29	138	122		
	53%	60% <i>ae</i>	60% <i>ae</i>	65% <i>ae</i>	47%	49%	56%	55%	54%	53% <i>lm</i>	48%	47%	61% <i>no</i>	44%	56%	64%	62%	56%	64%	56%	60%	63%	54%		
A small town	175	133	94	128	66	74	44	49	8	77	65	33	76	96	52	42	36	3	63	57	13	51	81		
	31%	30%	28%	30%	41% <i>abcd</i>	35%	28%	30%	31%	27%	36%	32%	25%	37% <i>m</i>	35%	28%	29%	17%	28%	35%	27%	25%	53% <i>vw</i>		
A village, hamlet or isolated dwelling in the countryside	85	35	37	19	20	34	27	24	4	39	29	21	40	47	12	11	10	2	17	13	5	11	22		
	10% <i>abcd</i>	8% <i>d</i>	11% <i>d</i>	4%	12% <i>d</i>	16%	17%	14%	15%	14%	16%	20%	13%	18%	8%	7%	8%	11%	7%	8%	10%	5%	10%		
Prefer not to say	3	5	5	1	-	1	-	2	-	2	-	1	2	1	1	-	1	3	2	2	1	3	2		
	1%	1%	1%	-	-	-	-	1%	-	1%	-	1%	1%	-	1%	-	1%	17%	1%	1%	2%	1%	1%		
NET: Urban	474	397	298	408	142	179	133	140	22	241	152	81	260	210	134	137	113	13	208	147	42	190	203		
	84%	91% <i>a</i>	88%	95% <i>abcd</i>	88%	84%	83%	84%	85%	85%	84%	79%	86%	81%	91%	93%	91%	72%	92%	91%	88%	93%	89%		
NET: Rural	85	35	37	19	20	34	27	24	4	39	29	21	40	47	12	11	10	2	17	13	5	11	22		
	10% <i>abcd</i>	8% <i>d</i>	11% <i>d</i>	4%	12% <i>d</i>	16%	17%	14%	15%	14%	16%	20%	13%	18%	8%	7%	8%	11%	7%	8%	10%	5%	10%		

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q21: Finally, which of these best describes the place you live most of the time?

Base: All complained about landline service in past 6 months

Supplier	TALK TALK								VIRGIN MEDIA								EE															
	Issue				Satisfaction			Resolved	Issue				Satisfaction			Resolved	Issue				Satisfaction			Resolved								
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	EE (e)	Billing and Customer service (f)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)
Total	566	437	340	428	162	104	92*	123	21**	163	121	56*	144	188	155	118	131	24**	224	122	82*	209	213	47*	63*	46*	6**	102	39*	21**	79*	80*
A city or large town (including suburbs)	299	264	204	280	76	62	59	72	11	101	73	30	93	107	109	69	86	16	159	74	47	150	128	23	29	22	2	48	19	9	42	32
A small town	175	133	94	128	66	29	25	33	7	40	37	17	32	61	37	45	40	6	55	45	28	52	72	21	23	19	3	44	16	6	27	39
A village, hamlet or isolated dwelling in the countryside	89	35	37	19	20	12	6	17	2	19	10	8	18	18	8	4	5	2	10	3	6	7	12	3	11	5	1	10	4	6	10	9
Prefer not to say	3	5	5	1	-	1	2	1	1	3	1	1	1	2	1	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	
NET: Urban	474	397	298	408	142	91	84	105	18	141	110	47	125	168	146	114	126	22	214	119	75	202	200	44	52	41	5	92	35	15	69	71
NET: Rural	89	35	37	19	20	12	6	17	2	19	10	8	18	18	8	4	5	2	10	3	6	7	12	3	11	5	1	10	4	6	10	9

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/z/A - B/C/D - E/F
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Table 1

Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						BT						EE						SKY														
	Issue						Satisfaction			Resolved			Issue						Satisfaction			Resolved											
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	604	204	624	563	695	208	172	145	262	25**	284	199	121	276	318	47*	68*	85*	4**	108	66*	30*	91*	111	171	141	291	21**	337	191	96*	275	342
The service not performing as it should	262	85	291	313	351	96	-	-	262	-	101	101	60	103	156	-	-	85	-	44	27	14	36	49	-	-	291	-	148	97	46	122	165
A billing, pricing or payment issue	134	31	126	99	160	52	134	-	-	-	72	35	27	65	68	31	-	-	-	11	12	8	12	19	126	-	-	71	34	21	61	64	
A problem relating to the installation or set up of your service	82	40	70	43	50	19	-	82	-	-	44	27	11	43	38	-	40	-	-	24	11	5	16	24	-	70	-	42	18	10	35	35	
A problem with a repair to the service	63	28	71	58	70	18	-	63	-	-	36	18	9	35	28	-	28	-	-	17	10	1	18	9	-	71	-	46	22	3	31	40	
Dissatisfaction with customer service from a previous occasion or contact	38	16	45	28	38	17	38	-	-	-	16	12	10	20	17	16	-	-	-	9	5	2	6	9	45	-	-	14	18	13	12	31	
Or something else	25	4	21	22	26	6	-	-	25	-	15	6	4	10	11	-	-	-	4	3	1	-	3	1	-	-	21	16	2	3	14	7	
SUMMARY:																																	
Billing and Customer service	172	47	171	127	198	69	172	-	-	-	88	47	37	85	85	47	-	-	-	20	17	10	18	28	171	-	-	85	52	34	73	95	
Repairs and Installation	145	68	141	101	120	37	-	145	-	-	31*	24%	31%	31*	27%	100%qr	-	-	-	19%	26%	33%	20%	25%	100%BC	-	-	25%	27%	35%E	27%	28%	
Service Issues	262	85	291	313	351	96	-	-	262	-	101	101	60	103	156	-	-	85	-	44	27	14	36	49	-	-	291	-	148	97	46	122	165
Something else	25	4	21	22	26	6	-	-	25	-	15	6	4	10	11	-	-	-	4	3	1	-	3	1	-	-	21	16	2	3	14	7	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef- g/h/ij - k/l/m - n/o - p/q/r/s - t/uv - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						TALK TALK						VIRGIN MEDIA						PLUSNET														
							Issue				Satisfaction		Resolved		Issue				Satisfaction		Resolved		Issue				Satisfaction		Resolved				
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	604	204	624	563	695	208	127	101	313	22**	247	159	157	223	330	198	120	351	26**	329	231	135	321	365	69*	37*	96*	6**	102	71*	35*	94*	110
The service not performing as it should	262	85	291	313	351	96	-	-	313	-	124	94	95	109	201	-	-	351	-	166	122	63	158	186	-	-	96	-	49	30	17	35	60
	43%	42%	47%	56%abcf	51%ab	46%	-	-	100%gj	-	50%	59%	61%k	49%	61%n	-	-	100%pq	-	50%	53%	47%	49%	51%	-	-	100%AB	-	48%	42%	49%	37%	55%h
A billing, pricing or payment issue	134	31	126	99	160	52	99	-	-	-	53	24	22	47	50	160	-	-	-	78	47	35	79	81	52	-	-	25	21	6	29	21	
	22%bd	15%	20%	18%	23%bd	25%bd	78%hi	-	-	-	21%	15%	14%	21%	15%	81%qr	-	-	-	24%	20%	26%	25%	22%	76%bc	-	-	25%	30%	17%	31%	19%	
A problem relating to the installation or set up of your service	82	40	70	43	50	19	-	43	-	-	25	9	9	20	22	-	50	-	-	27	14	9	28	22	-	19	-	10	7	2	10	9	
	14%de	20%acde	11%def	8%	7%	9%	-	43%gi	-	-	10%	6%	6%	9%	7%	-	42%pr	-	-	8%	6%	7%	9%	6%	-	51%AC	-	10%	10%	6%	11%	8%	
A problem with a repair to the service	63	28	71	58	70	18	-	58	-	-	25	18	15	25	32	-	70	-	-	35	27	8	35	35	-	18	-	7	6	5	9	9	
	10%	14%	11%	10%	10%	9%	-	57%gj	-	-	10%	11%	10%	11%	10%	-	58%pr	-	-	11%	12%	6%	11%	10%	-	49%AC	-	7%	8%	14%	10%	8%	
Dissatisfaction with customer service from a previous occasion or contact	38	16	45	28	38	17	28	-	-	-	11	8	9	11	15	38	-	-	-	11	14	13	12	26	17	-	-	8	5	4	8	9	
	6%	8%	7%	5%	5%	8%	22%hi	-	-	-	4%	5%	6%	5%	5%	19%qr	-	-	-	3%	6%	10%k	4%	7%	25%BC	-	-	8%	7%	11%	9%	8%	
Or something else	25	4	21	22	26	6	-	-	22	100%	9	6	7	11	10	-	-	26	100%	12	7	7	9	15	-	-	-	3	2	1	3	2	
	4%	2%	3%	4%	4%	3%	-	-	-	-	4%	4%	4%	5%	3%	-	-	-	-	4%	3%	5%	3%	4%	-	-	-	100%	3%	3%	3%	3%	2%
SUMMARY:																																	
Billing and Customer service	172	47	171	127	198	69	127	-	-	-	64	32	31	58	65	198	-	-	-	89	61	48	91	107	69	-	-	33	26	10	37	30	
	28%d	23%	27%	23%	28%d	33%bd	100%hi	-	-	-	26%	20%	20%	26%	20%	100%qr	-	-	-	27%	26%	36%	28%	29%	100%BC	-	-	32%	37%	29%	39%	27%	
Repairs and Installation	145	68	141	101	120	37	-	101	-	-	50	27	24	45	54	-	120	-	-	62	41	17	63	57	-	37	-	17	13	7	19	18	
	24%de	33%acde	23%de	18%	17%	18%	-	100%gi	-	-	20%	17%	15%	20%	16%	100%pr	-	-	-	19%	18%	13%	20%	16%	-	100%AC	-	17%	18%	20%	20%	16%	
Service Issues	262	85	291	313	351	96	-	-	313	-	124	94	95	109	201	-	-	351	-	166	122	63	158	186	-	-	96	-	49	30	17	35	60
	43%	42%	47%	56%abcf	51%ab	46%	-	-	100%gh	-	50%	59%	61%k	49%	61%n	-	-	100%pq	-	50%	53%	47%	49%	51%	-	-	100%AB	-	48%	42%	49%	37%	55%h
Something else	25	4	21	22	26	6	-	-	22	100%	9	6	7	11	10	-	-	26	100%	12	7	7	9	15	-	-	-	3	2	1	3	2	
	4%	2%	3%	4%	4%	3%	-	-	-	-	4%	4%	4%	5%	3%	-	-	-	-	4%	3%	5%	3%	4%	-	-	-	100%	3%	3%	3%	3%	2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef- g/h/ij - k/l/m - n/o - p/q/r/s - t/uv - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Table 3

Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Billing and Customer service

Base: All complained about fixed broadband internet service in past 6 months - Billing and Customer service complaint

	Supplier						BT						EE						SKY														
							Issue			Satisfaction			Resolved									Issue			Satisfaction			Resolved					
	BT (a)	EE (b)	Skyc (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	172	47*	171	127	198	69*	172	-**	-**	-**	88*	47*	37*	85*	85*	47*	-**	-**	-**	20**	17**	10**	18**	28**	171	-**	-**	-**	85*	52*	34*	73*	95*
Bill was a lot higher than expected	73	7	53	44	78	26	73	-	-	-	35	20	18	34	39	7	-	-	-	4	3	-	4	3	53	-	-	-	25	17	11	20	32
	42%bc	15%	31%b	35%b	39%b	37%b	42%	-	-	-	40%	43%	49%	40%	46%	15%	-	-	-	20%	18%	-	22%	11%	31%	-	-	-	29%	33%	32%	27%	34%
Bill was inaccurate	38	10	29	23	41	13	38	-	-	-	17	10	11	15	22	10	-	-	-	2	6	2	4	6	29	-	-	-	18	6	5	14	15
	22%	21%	17%	18%	21%	19%	22%	-	-	-	19%	21%	30%	18%	26%	21%	-	-	-	10%	35%	20%	22%	21%	17%	-	-	-	21%	12%	15%	19%	16%
Bill contained items I shouldn't have been charged for	27	4	25	25	25	8	27	-	-	-	13	6	8	15	12	4	-	-	-	2	2	-	3	1	25	-	-	-	14	4	7	9	16
	16%	9%	15%	20%	13%	12%	16%	-	-	-	15%	13%	22%	18%	14%	9%	-	-	-	10%	12%	-	17%	4%	15%	-	-	-	16%	8%	21%	12%	17%
Getting a refund, credit note or cashback	25	2	15	15	20	9	25	-	-	-	15	4	6	11	14	2	-	-	-	-	1	1	-	2	15	-	-	-	10	4	1	7	8
	15%	4%	9%	12%	10%	13%	15%	-	-	-	17%	9%	16%	13%	16%	4%	-	-	-	-	6%	10%	-	7%	9%	-	-	-	12%	8%	3%	10%	8%
Payment issues (including setting up/making a payment, non-direct debit charges)	17	8	30	24	22	7	17	-	-	-	6	6	5	7	10	8	-	-	-	4	3	1	2	6	30	-	-	-	17	6	7	12	18
	10%	17%	18%a	19%a	11%	10%	10%	-	-	-	7%	13%	14%	8%	12%	17%	-	-	-	20%	18%	10%	11%	21%	18%	-	-	-	20%	12%	21%	16%	19%
The format of the bill	13	7	14	18	11	3	13	-	-	-	10	3	-	8	5	7	-	-	-	1	3	3	3	4	14	-	-	-	7	4	3	5	9
	8%	16%e	8%	14%ef	6%	4%	8%	-	-	-	11%l	6%	-	9%	6%	15%	-	-	-	5%	18%	30%	17%	14%	8%	-	-	-	8%	8%	9%	7%	9%
Gave incorrect information	13	5	11	10	9	4	13	-	-	-	5	4	4	7	6	5	-	-	-	2	1	2	-	4	11	-	-	-	6	4	1	4	7
	8%	11%	6%	8%	5%	6%	8%	-	-	-	6%	9%	11%	8%	7%	11%	-	-	-	10%	6%	20%	-	14%	6%	-	-	-	7%	8%	3%	5%	7%
Took too long to resolve issue	12	4	15	14	13	6	12	-	-	-	5	4	3	7	5	4	-	-	-	2	2	-	2	2	15	-	-	-	2	4	9	2	13
	7%	9%	9%	11%	7%	9%	7%	-	-	-	6%	9%	8%	8%	6%	9%	-	-	-	10%	12%	-	11%	7%	9%	-	-	-	2%	8%	26%ef	3%	14%k
Didn't do what they said they would do	11	2	11	9	11	5	11	-	-	-	2	6	3	5	5	2	-	-	-	1	1	-	1	1	11	-	-	-	3	5	3	3	6
	6%	4%	6%	7%	6%	7%	6%	-	-	-	2%	13%k	8%	6%	6%	4%	-	-	-	5%	6%	-	6%	4%	6%	-	-	-	4%	10%	9%	4%	6%
Rude/dismissive	11	1	8	6	9	3	11	-	-	-	4	4	3	3	7	1	-	-	-	-	1	-	-	1	8	-	-	-	3	1	4	2	5
	6%	2%	5%	5%	5%	4%	6%	-	-	-	5%	9%	8%	4%	8%	2%	-	-	-	-	6%	-	-	4%	5%	-	-	-	4%	2%	12%	3%	5%
Unable to get through to relevant person	9	5	16	6	11	5	9	-	-	-	3	3	3	3	6	5	-	-	-	4	1	-	2	3	16	-	-	-	5	8	3	5	10
	5%	11%	9%	5%	6%	7%	5%	-	-	-	3%	6%	8%	4%	7%	11%	-	-	-	20%	6%	-	11%	11%	9%	-	-	-	6%	15%	9%	7%	11%
Unable to get through to anyone	6	6	13	8	10	2	6	-	-	-	5	1	-	6	-	6	-	-	-	4	2	-	4	2	13	-	-	-	5	4	4	5	7
	3%	13%af	8%	6%	5%	3%	3%	-	-	-	6%	2%	-	7%e	-	13%	-	-	-	20%	12%	-	22%	7%	8%	-	-	-	6%	8%	12%	7%	7%
Pre-pay credit lost or not credited to card	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Costs of international and roaming calls	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A different issue	8	2	4	3	24	4	8	-	-	-	4	2	2	2	6	2	-	-	-	-	1	1	-	2	4	-	-	-	3	1	-	3	1
	5%	4%	2%	2%	12%acd	6%	5%	-	-	-	5%	4%	5%	2%	7%	4%	-	-	-	-	6%	10%	-	7%	2%	-	-	-	4%	2%	-	4%	1%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Billing and Customer service

Base: All complained about fixed broadband internet service in past 6 months - Billing and Customer service complaint

	Supplier						TALK TALK						VIRGIN MEDIA						PLUSNET														
							Issue			Satisfaction			Resolved									Issue			Satisfaction			Resolved					
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	172	47*	171	127	198	69*	127	**	**	**	64*	32*	31*	58*	65*	198	**	**	**	89*	61*	48*	91*	107	69*	**	**	**	33*	26**	10**	37*	30*
Bill was a lot higher than expected	73	7	53	44	78	26	44	-	-	-	26	7	11	24	19	78	-	-	-	35	22	21	35	43	26	-	-	-	12	12	2	15	9
Bill was inaccurate	38	10	29	23	41	13	23	-	-	-	15	4	4	12	11	41	-	-	-	20	12	9	19	22	13	-	-	-	7	6	-	12	1
Bill contained items I shouldn't have been charged for	27	4	25	25	25	8	25	-	-	-	15	6	4	15	10	25	-	-	-	11	7	7	11	14	8	-	-	-	6	2	-	6	2
Getting a refund, credit note or cashback	25	2	15	15	20	9	15	-	-	-	9	4	2	8	6	20	-	-	-	9	8	3	11	9	9	-	-	-	4	4	1	5	4
Payment issues (including setting up/making a payment, non-direct debit charges)	17	8	30	24	22	7	24	-	-	-	17	4	3	13	11	22	-	-	-	8	7	7	6	16	7	-	-	-	2	3	2	3	4
The format of the bill	13	7	14	18	11	3	18	-	-	-	15	3	-	14	4	11	-	-	-	5	5	1	7	4	3	-	-	-	2	1	-	-	3
Gave incorrect information	13	5	11	10	9	4	10	-	-	-	3	3	4	2	8	9	-	-	-	2	4	3	2	7	4	-	-	-	3	1	-	2	2
Took too long to resolve issue	12	4	15	14	13	6	14	-	-	-	6	3	5	6	7	13	-	-	-	3	6	4	5	8	6	-	-	-	2	2	2	2	4
Didn't do what they said they would do	11	2	11	9	11	5	9	-	-	-	2	2	5	4	5	11	-	-	-	2	5	4	3	8	5	-	-	-	3	-	2	3	2
Rude/dismissive	11	1	8	6	9	3	6	-	-	-	1	1	4	1	5	9	-	-	-	1	3	5	2	7	3	-	-	-	1	2	1	2	1
Unable to get through to relevant person	9	5	16	6	11	5	6	-	-	-	1	1	4	2	3	11	-	-	-	4	4	3	4	7	5	-	-	-	3	1	1	4	1
Unable to get through to anyone	6	6	13	8	10	2	8	-	-	-	3	1	4	3	5	10	-	-	-	6	2	2	8	2	2	-	-	-	2	-	-	2	2
Pre-pay credit lost or not credited to card	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	2	-	-	-	1	1	-	2	-	-	-	-	-	-	-	-	-	-
Costs of international and roaming calls	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-
A different issue	8	2	4	3	24	4	3	-	-	-	1	2	2	2	1	24	-	-	-	12	7	5	13	11	4	-	-	-	2	1	1	1	3

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Service issues

Base: All complained about fixed broadband internet service in past 6 months - Service issue complaint

	Supplier						BT						EE						SKY														
							Issue			Satisfaction			Resolved								Issue			Satisfaction			Resolved						
	BT (a)	EE (b)	SKY (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	262	85*	291	313	351	96*	--	--	262	--	101	101	60*	103	156	--	--	85*	--	44*	27**	14**	36*	49*	--	--	291	--	148	97*	46*	122	165
Connection speed slower than advertised or led to expect	146	46	165	175	137	51	-	-	146	-	48	64	34	54	91	-	-	46	-	26	13	7	17	29	-	-	165	-	86	50	29	68	93
	55%	54%	57%	55%	39%	53%	-	-	56%	-	48%	63%	57%	52%	58%	-	-	54%	-	59%	48%	50%	47%	59%	-	-	57%	-	58%	52%	63%	56%	56%
Service is not consistently available	112	31	95	122	124	38	-	-	112	-	36	38	38	30	81	-	-	31	-	15	9	7	13	18	-	-	95	-	44	30	21	35	60
	43%	36%	33%	39%	35%	40%	-	-	43%	-	36%	38%	35%	29%	52%	-	-	36%	-	34%	33%	50%	36%	37%	-	-	33%	-	30%	31%	45%	29%	36%
Complete loss of service	106	28	97	127	190	30	-	-	106	-	47	35	24	45	59	-	-	28	-	13	11	4	15	13	-	-	97	-	46	34	17	39	58
	40%	33%	33%	41%	54%abdef	31%	-	-	40%	-	47%	35%	40%	44%	38%	-	-	33%	-	30%	41%	29%	42%	27%	-	-	33%	-	31%	35%	37%	32%	35%
Poor line quality	27	4	17	24	5	8	-	-	27	-	9	7	11	10	17	-	-	4	-	2	2	-	1	3	-	-	17	-	7	7	3	6	11
	10%	5%	6%	8%	1%	8%	-	-	10%	-	9%	7%	16%	10%	11%	-	-	5%	-	5%	7%	-	3%	6%	-	-	6%	-	5%	7%	7%	5%	7%
Problems with voice over internet (VOIP) telephone calls	18	5	30	21	14	5	-	-	18	-	8	7	3	6	11	-	-	5	-	3	1	1	1	4	-	-	30	-	18	9	3	13	17
	7%	6%	10%	7%	4%	5%	-	-	7%	-	8%	7%	5%	6%	7%	-	-	6%	-	7%	4%	7%	3%	8%	-	-	10%	-	12%	9%	7%	11%	10%
Poor picture quality	4	-	13	7	5	-	-	-	4	-	2	-	2	-	4	-	-	-	-	-	-	-	-	-	-	-	13	-	8	5	-	7	6
	2%	-	4%abef	2%	1%	-	-	-	2%	-	2%	-	3%	-	3%	-	-	-	-	-	-	-	-	-	-	-	4%	-	5%	5%	-	6%	4%
Unable to get certain channels/content	4	-	10	12	15	-	-	-	4	-	1	2	1	-	4	-	-	-	-	-	-	-	-	-	-	-	10	-	5	4	1	5	5
	2%	-	3%	4%	4%	-	-	-	2%	-	1%	2%	2%	-	3%	-	-	-	-	-	-	-	-	-	-	-	3%	-	3%	4%	2%	4%	3%
Unable to access 4G service	-	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	6	-	3	2	1	3	3	-	-	-	-	-	-	-	-	-
	-	7%acdef	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7%	-	7%	7%	7%	8%	6%	-	-	-	-	-	-	-	-	-
Text or voice mails delivered late	4	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	4	-	3	1	-	2	2	-	-	-	-	-	-	-	-	-
	-	6%acdef	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5%	-	7%	4%	-	6%	4%	-	-	-	-	-	-	-	-	-
Problems with calls being disconnected during a call or not connected at all	3	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	3	-	2	1	-	1	2	-	-	-	-	-	-	-	-	-
	-	4%acde	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4%	-	5%	4%	-	3%	4%	-	-	-	-	-	-	-	-	-
Poor indoor reception/coverage	3	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	3	-	2	1	-	3	-	-	-	-	-	-	-	-	-	-
	-	4%acde	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4%	-	5%	4%	-	6%	-	-	-	-	-	-	-	-	-	-
Poor outside reception/coverage	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	1	1	-	1	1	-	-	-	-	-	-	-	-	-
	-	2%acde	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2%	-	2%	4%	-	3%	2%	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	8	2	3	9	3	4	-	-	8	-	2	2	4	1	7	-	-	2	-	1	-	1	1	-	-	-	3	-	1	2	-	1	2
	3%	2%	1%	3%	1%	4%	-	-	3%	-	2%	2%	7%	1%	4%	-	-	2%	-	2%	-	3%	2%	-	-	-	1%	-	1%	2%	-	1%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef - g/h/ij - k/l/m - n/o - p/q/r/s - t/uv - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Service issues

Base: All complained about fixed broadband internet service in past 6 months - Service issue complaint

	Supplier						TALK TALK						VIRGIN MEDIA						PLUSNET															
							Issue				Satisfaction		Resolved		Issue				Satisfaction		Resolved		Issue				Satisfaction		Resolved					
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	262	85*	291	313	351	96*	-**	-**	313	-**	124	94*	95*	109	201	-**	-**	351	-**	166	122	63*	158	186	-**	-**	96*	-**	49*	30*	17**	35*	60*	
Connection speed slower than advertised or led to expect	146	46	165	175	137	51	-	-	175	-	62	56	57	48	126	-	-	137	-	62	49	26	54	81	-	-	51	-	23	17	11	15	36	
	55%	54%	57%	55%	39%	53%	-	-	56%	-	50%	60%	60%	44%	63%	-	-	39%	-	37%	40%	41%	34%	44%	-	-	53%	-	47%	57%	65%	43%	60%	
Service is not consistently available	112	31	95	122	124	38	-	-	122	-	42	29	51	32	89	-	-	124	-	54	42	28	42	79	-	-	38	-	20	10	8	12	25	
	43%	36%	33%	39%	35%	40%	-	-	39%	-	34%	31%	34%	29%	41%	-	-	35%	-	33%	34%	44%	27%	42%	-	-	40%	-	41%	33%	47%	34%	42%	
Complete loss of service	106	28	97	127	190	30	-	-	127	-	59	27	41	59	66	-	-	190	-	88	65	37	79	106	-	-	30	-	11	12	7	13	16	
	40%	33%	33%	41%	54% ^{label}	31%	-	-	41%	-	48%	29%	43%	54%	33%	-	-	54%	-	53%	53%	59%	50%	57%	-	-	31%	-	22%	40%	41%	37%	27%	
Poor line quality	27	4	17	24	5	8	-	-	24	-	10	6	8	5	19	-	-	5	-	3	1	1	2	3	-	-	8	-	7	-	1	4	4	
	10%	5%	6%	8%	1%	8%	-	-	8%	-	8%	6%	8%	5%	9%	-	-	1%	-	2%	1%	2%	1%	2%	-	-	8%	-	14%	-	6%	11%	7%	
Problems with voice over internet (VOIP) telephone calls	18	5	30	21	14	5	-	-	21	-	12	6	3	8	12	-	-	14	-	5	7	2	7	7	-	-	5	-	3	2	-	2	3	
	7%	6%	10%	7%	4%	5%	-	-	7%	-	10%	6%	3%	7%	6%	-	-	4%	-	3%	6%	3%	4%	4%	-	-	5%	-	6%	7%	-	6%	5%	
Poor picture quality	4	-	13	7	5	-	-	-	7	-	6	-	1	6	1	-	-	5	-	3	2	-	4	1	-	-	-	-	-	-	-	-	-	-
	2%	-	4% ^{label}	2%	1%	-	-	-	2%	-	6%	-	1%	6%	-	-	-	1%	-	2%	2%	-	3%	1%	-	-	-	-	-	-	-	-	-	-
Unable to get certain channels/content	4	-	10	12	15	-	-	-	12	-	6	2	4	6	5	-	-	15	-	8	5	2	7	8	-	-	-	-	-	-	-	-	-	-
	2%	-	3%	4%	4%	-	-	-	4%	-	5%	2%	4%	6%	2%	-	-	4%	-	5%	4%	3%	4%	4%	-	-	-	-	-	-	-	-	-	-
Unable to access 4G service	-	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	7% ^{label}	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Text or voice mails delivered late	4	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-
	-	6% ^{label}	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	1%	-	-	-	-	-	-	-	-	-	-	-
Problems with calls being disconnected during a call or not connected at all	3	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-
	-	4% ^{label}	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	1%	-	-	-	-	-	-	-	-	-	-	-
Poor indoor reception/coverage	3	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-
	-	4% ^{label}	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	1%	-	-	-	-	-	-	-	-	-	-	-
Poor outside reception/coverage	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	2% ^{label}	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	8	2	3	9	3	4	-	-	9	-	3	-	6	2	7	-	-	3	-	1	2	-	3	-	-	-	4	-	2	2	-	1	3	
	3% ^{label}	2%	1%	3%	1%	4% ^{label}	-	-	3%	-	2%	-	6%	2%	3%	-	-	1%	-	1%	2%	-	2%	-	-	-	4%	-	4%	7%	-	3%	5%	

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Repairs and Installation

Base: All complained about fixed broadband internet service in past 6 months - Repair and Installation complaint

	Supplier						BT								EE								SKY											
							Issue				Satisfaction				Resolved				Issue				Satisfaction				Resolved							
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	145	68*	141	101	120	37*	--	145	--	--	80*	45*	20**	78*	66*	--	68*	--	--	41*	21**	6**	34*	33*	--	141	--	--	88*	40*	13**	66*	75*	
Time taken to install the service	37	10	22	10	17	6	-	37	-	-	17	14	6	21	16	-	10	-	-	9	1	-	3	7	-	22	-	-	13	7	2	11	11	
Switching issues (e.g. problems trying to switch or problems porting your number)	25	13	18	10	17	10	-	25	-	-	14	10	1	14	11	-	13	-	-	7	5	1	6	7	-	18	-	-	10	7	1	12	6	
Time taken to repair a fault	23	7	20	30	39	10	-	23	-	-	10	8	5	10	13	-	7	-	-	6	1	-	5	2	-	20	-	-	9	11	-	10	10	
Arranging an installation	22	12	29	11	11	8	-	22	-	-	9	10	3	11	11	-	12	-	-	7	3	2	7	5	-	29	-	-	22	5	2	15	14	
Damage to property during repair	21	6	12	7	13	-	-	21	-	-	18	1	2	11	10	-	6	-	-	2	4	-	2	4	-	12	-	-	9	3	-	4	8	
Arranging an appointment for an engineer visit	18	10	22	14	21	5	-	18	-	-	9	6	3	11	7	-	10	-	-	3	7	-	7	2	-	22	-	-	15	7	-	14	8	
Missed/ moved installation appointment	18	12	14	10	14	1	-	18	-	-	11	5	2	11	7	-	12	-	-	9	3	-	5	7	-	14	-	-	8	3	3	7	7	
Missed/moved repair appointment	13	11	13	11	15	1	-	13	-	-	10	2	1	9	4	-	11	-	-	9	1	1	7	4	-	13	-	-	10	2	1	5	8	
Damage to property during installation	13	7	20	9	8	1	-	13	-	-	10	2	1	7	6	-	7	-	-	2	3	2	3	4	-	20	-	-	16	3	1	13	7	
Complaining about an engineer	12	4	14	14	10	2	-	12	-	-	5	5	2	5	7	-	4	-	-	3	1	-	3	-	-	14	-	-	10	4	-	6	8	
A different issue	11	2	6	6	4	4	-	11	-	-	5	2	4	7	3	-	2	-	-	-	1	1	-	2	-	-	6	-	-	1	1	4	1	5

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Repairs and Installation

Base: All complained about fixed broadband internet service in past 6 months - Repair and Installation complaint

	Supplier						TALK TALK						VIRGIN MEDIA						PLUSNET																	
							Issue			Satisfaction			Resolved									Issue			Satisfaction			Resolved								
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)			
Total	145	68*	141	101	120	37*	-**	101	-**	-**	50*	27**	24**	45*	54*	-**	120	-**	-**	-**	62*	41*	17**	63*	57*	-**	37*	-**	-**	-**	17**	13**	7**	19**	18**	
Time taken to install the service	37	10	22	10	17	6	-	10	-	-	6	1	3	5	5	-	17	-	-	-	12	4	1	12	5	-	6	-	-	-	2	4	-	4	2	
Switching issues (e.g. problems trying to switch or problems porting your number)	25	13	18	10	17	10	-	10	-	-	7	2	1	4	6	-	17	-	-	-	10	5	2	12	5	-	10	-	-	-	5	4	1	5	5	
Time taken to repair a fault	23	7	20	30	39	10	-	30	-	-	11	7	12	13	16	-	39	-	-	-	20	15	4	22	17	-	10	-	-	-	4	4	2	5	5	
Arranging an installation	22	12	29	11	11	8	-	11	-	-	5	4	2	4	7	-	11	-	-	-	8	1	2	8	3	-	8	-	-	-	4	3	1	3	5	
Damage to property during repair	21	6	12	7	13	-	-	7	-	-	7	-	-	3	4	-	13	-	-	-	9	3	1	9	4	-	-	-	-	-	-	-	-	-	-	
Arranging an appointment for an engineer visit	18	10	22	14	21	5	-	14	-	-	4	6	4	5	8	-	21	-	-	-	12	6	3	11	10	-	5	-	-	-	2	2	1	1	4	
Missed/ moved installation appointment	18	12	14	10	14	1	-	10	-	-	5	2	3	3	6	-	14	-	-	-	5	6	3	5	9	-	1	-	-	-	1	-	-	1	6	
Missed/moved repair appointment	13	11	13	11	15	1	-	11	-	-	8	3	-	6	5	-	15	-	-	-	8	5	2	8	7	-	1	-	-	-	1	-	-	1	-	
Damage to property during installation	13	7	20	9	8	1	-	9	-	-	6	2	1	8	1	-	8	-	-	-	5	3	-	2	6	-	1	-	-	-	1	-	-	-	1	6
Complaining about an engineer	12	4	14	14	10	2	-	14	-	-	8	3	3	7	7	-	10	-	-	-	3	6	1	4	6	-	2	-	-	-	1	1	-	2	-	
A different issue	11	2	6	6	4	4	-	6	-	-	3	2	1	3	3	-	4	-	-	-	1	-	3	1	3	-	4	-	-	-	2	-	2	2	2	

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 - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

**Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Something else**

Base: All complained about fixed broadband internet service in past 6 months - Something else complaint

	Supplier						BT						EE						SKY																				
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved																
							Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)						
Total	25**	4**	21**	22**	26**	6**	-**	-**	-**	25**	15**	6**	4**	10**	11**	-**	-**	-**	4**	3**	1**	4**	3**	1**	-**	3**	1**	-**	3**	1**	-**	-**	-**	21**	16**	2**	3**	14**	7**
Change to your package or service (upgrading or downgrading your service)	7	2	10	4	6	-	-	-	-	7	5	1	1	4	2	-	-	-	2	1	1	-	1	1	-	1	1	-	1	1	-	-	-	10	8	1	1	8	2
	28%	50%	48%	18%	23%	-	-	-	-	28%	33%	17%	25%	40%	18%	-	-	-	50%	33%	100%	-	33%	100%	-	33%	100%	-	33%	100%	-	-	-	48%	50%	50%	33%	57%	29%
Switching issues (e.g. problems trying to switch or problems porting your number)	7	-	2	3	3	-	-	-	-	7	6	1	-	5	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	2	-	-	1	1
	28%	-	10%	14%	12%	-	-	-	-	28%	40%	17%	-	50%	9%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	10%	13%	-	-	7%	14%	
Complaining about the terms of your contract	5	-	4	3	6	1	-	-	-	5	2	2	1	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	3	1	-	3	1	
	20%	-	19%	14%	23%	17%	-	-	-	20%	13%	33%	25%	-	27%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	19%	50%	-	21%	14%		
Service not performing as advertised or as told in store/over the phone	5	-	5	4	4	3	-	-	-	5	2	2	1	1	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5	3	-	2	2	3		
	20%	-	24%	18%	15%	50%	-	-	-	20%	13%	33%	25%	10%	36%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	24%	19%	-	67%	14%	43%		
Keeping your mobile phone number when changing suppliers	-	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	8%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
A different issue (please describe it briefly in your own words)	4	2	3	10	9	2	-	-	-	4	2	-	2	2	2	-	-	-	2	2	-	-	-	-	-	2	2	-	2	2	-	-	3	3	-	-	3	-	
	16%	50%	14%	45%	35%	33%	-	-	-	16%	13%	-	50%	20%	18%	-	-	-	50%	67%	-	-	-	-	-	67%	-	-	-	-	-	-	14%	19%	-	-	21%	-	

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

Ofcom - Quality of Customer Service - Complaints 2018
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Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Something else

Base: All complained about fixed broadband internet service in past 6 months - Something else complaint

	Supplier						TALK TALK						VIRGIN MEDIA						PLUSNET														
							Issue			Satisfaction			Resolved								Issue			Satisfaction			Resolved						
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	25**	4**	21**	22**	26**	6**	-**	-**	-**	22**	9**	6**	7**	11**	10**	-**	-**	-**	26**	12**	7**	7**	9**	15**	-**	-**	-**	6**	3**	2**	1**	3**	2**
Change to your package or service (upgrading or downgrading your service)	7	2	10	4	6	-	-	-	-	4	1	1	2	2	2	-	-	-	6	3	1	2	1	3	-	-	-	-	-	-	-	-	-
	28%	50%	48%	18%	23%	-	-	-	-	18%	11%	17%	29%	18%	20%	-	-	-	23%	25%	14%	29%	11%	20%	-	-	-	-	-	-	-	-	-
Switching issues (e.g. problems trying to switch or problems porting your number)	7	-	2	3	3	-	-	-	-	3	1	1	1	3	-	-	-	-	3	1	-	2	1	2	-	-	-	-	-	-	-	-	-
	28%	-	10%	14%	12%	-	-	-	-	14%	11%	17%	14%	27%	-	-	-	-	12%	8%	-	29%	11%	13%	-	-	-	-	-	-	-	-	-
Complaining about the terms of your contract	5	-	4	3	6	1	-	-	-	3	3	-	-	2	-	-	-	-	6	3	1	2	3	3	-	-	-	1	1	-	-	1	-
	20%	-	19%	14%	23%	17%	-	-	-	14%	33%	-	-	18%	-	-	-	-	23%	25%	14%	29%	33%	20%	-	-	-	17%	33%	-	-	33%	-
Service not performing as advertised or as told in store/over the phone	5	-	5	4	4	3	-	-	-	4	2	1	1	2	2	-	-	-	4	1	1	2	1	3	-	-	-	3	1	2	-	2	1
	20%	-	24%	18%	15%	50%	-	-	-	18%	22%	17%	14%	18%	20%	-	-	-	15%	8%	14%	29%	11%	20%	-	-	-	50%	33%	100%	-	67%	50%
Keeping your mobile phone number when changing suppliers	-	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	2	1	1	-	1	1	-	-	-	-	-	-	-	-	-
	-	-	-	-	8%	-	-	-	-	-	-	-	-	-	-	-	-	-	8%	8%	14%	-	11%	7%	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	4	2	3	10	9	2	-	-	-	10	3	3	4	4	6	-	-	-	9	3	3	3	2	7	-	-	-	2	1	-	1	-	1
	16%	50%	14%	45%	35%	33%	-	-	-	45%	33%	50%	57%	36%	60%	-	-	-	35%	25%	43%	43%	22%	47%	-	-	-	33%	33%	-	100%	-	50%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q8: In dealing with [Provider] about this complaint did you contact them...?

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						BT								EE								SKY											
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Issue				Satisfaction			Resolved		Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfaction			Resolved		Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfaction			Resolved		
							Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)					Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)					Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	604	204	624	563	695	208	172	145	262	25**	284	199	121	276	318	47*	68*	85*	25**	108	66*	30*	91*	111	171	141	291	21**	337	191	96*	275	342	
Only/mainly on the phone	364	105	335	312	508	120	101	72	176	15	147	129	88	155	202	16	27	60	2	58	36	11	46	59	84	44	193	14	164	109	62	146	186	
	60%bc	51%	54%	55%	73%abcd	58%	59%	50%	67%h		52%	65%k	73%k	56%	64%	34%	40%	71%pd	50%	54%	55%	37%	51%	53%	49%e	31%	66%AB	67%	49%	57%	65%e	53%	54%	
Only/mainly via webchat	70	9	89	91	49	29	23	12	33	2	38	21	11	32	38	3	4	2	-	5	4	-	6	3	26	27	35	1	49	24	16	39	48	
	12%bc	4%	14%bc	16%abc	7%	14%bc	13%	8%	13%	8%	13%	11%	9%	12%	12%	6%	6%	2%	-	5%	6%	-	7%	3%	15%	19%C	12%	5%	15%	13%	17%	14%	14%	
Only/mainly via email	40	20	44	44	28	18	11	12	16	1	24	11	5	21	19	2	7	11	-	9	5	6	5	15	13	15	15	1	27	9	8	20	24	
	7%e	10%e	7%e	8%e	4%	9%e	6%	8%	6%	4%	8%	6%	4%	8%	6%	4%	10%	13%	-	8%	8%	20%	5%	14%	8%	11%C	5%	5%	8%	5%	8%	7%	7%	
Only/mainly via web form	29	14	32	35	31	14	4	12	13	-	12	11	6	11	18	4	8	2	-	7	5	2	6	8	12	10	9	1	20	9	3	18	14	
	5%	7%	5%	6%	4%	7%	2%	8%	10%		4%	6%	5%	4%	6%	9%	12%	2%	-	6%	8%	7%	7%	7%	7%	7%	7%	3%	5%	6%	5%	3%	7%	4%
Only/mainly by social media	27	13	30	25	29	9	9	15	1	2	19	6	2	18	9	7	2	4	-	6	6	1	7	5	8	10	12	-	20	9	1	13	17	
	4%	6%	5%	4%	4%	4%	5%	10%	*	8%	7%mn	3%	2%	7%o	3%	16%qr	2%	5%	-	6%	9%	3%	8%	5%	5%	7%	4%	-	6%G	5%	1%	5%	5%	
Only/mainly in store	25	14	27	19	17	4	8	10	5	2	16	5	4	12	12	5	7	2	-	10	1	3	8	6	9	10	8	-	17	8	2	9	18	
	4%	7%def	4%	3%	2%	2%	5%	7%	2%	8%	6%	3%	3%	4%	4%	11%r	10%r	2%	-	4%	2%	10%	9%	5%	5%	7%	3%	-	5%	4%	2%	3%	5%	
Only/mainly via mobile application	21	14	25	18	18	6	6	6	9	-	11	9	1	7	14	5	5	4	-	4	5	5	5	8	6	7	11	1	19	6	-	13	12	
	3%	7%ade	4%	3%	3%	3%	3%	4%	3%	-	4%	5%	1%	3%	4%	11%	7%	5%	-	4%	8%	17%u	5%	7%	4%	5%	4%	5%	6%G	3%	-	5%	4%	
Only/mainly by letter	16	12	29	14	8	5	6	5	5	-	9	5	2	13	3	4	8	-	-	8	3	1	7	5	9	16	4	-	15	11	3	12	17	
	3%e	6%ade	5%de	2%	1%	2%	3%	3%	2%	-	3%	3%	2%	6%o	1%	9%r	12%r	-	-	7%	5%	3%	8%	5%	5%	5%G	11%G	1%	-	4%	6%	3%	4%	5%
Only/mainly via another contact method	1	1	4	1	3	1	-	-	1	-	1	-	-	-	1	1	-	-	-	-	-	1	-	1	1	1	1	1	1	2	1	1	3	
	*	*	1%	*	*	*	-	-	*	-	*	-	-	-	2%	-	-	-	-	-	-	3%	-	1%	1%	1%	*	5%	*	1%	1%	*	1%	
Don't know	11	2	9	4	4	2	4	1	3	3	7	2	2	7	2	-	-	-	2	1	1	-	1	1	3	1	3	2	5	4	-	4	3	
	2%e	1%	1%	1%	1%	1%	2%	1%	1%	12%	2%	1%	2%	3%	1%	-	-	-	50%	1%	2%	-	1%	1%	2%	1%	1%	10%	1%	2%	-	1%	1%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef - g/h/ij - k/l/m - n/o - p/q/r/s - t/uv - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Table 12

Q8: In dealing with [Provider] about this complaint did you contact them...?

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						TALK TALK								VIRGIN MEDIA								PLUSNET											
							Issue				Satisfaction		Resolved		Issue				Satisfaction		Resolved		Issue				Satisfaction		Resolved					
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	604	204	624	563	695	208	127	101	313	22**	247	159	157	223	330	198	120	351	26**	329	231	135	321	365	69*	37*	96*	6**	102	71*	35*	94*	110	
Only/mainly on the phone	364	105	335	312	508	120	53	45	201	13	122	91	99	120	188	140	65	282	21	238	161	109	235	267	38	12	68	2	56	41	23	50	69	
	60%bc	51%	54%	55%	73%abcd	58%	42%	45%	64%gh	59%	49%	57%	63%ij	54%	57%	71%cd	54%	80%pq	81%	72%	70%	81%vw	73%	73%	55%B	32%	71%AB	33%	55%	58%	66%	53%	63%	
Only/mainly via webchat	70	9	89	91	49	29	22	13	52	4	38	18	35	37	53	17	4	28	-	23	17	9	26	23	13	3	13	-	17	8	4	15	13	
	12%bc	4%	14%bc	16%abc	7%	14%bc	17%	13%	17%	18%	15%	11%	22%kl	17%	16%	9%	3%	8%	-	7%	7%	7%	8%	6%	19%	8%	14%	-	17%	11%	11%	16%	12%	
Only/mainly via email	40	20	44	44	28	18	20	6	16	2	20	17	7	19	24	7	10	9	2	13	11	4	15	13	2	8	7	1	12	4	2	12	6	
	7%de	10%de	7%de	8%de	4%	9%de	16%h	6%	5%	9%	8%	11%lm	4%	9%	7%	4%	9%	3%	8%	4%	5%	3%	5%	4%	3%	22%AC	7%	17%	12%	6%	6%	13%	5%	
Only/mainly via web form	29	14	32	35	31	14	7	10	18	-	13	14	8	13	21	9	10	11	1	17	12	2	16	13	4	5	3	2	5	6	3	5	8	
	5%	7%	5%	6%	4%	7%	6%	10%	6%	-	5%	9%	5%	6%	6%	5%	9%	3%	4%	5%	5%	1%	5%	4%	6%	14%C	3%	33%	5%	8%	9%	5%	7%	
Only/mainly by social media	27	13	30	25	29	9	9	7	8	1	13	8	4	7	16	6	15	8	-	16	9	4	9	20	5	3	1	-	3	5	1	6	3	
	4%	6%	5%	4%	4%	4%	7%kl	7%kl	3%	5%	5%	5%	3%	3%	5%	3%	13%pr	2%	-	5%	4%	3%	3%	5%	7%C	8%C	1%	-	3%	7%	3%	6%	3%	
Only/mainly in store	25	14	27	19	17	4	6	9	4	-	13	5	1	12	7	7	7	2	1	7	9	1	7	10	1	2	1	-	2	2	-	2	2	
	4%	7%def	4%	3%	2%	2%	5%lm	9%kl	1%	-	5%lm	3%	1%	5%no	2%	4%r	6%kl	1%	4%	2%	4%	1%	2%	3%	1%	2%	5%	1%	-	2%	3%	-	2%	2%
Only/mainly via mobile application	21	14	25	18	18	6	2	8	8	-	14	2	2	9	9	7	5	6	-	7	8	3	9	9	3	-	2	1	5	1	-	3	3	
	3%	7%ade	4%	3%	3%	3%	2%	8%gl	3%	-	6%lm	1%	1%	4%	3%	4%	4%	2%	-	2%	3%	2%	3%	2%	4%	-	2%	17%	5%	1%	-	3%	3%	
Only/mainly by letter	16	12	29	14	8	5	7	2	5	-	11	3	-	5	9	3	1	3	1	4	3	1	2	5	2	3	-	-	2	2	1	1	4	
	3%de	6%ade	5%de	2%	1%	2%	6%kl	2%	2%	-	4%lm	2%	-	2%	3%	2%	1%	1%	4%	1%	1%	1%	1%	1%	3%	8%C	-	-	2%	3%	3%	1%	4%	
Only/mainly via another contact method	1	1	4	1	3	1	-	1	-	-	-	-	1	-	1	2	-	1	-	2	-	1	1	2	-	-	1	-	-	-	1	-	1	
	*	*	1%	*	*	*	-	1%	-	-	-	-	1%	-	*	1%	-	*	-	1%	-	1%	*	*	-	-	1%	-	-	-	3%	-	1%	
Don't know	11	2	9	4	4	2	1	-	1	2	3	1	-	1	2	-	3	1	-	2	1	1	1	3	1	1	-	-	2	-	-	-	1	
	2%de	1%	1%	1%	1%	1%	1%	-	*	9%	1%	1%	-	*	1%	-	3%pr	*	-	1%	*	1%	*	1%	1%	1%	3%	-	-	3%	-	-	1%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef - g/h/ij - k/l/m - n/o - p/q/r/s - t/uv - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

Table 13

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						BT								EE								SKY											
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		
							Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	604	204	624	563	695	208	172	145	262	25**	284	199	121	276	318	47*	68*	85*	4**	108	66*	30*	91*	111	171	141	291	21**	337	191	96*	275	342	
10 - Extremely satisfied (10)	70	23	86	45	63	28	22	20	20	8	70	-	-	63	6	2	9	10	2	23	-	-	21	2	22	21	39	4	86	-	-	74	11	
9-	45	19	46	41	54	11	9	11	23	2	45	-	-	38	7	6	9	4	-	19	-	-	11	8	12	19	11	4	46	-	-	32	14	
8-	76	43	113	77	106	34	23	25	25	3	76	-	-	52	23	8	14	20	1	43	-	-	28	15	30	28	50	5	113	-	-	72	40	
7-	93	23	92	84	106	29	34	24	33	2	93	-	-	46	47	4	9	10	-	23	-	-	9	14	21	20	48	3	92	-	-	48	44	
6-	84	26	76	51	96	26	20	16	48	-	-	84	-	35	47	8	5	12	1	-	26	-	-	11	15	17	20	38	1	-	76	-	21	54
5-	67	23	67	57	78	27	15	21	25	6	-	67	-	19	45	6	9	8	-	-	23	-	-	4	18	22	9	35	1	-	67	-	13	51
4-	48	17	48	51	57	18	12	8	28	-	-	48	-	13	35	3	7	7	-	-	17	-	-	2	15	13	11	24	-	-	48	-	9	39
3-	41	9	34	50	46	12	8	9	23	1	-	41	-	4	35	2	1	6	-	-	9	-	-	2	7	13	5	15	1	-	34	-	2	32
2-	24	6	14	32	25	10	6	6	10	2	-	24	-	5	19	2	3	1	-	-	6	-	-	2	3	3	2	7	2	-	14	-	14	-
1 - Extremely dissatisfied (1)	56	15	48	75	64	13	23	5	27	1	-	56	-	1	54	6	2	7	-	-	15	-	-	1	14	18	6	24	-	-	48	-	4	43
NET: Dissatisfied (1-3)	121	30	96	157	135	35	37	20	60	4	-	121	-	10	108	10	6	14	-	-	30	-	-	5	24	34	13	46	3	-	96	-	6	89
NET: Neutral (4-6)	199	86	191	159	231	71	47	45	101	6	-	199	-	67	127	17	21	27	1	-	66	-	-	17	48	52	40	97	2	-	191	-	43	144
NET: Satisfied (7-10)	284	108	337	247	329	102	27	31	39	24	284	-	-	199	83	20	41	44	3	108	-	-	89	39	85	88	148	16	337	-	-	226	109	
Mean score	6.00d	6.37d	6.38ade	5.52	6.97d	6.18d	5.96	6.51l	5.65	6.96	6.32m	6.18m	1.88	7.57c	4.65	5.79	6.76p	6.27	8.50	8.99uv	6.14v	1.80	7.70z	5.32	6.09	6.94AC	6.21	7.38	7.66	8.37FG	6.15G	1.85	7.92	5.16
Standard error	0.11	0.18	0.10	0.12	0.10	0.18	0.22	0.20	0.16	0.59	0.07	0.06	0.08	0.12	0.14	0.40	0.29	0.28	0.96	0.10	0.10	0.16	0.22	0.23	0.21	0.20	0.15	0.55	0.06	0.06	0.09	0.11	0.13	

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

Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 14

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						TALK TALK								VIRGIN MEDIA								PLUSNET											
							Issue				Satisfaction		Resolved		Issue				Satisfaction		Resolved		Issue				Satisfaction		Resolved					
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	604	204	624	563	695	208	127	101	313	22**	247	159	157	223	330	198	120	351	26**	329	231	135	321	365	69*	37*	96*	6**	102	71*	35*	94*	110	
10 - Extremely satisfied (10)	70	23	86	45	63	28	15	7	20	3	45	-	-	34	8	19	16	25	3	63	-	-	58	5	11	4	13	-	28	-	-	26	2	
	12% <u>d</u>	11%	14% <u>d</u>	8%	9%	13% <u>d</u>	12%	7%	6%	14%	18% <u>m</u>	-	-	15% <u>d</u>	2%	10%	13% <u>r</u>	7%	12%	19% <u>uv</u>	-	-	18% <u>d</u>	1%	16%	11%	14%	-	27% <u>FG</u>	-	-	28% <u>d</u>	2%	
9-	45	19	46	41	54	11	12	8	19	2	41	-	-	32	9	16	7	27	4	54	-	-	44	9	5	1	5	-	11	-	-	10	1	
	7%	9%	7%	7%	8%	1%	9%	8%	6%	9%	17% <u>m</u>	-	-	14% <u>d</u>	3%	8%	6%	8%	15%	16% <u>uv</u>	-	-	14% <u>d</u>	2%	7%	3%	5%	-	11% <u>FG</u>	-	-	11%	1%	
8-	76	43	113	77	106	34	18	16	40	3	77	-	-	49	27	30	19	55	2	106	-	-	80	25	8	5	21	-	34	-	-	19	15	
	13%	21% <u>ade</u>	18% <u>ad</u>	14%	15%	16%	14%	16%	13%	14%	31% <u>m</u>	-	-	22% <u>d</u>	8%	15%	16%	16%	8%	32% <u>uv</u>	-	-	25% <u>d</u>	7%	12%	14%	22%	-	33% <u>FG</u>	-	-	20%	14%	
7-	93	23	92	84	106	29	19	19	45	1	84	-	-	41	42	24	20	59	3	106	-	-	50	54	9	7	10	3	29	-	-	16	11	
	15%	11%	15%	15%	15%	14%	15%	19%	14%	5%	34% <u>m</u>	-	-	18%	13%	12%	17%	17%	12%	32% <u>uv</u>	-	-	16%	15%	13%	19%	10%	50%	28% <u>FG</u>	-	-	17%	10%	
6-	84	26	76	51	96	26	10	9	29	3	-	51	-	17	34	27	19	45	5	-	96	-	-	33	62	9	7	9	1	-	26	-	12	14
	14% <u>d</u>	13%	12%	9%	14% <u>d</u>	13%	8%	9%	9%	14%	-	32% <u>km</u>	-	8%	10%	14%	16%	13%	19%	-	42% <u>tv</u>	-	-	10%	37% <u>w</u>	13%	19%	9%	17%	-	31% <u>EG</u>	-	13%	13%
5-	67	23	67	57	78	27	12	14	28	3	-	57	-	19	38	19	13	44	2	-	78	-	-	26	49	10	3	14	-	-	27	-	5	20
	11%	11%	11%	10%	11%	13%	9%	14%	9%	14%	-	36% <u>km</u>	-	9%	12%	10%	11%	13%	8%	-	34% <u>tv</u>	-	-	8%	13% <u>w</u>	14%	8%	15%	-	-	34% <u>EG</u>	-	5%	18% <u>d</u>
4-	48	17	48	51	57	18	10	4	37	-	-	51	-	10	40	15	9	33	-	-	57	-	-	11	46	7	3	7	1	-	18	-	5	13
	8%	8%	8%	9%	8%	9%	8%	4	37% <u>ah</u>	-	-	32% <u>km</u>	-	4%	12% <u>m</u>	8%	8%	9%	-	-	25% <u>tv</u>	-	-	3%	13% <u>w</u>	10%	8%	7%	17%	-	25% <u>EG</u>	-	5%	12%
3-	41	9	34	50	46	12	8	6	35	1	-	-	50	9	41	15	5	22	4	-	-	46	8	37	4	4	3	1	-	-	12	-	12	
	7%	4%	5%	9% <u>bc</u>	6%	6%	6%	6%	11%	5%	-	-	32% <u>km</u>	4%	12% <u>m</u>	8%	4%	6%	15%	-	-	34% <u>m</u>	2%	10% <u>w</u>	6%	11%	3%	17%	-	-	34% <u>EF</u>	-	11% <u>d</u>	
2-	24	6	14	32	25	10	6	8	17	1	-	-	32	5	25	8	3	14	-	-	25	8	17	-	2	8	-	-	-	10	1	9	8	
	4%	3%	2%	6% <u>c</u>	4%	5%	5%	8%	5%	5%	-	-	20% <u>d</u>	2%	8% <u>m</u>	4%	3%	4%	-	-	-	19% <u>d</u>	2%	5%	-	5%	8% <u>A</u>	-	-	-	29% <u>EF</u>	1%	8% <u>d</u>	
1 - Extremely dissatisfied (1)	56	15	48	75	64	13	17	10	43	5	-	-	75	7	65	25	9	27	3	-	64	3	61	6	1	6	-	-	-	13	-	13	-	13
	9%	7%	8%	13% <u>abcedf</u>	9%	6%	13%	10%	14%	23%	-	-	48% <u>km</u>	3%	20% <u>m</u>	13%	8%	8%	12%	-	47% <u>uv</u>	-	-	1%	17% <u>w</u>	9%	3%	6%	-	-	37% <u>EF</u>	-	37% <u>EF</u>	12% <u>d</u>
NET: Dissatisfied (1-3)	121	30	96	157	135	35	31	24	95	7	-	-	157	21	132	48	17	63	7	-	135	19	115	10	7	17	1	-	-	35	1	34	-	34
	20% <u>c</u>	15%	15%	23% <u>abcedf</u>	19%	17%	24%	24%	30%	32%	-	-	100% <u>km</u>	9%	40% <u>m</u>	24% <u>d</u>	14%	18%	27%	-	-	100% <u>uv</u>	6%	32% <u>w</u>	14%	19%	16%	17%	-	-	100% <u>EF</u>	1%	31% <u>d</u>	
NET: Neutral (4-6)	199	66	191	159	231	71	32	27	94	6	-	159	-	46	112	61	41	122	7	-	231	-	-	70	157	26	13	30	2	-	71	-	22	47
	33%	32%	31%	28%	33%	34%	25%	27%	30%	27%	-	100% <u>km</u>	-	21%	34% <u>m</u>	31%	34%	35%	27%	-	100% <u>uv</u>	-	-	22%	43% <u>w</u>	38%	35%	31%	33%	-	100% <u>EG</u>	-	23%	43% <u>d</u>
NET: Satisfied (7-10)	284	108	337	247	329	102	64	50	124	9	247	-	-	156	86	89	62	166	12	329	-	-	232	93	33	17	49	3	102	-	-	71	29	
	47%	53% <u>d</u>	54% <u>ade</u>	44%	47%	49%	41%	50%	40%	41%	100% <u>km</u>	-	-	70% <u>d</u>	26%	45%	52%	47%	46%	100% <u>uv</u>	-	-	74% <u>x</u>	25%	46%	46%	51%	50%	100% <u>FG</u>	-	-	76% <u>d</u>	26%	
Mean score	6.00d	6.37d	6.38ade	5.52	5.97d	6.18d	5.89i	5.81	5.27	5.55	8.19im	6.00m	1.84	7.12e	4.44	5.78	6.33	5.95	6.08	6.22uv	5.17v	1.87	7.42x	4.70	6.26	6.05	6.21	5.67	8.37FG	6.11G	1.97	7.80	4.81	
Standard error	0.11	0.18	0.10	0.12	0.10	0.18	0.26	0.27	0.16	0.70	0.07	0.06	0.07	0.15	0.14	0.20	0.23	0.13	0.57	0.06	0.05	0.08	0.12	0.12	0.32	0.40	0.28	0.71	0.12	0.09	0.14	0.20	0.22	

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved

	Supplier						BT						EE						SKY															
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Issue			Satisfaction			Resolved		Issue			Satisfaction			Resolved		Issue			Satisfaction			Resolved					
							Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	276	91*	275	223	321	94*	85*	78*	103	10**	199	67*	10**	276	-**	18**	34*	36*	3**	69*	17**	5**	91*	-**	73*	66*	122	14**	226	43*	6**	275	-**	
10 - Extremely satisfied	(10)	63	21	74	34	58	26	20	19	17	7	63	-	63	-	2	7	10	2	21	-	21	-	17	20	36	1	74	-	-	74	-		
		23% cd	23%	27% de	15%	18%	28% de	24%	24%	17%	7%	32% f	-	23%	-	11%	21%	28%	67%	30%	-	23%	-	23%	30%	30%	7%	33% f	-	-	27%	-		
9 -	(9)	38	11	32	32	44	10	9	8	20	1	38	-	38	-	3	4	4	-	11	-	11	-	9	9	10	4	32	-	-	32	-		
		14%	12%	12%	14%	14%	11%	11%	10%	19%	10%	19%	-	14%	-	17%	12%	11%	-	16%	-	12%	-	12%	14%	8%	29%	14% f	-	-	12%	-		
8 -	(8)	52	28	72	49	80	19	19	17	16	-	52	-	52	-	5	11	11	1	28	-	28	-	21	14	32	5	72	-	-	72	-		
		19%	31% a	26% a	22%	25%	20%	22%	22%	16%	-	26% a	-	19%	-	28%	32%	31%	33%	41%	-	31%	-	29%	21%	26%	36%	32% f	-	-	26%	-		
7 -	(7)	46	9	48	41	50	16	20	12	13	1	46	-	46	-	2	5	2	-	9	-	9	-	13	13	20	2	48	-	-	48	-		
		17%	10%	17%	18%	16%	17%	24%	15%	13%	10%	23% f	-	17%	-	11%	15%	6%	-	13%	-	10%	-	18%	20%	16%	14%	21% f	-	-	17%	-		
6 -	(6)	35	11	21	17	33	12	7	6	22	-	35	-	35	-	4	3	4	-	-	11	-	11	-	4	4	12	1	21	-	-	21	-	
		13%	12%	8%	8%	10%	13%	8%	8%	21% gh	-	62% kl	-	13%	-	22%	9%	11%	-	-	65%	-	12%	-	5%	6%	10%	7%	49% e	-	-	8%	-	
5 -	(5)	19	4	13	19	26	5	7	7	4	1	19	-	19	-	1	2	1	-	4	-	4	-	3	2	7	1	13	-	-	13	-		
		7%	4%	5%	9%	8%	5%	8%	9%	4%	10%	7%	-	7%	-	6%	6%	3%	-	24%	-	4%	-	4%	3%	6%	7%	30% e	-	-	5%	-		
4 -	(4)	13	2	9	10	11	5	3	3	7	-	13	-	13	-	-	1	1	-	2	-	2	-	4	3	2	-	9	-	-	9	-		
		5%	2%	3%	4%	3%	5%	4%	4%	7%	-	19% kl	-	5%	-	-	3%	3%	-	12%	-	2%	-	5%	5%	2%	-	21% e	-	-	3%	-		
3 -	(3)	4	2	2	9	8	-	-	2	2	-	4	-	4	-	1	-	1	-	-	2	-	2	-	1	-	1	-	2	-	-	2	-	
		1%	2%	1%	4% cl	2%	-	-	3%	2%	-	40%	-	1%	-	6%	-	3%	-	-	40%	-	2%	-	1%	-	1%	-	33%	-	-	1%	-	
2 -	(2)	5	2	-	5	8	1	-	3	2	-	5	-	5	-	-	1	1	-	-	2	-	2	-	-	-	-	-	-	-	-	-	-	
		2% c	2% c	-	7% c	2% c	1%	-	4%	2%	-	50%	-	2%	-	-	3%	3%	-	-	40%	-	2%	-	-	-	-	-	-	-	-	-	-	-
1 - Extremely dissatisfied	(1)	1	1	4	7	3	-	-	1	-	-	1	-	1	-	-	-	1	-	-	1	-	1	-	1	1	2	-	-	4	-	4	-	
		1%	1%	1%	3% a	1%	-	-	1%	-	-	10%	-	1%	-	-	-	3%	-	-	20%	-	1%	-	1%	2%	2%	-	-	67%	-	1%	-	
NET: Dissatisfied	(1-3)	10	5	6	21	19	1	-	6	4	-	10	-	10	-	1	1	3	-	5	-	5	-	2	1	3	-	6	-	6	-	6	-	
		4%	5%	2%	9% acdf	5% cd	1%	-	3% ac	4%	-	100%	-	4%	-	6%	3%	8%	-	-	100%	-	5%	-	3%	2%	2%	-	100%	-	2%	-	2%	-
NET: Neutral	(4-6)	67	17	43	46	70	22	17	16	33	1	67	-	67	-	5	6	6	-	17	-	17	-	11	9	21	2	43	-	-	43	-	43	-
		24% bc	19%	16%	21%	22%	23%	20%	21%	32%	10%	100% kl	-	24%	-	28%	18%	17%	-	100%	-	19%	-	15%	14%	17%	14%	100% kl	-	-	16%	-	16%	-
NET: Satisfied	(7-10)	199	69	226	156	232	71	68	56	66	9	199	-	199	-	12	27	27	3	69	-	69	-	60	56	96	12	226	-	-	226	-	226	-
		72%	76%	82% ade	70%	72%	76%	80% h	72%	64%	90%	100%	-	72%	-	67%	79%	75%	100%	100%	-	76%	-	82%	85%	80%	86%	100% f	-	-	82%	-	82%	-
Mean score		7.57c	7.70d	7.92abcd	7.12	7.42	7.80c	7.79	7.41	7.37	9.10	6.91	5.33	2.30	7.57	-	7.39	7.74	7.69	9.33	8.64	5.53	2.20	7.70	-	7.79	8.05	7.92	7.93	8.58f	5.28	1.67	7.92	-
Standard error		0.12	0.22	0.11	0.15	0.12	0.20	0.18	0.26	0.20	0.55	0.08	0.10	0.21	0.12	-	0.43	0.32	0.39	0.67	0.13	0.17	0.37	0.22	-	0.23	0.23	0.17	0.35	0.08	0.12	0.42	0.11	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef - g/h/ij - k/l/m - n/o - p/q/r/s - t/uv - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved

	Supplier						TALK TALK							VIRGIN MEDIA							PLUSNET															
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Issue				Satisfaction			Resolved		Billing and Custome r service (p)	Issue			Satisfaction			Resolved		Billing and Custome r service (A)	Issue			Satisfaction			Resolved				
							Repairs and Install ation (h)	Service issues (i)	Somethi ng else (j)	Satisfi ed (k)	Neutral (l)	Dissati sfied (m)	Yes (n)	No (o)	Repairs and Install ation (q)		Service issues (r)	Somethi ng else (s)	Satisfi ed (t)	Neutral (u)	Dissati sfied (v)	Yes (w)	No (x)	Repairs and Install ation (B)		Service issues (C)	Somethi ng else (D)	Satisfi ed (E)	Neutral (F)	Dissati sfied (G)	Yes (H)	No (I)				
Total	276	91*	275	223	321	94*	58*	45*	109	11**	156	46*	21**	223	--	91*	63*	158	9**	232	70*	19**	321	--	37*	19**	35*	3**	71*	22**	1**	94*	--			
10 - Extremely satisfied	(10)	63	21	74	34	58	26	11	4	17	2	34	--	34	--	19	14	22	3	58	--	58	--	58	--	10	4	12	--	26	--	26	--			
9 -	(9)	14%	23%	27%	15%	18%	19%	9%	16%	18%	22%	--	15%	--	21%	22%	14%	33%	25%	--	--	18%	--	27%	21%	34%	--	37%	--	28%	--	28%	--			
8 -	(8)	38	11	32	32	44	10	9	7	14	2	32	--	32	--	14	4	24	2	44	--	44	--	44	--	5	1	4	--	10	--	10	--			
7 -	(7)	46	9	48	41	50	16	17%	10%	17%	18%	16%	11%	14%	6%	15%	22%	11%	80	--	25%	--	80	--	16%	16%	29%	--	27%	--	20%	--	20%	--		
6 -	(6)	35	11	21	17	33	12	5	5	6	1	--	17	--	12	8	11	2	--	33	--	33	--	33	--	5	5	2	--	--	12	--	12	--		
5 -	(5)	19	4	13	19	26	5	6	4	8	1	--	19	--	2	6	18	--	--	26	--	26	--	26	--	1	2	2	--	--	5	--	5	--		
4 -	(4)	13	2	9	10	11	5	3	--	7	--	--	10	--	4	2	5	--	--	11	--	11	--	11	--	3	--	1	1	--	5	--	5	--		
3 -	(3)	4	2	2	9	8	--	1	1	7	--	--	9	--	2	1	5	--	--	8	--	8	--	8	--	--	--	--	--	--	--	--	--	--		
2 -	(2)	5	2	--	5	8	1	2	3	1	--	--	5	--	2	1	5	--	--	8	--	8	--	8	--	--	1	--	--	1	--	1	--	1	--	
1 - Extremely dissatisfied	(1)	1	1	4	7	3	--	2	2	3	2	--	7	--	1	1	1	--	--	3	--	3	--	3	--	--	--	--	--	--	--	--	--	--	--	
NET: Dissatisfied	(1-3)	10	5	6	21	19	1	3	5	11	2	--	21	--	5	3	11	--	--	19	--	19	--	19	--	--	1	--	--	1	--	1	--	1	--	
NET: Neutral	(4-6)	67	17	43	46	70	22	14	9	21	2	--	46	--	18	16	34	2	--	70	--	70	--	70	--	9	7	5	1	--	22	--	22	--	22	--
NET: Satisfied	(7-10)	199	69	226	156	232	71	41	31	77	7	156	--	156	--	68	44	113	7	232	--	232	--	232	--	28	12	29	2	71	--	71	--	71	--	
Mean score		7.57c	7.70d	7.92acd	7.12	7.42	7.80d	7.36	6.96	7.10	6.73	6.30f	5.15	2.10	7.12	--	7.60	7.38	7.27	8.33	6.47u	5.31	2.26	7.42	--	7.81	7.42	8.14	6.00	8.65	5.32	2.00	7.80	--		
Standard error		0.12	0.22	0.11	0.15	0.12	0.20	0.29	0.33	0.22	0.97	0.09	0.11	0.19	0.15	--	0.22	0.27	0.17	0.55	0.07	0.09	0.17	0.12	--	0.31	0.39	0.33	1.00	0.14	0.18	--	0.20	--		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/ - g/h/ij/ - k/l/m - n/o - p/q/r/s - t/uv - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of finding provider contact details.

Table 17

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						BT										EE										SKY									
	Issue						Satisfaction					Resolved					Issue					Satisfaction					Resolved									
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)			
Total	604	204	624	563	695	208	172	145	262	25**	284	199	121	276	318	47*	66*	85*	4**	108	66*	30*	91*	111	171	141	291	21**	337	191	96*	275	342			
10 - Extremely satisfied (10)	96	33	108	91	137	42	34	25	28	9	80	11	5	70	24	7	10	14	2	28	3	2	23	10	22	19	62	5	92	9	7	76	31			
	16%	16%	17%	16%	20%	20%	20%	17%	11%	36%	26%	6%	4%	25%	8%	15%	15%	16%	50%	25%	5%	7%	25%	9%	13%	13%	21%	27%	5%	7%	27%	9%				
9 - (9)	81	28	85	72	87	23	18	21	41	1	58	16	7	50	30	4	11	13	-	25	3	-	15	13	29	26	29	1	74	8	3	54	31			
	13%	14%	14%	13%	13%	11%	10%	14%	16%	4%	20%	8%	6%	16%	9%	9%	16%	15%	-	23%	5%	-	16%	12%	17%	19%	10%	5%	22%	4%	3%	20%	9%			
8 - (8)	98	34	105	106	130	44	29	25	42	2	67	21	10	56	41	8	9	16	1	26	7	1	18	16	25	26	51	3	75	22	8	53	52			
	16%	17%	17%	19%	19%	21%	17%	17%	16%	8%	24%	11%	8%	20%	13%	17%	13%	19%	25%	24%	11%	3%	20%	14%	15%	18%	18%	14%	22%	12%	8%	19%	15%			
7 - (7)	77	27	95	96	96	26	23	17	36	1	37	33	7	31	46	6	8	13	-	13	12	2	12	15	26	19	44	6	53	36	6	39	54			
	13%	13%	15%	10%	14%	13%	13%	12%	14%	4%	12%	17%	6%	20%	14%	13%	12%	15%	-	12%	18%	7%	13%	14%	15%	13%	15%	29%	16%	19%	6%	14%	16%			
6 - (6)	63	19	68	60	53	21	16	19	27	1	17	36	10	17	46	4	10	5	-	6	10	3	5	13	15	17	35	1	22	40	6	20	48			
	10%	9%	11%	11%	8%	10%	9%	13%	10%	4%	6%	19%	8%	6%	14%	9%	15%	6%	-	6%	15%	10%	5%	12%	9%	12%	12%	5%	7%	21%	6%	7%	14%			
5 - (5)	70	25	56	59	61	23	16	15	32	7	13	38	19	23	44	3	12	9	1	4	16	5	6	19	19	14	22	1	8	38	10	14	41			
	12%	12%	9%	10%	9%	11%	9%	10%	12%	28%	5%	19%	16%	8%	14%	6%	18%	11%	25%	4%	24%	17%	7%	17%	11%	10%	8%	5%	2%	20%	26%	10%	5%	12%		
4 - (4)	42	9	27	39	45	5	13	12	16	1	4	25	13	12	30	4	3	2	-	-	8	1	3	6	8	7	12	-	8	15	4	10	17			
	7%	4%	4%	7%	6%	2%	8%	8%	6%	4%	1%	13%	11%	4%	9%	9%	4%	2%	-	-	12%	3%	3%	5%	5%	5%	4%	-	2%	9%	4%	4%	5%			
3 - (3)	24	13	31	27	27	10	8	4	11	1	4	10	10	7	16	4	2	7	-	-	5	8	1	12	7	9	15	-	2	14	15	1	30			
	4%	6%	5%	5%	4%	5%	5%	3%	4%	4%	1%	9%	8%	3%	5%	9%	3%	8%	-	-	9%	27%	1%	11%	4%	6%	5%	-	1%	7%	16%	-	5%			
2 - (2)	17	2	15	12	17	5	2	3	11	1	-	2	15	2	14	-	2	-	-	1	1	-	1	1	6	1	7	1	-	3	12	3	12			
	3%	1%	2%	2%	2%	2%	1%	2%	4%	4%	-	1%	12%	1%	4%	-	3%	-	-	1%	2%	-	1%	1%	4%	1%	2%	5%	-	2%	13%	1%	4%			
1 - Extremely dissatisfied (1)	31	11	29	38	32	7	11	3	16	1	2	5	24	4	26	6	1	4	-	3	-	8	4	6	13	3	11	2	3	3	23	4	24			
	5%	5%	5%	7%	5%	3%	6%	2%	6%	4%	1%	3%	20%	1%	6%	13%	1%	5%	-	3%	-	8%	4%	5%	8%	2%	4%	10%	1%	2%	24%	1%	7%			
Not applicable	5	3	5	3	10	2	2	1	2	-	2	2	1	4	1	1	-	2	-	2	1	-	3	-	1	-	3	1	-	3	2	1	2			
	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	2%	-	2%	-	2%	2%	-	3%	-	1%	-	1%	5%	-	2%	2%	-	1%			
NET: Dissatisfied (1-3)	72	26	75	77	76	22	21	10	38	3	6	17	49	13	56	10	5	11	-	4	6	16	6	19	26	13	33	3	5	20	50	8	66			
	12%	13%	12%	14%	11%	11%	12%	7%	15%	12%	2%	9%	40%	5%	18%	21%	7%	13%	-	4%	9%	53%	7%	17%	15%	9%	11%	14%	1%	10%	52%	3%	19%			
NET: Neutral (4-6)	175	53	151	158	159	49	45	46	75	9	34	99	42	52	120	11	25	16	1	10	34	9	14	38	42	38	69	2	38	93	20	44	106			
	29%	26%	24%	28%	23%	24%	26%	32%	29%	36%	12%	50%	35%	19%	38%	23%	37%	19%	25%	9%	52%	30%	15%	34%	25%	27%	24%	10%	11%	49%	21%	16%	31%			
NET: Satisfied (7-10)	352	122	393	325	450	135	104	88	147	13	242	81	29	207	141	25	38	56	3	92	25	5	68	54	102	90	186	15	294	75	24	222	168			
	58%	60%	63%	58%	65%	65%	60%	61%	56%	52%	85%	41%	24%	75%	44%	53%	56%	66%	75%	85%	38%	17%	78%	49%	60%	64%	64%	71%	87%	38%	25%	81%	49%			
Mean score	6.75	6.83	6.94	6.70	7.03d	7.13d	6.84	7.0d	6.52	6.92	8.21m	6.98m	4.44	7.76o	5.92	6.20	6.91	7.04	8.25	8.16uv	6.94v	4.03	7.66x	6.23	6.62	7.07	7.07	7.00	8.22FG	6.02G	4.22	7.98I	6.12			
Standard error	0.10	0.18	0.10	0.11	0.10	0.17	0.20	0.19	0.16	0.58	0.10	0.15	0.25	0.13	0.14	0.43	0.28	0.27	1.18	0.19	0.23	0.48	0.25	0.23	0.21	0.19	0.15	0.64	0.09	0.14	0.30	0.12	0.14			

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 - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of finding provider contact details.

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						TALK TALK					VIRGIN MEDIA					PLUSNET																	
							Issue				Satisfaction		Resolved		Issue					Satisfaction		Resolved												
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	604	204	624	563	695	208	127	101	313	22**	247	159	157	223	330	198	120	351	26**	329	231	135	321	365	69*	37*	96*	6**	102	71*	35*	94*	110	
10 - Extremely satisfied (10)	96	33	108	91	137	42	22	12	54	3	66	10	15	53	35	31	27	77	2	109	16	12	98	35	14	3	25	-	84	4	4	27	14	
	16%	16%	17%	16%	20%	20%	17%	12%	17%	14%	27% <i>dm</i>	6%	10%	24% <i>dc</i>	11%	16%	23%	22%	8%	33% <i>uw</i>	7%	9%	31% <i>cc</i>	10%	20%	8%	23% <i>db</i>	-	33% <i>fc</i>	6%	11%	23% <i>cl</i>	13%	
9 - (9)	81	28	85	72	87	23	15	12	41	4	53	6	13	40	32	17	11	65	4	55	25	7	49	38	6	4	11	2	14	5	4	9	13	
	13%	14%	14%	13%	13%	11%	12%	12%	13%	18%	21% <i>dm</i>	4%	8%	13% <i>dc</i>	10%	9%	9%	13% <i>dp</i>	15%	17% <i>cc</i>	11%	5%	15%	10%	9%	11%	11%	33%	14%	7%	11%	10%	12%	
8 - (8)	98	34	105	106	130	44	24	20	57	5	53	33	20	43	62	38	19	69	4	76	39	15	68	60	17	6	20	1	27	14	3	27	17	
	16%	17%	17%	19%	19%	21%	19%	20%	18%	23%	21% <i>dm</i>	21%	13%	19%	19%	19%	16%	20%	15%	23% <i>cc</i>	17%	11%	11%	21%	16%	25%	16%	21%	17%	23% <i>cc</i>	20%	9%	23% <i>cl</i>	15%
7 - (7)	77	27	95	96	96	26	11	10	34	1	29	17	10	23	33	33	18	41	4	40	40	16	37	58	9	6	10	1	13	10	3	10	16	
	13%	13%	15% <i>cd</i>	10%	14% <i>cd</i>	13%	9%	10%	11%	5%	12%	11%	6%	10%	10%	17%	15%	12%	15%	23% <i>cc</i>	17%	11%	12%	12%	16%	13%	16%	10%	17%	13%	14%	9%	11%	15%
6 - (6)	63	19	68	60	53	21	12	17	27	4	17	28	15	20	39	17	10	24	2	18	29	6	18	35	5	7	9	-	5	11	5	7	13	
	10%	9%	11% <i>cd</i>	11%	8%	10%	9%	17% <i>dd</i>	9%	18%	7%	18% <i>dm</i>	10%	9%	12%	9%	8%	7%	8%	5%	13% <i>dv</i>	4%	6%	10%	7%	19%	7%	9%	-	5%	13% <i>de</i>	14%	7%	12%
5 - (5)	70	25	56	59	61	23	14	11	33	1	14	32	13	22	37	24	12	23	2	11	41	9	18	43	8	3	11	1	5	16	2	8	14	
	12%	12%	9%	10%	9%	11%	11%	11%	11%	5%	6%	20% <i>dm</i>	8%	10%	11%	12% <i>dr</i>	10%	7%	8%	3%	18% <i>dv</i>	7%	6%	12% <i>dw</i>	12%	8%	11%	17%	5%	16	2	6	9%	13%
4 - (4)	42	9	27	39	45	5	6	3	29	1	7	15	17	6	32	12	7	24	2	9	25	11	15	30	2	2	1	-	1	3	1	1	4	
	7% <i>cd</i>	4%	4%	7% <i>cd</i>	6% <i>cd</i>	2%	5%	3%	9% <i>dh</i>	5%	3%	9% <i>dk</i>	11% <i>dm</i>	3%	10% <i>dn</i>	6%	6%	7%	8%	3%	11% <i>dt</i>	8% <i>dv</i>	5%	8%	3%	5%	1%	-	1	4%	3%	1%	4%	
3 - (3)	24	13	31	27	27	10	5	5	17	-	4	9	14	9	17	9	3	11	4	5	6	16	5	21	5	1	3	1	-	5	5	2	8	
	4%	6%	5%	5%	4%	5%	4%	5%	5%	-	2%	6% <i>dk</i>	9% <i>dm</i>	4%	5%	5%	3%	3%	15%	2%	3%	16	2%	6% <i>dw</i>	7%	3%	3%	17%	-	7% <i>de</i>	14% <i>de</i>	2%	7%	
2 - (2)	17	2	15	12	17	5	6	3	3	-	1	4	7	2	10	4	5	8	-	-	5	12	6	11	-	2	3	-	1	1	3	1	4	
	3%	1%	2%	2%	2%	2%	6%	3%	1%	-	+	3%	4% <i>dk</i>	1%	3%	2%	4%	2%	-	-	2% <i>dt</i>	9% <i>dv</i>	2%	3%	-	2%	3%	-	1%	1%	9% <i>de</i>	1%	4%	
1 - Extremely dissatisfied (1)	31	11	29	38	32	7	11	8	16	3	2	4	32	4	32	9	6	16	1	-	2	30	3	29	3	2	2	-	-	2	5	-	7	
	5%	5%	5%	7%	5%	3%	9%	8%	5%	14%	1%	3%	20% <i>dm</i>	2%	10% <i>dn</i>	5%	5%	5%	4%	-	1%	22% <i>dw</i>	1%	8% <i>dx</i>	4%	5%	2%	-	-	3%	14% <i>de</i>	-	6% <i>cl</i>	
Not applicable	5	3	5	3	10	2	1	-	2	-	1	1	1	1	1	4	2	3	1	6	3	1	4	5	-	1	1	-	2	-	-	2	-	
	1%	1%	1%	1%	1%	1%	1%	-	1%	-	+	1%	1%	+	+	2%	2%	1%	4%	2%	3%	1%	1%	1%	-	1%	1%	-	2%	-	-	2%	-	
NET: Dissatisfied (1-3)	72	26	75	77	76	22	22	16	36	3	7	17	53	15	59	22	14	35	5	5	13	58	14	61	8	5	8	1	1	8	13	3	19	
	12%	13%	12%	14%	11%	11%	17%	16%	12%	14%	3%	11% <i>dk</i>	34% <i>dm</i>	7%	18% <i>dn</i>	11%	12%	10%	19%	2%	6% <i>dt</i>	43% <i>dv</i>	4%	17% <i>dx</i>	12%	14%	8%	17%	1%	11% <i>de</i>	37% <i>de</i>	3%	17% <i>cl</i>	
NET: Neutral (4-6)	175	53	151	158	159	49	32	31	89	6	38	75	45	48	108	53	29	71	6	38	95	26	51	108	15	12	21	1	11	30	8	16	31	
	29% <i>cd</i>	26%	24%	28% <i>cd</i>	23%	24%	25%	31%	28%	27%	15%	47% <i>km</i>	29% <i>kn</i>	22%	33% <i>kn</i>	27%	24%	20%	23%	12%	41% <i>lv</i>	19% <i>lv</i>	16%	30% <i>lv</i>	22%	32%	22%	17%	11%	42% <i>de</i>	23%	17%	28%	
NET: Satisfied (7-10)	352	122	393	325	450	135	72	54	186	13	201	66	58	159	162	119	75	242	14	280	120	50	252	191	46	19	66	4	88	33	14	73	60	
	58%	60%	63%	56%	65% <i>cd</i>	65%	57%	54%	59%	59%	81% <i>dm</i>	42%	37%	71% <i>dn</i>	49%	60%	63%	69% <i>dp</i>	54%	85% <i>lv</i>	62% <i>lv</i>	37%	79% <i>lx</i>	52%	67%	51%	69%	67%	88% <i>fc</i>	46%	40%	78% <i>cl</i>	55%	
Mean score	6.75	6.83	6.94	6.70	7.03d	7.13d	6.57	6.50	6.81	6.77	8.05tm	6.10m	5.18	7.59o	6.12	6.76	6.95	7.25p	6.36	8.32uv	6.52v	4.79	7.92x	6.21	7.09	6.39	7.46B	6.83	6.34FC	6.25	5.46	7.95i	6.44	
Standard error	0.10	0.18	0.10	0.11	0.10	0.17	0.25	0.26	0.15	0.61	0.12	0.17	0.25	0.15	0.15	0.18	0.24	0.14	0.51	0.09	0.13	0.27	0.12	0.14	0.30	0.41	0.24	0.98	0.16	0.25	0.53	0.20	0.25	

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 - A/B/C/D - E/F/G - H/I
 * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of getting through to the right person (PHONE).

Base: All complained about fixed broadband internet service in past 6 months by phone

	Supplier						BT								EE								SKY																			
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Issue				Satisfaction				Resolved				Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfaction				Resolved				Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfaction				Resolved			
							Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Satisfied (t)	Neutral (u)	Dissatisfied (v)					Yes (w)	No (x)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)													
Total	364	105	335	312	508	120	101	72*	176	15**	147	129	88*	155	202	16**	27**	60*	2**	58*	36*	11**	46*	59*	84*	44*	193	14**	164	109	62*	146	186									
10 - Extremely satisfied	(10)	35	14	42	25	51	12	9	10	4	33	1	1	28	6	1	3	9	1	12	1	1	9	5	12	6	22	2	40	-	2	34	8									
		10%	13%	13%	8%	10%	12%	13%	6%	27%	23% <i>am</i>	1%	1%	13% <i>no</i>	3%	6%	11%	15%	50%	21% <i>au</i>	3%	9%	20%	8%	14%	14%	11%	14%	24% <i>FG</i>	-	3%	23% <i>al</i>	4%									
9 -	(9)	28	8	23	22	38	7	7	13	1	21	3	4	18	10	2	1	5	-	8	-	-	7	1	5	3	13	2	21	1	1	16	7									
		8%	8%	7%	7%	7%	7%	10%	7%	7%	14% <i>am</i>	2%	5%	13% <i>no</i>	5%	13%	4%	8%	-	14% <i>au</i>	-	-	13% <i>sk</i>	2%	6%	7%	14%	13% <i>FG</i>	1%	2%	11% <i>al</i>	4%										
8 -	(8)	46	24	57	35	77	12	11	23	-	38	5	3	25	21	2	4	17	1	19	4	1	10	14	14	5	35	3	40	13	4	31	26									
		13%	23% <i>ad</i>	17% <i>ad</i>	11%	15%	12%	15%	13%	-	23% <i>am</i>	4%	3%	16%	10%	13%	15%	28%	50%	33% <i>au</i>	11%	9%	22%	24%	17%	11%	18%	21%	24% <i>FG</i>	12%	6%	21%	14%									
7 -	(7)	42	15	55	40	80	8	8	25	1	19	21	2	23	19	1	5	9	-	10	5	-	9	6	13	7	33	2	33	19	3	32	23									
		12%	14%	16%	13%	16%	8%	11%	14%	7%	13% <i>am</i>	16% <i>km</i>	2%	15%	9%	6%	19%	15%	-	17%	14%	-	20%	10%	15%	16%	17%	20% <i>FG</i>	17% <i>FG</i>	5%	22% <i>al</i>	12%										
6 -	(6)	46	12	40	37	66	9	8	28	1	13	28	5	17	27	4	6	2	-	5	7	-	4	8	8	7	24	1	18	20	2	17	22									
		13%	11%	12%	12%	13%	9%	11%	16%	7%	9%	22% <i>km</i>	6%	17%	13%	25%	22%	3%	-	9%	19%	-	9%	14%	10%	16%	12%	10% <i>FG</i>	3%	12%	12%	12%										
5 -	(5)	36	10	35	37	66	7	7	19	3	11	20	5	15	20	1	3	6	-	-	8	2	2	8	9	4	21	1	4	26	5	7	28									
		10%	10%	10%	12%	13%	7%	10%	11%	20%	7%	16% <i>km</i>	6%	10%	10%	6%	11%	10%	-	-	22% <i>au</i>	18%	4%	14%	11%	9%	11%	7%	24% <i>EG</i>	8%	5%	15% <i>ad</i>	14%									
4 -	(4)	45	7	24	34	28	7	9	21	2	4	29	12	14	31	1	3	3	-	2	5	-	1	6	10	4	10	-	5	12	7	3	21									
		12% <i>ccu</i>	7%	7%	11% <i>ad</i>	6%	13%	13%	12%	13%	3%	22% <i>km</i>	14% <i>km</i>	9%	15%	6%	11%	5%	-	3%	14%	-	2%	10%	12% <i>C</i>	9%	5%	-	3%	11% <i>EG</i>	11% <i>EG</i>	2%	11% <i>ad</i>	14%								
3 -	(3)	36	10	18	27	29	17	5	13	1	4	14	18	8	26	3	2	5	-	1	5	4	2	9	1	2	14	1	2	3	13	1	17									
		10% <i>ccu</i>	10%	5%	9%	6%	17% <i>ad</i>	7%	7%	7%	3%	11% <i>km</i>	20% <i>km</i>	5%	13% <i>am</i>	19%	7%	8%	-	2%	14% <i>km</i>	36%	1%	15% <i>ad</i>	1%	2%	14	1	1%	3%	21% <i>EG</i>	1%	5% <i>ad</i>	14%								
2 -	(2)	13	1	14	16	23	3	1	8	1	1	5	7	3	10	-	-	1	-	-	1	-	1	-	4	3	6	1	-	8	6	1	13									
		4%	1%	4%	5%	5%	3%	1%	5%	7%	1%	4%	6% <i>km</i>	2%	5%	-	-	2%	-	-	3%	-	2%	-	5%	7%	3%	7%	-	7%	10% <i>EG</i>	1%	7% <i>ad</i>	14%								
1 - Extremely dissatisfied	(1)	37	4	26	38	47	13	7	16	1	3	3	31	4	32	1	-	3	-	2	-	3	2	2	8	3	14	1	1	7	18	4	21									
		10% <i>ccu</i>	4%	8%	12% <i>ad</i>	9%	13%	10%	9%	7%	2%	2%	35% <i>km</i>	3%	16% <i>km</i>	6%	-	5%	-	1%	-	27%	4%	3%	10%	7%	7%	7%	1%	15%	6% <i>EG</i>	29% <i>EG</i>	3%	11% <i>ad</i>	14%							
Not applicable		-	-	1	1	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-									
NET: Dissatisfied	(1-3)	86	15	58	81	99	33	13	37	3	8	22	56	15	68	4	2	9	-	2	6	7	4	11	13	8	34	3	3	18	37	6	51									
		24% <i>ccu</i>	14%	17%	26% <i>ccu</i>	19%	33% <i>h</i>	18%	21%	20%	5%	17% <i>km</i>	64% <i>km</i>	10%	34% <i>am</i>	25%	7%	15%	-	3%	17% <i>km</i>	64%	9%	19%	15%	18%	18%	21%	2%	17% <i>EG</i>	60% <i>EG</i>	4%	27% <i>ad</i>	14%								
NET: Neutral	(4-6)	127	29	99	108	160	29	24	68	6	28	77	22	46	78	6	12	11	-	7	20	2	7	22	27	15	55	2	27	58	14	27	71									
		35% <i>ad</i>	28%	30%	35% <i>ad</i>	31%	29%	33%	39%	40%	19%	60% <i>km</i>	25%	30%	39%	38%	44%	18%	-	12%	56% <i>km</i>	18%	15%	37% <i>ad</i>	32%	34%	28%	14%	16%	53% <i>EG</i>	23%	18%	36% <i>ad</i>	14%								
NET: Satisfied	(7-10)	151	61	177	122	246	67	39	35	71	6	111	30	10	94	56	6	40	2	49	10	2	35	26	44	21	103	9	134	33	10	113	64									
		41%	58% <i>ad</i>	53% <i>ad</i>	39%	48% <i>ad</i>	58% <i>ad</i>	39%	49%	40%	40%	78% <i>km</i>	23% <i>km</i>	11%	61% <i>ad</i>	28%	38%	48%	100%	84% <i>au</i>	28%	18%	76% <i>ad</i>	44%	52%	48%	53%	64%	82% <i>FG</i>	30% <i>FG</i>	16%	77% <i>ad</i>	34%									
Mean score		5.69	6.62 <i>ade</i>	6.25 <i>ad</i>	5.47	6.03 <i>d</i>	6.38 <i>ad</i>	5.41	6.11	5.65	6.07	7.63 <i>km</i>	5.14 <i>km</i>	3.25	6.90 <i>o</i>	4.79	5.88	6.48	6.80	9.00	7.86 <i>u</i>	5.44	3.91	7.41 <i>x</i>	6.00	6.19	6.11	6.28	6.64	7.90 <i>FG</i>	5.28 <i>G</i>	3.54	7.63 <i>z</i>	5.19								
Standard error		0.14	0.24	0.14	0.15	0.12	0.26	0.29	0.32	0.19	0.80	0.17	0.16	0.26	0.19	0.18	0.64	0.39	0.33	1.00	0.24	0.30	0.88	0.34	0.30	0.30	0.30	0.30	0.41	0.19	0.33	0.17	0.19									

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

Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

Table 20

Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of getting through to the right person (PHONE).

Base: All complained about fixed broadband internet service in past 6 months by phone

	Supplier						TALK TALK							VIRGIN MEDIA							PLUSNET												
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Issue				Satisfaction			Resolved		Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfaction			Resolved		Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfaction			Resolved	
							Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)					Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)					Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	364	105	335	312	508	120	53*	45*	201	13**	122	91*	99*	120	188	140	65*	282	21**	238	161	109	235	267	38*	12**	68*	2**	56*	41*	23**	50*	69*
10 - Extremely satisfied (10)	35	14	42	25	51	17	4	2	18	1	23	-	2	20	5	11	11	27	2	47	4	-	45	4	6	2	9	-	15	1	1	14	2
9 - (9)	28	8	23	22	38	14	6	2	14	-	17	3	2	14	8	7	8	21	2	35	3	-	28	10	2	1	10	1	12	2	-	8	6
8 - (8)	46	24	57	35	77	18	4	7	20	4	24	8	3	14	21	25	6	41	5	58	12	7	47	30	6	1	11	-	10	8	-	10	8
7 - (7)	42	15	55	40	80	18	9	2	27	2	20	11	9	16	24	18	10	50	2	41	28	11	42	38	7	4	7	-	18	5	3	7	11
6 - (6)	46	12	40	37	66	13	4	5	25	3	15	20	2	16	21	13	11	39	3	28	34	4	28	37	3	1	9	-	2	7	4	3	10
5 - (5)	36	10	35	37	66	8	7	6	23	1	12	19	6	11	26	25	8	31	2	15	41	10	22	43	4	-	4	-	1	7	-	2	6
4 - (4)	45	7	24	34	28	7	3	7	24	-	4	20	10	8	25	10	3	14	1	5	17	6	5	23	1	-	6	-	2	2	3	-	7
3 - (3)	36	10	18	27	29	9	2	5	20	-	5	4	18	10	17	8	2	19	-	3	12	14	8	21	4	2	3	-	1	3	5	3	6
2 - (2)	13	1	14	16	23	5	4	11	10	-	4	4	16	8	9	6	1	15	1	2	5	16	3	19	1	-	3	-	1	3	2	1	4
1 - Extremely dissatisfied (1)	37	4	26	38	47	10	10	7	19	2	1	3	34	6	31	16	5	23	3	2	4	41	6	41	3	1	6	-	2	3	5	2	8
Not applicable	-	-	1	1	3	1	-	-	1	-	-	1	-	1	-	1	-	2	-	2	1	-	1	1	1	-	-	-	1	-	-	-	1
NET: Dissatisfied (1-3)	86	15	58	81	99	24	16	14	49	2	7	9	65	20	58	30	8	57	4	7	21	71	17	81	8	3	12	1	3	9	12	6	18
NET: Neutral (4-6)	127	29	99	108	160	28	14	18	72	4	31	59	18	35	72	48	22	84	6	48	92	20	55	103	8	1	19	-	5	16	7	5	23
NET: Satisfied (7-10)	151	61	177	122	246	67	23	13	79	7	84	22	16	64	58	61	35	139	11	181	47	18	162	82	21	8	37	1	47	16	4	39	27
Mean score	5.69	6.62ade	6.25ad	5.47	6.03d	6.38ad	5.36	4.93	5.57	6.23	7.37im	5.36m	3.24	6.53o	4.87	5.71	6.63p	6.04	6.14	7.69uv	5.54v	3.17	7.29x	4.91	6.32	6.50	6.41	5.50	7.96F	5.61	3.96	7.64I	5.40
Standard error	0.14	0.24	0.14	0.15	0.12	0.26	0.41	0.40	0.19	0.74	0.19	0.19	0.25	0.24	0.19	0.23	0.32	0.16	0.63	0.12	0.14	0.23	0.14	0.15	0.46	0.82	0.34	3.50	0.29	0.37	0.52	0.35	0.32

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

**Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?
The time taken to handle your issue.**

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						BT						EE						SKY														
							Issue			Satisfaction			Resolved								Issue			Satisfaction			Resolved						
	BT (a)	EE (b)	SKY (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	604	204	624	563	695	208	172	145	262	25**	284	199	121	276	318	47*	68*	85*	4**	108	66*	30*	91*	111	171	141	291	21**	337	191	96*	275	342
10 - Extremely satisfied (10)	69	19	80	43	68	17	27	20	15	7	65	2	2	61	8	2	5	11	1	16	2	1	13	6	21	19	35	5	79	1	-	68	12
9 - (9)	11% cd	9%	13% cd	8%	10%	8%	16% d	14% d	6%	28%	23% lm	1%	2%	25% cd	3%	4%	7%	13%	25%	15% cd	3%	3%	14% cd	5%	12%	13%	24%	24%	23% FG	1%	-	23% d	4%
8 - (8)	60	35	72	47	44	18	14	21	23	2	56	4	-	49	10	6	19	9	1	29	5	1	23	12	23	26	21	2	63	8	1	45	26
7 - (7)	10% e	17% acde	12% de	8%	6%	9%	8%	14%	9%	8%	20% lm	2%	-	13% cd	3%	13%	20% qr	11%	25%	27% uv	8%	3%	25% cd	11%	13% C	13% C	7%	10%	18% FG	4%	1%	16%	6%
6 - (6)	67	33	91	62	103	35	22	11	33	1	47	17	3	38	29	6	10	16	1	29	3	1	19	14	25	20	42	4	72	16	3	60	31
5 - (5)	11%	16%	15%	11%	15% ad	17% de	13%	8%	13%	4%	17% lm	9% m	2%	14%	9%	13%	15%	19%	25%	27% uv	5%	3%	21%	13%	15%	14%	14%	19%	21% FG	8%	3%	22% d	9%
4 - (4)	75	20	109	59	100	23	25	13	35	2	47	26	2	40	34	9	3	8	-	14	4	2	9	11	23	29	55	2	67	37	5	44	64
3 - (3)	12%	10%	17% abcd	10%	14% d	11%	15%	9%	13%	8%	17% lm	13% m	2%	14%	11%	19% d	4%	9%	-	13%	6%	7%	10%	10%	13%	21%	19%	10%	20% G	19% G	5%	16%	19%
2 - (2)	54	24	57	55	73	28	14	14	23	3	27	22	5	22	32	6	10	7	1	6	16	2	8	16	13	15	26	3	26	29	2	18	30
1 - Extremely dissatisfied (1)	9%	12%	9%	10%	11%	13%	8%	10%	9%	12%	10%	11% m	4%	8%	10%	13%	15%	8%	25%	6%	24% uv	7%	9%	14%	8%	11%	9%	14%	8% G	16% EG	2%	7%	11% d
NET: Dissatisfied (1-3)	83	21	56	59	89	20	23	21	33	6	25	45	13	24	56	4	10	7	-	7	12	2	5	15	15	8	31	2	15	32	9	20	35
NET: Satisfied (7-10)	14% cd	10%	9%	10%	13% cd	10%	13%	14%	13%	24%	9%	23% km	11%	9%	18% d	9%	15%	8%	-	6%	18% d	7%	5%	14%	9%	6%	11%	10%	4%	17% E	9%	7%	10%
Mean score	8%	9%	6%	9%	7%	5%	10%	10%	9%	-	2%	18% kk	11% k	19%	37%	5%	6%	8%	-	3%	12%	4%	5%	14%	9%	8%	21%	-	6%	24%	8%	7%	30% d
Standard error	47	14	42	54	55	14	7	9	31	-	4	29	14	11	34	4	3	7	-	1	8	5	4	10	18	5	19	-	4	18	20	5	37
NET: Neutral (4-6)	28	3	21	36	32	12	6	6	15	1	3	12	13	5	22	1	-	2	-	-	1	2	-	2	8	3	9	1	2	8	11	1	20
NET: Satisfied (7-10)	8%	7%	7%	10%	8%	7%	4%	6%	4%	4%	1%	5% k	11% k	2%	7% d	2%	-	2%	-	-	2%	7% d	-	2%	5%	2%	3%	5%	1%	4% E	11% EF	2%	30% d
NET: Dissatisfied (1-3)	65	14	49	95	75	27	17	15	30	3	3	6	56	7	56	4	2	8	-	1	3	10	4	10	15	6	27	1	2	13	34	6	42
NET: Satisfied (7-10)	11%	7%	8%	11% abcde	11% abc	15% de	10%	10%	11%	12%	1%	3%	45% kl	3%	18% lm	9%	3%	9%	-	1%	5%	33% kl	4%	9%	9%	6%	9%	5%	1%	7% E	33% EF	2%	15% d
NET: Dissatisfied (1-3)	-	2	9	2	4	3	-	-	-	-	-	-	-	-	-	-	-	2%	-	2	-	-	1	1	1	2	5	1	1	5	3	1	6
NET: Neutral (4-6)	140	31	112	185	162	53	30	30	76	4	10	47	83	23	112	9	5	17	-	2	12	17	8	22	41	14	55	2	8	39	65	12	98
NET: Satisfied (7-10)	23% bc	15%	18%	33% abcde	23% abc	25% abc	17%	21%	23% lm	16%	4%	24% kk	63% kl	8%	35% lm	19%	7%	20% cd	-	2%	16% kl	57% kl	9%	20% uv	24% E	10%	19% d	10%	20% E	68% EF	4%	25% d	
NET: Neutral (4-6)	193	64	151	165	214	59	54	50	80	9	59	103	31	65	125	15	26	22	1	16	40	8	18	45	37	31	78	5	47	85	19	45	104
NET: Satisfied (7-10)	32% cd	31% cd	24%	29% cd	31% cd	28%	31%	34%	31%	36%	21%	52% klm	26%	24%	39% d	32%	38%	26%	25%	15%	61% uv	27%	20%	41% uv	22%	22%	27%	24%	14%	45% EG	20%	16%	30% d
NET: Dissatisfied (1-3)	271	107	352	211	315	93	88	65	106	12	215	49	7	188	81	23	37	44	3	88	14	5	64	43	92	94	153	13	281	62	9	217	133
NET: Satisfied (7-10)	45% d	52% d	36% adef	37%	45% d	45%	51% d	45%	40%	48%	76% lm	25% lm	6%	68% cd	25%	49%	54%	52%	75%	81% uv	21%	17%	70% cd	39%	54%	67% AC	53%	62%	83% FG	32% G	9%	79% d	39%
Mean score	5.82 d	6.42 ade	6.39 ade	5.20	5.78 d	5.75 d	6.19 d	6.01 d	5.41	6.52	7.73 lm	4.98 m	2.72	7.29 d	4.60	5.94	6.87 p	6.23	8.25	7.91 uv	5.30 v	3.60	7.34 x	5.71	6.19	7.02 AC	6.14	7.25	7.96 FG	5.28 G	2.94	7.78 d	5.27
Standard error	0.11	0.18	0.11	0.12	0.10	0.20	0.21	0.24	0.17	0.61	0.12	0.14	0.19	0.15	0.14	0.37	0.28	0.31	0.85	0.17	0.26	0.48	0.25	0.24	0.22	0.20	0.16	0.58	0.10	0.16	0.22	0.12	0.14

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Table 22

**Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?
The time taken to handle your issue.**

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						TALK TALK						VIRGIN MEDIA						PLUSNET															
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		
							Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	604	204	624	563	665	208	127	101	313	22**	247	159	157	223	330	198	120	351	26**	329	231	135	321	365	69*	37*	96*	6**	102	71*	35*	94*	110	
10 - Extremely satisfied (10)	69	19	80	43	68	17	9	10	23	1	41	-	2	33	9	21	18	27	2	62	5	1	57	10	6	2	9	-	15	1	1	13	4	
9 - (9)	11% 10%a	9% 17%acde	13% 12%ad	8% 8%	10% 6%	8% 9%	7% 11%	10% 6%	23% 7%	5% 18%	17%im	-	1% 2%	15% 17%k	3% 3%	11% 13%	13% 10%	8% 8%	2% 2%	1% 1%	1% 2%	1% 1%	3% 2%	6% 7%	5% 5%	9% 9%	-	-	-	16% 15%FG	2% 3%	-	12% 13%	5% 5%
8 - (8)	67	33	91	62	103	35	17	12	28	5	55	5	2	35	27	27	20	53	3	78	19	6	69	34	12	5	16	2	31	3	1	22	12	
7 - (7)	11% 12%	16% 10%	15% 17%abdf	11% 10%	15% 14% 11%	17%ad	13% 13%	12% 15%	9% 8%	23% 5%	22%im	3% 1%	1% 1%	16% 13%	8% 9%	14% 15%	17% 11%	15% 15%	12% 15%	4% 3%	1% 1%	1% 1%	9% 12%	17% 7%	14% 22%AC	17% 8%	17% 8%	33% 33%	30% 14%G	4% 9%	3% -	23% 13%	11% 10%	
6 - (6)	54	24	57	55	73	28	13	7	31	4	20	30	5	23	30	19	16	37	1	31	37	5	28	45	8	5	15	-	16	11	1	13	14	
5 - (5)	9% 14%ac	12% 10%	9% 9%	10% 10%	11% 13% 10%	20% 10%	10% 8%	7% 10%	18% 10%	-	8% 9%	18% 17%kl	10% 10%	-	22	27	10	17	41	24	14	48	3	24	56	9	4	7	-	3	15	2	8	11
4 - (4)	83	21	56	59	89	20	10	18	31	-	22	27	10	17	41	24	14	48	3	24	56	9	25	63	9	4	7	-	3	15	2	8	11	
3 - (3)	9% 14%ac	9% 10%	6% 9%	9% 7%	7% 8% 7%	5% 10%	6% 10%	7% 10%	12% 10%	5% -	7% 3%	36% 23%klm	8% 5%	11% 5%	40% 12%k	8% 6%	2% 8%	8% 8%	15% 15%	4% 8%	13% 9%	30% 13%kl	7% 7%	8% 3%	5% 3%	5% 3%	17% 17%	1% 1%	8% 11%EG	6% 6%	2% 2%	9% 9%	10% 8%	
2 - (2)	47	14	42	54	55	14	13	8	32	1	4	26	24	12	42	16	8	29	2	8	28	19	15	39	4	2	8	-	5	5	4	6	8	
1 - Extremely dissatisfied (1)	8% 2%	7% 1%	7% 3%	10% 5%bc	8% 3%ab	7% 12%ab	10% 6%	8% 5%	10% 7%	-	2% 4%	7% 13%kl	8% 5%	5% 4%	13% 15%kl	8% 6%	2% 2%	18% 6%	4% 4%	1% 1%	13% 4%	18% 13%kl	9% 3%	5% 3%	2% 5%	4% 4%	17% 17%	1% 1%	5% 7%E	5% 17%E	11% 3%	6% 3%	9% 8%	
NET: Dissatisfied (1-3)	65	17	49	95	75	27	18	13	59	5	7	9	79	16	77	25	9	37	4	3	10	62	9	66	9	5	13	-	-	9	18	2	25	
Not applicable	-	2	9	2	4	3	1	-	1	-	1	-	1	1	-	2	-	1	1	3	-	1	2	2	-	1	2	-	-	3	-	1	2	
NET: Neutral (4-6)	140	31	112	185	162	53	39	26	114	6	15	46	124	37	144	52	19	84	7	12	51	99	33	127	18	9	25	1	6	19	28	11	42	
NET: Satisfied (7-10)	23%bc	15%	18%	32%abc	23%bc	25%abc	31%	26%	38%kl	27%	6%	25%kl	75%kl	17%	44%kl	25%kl	16%	24%	27%	4%	22%kl	75%kl	10%	35%kl	26%	24%	26%	17%	6%	21%kl	30%kl	12%	35%kl	
NET: Satisfied (7-10)	193	64	151	165	214	59	30	32	98	5	49	93	23	51	111	54	40	112	8	68	123	23	70	142	21	10	27	1	20	34	5	23	34	
NET: Satisfied (7-10)	32%ac	31%cd	24%	29%cd	31%cd	28%	24%	32%	31%	23%	20%	35%klm	15%	23%	34%kl	27%	33%	32%	31%	21%	53%klv	17%	22%	39%klw	30%	27%	28%	17%	4%	48%kl	14%	24%	31%	
NET: Satisfied (7-10)	271	107	352	211	315	93	57	43	100	11	182	20	9	134	75	90	61	154	10	246	57	12	216	94	30	17	42	4	76	15	2	59	32	
NET: Satisfied (7-10)	45%ad	32%cd	35%ade	37%	45%cd	45%	45%kl	43%	32%	50%	74%lm	13%kl	6%	80%kl	23%	45%	51%	44%	38%	75%klv	25%klv	9%	67%klw	26%	43%	46%	44%	67%	75%FG	21%G	6%	63%kl	29%	
Mean score	5.82d	6.42ede	6.39ade	5.20	5.78d	5.75d	5.56i	5.56i	4.90	5.86	7.41m	4.50m	2.45	6.60o	4.23	5.71	6.37pr	5.66	5.20	7.51uv	5.13v	2.69	7.07x	4.64	5.71	5.64	5.80	6.00	7.57FG	4.74G	2.40	6.99l	4.63	
Standard error	0.11	0.18	0.11	0.12	0.10	0.20	0.26	0.28	0.17	0.68	0.14	0.14	0.17	0.18	0.14	0.20	0.24	0.14	0.57	0.11	0.13	0.19	0.13	0.13	0.35	0.45	0.30	1.00	0.18	0.27	0.36	0.24	0.27	

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 - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
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Table 23

**Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?
Getting the issue resolved to your satisfaction.**

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						BT							EE							SKY																					
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Issue				Satisfaction			Resolved		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
							BT	EE	Sky	TalkTalk	Virgin Media	Plusnet	BT	EE	Sky																											
Total	604	204	624	563	685	208	172	145	262	25**	284	199	121	276	318	47*	68*	85*	41**	108	66*	30*	91*	111	171	141	291	21**	337	191	96*	275	342									
10 - Extremely satisfied (10)	73	26	81	50	71	22	25	21	19	8	72	1	-	66	6	6	10	9	1	24	2	-	21	5	23	17	35	6	79	1	1	70	10									
9 - (9)	12%	13%	13% d	9%	10%	11%	15% d	14%	7%	32%	23% lm	1%	-	24% no	2%	13%	15%	11%	25%	23% lm	3%	-	23% kn	5%	13%	12%	29%	23% fg	1%	1%	23%	3%										
8 - (8)	60	27	76	40	67	27	18	17	23	2	54	4	2	45	15	6	11	9	1	25	2	-	19	8	27	21	25	3	72	4	-	58	18									
7 - (7)	10%	13% d	12% d	7%	10%	13% d	10%	12%	9%	8%	19% lm	2%	2%	15% no	5%	13%	16%	11%	25%	23% lm	3%	-	21% kn	7%	10% c	15% c	14%	21% fg	2%	-	21%	5%										
6 - (6)	85	28	101	77	101	26	24	23	37	1	66	18	1	60	25	6	9	12	1	21	7	-	18	10	25	29	43	4	81	17	3	54	46									
5 - (5)	14%	14%	16%	14%	15%	13%	14%	16%	14%	4%	23% lm	9% km	1%	23% no	8%	13%	13%	14%	25%	13% av	11%	-	20% kn	9%	15%	21%	15%	19%	24% fg	9%	3%	20%	13%									
4 - (4)	72	27	86	66	89	27	19	19	32	2	41	25	6	34	38	9	8	10	-	15	12	-	12	15	20	21	42	3	56	29	1	39	47									
3 - (3)	12%	13%	14%	12%	13%	13%	11%	13%	12%	8%	14% km	13% km	5%	12%	12%	19%	12%	12%	-	14% av	10% v	-	13%	14%	12%	15%	14%	14%	17% g	10% g	1%	14%	14%									
2 - (2)	65	25	71	46	77	22	17	17	30	1	18	39	8	23	42	4	11	10	-	7	14	4	7	17	16	20	35	-	29	36	6	19	51									
1 - Extremely dissatisfied (1)	11%	12%	11%	8%	11%	11%	10%	12%	11%	4%	6%	20% km	7%	8%	13%	9%	16%	12%	-	6%	21% n	13%	8%	15%	9%	14%	12%	-	9%	10% eg	6%	7%	15% km									
NET: Dissatisfied (1-3)	71	26	60	56	84	21	20	16	32	3	13	50	8	22	48	8	6	11	1	6	16	4	6	20	12	8	38	2	11	40	9	20	40									
NET: Neutral (4-6)	12%	13%	10%	10%	12%	10%	12%	11%	12%	12%	5%	25% km	7%	8%	15% n	17%	9%	13%	25%	6%	24% n	13%	7%	16% n	7%	6%	15% ab	10%	3%	21% eg	9% n	7%	12%									
NET: Satisfied (7-10)	39	12	40	43	62	19	7	10	20	2	10	18	11	10	29	2	5	5	-	3	6	3	1	11	16	9	15	-	4	28	8	3	35									
Mean score	6.02d	6.41d	6.43ade	5.35	6.10d	6.13d	6.11	6.55i	5.62	6.40	7.92m	5.24m	2.79	7.69o	4.64	6.51	6.72	6.01	8.00	7.85uv	5.74v	2.77	7.71x	5.38	6.39	6.82c	6.18	7.70	8.11fg	5.26g	2.79	7.94	5.22									
Standard error	0.11	0.19	0.11	0.12	0.10	0.19	0.22	0.22	0.17	0.67	0.13	0.13	0.19	0.13	0.14	0.38	0.31	0.31	1.08	0.20	0.24	0.35	0.24	0.24	0.22	0.21	0.16	0.56	0.09	0.14	0.21	0.12	0.14									

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 - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
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Table 24

**Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?
 Getting the issue resolved to your satisfaction.**

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						TALK TALK								VIRGIN MEDIA								PLUSNET											
							Issue				Satisfaction				Resolved								Issue				Satisfaction				Resolved			
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	604	204	624	563	695	208	127	101	313	22**	247	159	157	223	330	198	120	351	26**	329	231	135	321	365	69*	37*	96*	6**	102	71*	35*	94*	110	
10 - Extremely satisfied (10)	73	26	81	50	71	22	14	5	27	4	47	1	2	45	5	21	15	32	3	68	3	-	66	4	11	1	10	-	21	1	-	22	-	
9 - (9)	12%	13%	13% d	9%	10%	11%	11%	5%	9%	18%	19%km	1%	1%	20%cd	2%	11%	13%	9%	12%	21%uv	1%	-	21%cd	1%	13%bc	3%	10%	-	21%FG	1%	-	23%cd	-	
8 - (8)	60	27	76	40	67	27	11	8	19	2	39	1	-	32	8	24	14	28	1	58	5	4	53	14	8	6	13	-	23%FG	4%	-	19	8	
7 - (7)	10%	10%cd	12%cd	7%	10%cd	13%cd	9%	8%	6%	9%	10%km	1%	-	14%cd	2%	12%	12%	8%	4%	10%uv	2%	3%	17%cd	4%	12%	16%	14%	-	23%FG	6%	-	20%kl	7%	
6 - (6)	85	28	101	77	101	26	16	22	37	2	69	7	1	49	27	24	14	59	4	81	20	-	70	30	12	3	11	-	21	4	1	16	10	
5 - (5)	14%	14%	16%	14%	15%	13%	13%	23%kl	12%	9%	20%km	4%km	1%	22%cd	8%	12%	12%	17%	15%	25%uv	3%kl	-	22%cd	8%	17%	8%	11%	-	21	6%	3%	17%	9%	
4 - (4)	72	27	86	66	89	27	20	12	33	1	39	25	2	30	35	21	20	44	4	56	29	4	43	45	8	6	11	2	21	6	-	19	7	
3 - (3)	12%	13%	14%	12%	13%	13%	16%	12%	11%	5%	10%km	10%km	1%	13%kl	11%	11%	17%	13%	15%	17%kl	13%kl	3%	13%	12%	12%	16%	11%	2	21	8%	-	20%kl	6%	
2 - (2)	65	25	71	46	77	22	8	8	27	3	19	24	3	18	27	21	14	39	3	26	46	5	30	46	7	7	8	-	6	13	3	5	16	
1 - Extremely dissatisfied (1)	11%	12%	11%	8%	11%	11%	6%	8%	9%	14%	8%km	15%km	2%	8%kl	8%	11%	12%	11%	12%	8%kl	20%kl	4%	9%	13%	10%	19%	8%	-	6%	13%	9%	5%	15%kl	
NET: Dissatisfied (1-3)	71%abc	2%	4%	10%bcde	5%	6%	8%	10%	7%	5%	2%	26	11	7	35	19	8	34	1	7	43	12	16	44	3	3	13	-	4%	14	1	3	16	
NET: Neutral (4-6)	45	5	27	58	34	12	8	10	40	-	5	21	32	13	45	14	4	14	2	2	12	20	5	29	2	4	6	-	1	4	7	1	11	
NET: Satisfied (7-10)	30	9	29	31	34	8	6	4	17	2	2	12	17	8	23	10	6	17	1	3	11	20	6	28	4	2	2	-	3	5	1	7	6%	
Mean score	6.02d	6.41d	6.43ade	5.35	5.99d	6.13d	5.67	5.68	5.08	5.73	7.89klm	4.82m	2.19	7.24o	4.13	5.83	6.41	5.96	5.72	7.88uv	5.33v	2.52	7.54x	4.62	6.46	5.86	6.01	5.80	8.05FG	5.22G	2.49	7.85	4.64	
Standard error	0.11	0.19	0.11	0.12	0.10	0.19	0.27	0.27	0.17	0.70	0.12	0.15	0.14	0.17	0.14	0.21	0.23	0.14	0.60	0.10	0.12	0.17	0.12	0.13	0.35	0.41	0.29	0.49	0.16	0.24	0.32	0.20	0.24	

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 - A/B/C/D - E/F/G - H/I
 * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?
Courtesy and politeness of advisors.

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						BT								EE								SKY											
							Issue				Satisfaction				Resolved				Issue				Satisfaction				Resolved							
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	604	204	624	563	685	208	172	145	262	25**	284	199	121	276	318	47*	68*	85*	41**	108	66*	30*	91*	111	171	141	291	211*	337	191	96*	275	342	
10 - Extremely satisfied (10)	110	38	136	81	115	45	33	30	37	10	92	16	2	83	26	5	13	18	2	32	6	-	28	10	32	26	72	6	125	7	4	89	36	
	18%	19%	22% ad	14%	17%	22% ad	19%	21%	14%	40%	32% lm	1% km	2%	30% no	8%	11%	19%	21%	50%	30% uv	9%	-	31% wx	9%	19%	18%	25%	29%	37% fg	4%	4%	33% hi	11%	
9 - (9)	85	28	87	75	101	44	22	23	39	1	65	15	5	53	31	7	8	13	-	21	7	-	15	12	22	22	40	3	63	14	10	52	34	
	14%	14%	14%	13%	15%	21% abcd	13%	16%	15%	4%	23% lm	8%	4%	15% no	10%	15%	12%	15%	-	13% uv	11%	-	16%	11%	13%	16%	14%	14%	15% fg	7%	10%	13% hi	10%	
8 - (8)	89	36	107	90	117	33	29	14	44	2	53	27	9	44	43	3	13	19	1	26	7	3	19	17	24	38	42	3	67	32	8	41	66	
	15%	18%	17%	16%	17%	16%	17%	10%	17% kh	8%	19% km	14%	7%	16%	14%	6%	19%	22% qr	25%	24% uv	11%	10%	21%	15%	14%	27% ac	14%	14%	20% fg	17%	8%	15%	19%	
7 - (7)	78	24	95	90	104	26	22	23	31	2	34	34	10	36	40	9	5	10	-	11	11	2	11	13	27	18	49	1	48	32	15	37	57	
	13%	12%	15%	16%	15%	13%	13%	16%	12%	8%	12%	17% km	8%	13%	13%	19%	7%	12%	-	10%	17%	7%	12%	12%	16%	13%	17%	5%	14%	17%	16%	13%	17%	
6 - (6)	69	20	60	50	76	17	12	22	32	3	22	35	12	24	45	5	12	12	-	10	13	6	12	17	22	12	24	2	18	35	7	16	44	
	11%	14% cd	10%	9%	11%	8%	7%	22% lm	12%	12%	8%	18% km	10%	9%	14% no	11%	18%	14%	-	9%	20%	20%	13%	15%	13%	9%	8%	10%	5%	18% fg	10%	7%	6%	13% hi
5 - (5)	75	22	50	52	61	16	22	16	33	4	10	43	22	21	53	4	9	8	1	4	14	4	3	19	15	10	23	2	7	33	10	14	35	
	12% cd	11%	8%	9%	9%	8%	13%	11%	13%	16%	4%	22% km	16%	8%	17% no	9%	13%	9%	25%	4%	21% uv	13%	3%	17% wx	9%	7%	8%	10%	2%	17% fg	10%	5%	10% hi	
4 - (4)	25	6	21	40	30	12	9	6	10	-	3	11	11	6	19	3	3	-	-	-	4	2	1	5	10	6	5	-	1	16	4	5	16	
	4%	3%	3%	7% abcd	4%	6%	5%	4%	4%	-	1%	6% km	9%	2%	6% no	3%	4%	-	-	-	6% uv	7%	1%	5%	4%	2%	-	-	-	4% fg	2%	5%	2%	5%
3 - (3)	22	10	25	30	18	5	7	4	10	1	3	10	9	5	16	7	3	-	-	3	3	4	1	6	7	6	11	1	3	12	10	4	20	
	4%	5%	4%	5% cd	3%	2%	4%	3%	4%	4%	1%	5% km	7%	4%	6% no	15% uv	4%	-	-	3%	5%	13%	1%	7% wx	4%	4%	4%	5%	1%	3% fg	10% hi	4%	1%	6% kl
2 - (2)	15	2	9	16	19	1	5	1	8	1	-	4	11	-	15	-	1	-	-	-	-	2	1	1	6	-	3	-	1	1	7	1	6	
	2%	1%	1%	3% cd	3%	1%	3%	1%	3%	4%	1%	2% km	9%	-	4% no	2%	-	1%	-	-	-	7% uv	1%	1%	4% wx	-	1%	-	-	1%	7% fg	1%	1%	2% hi
1 - Extremely dissatisfied (1)	31	9	25	30	41	5	10	5	15	1	1	2	28	1	28	3	2	4	-	1	1	-	9	6	2	16	1	1	5	19	2	22	5%	
	5%	4%	4%	5%	6% kl	2%	6%	3%	6%	4%	1	1%	23% lm	1	4% no	6%	3%	5%	-	1%	2%	23% uv	1%	6% wx	4%	2%	5% yz	5%	-	3% fg	20% hi	1%	5% kl	
Not applicable	5	-	9	13	4	1	1	1	3	-	1	2	2	3	2	-	-	-	-	-	-	-	-	-	1	6	2	3	4	2	4	4		
	1%	-	1%	2%	2% ab	1%	1%	1%	1%	-	-	1%	2%	1%	1%	-	-	-	-	-	-	-	-	-	1%	2%	1%	1%	1%	1%	1%	1%		
NET: Dissatisfied (1-3)	68	21	59	76	78	11	22	10	33	3	4	16	48	6	59	11	5	5	-	4	4	13	2	18	19	8	30	2	5	18	36	7	50	
	11% kl	10%	9%	13% cf	11% cd	5%	13%	7%	13%	12%	1%	5% km	40% lm	6%	19% no	11%	5%	5%	-	4%	6%	13% uv	2%	15% wx	11%	6%	10%	10%	1%	13% fg	33% hi	3%	15% kl	
NET: Neutral (4-6)	169	57	131	142	167	45	43	44	75	7	35	89	45	51	117	12	24	20	1	14	31	12	16	41	47	28	52	4	26	84	21	35	95	
	28% cd	28% cd	21%	25%	24%	22%	25%	30%	29%	28%	12%	15% km	17% km	18%	17% no	12%	26%	35%	24%	13%	47% uv	12%	16%	37% wx	27% ac	20%	16%	19%	8%	47% fg	22% hi	35%	30% kl	
NET: Satisfied (7-10)	362	126	425	336	437	148	106	90	151	15	244	92	26	216	140	24	39	60	3	80	31	5	73	52	105	104	203	13	303	85	37	229	193	
	60%	62%	63% ada	50%	63%	71% abde	62%	62%	58%	60%	33% lm	16% km	21%	70% no	44%	51%	57%	71% qr	75%	33% uv	47% uv	17%	30% wx	47%	61%	74% ac	70%	62%	60% fg	45%	39%	33% hi	56%	
Mean score	6.91	7.05	7.28 ada	6.69	6.95	7.57 abd	6.86	7.19	6.75	7.32	8.38 lm	6.39 km	4.29	8.06 no	5.95	6.13	7.07 p	7.49 p	8.25	8.19 uv	6.62 v	4.17	8.13 x	6.19	6.93	7.53 a	7.34	7.58	8.53 fg	6.19 g	5.00	8.29 hi	6.49	
Standard error	0.10	0.17	0.10	0.11	0.10	0.16	0.20	0.19	0.16	0.56	0.10	0.14	0.24	0.11	0.15	0.39	0.28	0.24	1.18	0.18	0.25	0.44	0.19	0.24	0.19	0.17	0.15	0.60	0.09	0.15	0.30	0.11	0.14	

Proportions/Mean scores (5% risk level) - a/b/c/d/ef - g/h/ij - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Table 26

**Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?
Courtesy and politeness of advisors.**

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						TALK TALK							VIRGIN MEDIA							PLUSNET															
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Issue				Satisfaction			Resolved		Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Issue			Satisfaction			Resolved		Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfaction			Resolved	
							Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)					Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Satisfied (E)	Neutral (F)	Dissatisfied (G)					Yes (H)	No (I)			
Total	604	204	624	563	695	208	127	101	313	22**	247	159	157	223	330	198	120	351	26**	329	231	135	321	365	69*	37*	96*	6**	102	71*	35*	94*	110			
10 - Extremely satisfied (10)	110	38	136	81	115	45	17	9	50	5	62	7	12	62	28	29	21	61	4	90	20	5	89	25	17	5	23	-	37	6	2	32	13			
9 - (9)	85	28	87	75	101	44	13	9	16	23%	51	11	13	46	27	25	24	48	4	74	22	5	62	38	8	6	29	1	30	12	2	22	20			
8 - (8)	89	36	107	90	117	33	22	17	48	3	58	20	12	47	42	31	16	65	5	77	27	13	73	44	15	8	8	2	17	12	4	14	19			
7 - (7)	78	24	95	90	104	26	19	15	53	3	42	32	16	28	61	34	10	58	2	45	45	14	39	63	11	6	9	-	13	9	4	15	10			
6 - (6)	69	20	60	50	76	17	13	9	27	1	15	26	9	14	36	21	18	33	4	24	40	12	19	56	2	5	9	1	3	11	3	3	14			
5 - (5)	75	22	50	52	61	16	10	11	30	1	7	30	15	15	37	13	11	35	2	5	43	13	16	43	5	4	6	1	2	9	5	3	12			
4 - (4)	25	6	21	40	30	12	6	12	21	1	7	12	21	8	31	8	7	15	-	7	16	7	8	22	5	3	4	-	-	9	3	3	9			
3 - (3)	22	10	25	30	18	5	7	8	15	-	1	14	15	3	26	8	1	8	1	1	4	13	4	13	2	-	3	-	-	1	4	1	4			
2 - (2)	15	2	9	16	19	1	3	3	10	-	2	4	10	4	12	10	3	5	1	1	4	14	4	15	1	-	-	-	-	-	3	-	1			
1 - Extremely dissatisfied (1)	31	9	25	30	41	5	10	5	13	2	-	1	29	4	25	16	8	15	2	2	6	33	3	38	3	-	2	-	-	-	5	-	5			
Not applicable	5	-	9	9	13	4	1	1	4	3	2	2	5	2	5	3	1	8	1	3	4	6	4	8	-	-	3	1	-	2	2	1	3			
NET: Dissatisfied (1-3)	68	21	59	76	78	11	20	16	38	2	3	19	54	11	63	34	12	28	4	1	14	60	11	66	6	-	5	-	-	1	10	1	10			
NET: Neutral (4-6)	169	57	131	142	167	45	29	32	78	3	29	68	45	37	104	42	36	83	6	36	99	32	43	121	12	12	19	2	5	29	11	9	35			
NET: Satisfied (7-10)	362	126	425	336	437	148	77	52	193	14	213	70	53	173	158	119	71	232	15	286	114	37	263	170	51	25	69	3	97	39	12	83	62			
Mean score	6.91	7.05	7.28add	6.69	6.95	7.57abde	6.66	6.22	6.82h	7.32	6.16im	6.10m	4.95	7.77o	5.96	6.58	6.99	7.14p	6.84	6.29uv	6.49v	4.36	6.06x	5.97	7.35	7.35	7.84	7.20	6.77FG	6.91G	5.21	6.42	6.83			
Standard error	0.10	0.17	0.10	0.11	0.10	0.16	0.24	0.25	0.14	0.65	0.11	0.16	0.24	0.14	0.14	0.20	0.24	0.13	0.55	0.09	0.14	0.25	0.11	0.14	0.30	0.30	0.23	0.73	0.12	0.23	0.48	0.17	0.23			

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

Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

**Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?
 Advisor doing what they said they would do.**

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						BT							EE							SKY													
	Issue						Satisfaction			Resolved				Issue							Satisfaction			Resolved										
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	604	204	624	563	665	208	172	145	262	25**	284	199	121	276	318	47*	68*	85*	41*	108	66*	30*	91*	111	171	141	291	21**	337	191	96*	275	342	
10 - Extremely satisfied (10)	92	31	110	62	102	35	27	25	30	10	84	6	2	76	15	5	8	17	1	26	5	-	22	9	32	23	48	7	107	2	1	92	18	
	15% d	15%	17% d	11%	15%	17% d	16%	17%	11%	40%	30% m	3%	2%	27% o	5%	11%	12%	20%	25%	24% uv	8%	-	24% kn	8%	19%	23%	16%	33%	32% fg	1%	1%	33% o	5%	
9 -	60	27	71	60	76	31	18	17	24	1	52	4	4	44	16	4	11	11	1	24	2	1	17	10	16	19	34	2	57	12	2	41	29	
	10%	13%	11%	11%	11%	15%	10%	12%	9%	4%	13% m	2%	3%	15% o	5%	9%	16%	13%	25%	23% uv	3%	3%	13% kn	9%	9%	13%	12%	10%	17% fg	6%	2%	15% o	8%	
8 -	86	24	108	76	112	26	27	21	36	2	59	25	2	42	43	4	10	9	1	19	4	1	16	8	25	30	49	4	85	19	4	56	52	
	14%	12%	17%	13%	16%	13%	16%	14%	14%	8%	21% m	13% m	2%	15%	14%	9%	15%	11%	25%	13% uv	6%	3%	10% kn	7%	15%	21%	17%	19%	23% fg	10%	4%	20%	15%	
7 -	77	32	91	75	86	28	24	12	38	3	46	27	4	43	33	3	11	18	-	16	14	2	10	22	21	23	44	3	51	34	6	32	58	
	13%	16%	15%	13%	12%	13%	14%	8%	15%	12%	13% m	14% m	3%	16%	10%	6%	16%	21% uv	-	15%	21%	7%	11%	20%	12%	16%	15%	14%	15% g	10% g	6%	12%	17%	
6 -	52	23	72	49	76	23	12	18	22	-	14	32	6	23	28	9	7	7	-	6	13	4	11	12	22	13	36	1	22	44	6	25	47	
	9%	11%	12%	9%	11%	11%	7%	12%	8%	-	5%	16% km	5%	8%	9%	19%	10%	8%	-	6%	20% uv	13%	12%	11%	13%	9%	12%	5%	7%	23% fg	6%	9%	14%	
5 -	84	27	60	61	72	16	22	22	36	4	15	55	14	21	61	8	9	9	1	11	13	3	6	21	21	18	20	1	9	38	13	16	43	
	14% cl	13%	10%	11%	10%	8%	13%	15%	14%	16%	5%	23% km	12% km	8%	19% uv	17%	13%	11%	25%	10%	20%	10%	7%	19% uv	12% c	13% c	7%	5%	3%	20% fg	14% fg	6%	13% d	
4 -	30	10	22	48	44	10	11	6	13	-	3	16	11	9	21	2	5	3	-	2	7	1	2	7	8	5	9	-	3	12	7	3	18	
	5%	5%	4%	8% ac	6% ac	5%	6%	4%	5%	-	1%	6% k	3% k	3%	7%	4%	7%	4%	-	2%	11% kn	3%	2%	6%	5%	4%	3%	-	3	6% ac	7% ac	1%	3% d	
3 -	28	13	30	34	31	16	7	8	12	1	4	14	10	3	25	5	4	4	-	-	5	8	4	8	8	3	18	1	-	16	14	3	26	
	5%	6%	5%	6%	4%	8%	4%	8%	5%	4%	1%	7% k	6% k	1%	8% m	11%	6%	5%	-	-	8% kl	7% kl	4%	7%	5%	2%	18	1	-	6% ac	15% ac	1%	6% d	
2 -	25	2	15	31	20	5	4	7	13	1	3	7	15	5	19	-	1	1	-	-	2	-	-	2	7	3	5	-	-	3	12	3	12	
	4% b	1%	2%	6% bce	3%	2%	2%	5%	5%	4%	1%	4%	12% km	2%	6% m	-	1%	1%	-	-	3%	-	-	2%	4%	2%	2%	-	-	2%	4% ef	13% ef	1%	4%
1 - Extremely dissatisfied (1)	59	14	31	59	58	11	17	8	31	3	2	10	47	6	51	7	2	5	-	4	-	10	2	12	8	3	19	1	2	5	24	1	29	
	10% cl	7%	5%	10% cl	8% ac	5%	10%	8%	12% kl	4%	1%	5% k	35% kl	2%	16% kl	15% kl	3%	6%	-	4%	-	33% kl	2%	11% kl	5%	2%	7%	5%	1%	5	25% ef	-	6% d	
Not applicable	11	1	14	8	18	7	3	1	7	-	2	3	6	4	6	-	-	1	-	-	1	-	1	-	3	1	9	1	6	7	3	10		
	2%	*	2%	1%	3%	3% b	2%	1%	3%	-	1%	2%	5% k	1%	2%	-	-	1%	-	-	2%	-	1%	-	2%	1%	3%	5%	1	3%	7% ac	1%	3%	
NET: Dissatisfied (1-3)	112	29	76	124	109	32	28	23	56	5	9	31	72	14	95	12	7	10	-	4	7	18	6	22	23	9	42	2	2	24	50	7	67	
	19% c	14%	12%	22% bceff	16%	15%	16%	16%	21%	20%	3%	16% k	60% kl	5%	30% kl	26% kl	10%	12%	-	4%	11%	60% kl	7%	20% uv	13% b	6%	14% b	2	1%	13% ef	52% ef	3%	20% kl	
NET: Neutral (4-6)	166	60	154	158	192	49	45	46	71	4	32	103	31	53	110	19	21	19	1	19	33	8	19	40	51	36	65	2	34	94	26	44	108	
	27%	29%	25%	28%	28%	24%	26%	32%	27%	16%	11%	52% km	26% kl	19%	35% kl	40% kl	31%	22%	25%	18%	50% uv	27%	21%	36% uv	30%	26%	22%	10%	70%	49% efg	27% ef	16%	32% kl	
NET: Satisfied (7-10)	315	114	380	273	376	120	96	75	128	16	241	62	12	205	107	16	40	55	3	85	25	4	65	49	94	95	175	16	300	67	13	221	157	
	52%	56%	51% ade	48%	54% ade	58% ade	56%	52%	49%	64%	85% klm	31% klm	10%	74% klp	34%	34%	89% klp	65% klp	75%	79% kluv	38% uv	13%	71% klv	44%	55%	67% klv	60%	76%	89% fg	35% fg	14%	80% kl	46%	
Mean score	6.29d	6.60d	6.90ade	5.96	6.48d	6.77ad	6.44	6.55	5.99	6.96	8.13lm	5.52m	3.10	7.71o	5.10	5.60	6.75p	6.96p	8.00	7.81uv	5.97v	3.60	7.66x	5.79	6.70	7.20	6.81	7.80	8.37fg	5.83g	3.61	8.16l	5.91	
Standard error	0.12	0.18	0.10	0.12	0.10	0.19	0.21	0.22	0.18	0.66	0.11	0.15	0.23	0.13	0.15	0.41	0.29	0.28	1.08	0.21	0.24	0.44	0.23	0.25	0.20	0.19	0.15	0.56	0.08	0.14	0.25	0.11	0.14	

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

Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

Table 28

Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						TALK TALK								VIRGIN MEDIA								PLUSNET										
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
							Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	604	204	624	563	695	208	127	101	313	22**	247	159	157	223	330	198	120	351	26**	329	231	135	321	365	69*	37*	96*	6**	102	71*	35*	94*	110
10 - Extremely satisfied (10)	92	31	110	62	102	35	17	3	40	2	55	2	5	52	9	25	19	55	3	90	11	1	82	18	14	2	19	-	31	3	1	27	8
9 - (9)	60	27	71	60	76	31	19	14	26	2	54	4	2	44	15	23	11	39	3	65	10	1	60	16	8	4	17	2	25	4	2	18	11
8 - (8)	86	24	108	76	112	26	16	22	34	4	58	10	8	46	30	33	18	56	5	78	27	7	64	47	11	5	10	-	19	7	-	12	14
7 - (7)	77	32	91	75	86	28	20	8	44	3	37	28	10	19	55	20	17	45	4	44	34	8	39	45	4	14	9	1	17	10	1	15	13
6 - (6)	52	23	72	49	76	23	9	9	27	4	18	29	2	19	29	23	17	34	2	25	44	7	26	50	12	3	7	1	4	17	2	11	11
5 - (5)	84	27	60	61	72	16	14	15	31	1	16	34	11	19	41	13	14	43	2	10	50	12	18	52	8	1	7	-	2	10	4	3	12
4 - (4)	30	10	22	48	44	10	9	5	34	-	3	25	20	7	41	10	9	24	1	6	29	9	15	27	1	-	8	1	-	7	3	-	10
3 - (3)	28	13	30	34	31	16	1	12	21	-	3	11	20	4	30	14	6	10	1	1	12	18	4	27	5	5	6	-	3	6	7	6	10
2 - (2)	25	2	15	31	20	5	7	2	22	-	1	7	23	4	27	10	-	8	2	3	3	14	3	17	1	1	3	-	-	1	4	-	5
1 - Extremely dissatisfied (1)	59	14	31	59	58	11	15	9	31	4	1	7	51	8	48	23	8	25	2	3	7	48	6	52	5	2	4	-	-	4	8	1	10
Not applicable	11	1	14	8	18	7	1	2	3	2	1	2	5	1	5	4	1	12	1	4	4	10	4	14	-	-	6	1	1	3	3	1	6
NET: Dissatisfied (1-3)	112	29	76	124	109	32	23	23	74	4	5	25	94	16	105	47	14	43	5	7	22	80	13	96	11	8	13	-	3	10	19	7	25
NET: Neutral (4-6)	166	60	154	158	192	49	32	29	92	5	37	88	33	45	111	46	40	101	5	41	123	28	59	129	21	4	22	2	6	34	9	14	33
NET: Satisfied (7-10)	315	114	380	273	376	120	71	47	144	11	204	44	25	161	109	101	65	195	15	277	82	17	245	126	37	25	55	3	92	24	4	72	46
Mean score	6.29d	6.60d	6.90ade	5.96	6.48d	6.77ad	6.29	5.92	5.82	6.20	6.01lm	5.29m	3.33	7.58o	4.88	6.13	6.61	6.64p	6.40	6.16uv	5.87v	3.19	7.81x	5.27	6.75	6.38	6.92	7.00	6.41FG	5.81G	3.63	7.88i	5.75
Standard error	0.12	0.18	0.10	0.12	0.10	0.19	0.26	0.26	0.16	0.67	0.11	0.15	0.21	0.16	0.14	0.21	0.23	0.14	0.57	0.10	0.13	0.21	0.12	0.14	0.33	0.40	0.29	0.95	0.16	0.26	0.45	0.22	0.27

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 - A/B/C/D - E/F/G - H/I
 * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Table 29

**Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?
Logging of query details to avoid having to repeat yourself.**

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						BT						EE						SKY																			
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Issue			Satisfaction			Resolved		Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Issue			Satisfaction			Resolved		Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Issue			Satisfaction			Resolved	
							Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)					No (o)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Satisfied (E)	Neutral (F)					Dissatisfied (G)	Yes (H)	No (I)					
Total	604	204	624	563	695	208	172	145	262	25**	284	199	121	276	318	47*	68*	85*	4**	108	66*	30*	91*	111	171	141	291	21**	337	191	96*	275	342					
10 - Extremely satisfied (10)	68	31	97	58	67	32	23	17	19	9	65	3	-	59	8	5	12	12	2	28	2	1	22	9	26	24	43	4	83	1	3	79	18					
9 - (9)	11%	15% d	15% d	10%	10%	15% d	13% d	12%	7%	36%	23% lm	2%	-	21% nd	3%	11%	18%	14%	50%	23% lm	3%	3%	24% lx	8%	15%	17%	15%	19%	23% FG	1%	3%	23%	5%					
8 - (8)	60	24	67	43	63	23	15	17	24	4	52	6	2	46	14	3	9	12	-	20	3	1	14	9	15	21	28	3	56	10	1	42	25					
7 - (7)	10%	12%	11%	8%	9%	11%	9%	9%	9%	16%	13% lm	3%	2%	17% nd	4%	6%	13%	14%	-	13% lm	5%	3%	15%	8%	9%	15%	10%	14%	17%	5%	1%	13%	7%					
6 - (6)	75	30	107	71	92	34	22	17	36	-	54	19	2	40	34	6	11	12	1	22	7	1	17	13	24	30	50	3	79	23	5	52	54					
5 - (5)	12%	15%	17% d	13%	13%	16%	13%	12%	14%	-	13% lm	10% lm	2%	14%	11%	13%	16%	14%	25%	23% lm	11%	1%	19%	12%	14%	21%	17%	14%	23% FG	12%	5%	19%	16%					
4 - (4)	76	24	83	76	88	29	20	18	36	2	47	23	6	42	34	6	6	12	-	14	9	1	11	13	28	14	38	3	48	29	6	31	51					
3 - (3)	13%	12%	13%	13%	14%	14%	12%	12%	14%	8%	17% lm	12% lm	5%	15%	11%	13%	9%	14%	-	13%	14%	3%	12%	12%	16%	10%	13%	14%	14% FG	15% G	6%	11%	15%					
2 - (2)	58	31	77	47	89	17	19	17	22	-	22	20	7	24	34	8	12	11	-	10	18	3	12	19	24	23	29	1	29	38	10	32	44					
1 - Extremely dissatisfied (1)	10%	13% adf	12% cd	8%	13% ad	8%	11%	12%	8%	11%	8%	15% km	6%	9%	11%	17%	18%	13%	-	9%	18%	10%	13%	17%	14%	16%	10%	13%	9%	20% EG	10%	12%	13%					
Not applicable	75	23	45	59	79	17	20	18	34	3	13	51	11	26	48	9	5	8	1	5	13	5	4	19	7	9	27	2	8	32	5	14	31					
NET: Dissatisfied (1-3)	12% cd	11%	7%	10% cd	11% cd	8%	12%	12%	13%	12%	5%	28% km	9%	9%	15% lm	19%	7%	9%	25%	5%	20% lm	17% cd	4%	17% lm	4%	6%	9% ab	2%	2%	17% EG	5%	5%	9%					
NET: Neutral (4-6)	47	5%	33	47	48	15	12	13	21	1	15	20	12	18	29	3	4	4	-	2	6	3	3	8	13	5	14	1	4	19	10	6	26					
NET: Satisfied (7-10)	8%	5%	5%	9% cd	7%	7%	7%	9%	8%	4%	5%	10% kl	10%	7%	9%	6%	6%	5%	-	2%	9% nt	10% cd	3%	7%	8%	4%	9%	5%	1%	10% EG	10% EG	2%	6%	30% d				
Mean score	39	8	30	42	36	7	10	10	18	1	4	18	17	7	30	1	5	2	-	1	3	4	1	6	10	5	14	1	4	14	12	4	25					
Standard error	6%	4%	5%	7% cd	5%	3%	6%	7%	7%	4%	1%	9% kl	14% kl	3%	9% nt	2%	7%	2%	-	1%	5%	13% cd	1%	5%	6%	5%	14	1	1%	7% EG	13% EG	1%	7% cd					
	24	7	21	27	26	9	8	7	8	1	4	10	10	5	18	2	2	3	-	2	4	1	1	6	8	4	9	-	2	9	10	5	16					
	4%	3%	3%	5%	4%	4%	5%	5%	3%	4%	1%	5% kl	9% kl	2%	6% nt	4%	3%	4%	-	2%	6%	3%	1%	5%	8	3%	3%	-	1%	5% EG	10% EG	2%	5%					
	69	12	44	77	70	15	21	11	34	3	3	15	51	6	61	4	2	6	-	1	1	10	3	9	13	4	26	1	4	10	30	3	40					
	11% bc	6%	7%	14% bcdfj	10%	7%	12%	8%	13%	12%	1%	6% kl	42% klm	2%	19% nt	9%	3%	7%	-	1%	2%	33% ntdu	3%	8%	8%	3%	9% ab	5%	1%	5% EG	31% EGF	1%	12% cd					
	13	3	20	18	37	10	2	-	10	1	5	5	3	3	8	-	-	3	-	3	-	-	3	-	3	2	13	2	10	6	4	7	12					
	2%	1%	3%	3%	5% ab	5% cd	1%	-	4% kl	4%	2%	3%	2%	1%	3%	-	-	4%	-	3%	-	-	3%	-	2%	1%	2%	13	2	3%	6%	4%	3%	4%				
NET: Dissatisfied (1-3)	132	27	95	146	132	31	39	28	60	5	11	43	78	18	109	7	9	11	-	4	8	15	5	21	31	13	49	2	10	33	52	12	81					
NET: Neutral (4-6)	22% bcdf	13%	15%	26% bcdfj	19%	15%	23%	19%	23%	20%	4%	22% k	64% klm	7%	34% nt	15%	13%	13%	-	4%	12% nt	60% ntdu	5%	19% lm	16% cd	9%	17% ab	10%	3%	17% EG	64% EGF	4%	24% cd					
NET: Satisfied (7-10)	180	65	155	153	216	49	51	48	77	4	50	100	30	68	111	20	21	23	25%	17	37	11	19	46	44	37	70	4	41	89	25	52	101					
Mean score	30%	32% cd	25%	27%	31% cdj	24%	30%	33%	29%	16%	18%	50% klm	25%	25%	35% nt	43%	31%	27%	25%	16%	56% nt	37% nt	21%	47% lm	26%	26%	24%	19%	12%	47% EG	26% EG	19%	30% cd					
Standard error	279	109	354	246	310	118	80	69	115	15	218	51	10	187	90	20	38	48	3	84	21	4	64	44	93	89	159	13	276	63	15	204	148					
	46%	53% de	57% dade	44%	45%	57% dade	47%	48%	44%	60%	77% lm	26% lm	8%	68% nd	28%	43%	56%	56%	75%	78% lm	32%	13%	70% x	40%	54%	63%	55%	62%	82% FG	33% G	16%	74% cd	43%					
	5.92	6.61 ade	6.63 ade	5.63	5.99 d	6.58 ade	5.94	6.10	5.70	6.96	7.74 lm	6.13 m	2.91	7.33 o	4.72	6.02	6.84	6.68	8.25	7.95 lm	5.77 v	3.77	7.63 x	5.82	6.39	7.17 ac	6.47	7.16	8.11 FG	6.62 G	3.61	7.88 l	5.65					
	0.12	0.18	0.11	0.12	0.11	0.19	0.22	0.22	0.17	0.70	0.12	0.15	0.20	0.14	0.15	0.37	0.30	0.29	1.18	0.19	0.24	0.48	0.24	0.24	0.21	0.20	0.17	0.59	0.10	0.15	0.27	0.13	0.15					

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 - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

**Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?
 Logging of query details to avoid having to repeat yourself.**

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						TALK TALK							VIRGIN MEDIA							PLUSNET													
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		
							Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	604	204	624	563	695	208	127	101	313	22**	247	159	157	223	330	198	120	351	26**	329	231	135	321	365	69*	37*	96*	6**	102	71*	35*	94*	110	
10 - Extremely satisfied (10)	68	31	97	56	67	32	16	7	29	4	53	1	2	43	11	16	15	33	3	60	6	1	55	11	13	3	16	-	27	5	-	24	8	
9 - (9)	11%	15% <i>de</i>	16% <i>ade</i>	10%	10%	16% <i>ade</i>	13%	7%	9%	18%	21% <i>lm</i>	1%	1%	19% <i>o</i>	3%	8%	13%	9%	12%	18% <i>um</i>	3%	1%	17% <i>ka</i>	3%	19%	8%	17%	-	23% <i>FG</i>	7%	-	25% <i>ka</i>	7%	
8 - (8)	60	24	67	43	63	23	10	8	22	3	37	4	2	31	12	18	8	36	1	56	6	1	52	11	8	3	11	1	20	3	-	14	7	
7 - (7)	10%	12%	11%	8%	9%	11%	8%	8%	7%	14%	15% <i>lm</i>	3%	1%	14% <i>o</i>	4%	9%	7%	10%	4%	17% <i>um</i>	3%	1%	15% <i>ka</i>	3%	12%	8%	11%	17%	20% <i>FG</i>	4%	-	15% <i>ka</i>	6%	
6 - (6)	75	30	107	71	92	34	16	20	32	3	57	9	5	44	27	26	17	45	4	73	14	5	57	35	8	9	16	1	26	7	1	19	15	
5 - (5)	12%	15%	17% <i>ade</i>	13%	13%	16%	13%	20% <i>lm</i>	10%	14%	23% <i>lm</i>	6%	3%	20% <i>o</i>	8%	13%	14%	13%	15%	23% <i>um</i>	6%	4%	13% <i>ka</i>	10%	12%	24%	17%	17%	25% <i>FG</i>	10%	3%	20%	14%	
4 - (4)	76	24	83	76	88	29	15	14	44	3	42	21	13	28	47	26	14	44	4	42	38	8	47	39	10	6	13	-	16	9	4	14	15	
3 - (3)	13%	12%	13%	13%	13%	14%	12%	14%	14%	14%	17% <i>lm</i>	13%	8%	13%	14%	13%	12%	13%	15%	13% <i>um</i>	10%	6%	15%	11%	14%	16%	14%	-	16%	13%	11%	15%	14%	
2 - (2)	58	31	77	47	89	17	12	9	24	2	16	23	8	19	28	18	23	43	5	34	51	4	36	52	5	3	8	1	5	11	1	9	8	
1 - Extremely dissatisfied (1)	10%	15% <i>adf</i>	12% <i>ad</i>	8%	13% <i>cd</i>	8%	9%	9%	8%	9%	6%	14% <i>km</i>	5%	9%	8%	9%	19% <i>ap</i>	12%	19%	10% <i>uv</i>	22% <i>lv</i>	3%	11%	14%	7%	8%	8%	17%	5%	15%	3%	10%	7%	
Not applicable	75	23	45	59	79	17	15	13	29	2	15	32	12	18	41	25	10	41	3	19	52	8	17	61	8	2	5	2	4	11	2	8	7	
NET: Dissatisfied (1-3)	12% <i>ac</i>	11%	7%	10% <i>ac</i>	11% <i>ac</i>	8%	12%	13%	9%	9%	6%	20% <i>km</i>	8%	8%	12%	13%	8%	12%	12%	6%	23% <i>lv</i>	6%	5%	17% <i>uv</i>	12%	5%	5%	33%	4%	11	2	6%	6%	
NET: Neutral (4-6)	47	11	33	47	48	15	10	7	30	-	10	26	11	12	35	8	9	30	1	15	23	10	14	33	4	4	6	1	1	10	4	3	12	
NET: Satisfied (7-10)	8%	5%	5%	8% <i>ac</i>	7%	7%	8%	7%	10%	-	4%	16% <i>km</i>	7%	5%	11% <i>lm</i>	4%	8%	30% <i>ap</i>	4%	5%	10% <i>lv</i>	7%	4%	9% <i>uv</i>	6%	11%	6%	17%	1%	14% <i>EE</i>	11% <i>EE</i>	3%	11% <i>ka</i>	
Mean score	39	8	30	42	36	7	6	5	31	-	5	19	18	7	35	10	5	19	2	6	15	15	8	28	2	-	5	-	-	4	3	-	7	
Standard error	6%	4%	5%	7% <i>kl</i>	5%	3%	5%	5%	10%	-	2%	12% <i>kl</i>	11% <i>ka</i>	3%	11% <i>lm</i>	5%	4%	5%	8%	2%	6% <i>kl</i>	11% <i>ka</i>	2%	8% <i>uv</i>	3%	-	5%	-	-	6% <i>EE</i>	9% <i>EE</i>	-	6% <i>ka</i>	
	24	7	21	27	26	9	4	4	19	-	2	7	18	5	21	12	5	9	-	5	3	18	10	15	3	2	4	-	1	4	4	2	7	
	4%	3%	3%	5%	4%	4%	3%	4%	6%	-	1%	4% <i>kl</i>	11% <i>ka</i>	2%	6% <i>lm</i>	5%	4%	3%	-	2%	1%	13% <i>lv</i>	3%	4%	4%	5%	4%	-	1%	6%	11% <i>EE</i>	2%	6%	
	69	12	44	77	70	15	19	12	43	3	4	11	62	13	60	22	12	34	2	4	12	54	7	62	5	4	6	-	-	1	14	-	15	
	11% <i>bc</i>	6%	7%	14% <i>bcef</i>	10%	7%	15%	12%	14%	14%	2%	7% <i>kl</i>	35% <i>ka</i>	6%	18% <i>lm</i>	11%	10%	10%	8%	1%	6% <i>kl</i>	40% <i>lv</i>	2%	17% <i>uv</i>	11%	7%	6%	-	-	1%	14	-	14% <i>ka</i>	
	13	3	20	18	37	10	4	2	10	2	6	6	6	3	13	17	2	17	1	15	11	11	18	18	3	1	6	-	2	6	2	1	9	
	2%	1%	3%	3%	5% <i>ab</i>	5% <i>ca</i>	3%	2%	3%	9%	2%	6	6	4	1%	4%	9% <i>lm</i>	2%	5%	4%	5%	5%	8%	6%	5%	4%	3%	6%	-	2%	6% <i>EE</i>	6%	1%	6% <i>ka</i>
	132	27	95	146	132	31	29	21	93	3	11	37	98	25	116	44	22	62	4	15	30	87	25	105	10	6	15	-	1	9	21	2	29	
	22% <i>bcd</i>	13%	15%	26% <i>bcef</i>	19%	15%	23%	21%	30%	14%	4%	23% <i>kl</i>	62% <i>ka</i>	11%	35% <i>lm</i>	22%	18%	18%	15%	5%	13% <i>lv</i>	64% <i>lv</i>	8%	29% <i>uv</i>	14%	16%	16%	-	1%	13% <i>EE</i>	60% <i>EE</i>	2%	26% <i>ka</i>	
	180	65	155	153	216	49	37	29	83	4	41	81	31	49	104	51	42	114	9	68	126	22	67	146	17	9	19	4	10	32	7	20	27	
	30%	32% <i>c</i>	25%	27%	31% <i>cd</i>	24%	29%	29%	27%	18%	17%	51% <i>klm</i>	20%	22%	32% <i>lm</i>	26%	35%	32%	35%	21%	55% <i>lv</i>	16%	21%	40% <i>uv</i>	25%	24%	20%	67%	10%	45% <i>EE</i>	20%	21%	25%	
	279	109	354	246	310	118	57	49	127	13	189	35	22	146	97	86	54	158	12	231	64	15	211	96	39	21	56	2	89	24	5	71	45	
	46%	53% <i>ade</i>	57% <i>ade</i>	44%	45%	57% <i>ade</i>	45%	49%	41%	59%	77% <i>lm</i>	22%	14%	85% <i>cd</i>	29%	43%	45%	45%	46%	70% <i>uv</i>	28% <i>uv</i>	11%	68% <i>ka</i>	26%	57%	57%	58%	33%	87% <i>FG</i>	34% <i>FG</i>	14%	76% <i>ka</i>	41%	
	5.92	6.61 <i>ade</i>	6.63 <i>ade</i>	5.63	5.99 <i>d</i>	6.68 <i>ade</i>	5.81	5.88	5.40	6.85	7.66 <i>lm</i>	4.90 <i>lm</i>	3.13	7.06 <i>o</i>	4.68	5.82	6.08	6.03	6.24	7.56 <i>uv</i>	5.51 <i>uv</i>	2.85	7.30 <i>uv</i>	4.86	6.65	6.19	6.71	6.17	8.26 <i>FG</i>	5.82 <i>FG</i>	3.00	7.81	5.44	
	0.12	0.18	0.11	0.12	0.11	0.19	0.27	0.27	0.17	0.67	0.13	0.16	0.20	0.17	0.15	0.21	0.25	0.15	0.50	0.12	0.13	0.21	0.13	0.14	0.34	0.46	0.29	0.79	0.16	0.28	0.40	0.20	0.29	

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

Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

Table 31

**Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?
 Offering compensation or a goodwill payment.**

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						BT						EE						SKY															
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Issue			Satisfaction			Resolved		Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfaction			Resolved		Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfaction			Resolved			
							Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)					No (o)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)					No (x)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	604	204	624	563	695	208	172	145	262	25**	284	199	121	276	318	47*	68*	85*	4**	108	66*	30*	91*	111	171	141	291	21**	337	191	96*	275	342	
10 - Extremely satisfied (10)	65	26	62	46	57	16	24	18	17	6	60	5	-	53	11	3	10	12	1	24	1	1	19	7	22	23	33	4	78	3	1	65	15	
9 - (9)	11%	13% bc	13% def	8%	8%	8%	14% d	12% i	6%	24%	21% lm	3%	-	19% cd	3%	6%	15%	14%	25%	22% kluv	2%	3%	21% ks	6%	13%	16%	11%	19%	23% fg	2%	1%	23% h	4%	
8 - (8)	61	20	59	39	47	12	15	21	23	2	52	9	-	47	14	4	8	9	-	18	3	-	14	7	10	22	25	2	50	7	2	40	17	
7 - (7)	10% de	10%	9%	7%	7%	6%	9%	14%	9%	8%	13% lm	5% m	-	17% cd	4%	9%	12%	11%	-	17% kluv	5%	-	15% ks	6%	10%	13%	10%	10%	13% fg	4%	2%	13% h	5%	
6 - (6)	60	32	87	56	59	16	12	21	27	-	44	12	4	42	18	8	14	10	-	18	12	2	18	14	31	23	28	5	65	18	4	38	49	
5 - (5)	10%	10% ade	14% ade	10%	8%	8%	7%	14% d	10%	12%	13% lm	6% m	3%	15% cd	6%	17%	21%	12%	-	17% kluv	18%	7%	15% ks	8%	14%	14%	10%	24%	13% c	9%	4%	14% h	14%	
4 - (4)	58	16	72	50	68	19	16	18	21	3	36	19	3	30	28	1	5	10	-	9	6	1	7	9	24	20	27	1	37	31	4	29	43	
3 - (3)	10%	8%	12%	9%	10%	9%	9%	12%	8%	12%	13% lm	10% m	2%	11%	9%	2%	7%	12%	-	17% kluv	18%	3%	8%	8%	14%	14%	9%	14%	5%	11% g	10% g	4%	11%	13%
2 - (2)	47	26	44	36	69	21	14	14	18	1	16	27	4	13	33	11	10	5	-	12	12	2	9	16	10	13	18	3	20	21	3	8	23	
1 - Extremely dissatisfied (1)	8%	13% acd	7%	6%	10% d	10%	8%	10%	7%	4%	6%	14% km	3%	5%	10% lm	23% uv	15%	6%	-	11%	18%	7%	6	14%	6%	9%	6%	14%	6%	11% g	11% g	3%	8%	7%
Not applicable	54	25	58	55	76	10	20	15	16	3	15	34	5	19	32	7	9	6	1	11	8	6	6	19	16	16	26	-	19	33	6	23	35	
NET: Dissatisfied (1-3)	9%	12% af	9% f	10% f	11% af	5%	12% d	10% d	6%	12%	13% lm	10% m	12%	12%	10%	19% uv	13%	7%	25%	10%	12%	20%	7%	17% kluv	9%	11%	9%	-	6%	17% g	6%	8%	10%	
NET: Satisfied (7-10)	41	12	36	31	44	12	9	6	26	-	8	24	9	14	27	3	6	3	-	1	9	2	3	9	12	6	17	1	12	18	6	9	27	
Mean score	7%	6%	6%	6%	6%	6%	5%	4%	10% af	-	3%	12% km	7% n	5%	8%	6%	9%	4%	-	1%	4% m	7%	3%	8%	7%	7%	4%	6%	17	1	4%	6%	3%	27
Standard error	0.13	0.21	0.12	0.14	0.12	0.24	0.25	0.24	0.20	0.74	0.16	0.18	0.18	0.17	0.16	0.37	0.30	0.37	2.50	0.25	0.30	0.49	0.29	0.27	0.23	0.22	0.19	0.63	0.13	0.18	0.25	0.16	0.16	

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

Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

**Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?
 Offering compensation or a goodwill payment.**

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						TALK TALK							VIRGIN MEDIA							PLUSNET												
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
							Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	604	204	624	563	665	208	127	101	313	22**	247	159	157	223	330	198	120	351	26**	329	231	135	321	365	69*	37*	96*	6**	102	71*	35*	94*	110
10 - Extremely satisfied (10)	65	26	82	46	57	16	14	7	23	2	40	3	3	37	9	20	13	21	3	51	5	1	48	8	9	4	3	-	14	2	-	15	-
9 - (9)	61	21	59	39	47	12	13	8	16	2	33	4	2	26	13	20	14	10	3	41	5	1	40	7	5	1	6	-	11	1	-	10	2
8 - (8)	60	32	87	56	59	16	12	21	22	1	47	6	3	33	23	14	16	26	3	44	15	-	43	16	7	5	4	-	11	4	1	14	2
7 - (7)	58	16	72	50	68	19	15	7	27	1	28	15	7	30	20	24	12	29	3	38	22	8	35	33	4	10	4	-	10	6	3	9	10
6 - (6)	47	26	44	36	69	21	9	8	16	3	12	19	5	12	23	15	12	40	2	29	37	3	28	40	6	4	9	2	10	10	1	8	13
5 - (5)	54	25	58	55	76	10	11	13	30	1	22	26	7	18	35	21	11	39	5	24	48	4	26	47	6	2	2	-	4	6	-	6	4
4 - (4)	41	12	36	31	44	12	10	3	15	3	11	13	7	7	23	11	8	24	1	17	21	6	12	30	4	2	6	-	3	8	1	4	8
3 - (3)	33	7	36	41	35	10	8	10	23	-	10	20	11	11	30	8	8	19	-	12	16	7	12	23	5	2	3	-	3	5	2	1	9
2 - (2)	31	5	29	29	49	13	3	6	20	-	5	15	9	8	21	11	5	31	2	18	20	11	16	33	4	2	5	2	2	7	4	2	11
1 - Extremely dissatisfied (1)	116	28	75	141	133	39	23	17	96	5	17	33	91	24	115	34	19	77	3	21	32	80	25	107	10	5	24	-	6	14	19	7	31
Not applicable	38	6	46	39	58	40	9	1	25	4	22	5	12	17	18	20	2	35	1	10	10	14	36	21	9	-	30	1	28	8	4	18	20
NET: Dissatisfied (1-3)	180	40	140	211	217	62	34	33	139	5	32	68	111	43	166	53	32	127	5	51	68	98	53	163	19	9	32	2	11	26	25	10	51
NET: Neutral (4-6)	142	63	138	122	189	43	30	24	61	7	45	58	19	37	81	47	31	103	8	70	106	13	66	117	16	8	17	2	17	24	2	18	25
NET: Satisfied (7-10)	244	95	300	191	231	63	54	43	88	6	143	28	15	126	65	78	55	86	12	174	47	10	166	64	25	20	17	1	46	13	4	48	14
Mean score	5.44d	6.09ade	6.04ade	4.86	5.10	5.05	5.59i	5.43i	4.34	5.17	6.90im	4.14m	2.46	6.51o	3.79	5.50r	5.76r	4.55	6.00	6.62uv	4.68v	2.15	6.55x	3.89	5.57C	5.84C	4.17	4.60	6.86FG	4.26G	2.32	6.88i	3.49
Standard error	0.13	0.21	0.12	0.14	0.12	0.24	0.29	0.30	0.19	0.77	0.18	0.20	0.20	0.21	0.16	0.23	0.28	0.16	0.59	0.16	0.16	0.19	0.17	0.14	0.41	0.46	0.38	1.08	0.32	0.33	0.40	0.32	0.26

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

**Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?
Willingness to help resolve your issue.**

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						BT							EE							SKY												
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Issue				Satisfaction			Resolved		Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfaction			Resolved		Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfaction			Resolved	
							Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)					Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)					Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	604	204	624	563	665	208	172	145	262	25**	284	199	121	276	318	47*	68*	85*	41*	108	66*	30*	91*	111	171	141	291	21**	337	191	96*	275	342
10 - Extremely satisfied (10)	89	35	108	71	100	39	25	25	31	8	77	10	2	73	15	9	9	16	1	29	6	-	26	9	27	21	54	6	106	1	1	86	22
9 - (9)	15%	17%	17% cd	13%	14%	15% cd	15%	17%	12%	32%	27%	5%	2%	23% no	5%	19%	13%	19%	25%	23% uv	9%	-	23% kn	8%	16%	15%	19%	29%	11% fg	1%	1%	31% kl	6%
8 - (8)	68	30	93	58	73	25	24	18	24	2	56	9	3	45	22	2	13	14	1	26	3	1	20	10	20	24	45	4	75	15	3	64	28
7 - (7)	11%	15%	15% ade	10%	11%	12%	14%	12%	9%	8%	20% lm	5%	2%	13% no	7%	4%	13% p	13% np	25%	24% uv	5%	3%	23% kn	9%	12%	17%	15%	19%	22% fg	8%	3%	23% kl	8%
6 - (6)	106	34	110	79	124	35	27	30	47	2	74	30	2	65	39	7	10	16	1	26	8	-	19	15	30	29	47	4	80	24	6	50	58
5 - (5)	18%	17%	18%	14%	16%	17%	16%	21%	18%	8%	23% lm	15% km	2%	24% no	12%	15%	15%	19%	25%	24% uv	-	-	21%	14%	18%	21%	16%	19%	24% fg	13%	6%	18%	17%
4 - (4)	75	26	89	77	84	24	25	17	30	3	38	34	3	31	43	3	11	12	-	11	12	3	9	17	23	24	40	2	52	30	7	34	55
3 - (3)	12%	13%	14%	14%	12%	12%	15%	12%	11%	12%	13% lm	17% km	2%	11%	14%	6%	16%	14%	-	10%	18%	10%	10%	15%	13%	17%	14%	10%	15% fg	10% g	7%	12%	16%
2 - (2)	61	24	59	49	81	17	14	16	31	-	17	34	10	17	44	7	7	10	-	4	15	5	7	17	16	10	31	2	13	39	7	17	41
1 - Extremely dissatisfied (1)	10%	12%	9%	9%	12%	8%	8%	11%	12%	-	6%	17% km	8%	6%	14% lm	15%	10%	12%	-	4%	23% kl	17% kl	8%	15%	9%	7%	11%	10%	4%	20% eg	7%	6%	12% kl
NET: Dissatisfied (1-3)	66	18	48	65	65	23	16	15	32	3	13	39	14	21	44	6	9	2	1	5	9	4	4	13	15	16	17	-	6	32	10	8	39
NET: Neutral (4-6)	35	10	40	49	43	9	11	7	15	2	4	19	12	11	23	5	3	2	-	3	6	1	2	8	10	7	22	1	3	27	10	5	34
NET: Satisfied (7-10)	21	12	21	34	35	12	5	4	11	1	-	9% k	12% kl	5	15	4	4	-	4	5	3	1	10	8	5	8	-	1	10	10	2	16	
Mean score	6.45d	6.87d	6.96ade	6.11	6.46d	6.74d	6.46	6.94i	6.14	6.68	6.19lm	5.98lm	3.12	7.84o	5.28	6.23	7.01	7.06	8.00	6.17uv	6.24v	3.60	6.03x	5.97	6.56	7.21a	7.01	7.95	6.50fg	6.65g	3.69	6.29i	5.93
Standard error	0.11	0.18	0.10	0.12	0.10	0.19	0.22	0.21	0.17	0.64	0.10	0.15	0.21	0.13	0.15	0.40	0.28	0.29	1.08	0.18	0.26	0.46	0.22	0.24	0.21	0.19	0.15	0.52	0.08	0.14	0.27	0.11	0.14

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

Ofcom - Quality of Customer Service - Complaints 2018
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Table 34

**Q101: And how satisfied were you with the following aspects of [Provider]'s customer service?
 Willingness to help resolve your issue.**

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						TALK TALK							VIRGIN MEDIA							PLUSNET												
							Issue				Satisfaction			Resolved									Issue				Satisfaction			Resolved			
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	604	204	624	563	695	208	127	101	313	22**	247	159	157	223	330	198	120	351	26**	329	231	135	321	365	69*	37*	96*	6**	102	71*	35*	94*	110
10 - Extremely satisfied (10)	89	35	108	71	100	39	19	7	42	4	65	2	4	57	13	29	21	47	3	86	13	1	80	19	14	5	20	-	34	4	1	28	10
9 - (9)	68	30	93	58	73	25	15	15	26	2	53	3	2	45	12	22	8	41	2	63	9	1	57	15	9	5	10	-	20	5	-	17	7
8 - (8)	115	15	157	109	111	12	122	15	89	8	21	11	19	20	49	11	7	12	8	19	49	1	13	49	13	14	10	1	20	7	-	13	6
7 - (7)	106	34	110	79	124	35	20	20	37	2	51	18	10	40	39	26	24	69	5	85	35	4	81	43	9	6	19	1	26	8	1	21	14
6 - (6)	188	177	186	149	188	17	163	20	37	2	21	11	6	18	12	13	20	20	19	20	15	3	23	12	13	16	20	17	25	11	3	22	13
5 - (5)	75	26	89	77	84	24	23	13	39	2	37	27	13	31	46	22	16	43	3	43	33	8	36	47	9	2	12	1	11	11	2	8	16
4 - (4)	122	133	146	149	122	12	188	13	12	2	15	11	8	14	14	11	13	12	12	13	14	6	11	13	13	5	13	17	11	15	6	9	15
3 - (3)	61	24	59	49	81	17	6	9	30	4	17	25	7	13	34	19	18	43	1	28	45	8	30	50	5	5	6	1	3	13	1	9	7
2 - (2)	105	122	99	99	122	8	5	9	10	18	7	16	4	6	10	10	15	12	4	9	19	6	9	14	7	14	6	17	3	13	3	10	6
1 - Extremely dissatisfied (1)	66	18	48	65	65	23	12	12	40	1	8	42	15	15	47	20	14	26	5	11	43	11	19	45	8	5	8	2	4	14	5	7	15
NET: Dissatisfied (1-3)	35	10	40	49	43	9	7	13	28	1	10	19	20	11	38	11	2	28	2	4	25	14	4	37	2	3	4	-	1	6	2	3	6
NET: Neutral (4-6)	21	12	21	34	35	12	7	2	25	-	4	12	18	4	30	13	2	19	1	2	16	17	5	29	5	3	4	-	-	7	5	-	12
NET: Satisfied (7-10)	3	6	6	6	6	6	6	2	8	5	2	8	11	2	9	7	2	5	4	1	7	13	2	8	7	8	4	-	-	10	14	7	14
Mean score	6.45d	6.87d	6.98ade	6.11	6.46d	6.74d	6.37	6.41	5.92	6.05	6.09im	5.47m	3.62	7.79o	4.98	6.10	6.67	6.62p	6.16	6.12uv	6.01v	3.08	7.92x	5.17	6.76	6.41	6.86	6.67	6.43FG	6.03G	3.21	6.19i	5.50
Standard error	0.11	0.18	0.10	0.12	0.10	0.19	0.26	0.24	0.16	0.71	0.11	0.15	0.21	0.14	0.14	0.21	0.24	0.14	0.56	0.10	0.13	0.20	0.11	0.14	0.33	0.44	0.29	0.67	0.17	0.25	0.41	0.18	0.27

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?
SUMMARY : Satisfied

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						BT						EE						SKY														
							Issue			Satisfaction			Resolved									Issue			Satisfaction			Resolved					
	BT (a)	EE (b)	SKY (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	604	204	624	563	695	208	172	145	262	25**	284	199	121	276	318	47*	68*	85*	4**	108	66*	30*	91*	111	171	141	291	21**	337	191	96*	275	342
Courtesy and politeness of advisors	362	126	425	336	437	148	106	90	151	15	244	92	26	216	140	24	39	60	3	90	31	5	73	52	105	104	203	13	303	85	37	229	193
Ease of finding provider contact details	352	122	393	325	450	135	104	88	147	13	242	81	29	207	141	25	38	56	3	92	25	5	68	54	102	90	186	15	284	75	24	222	168
Willingness to help resolve your issue	339	125	400	285	381	123	101	90	132	15	245	83	10	214	119	21	43	58	3	92	29	4	74	51	100	98	186	16	313	70	17	234	163
Advisor doing what they said they would do	315	114	380	273	376	120	96	75	128	16	241	62	12	205	107	16	40	55	3	85	25	4	65	49	94	95	175	16	300	67	13	221	157
Getting the issue resolved to your satisfaction	290	108	344	233	328	102	86	80	111	13	233	48	9	205	84	27	38	40	3	85	23	-	70	38	95	88	145	16	288	51	5	221	121
Logging of query details to avoid having to repeat yourself	279	109	354	246	310	118	80	69	115	15	218	51	10	187	90	20	38	48	3	84	21	4	64	44	93	89	159	13	276	63	15	204	148
The time taken to handle your issue	271	107	352	211	315	93	88	65	106	12	215	49	7	188	81	23	37	44	3	88	14	5	64	43	92	94	153	13	281	62	9	217	133
Offering compensation or a goodwill payment	244	95	300	191	231	63	67	78	88	11	192	45	7	172	71	16	37	41	1	69	22	4	58	37	87	88	113	12	230	59	11	172	124

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?
SUMMARY : Satisfied

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						TALK TALK									VIRGIN MEDIA									PLUSNET								
							Issue			Satisfaction			Resolved			Issue			Satisfaction			Resolved			Issue			Satisfaction			Resolved		
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	604	204	624	563	695	208	127	101	313	22**	247	159	157	223	330	198	120	351	26**	329	231	135	321	365	69*	37*	96*	6**	102	71*	35*	94*	110
Courtesy and politeness of advisors	362 60%	126 62%	425 68% ^{ade}	336 60%	437 63%	148 71% ^{abde}	77 61%	52 51%	193 62%	14 64%	213 86% ^{lm}	70 44%	53 34%	173 78% ^{cd}	158 48%	119 60%	71 59%	232 66%	15 58%	286 87% ^{uv}	114 49%	37 27%	263 82% ^{vw}	170 47%	51 74%	25 68%	69 72%	3 50%	97 93% ^{FG}	39 55%	12 34%	83 89%	62 56%
Ease of finding provider contact details	352 58%	122 60%	393 63%	325 58%	450 65% ^{acd}	135 65%	72 57%	54 53%	186 59%	13 59%	201 81% ^{lm}	66 42%	58 37%	159 71% ^{cd}	162 49%	119 60%	75 63%	242 69% ^{qr}	14 54%	280 85% ^{uv}	120 51%	50 37%	252 79% ^{vw}	191 52%	46 67%	19 51%	66 69%	4 67%	88 93% ^{FG}	33 46%	14 40%	73 78%	60 55%
Willingness to help resolve your issue	339 56%	125 61% ^{cd}	400 64% ^{ade}	285 51%	381 55%	123 60% ^{cd}	76 60%	55 46%	144 46%	10 45%	206 83% ^{lm}	50 31% ^{mn}	29 18%	173 76% ^{cd}	110 33%	99 50%	69 58%	200 57%	13 50%	277 84% ^{uv}	90 39%	14 10%	254 79% ^{vw}	124 34%	41 59%	18 49%	61 64%	3 50%	91 93% ^{FG}	28 39%	4 11%	74 77% ^{cd}	47 43%
Advisor doing what they said they would do	315 52%	114 56%	380 61% ^{ade}	273 48%	376 54% ^{cd}	120 60% ^{cd}	71 56%	47 47%	144 46%	11 50%	204 83% ^{lm}	44 29% ^{mn}	25 16%	161 72% ^{cd}	109 33%	101 51%	65 54%	195 56%	15 58%	277 84% ^{uv}	82 39%	17 13%	245 79% ^{vw}	126 35%	37 54%	25 68%	55 57%	3 50%	92 90% ^{FG}	24 34%	4 11%	72 77% ^{cd}	46 42%
Getting the issue resolved to your satisfaction	290 48% ^{cd}	108 53% ^{cd}	344 55% ^{ade}	233 41%	328 47% ^{cd}	102 49%	61 47%	116 37%	9 41%	194 78% ^{lm}	34 21% ^{mn}	5 3%	156 70% ^{cd}	75 23%	90 45%	63 53%	163 46%	12 46%	263 80% ^{uv}	57 25%	8 6%	232 72% ^{vw}	93 25%	39 57%	16 43%	45 47%	2 33%	86 84% ^{FG}	15 21%	1 3%	76 81% ^{cd}	25 23%	
Logging of query details to avoid having to repeat yourself	279 46%	109 55% ^{cd}	354 57% ^{ade}	246 44%	310 45%	118 57% ^{ade}	57 45%	49 49%	127 41%	13 59%	189 77% ^{lm}	35 22%	22 14%	146 68% ^{cd}	97 29%	86 43%	54 45%	158 45%	12 46%	231 70% ^{uv}	64 28%	15 11%	211 60% ^{vw}	96 26%	39 57%	21 57%	56 58%	2 33%	89 87% ^{FG}	24 34%	5 14%	71 76% ^{cd}	45 41%
The time taken to handle your issue	271 45% ^{cd}	107 52% ^{cd}	352 56% ^{ade}	211 37%	315 45% ^{cd}	93 45%	57 45%	100 43%	11 32%	182 74% ^{lm}	20 13% ^{mn}	9 6%	134 60% ^{cd}	75 23%	90 45%	61 51%	154 44%	10 38%	246 75% ^{uv}	57 25%	12 9%	216 67% ^{vw}	94 26%	30 43%	17 46%	42 44%	4 67%	76 76% ^{FG}	15 21%	2 6%	59 63% ^{cd}	32 29%	
Offering compensation or a goodwill payment	244 40% ^{def}	95 47% ^{def}	300 48% ^{ade}	191 34%	231 33%	63 30%	54 43%	88 28%	6 27%	148 60% ^{lm}	28 18% ^{mn}	15 10%	126 57% ^{cd}	65 20%	78 39% ^{uv}	55 44% ^{qr}	86 25%	12 46%	174 53% ^{uv}	47 20% ^{vw}	10 7%	166 52% ^{vw}	64 18%	25 36% ^{CD}	20 34% ^C	17 18%	1 17%	46 46% ^{FG}	13 18%	4 11%	48 51% ^{cd}	14 13%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef - g/h/ij - k/l/m - n/o - p/q/r/s - t/uv - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q11: In your opinion, was [Provider] able to successfully resolve your complaint?

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						BT								EE								SKY											
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	604	204	624	563	695	208	172	145	262	25**	284	199	121	276	318	47*	68*	85*	4**	108	66*	30*	91*	111	171	141	291	21**	337	191	96*	275	342	
Completely resolved	276	91	275	223	321	94	85	78	103	10	199	67	10	276	-	18	34	36	3	69	17	5	91	-	73	66	122	14	226	43	6	275	-	
	46% <u>ad</u>	45%	44%	40%	46% <u>ad</u>	45%	49% <u>d</u>	54% <u>l</u>	39%	40%	70% <u>km</u>	34% <u>m</u>	8%	100% <u>o</u>	-	38%	50%	42%	75%	64% <u>uv</u>	26%	17%	100% <u>o</u>	-	43%	47%	42%	67%	67% <u>fg</u>	23% <u>g</u>	6%	100% <u>o</u>	-	
Partly resolved	226	82	258	220	261	77	60	56	102	8	77	104	45	-	226	21	25	35	1	33	42	7	-	82	70	58	124	6	102	116	40	-	258	
	37%	40%	41%	39%	38%	37%	35%	39%	39%	32%	27%	52% <u>km</u>	37% <u>l</u>	-	71% <u>op</u>	45%	37%	41%	25%	31%	64% <u>uv</u>	23%	-	74% <u>uv</u>	41%	41%	43%	29%	30%	81% <u>eg</u>	42% <u>e</u>	-	75% <u>ap</u>	-
Not resolved at all	92	29	84	110	104	33	25	10	54	3	6	23	63	-	92	7	8	14	-	6	6	17	-	29	25	17	41	1	7	28	49	-	84	
	15%	14%	13%	20% <u>ce</u>	15%	16%	15% <u>kl</u>	7%	21% <u>hl</u>	12%	2%	12% <u>kl</u>	62% <u>kl</u>	-	29% <u>op</u>	15%	12%	16%	-	6%	9%	67% <u>uv</u>	-	28% <u>uv</u>	15%	12%	14%	5%	2%	15% <u>e</u>	81% <u>ef</u>	-	26% <u>ap</u>	-
Don't know	10	2	7	10	9	4	2	1	3	4	2	5	3	-	-	1	1	-	-	-	1	1	-	-	3	-	4	-	2	4	1	-	-	
	2%	1%	1%	2%	1%	2%	1%	1%	1%	16%	1%	3%	2%	-	-	2%	1%	-	-	-	2%	3%	-	-	2%	-	1%	-	1%	2%	1%	-	-	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef - g/h/ij - k/l/m - n/o - p/q/r/s - t/uv - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q11: In your opinion, was [Provider] able to successfully resolve your complaint?

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						TALK TALK								VIRGIN MEDIA								PLUSNET										
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	604	204	624	563	695	208	127	101	313	22**	247	159	157	223	330	198	120	351	26**	329	231	135	321	365	69*	37*	96*	6**	102	71*	35*	94*	110
Completely resolved	276	91	275	223	321	94	58	45	109	11	156	46	21	223	-	91	63	158	9	232	70	19	321	-	37	19	35	3	71	22	1	94	-
	46% <i>cd</i>	45%	44%	40%	46% <i>d</i>	45%	45% <i>kl</i>	45%	35%	50%	63% <i>lm</i>	29% <i>mn</i>	13%	100% <i>cd</i>	-	46%	53%	45%	35%	71% <i>uvw</i>	30% <i>w</i>	14%	100% <i>cd</i>	-	84% <i>C</i>	51%	36%	50%	70% <i>FG</i>	31% <i>G</i>	3%	100% <i>cd</i>	-
Partly resolved	226	82	258	220	261	77	43	46	126	5	79	92	49	-	220	66	44	141	10	80	130	51	-	261	21	16	39	1	27	35	15	-	77
	37%	40%	41%	39%	38%	37%	34%	46%	40%	23%	32%	59% <i>km</i>	31%	-	67% <i>kl</i>	33%	37%	40%	38%	24%	59% <i>tv</i>	38% <i>kl</i>	-	67% <i>w</i>	30%	43%	41%	17%	26%	49% <i>E</i>	43%	-	70% <i>H</i>
Not resolved at all	92	29	84	110	104	33	22	8	75	5	7	20	83	-	110	41	13	45	5	13	27	64	-	104	9	2	21	1	2	12	19	-	33
	15%	14%	13%	20% <i>ce</i>	15%	16%	17% <i>kl</i>	8%	24% <i>kl</i>	23%	3%	13% <i>k</i>	53% <i>kl</i>	-	33% <i>mn</i>	21% <i>cd</i>	11%	13%	19%	4%	12% <i>kl</i>	47% <i>kl</i>	-	28% <i>w</i>	13%	5%	22% <i>B</i>	17%	2%	17% <i>E</i>	54% <i>EE</i>	-	30% <i>H</i>
Don't know	10	2	7	10	9	4	4	2	3	1	5	1	4	-	-	-	-	7	2	4	4	1	-	-	2	-	1	1	2	2	-	-	-
	2%	1%	1%	2%	1%	2%	3%	2%	1%	5%	2%	1%	3%	-	-	-	-	2% <i>p</i>	6%	1%	2%	1%	-	-	3%	-	1%	17%	2%	3%	-	-	-

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						BT								EE								SKY										
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
							Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	604	204	624	563	695	208	172	145	262	25**	284	199	121	276	318	47*	68*	85*	4**	108	66*	30*	91*	111	171	141	291	21**	337	191	96*	275	342
Yes	190	64	217	144	228	62	68	48	65	9	154	33	3	190	-	13	25	23	3	54	8	2	64	-	58	54	93	12	189	24	4	217	-
	31% <u>d</u>	31%	35% <u>d</u>	26%	33% <u>d</u>	30%	40% <u>d</u>	33%	25%	36%	54% <u>lm</u>	17% <u>m</u>	2%	69% <u>o</u>	-	28%	37%	27%	75%	50% <u>lm</u>	12%	7%	70% <u>o</u>	-	34%	38%	32%	57%	55% <u>FG</u>	13% <u>G</u>	4%	79% <u>d</u>	-
No	83	26	51	78	90	31	17	30	35	1	44	32	7	83	-	5	8	13	-	14	9	3	26	-	13	11	27	-	32	17	2	51	-
	14% <u>c</u>	13%	8%	14% <u>c</u>	13% <u>c</u>	15% <u>c</u>	10%	21% <u>o</u>	13%	4%	15% <u>m</u>	16% <u>m</u>	6%	30% <u>o</u>	-	11%	12%	15%	-	13%	14%	10%	29% <u>o</u>	-	8%	8%	9%	-	9% <u>G</u>	9% <u>G</u>	2%	19% <u>d</u>	-
Don't know	3	1	7	1	3	1	-	-	3	-	1	2	-	3	-	-	1	-	-	1	-	-	1	-	2	1	2	2	5	2	-	7	-
	*	-	1% <u>d</u>	*	*	*	-	-	1%	-	*	1%	-	1%	-	-	1%	-	-	1%	-	-	1%	-	1%	1%	1%	10%	1%	1%	-	3% <u>d</u>	-

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						TALK TALK								VIRGIN MEDIA								PLUSNET										
							Issue				Satisfaction		Resolved		Issue				Satisfaction		Resolved		Issue				Satisfaction		Resolved				
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	604	204	624	563	695	208	127	101	313	22**	247	159	157	223	330	198	120	351	26**	329	231	135	321	365	69*	37*	96*	6**	102	71*	35*	94*	110
Yes	190	64	217	144	228	62	46	28	62	8	113	24	7	144	-	65	50	105	8	183	42	3	228	-	23	12	24	3	54	8	-	62	-
	31% ^d	31%	35% ^d	26%	33% ^d	30%	36% ^d	28%	20%	36%	46% ^{lm}	15% ^{lm}	4%	65% ^o	-	33%	42% ^r	30%	31%	56% ^{uw}	18% ^w	2%	71% ^w	-	33%	32%	25%	50%	53% ^{FG}	11% ^G	-	66% ^d	-
No	83	26	51	78	90	31	12	17	46	3	42	22	14	78	-	26	13	50	1	48	27	15	90	-	13	7	11	-	16	14	1	31	-
	14% ^c	13%	8%	14% ^c	13% ^c	15% ^c	9%	17%	15%	14%	17% ^{om}	14%	9%	35% ^o	-	13%	11%	14%	4%	15%	12%	11%	28% ^w	-	19%	19%	11%	-	16% ^G	20% ^G	3%	33% ^d	-
Don't know	3	1	7	1	3	1	-	-	1	-	1	-	-	1	-	-	-	3	-	1	1	1	3	-	1	-	-	-	1	-	-	1	-
	*	*	1% ^d	*	*	*	-	-	*	-	*	-	-	*	-	-	-	1%	-	*	*	1%	1%	-	1%	-	-	-	1%	-	-	1%	-

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved

Supplier							BT							EE							SKY													
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		
BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	276	91*	275	223	321	94*	85*	78*	103	10**	199	67*	10**	276	-**	18**	34*	36*	3**	69*	17**	5**	91*	-**	73*	66*	122	14**	226	43*	6**	275	-**	
Yes	190	64	217	144	228	62	88	48	65	9	154	33	3	190	-	13	25	23	3	54	8	2	64	-	58	54	93	12	189	24	4	217	-	
	69%	70%	79% ad	65%	71%	66%	80% ah	62%	63%	90%	77% aj	49%	30%	69%	-	72%	74%	64%	100%	78%	47%	40%	70%	-	79%	82%	76%	86%	84% af	56%	67%	79%	-	
No	83	26	51	78	90	31	17	30	35	1	44	32	7	83	-	5	8	13	-	14	9	3	26	-	13	11	27	-	32	17	2	51	-	
	30% ac	29% ad	19%	35% ae	28% af	33% ag	20%	38% ah	34% ai	10%	22%	48% aj	70%	30%	-	28%	24%	36%	-	20%	53%	60%	29%	-	18%	17%	22%	-	14%	40% ak	33%	19%	-	
Don't know	3	1	7	1	3	1	-	-	3	-	1	2	-	3	-	-	1	-	-	1	-	-	1	-	2	1	2	2	5	2	-	7	-	
	1%	1%	3%	*	1%	1%	-	-	3%	-	1%	3%	-	1%	-	-	3%	-	-	1%	-	-	1%	-	3%	2%	2%	2%	14%	2%	5%	-	3%	-

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved

	Supplier						TALK TALK							VIRGIN MEDIA							PLUSNET												
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	276	91*	275	223	321	94*	58*	45*	109	11**	156	46*	21**	223	-**	91*	63*	158	9**	232	46*	19**	321	-**	94*	19**	35*	3**	71*	22**	1**	94*	-**
Yes	190	64	217	144	228	62	46	28	62	8	113	24	7	144	-	65	50	105	8	183	42	3	228	-	23	12	24	3	54	8	-	62	-
	69%	70%	79% ^{ad}	65%	71%	66%	79% ^{al}	62%	57%	73%	72% ^{ak}	52%	33%	65%	-	71%	79%	66%	89%	79% ^{al}	60%	16%	71%	-	62%	63%	69%	100%	76%	36%	-	66%	-
No	83	26	51	78	90	31	12	17	46	3	42	22	14	78	-	26	13	50	1	48	27	15	90	-	13	7	11	-	16	14	1	31	-
	30% ^c	29% ^c	19%	35% ^c	28% ^c	33% ^c	21%	38%	42% ^g	27%	27%	48% ^{ak}	67%	35%	-	29%	21%	32%	11%	21%	39% ^{al}	79%	28%	-	35%	37%	31%	-	23%	64%	100%	33%	-
Don't know	3	1	7	1	3	1	-	-	1	-	1	-	-	1	-	-	-	3	-	1	1	1	3	-	1	-	-	-	1	-	-	1	-
	1%	1%	3%	1%	1%	1%	-	-	1%	-	1%	-	-	1%	-	-	-	2%	-	1%	1%	5%	1%	-	3%	-	-	-	1%	-	-	1%	-

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

Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

Q15: What is your current employment status?

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						BT								EE								SKY										
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	604	204	624	563	695	208	172	145	262	25**	284	199	121	276	318	47*	68*	85*	4**	108	66*	30*	91*	111	171	141	291	21**	337	191	96*	275	342
Employed or self-employed (full-time - 30hrs/wk+)	311	100	348	253	333	77	86	82	132	11	166	91	54	166	140	22	41	36	1	57	29	14	49	49	99	87	156	6	198	104	46	164	182
Employed or self-employed (part-time - 8-29 hrs/wk+)	112	50	115	106	142	42	30	27	49	6	44	43	25	40	71	14	15	21	-	25	19	6	21	29	30	25	56	4	68	29	18	44	71
Homemaker	50	26	72	45	60	27	17	12	20	1	21	13	16	20	29	6	4	14	2	11	9	6	9	17	22	15	30	5	37	21	14	27	42
Student / under education	66	11	51	53	61	21	15	10	37	4	27	32	7	26	39	4	5	2	-	4	6	1	3	8	9	10	32	-	19	21	11	22	28
Temporarily not working (unemployed / illness)	28	11	26	61	61	16	12	6	9	1	12	7	9	11	17	1	3	6	1	6	2	3	6	5	7	3	10	6	8	11	7	11	15
Retired	37	6	12	45	38	25	12	8	15	2	14	13	10	13	22	-	-	6	-	5	1	-	3	3	4	1	7	-	7	5	-	7	4
NET: Employed	423	150	463	359	475	119	116	109	181	17	210	134	79	206	211	36	56	57	1	82	48	20	70	78	129	112	212	10	266	133	64	208	253
	70%df	74%df	74%def	64%	68%j	57%	67%	75%	69%	68%	74%	67%	65%	73%cd	66%	77%	82%	67%	25%	76%	73%	67%	77%	70%	75%	79%	73%	48%	79%FG	70%	67%	76%	74%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q15: What is your current employment status?

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						TALK TALK							VIRGIN MEDIA							PLUSNET												
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	604	204	624	563	695	208	127	101	313	22**	247	159	157	223	330	198	120	351	26**	329	231	135	321	365	69*	37*	96*	6**	102	71*	35*	94*	110
Employed or self-employed (full-time - 30hrs/wk+)	311	100	348	253	333	77	59	54	134	6	127	68	58	118	133	102	61	158	12	165	105	63	168	163	24	13	38	2	39	26	12	37	40
Employed or self-employed (part-time - 8-29 hrs/wk+)	112	50	115	106	142	42	23	18	63	2	34	41	31	32	73	34	28	74	6	63	53	26	61	79	14	9	18	1	22	12	8	19	22
Homemaker	50	26	72	45	60	27	11	8	25	1	15	11	19	12	33	21	11	26	2	26	20	14	26	34	10	6	9	2	13	11	3	16	11
Student / under education	66	11	51	53	61	21	7	8	37	1	29	15	9	20	32	9	12	39	1	32	22	7	23	38	8	5	7	1	9	9	3	7	14
Temporarily not working (unemployed / illness)	28	11	26	61	61	16	21	9	27	4	24	18	19	20	37	12	7	37	5	28	20	13	23	35	7	2	7	-	7	5	4	8	7
Retired	37	6	12	45	38	25	6	4	27	8	18	6	21	21	22	20	1	17	-	15	11	12	20	16	6	2	17	-	12	8	5	7	16
NET: Employed	423	150	463	359	475	119	82	72	197	8	161	108	89	150	206	136	89	232	18	228	158	89	229	242	38	22	56	3	61	38	20	56	62
	70% <i>df</i>	74% <i>df</i>	74% <i>def</i>	64% <i>g</i>	68% <i>h</i>	57%	65%	71%	63%	36%	65%	68% <i>lm</i>	57%	67%	62%	69%	74%	66%	69%	69%	68%	66%	71%	66%	55%	55%	58%	50%	60%	54%	57%	60%	56%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q16: Approximately, what is your total annual income before tax?

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						BT										EE										SKY									
							Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)			
Total	604	204	624	563	695	208	172	145	262	25**	284	199	121	276	318	47*	68*	85*	4**	108	66*	30*	91*	111	171	141	291	21**	337	191	96*	275	342			
Up to 10,399 Pounds	75	32	68	77	97	35	25	9	36	5	29	27	19	29	43	10	12	9	1	10	15	7	14	18	19	10	35	4	37	21	10	34	33			
10,400-15,599 Pounds	65	23	84	82	107	31	18	14	32	1	31	22	12	29	36	5	7	11	-	16	5	2	13	9	29	16	34	5	41	20	23	33	50			
15,600-25,999 Pounds	106	52	164	141	165	42	34	28	40	4	48	38	20	45	60	9	13	28	2	27	14	11	23	28	51	32	75	6	89	49	26	72	90			
26,000-36,399 Pounds	123	35	125	101	127	30	36	30	51	6	57	42	24	59	63	8	14	13	-	18	14	3	12	23	29	29	65	2	66	40	19	56	68			
36,400-51,999 Pounds	94	37	90	73	95	26	24	26	42	2	42	32	20	42	51	9	15	12	1	22	12	3	15	22	23	27	40	-	57	27	6	42	48			
52,000+	85	22	60	41	51	23	23	25	36	1	56	16	13	53	32	6	7	9	-	13	5	4	13	9	16	20	24	-	38	14	8	26	33			
Don't know	13	1	15	14	22	4	1	3	7	2	4	4	5	2	10	-	-	1	-	-	1	-	-	1	1	4	9	1	2	9	4	5	9			
Would rather not say	43	2	18	34	31	17	11	10	18	4	17	18	8	17	23	-	-	2	-	2	-	-	1	1	3	3	9	3	7	11	-	7	11			

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q16: Approximately, what is your total annual income before tax?

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						TALK TALK								VIRGIN MEDIA								PLUSNET										
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	604	204	624	563	695	208	127	101	313	22**	247	159	157	223	330	198	120	351	26**	329	231	135	321	365	69*	37*	96*	6**	102	71*	35*	94*	110
Up to 10,399 Pounds	75	32	68	77	97	35	20	14	43	-	31	17	29	22	52	28	16	49	4	51	26	20	47	47	15	2	15	3	17	12	6	16	18
	12%	16%	11%	14%	14%	17% bc	16%	14%	14%	-	13%	11%	18%	10%	16% ab	14%	13%	14%	15%	16%	11%	15%	15%	13%	22% E	5%	16%	50%	17%	17%	17%	17%	16%
10,400-15,599 Pounds	65	23	84	82	107	31	15	13	49	5	32	28	22	31	50	35	17	51	4	47	32	28	50	53	9	4	16	2	15	13	3	16	14
	11%	11%	13%	15%	15% ab	15%	12%	13%	16%	23%	13%	18%	14%	14%	15%	18%	14%	15%	15%	14%	14%	21%	16%	15%	13%	11%	17%	33%	15%	18%	9%	17%	13%
15,600-25,999 Pounds	106	52	164	141	165	42	29	31	72	9	52	47	42	54	87	47	28	85	5	80	57	28	78	87	14	10	17	1	20	15	7	19	22
	18%	25% aa	25% aa	25% aa	24% aa	20%	23%	31%	23%	41%	21%	30%	27%	24%	26%	24%	23%	24%	19%	24%	25%	21%	24%	24%	20%	27%	18%	17%	20%	21%	20%	20%	20%
26,000-36,399 Pounds	123	35	125	101	127	30	24	14	60	3	50	25	26	43	57	31	24	69	3	68	39	20	60	66	9	4	17	-	13	11	6	13	17
	20%	17%	20%	18%	18%	14%	19%	14%	19%	14%	20%	16%	17%	19%	17%	16%	20%	20%	12%	21%	17%	15%	19%	18%	13%	11%	18%	-	13%	15%	17%	14%	15%
36,400-51,999 Pounds	94	37	90	73	95	26	19	15	38	1	43	16	14	38	33	27	21	44	3	45	31	19	47	47	7	12	7	-	15	6	5	11	15
	16%	18%	14%	13%	14%	13%	15%	15%	12%	5%	17% lmn	10%	9%	17% lmn	10%	14%	18%	13%	12%	14%	13%	14%	15%	13%	10%	32% AC	7%	-	15%	8%	14%	12%	14%
52,000+	85	22	60	41	51	23	9	10	21	1	22	10	9	22	19	20	9	19	3	15	27	9	23	28	10	3	10	-	10	9	4	10	13
	14% accd	11%	10%	7%	7%	11%	7%	10%	7%	5%	9%	6%	6%	10%	6%	10% bc	8%	5%	12%	5%	12% bc	7%	7%	8%	14%	8%	10%	-	10%	13%	11%	11%	12%
Don't know	13	1	15	14	22	4	3	-	9	2	5	6	3	4	9	2	4	16	-	8	11	3	5	17	2	-	2	-	1	1	2	1	3
	2%	-	2%	2%	3% ab	4	3	-	3%	9%	2%	4%	2%	2%	3%	1%	3%	5% ap	-	2%	5%	2%	2%	5% lmn	3%	-	2	-	1%	1%	6%	1%	3%
Would rather not say	43	2	18	34	31	17	8	4	21	1	12	10	12	9	23	8	1	18	4	15	8	8	11	20	3	2	12	-	11	4	2	8	8
	7% abcd	1%	3%	6% abc	4% ab	8% abcd	6%	4%	7%	5%	5%	6%	8%	4%	7%	4%	1%	5% lmn	15%	5%	3%	6%	3%	5%	4%	5%	13%	-	11%	6%	6%	9%	7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef - g/h/ij - k/l/m - n/o - p/q/r/s - t/uv - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q17: Where do you live?

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						BT										EE										SKY									
							Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)			
Total	604	204	624	563	695	208	172	145	262	25**	284	199	121	276	318	47*	68*	85*	4**	108	66*	30*	91*	111	171	141	291	211**	337	191	96*	275	342			
East Midlands	46	13	49	50	56	12	16	8	22	-	21	16	9	23	23	-	5	7	1	7	3	3	5	8	15	8	26	-	28	11	10	20	29			
	8%	6%	8%	9%	8%	6%	9%	6%	8%	-	7%	8%	7%	8%	7%	-	7%	8%	9%	6%	5%	10%	5%	7%	9%	6%	9%	-	8%	6%	10%	7%	8%			
East of England	42	15	35	35	53	18	13	11	16	2	19	17	6	17	24	3	5	7	-	7	5	3	6	9	10	8	16	1	15	10	10	16	19			
	7%	7%	6%	6%	8%	9%	8%	8%	6%	8%	7%	9%	5%	6%	8%	6%	7%	8%	-	6%	8%	10%	7%	8%	6%	6%	5%	5%	4%	5%	10%	6%	6%			
London	118	53	126	94	129	25	25	33	58	2	63	38	17	61	56	18	18	17	-	26	20	7	17	35	36	34	51	5	79	34	13	54	70			
	20% ^f	26% ^{def}	20% ^f	17%	19% ^f	12%	15%	23%	32% ^{mn}	8%	22%	19%	14%	22%	18%	39% ^{kr}	26%	20%	-	24%	30%	23%	19%	32% ^{mn}	21%	24%	18%	24%	23% ^G	18%	14%	20%	20%			
North East	23	17	33	29	33	9	7	5	9	2	11	7	5	7	15	7	5	5	-	9	7	1	8	9	10	7	14	2	19	10	4	14	19			
	4%	8% ^{am}	5%	5%	4%	4%	4%	3%	3%	8%	4%	4%	4%	3%	5%	15%	7%	6%	-	8%	11%	3%	9%	8%	6%	5%	5%	10%	6%	5%	4%	5%	6%			
North West	72	28	78	84	100	21	27	14	28	3	33	24	15	39	32	10	6	11	1	16	7	5	12	15	15	21	37	5	37	27	14	32	46			
	12%	14%	13%	15%	14%	10%	16%	10%	11%	12%	12%	12%	12%	14%	10%	21%	9%	13%	25%	15%	11%	17%	13%	14%	9%	15%	13%	24%	11%	14%	15%	12%	13%			
Scotland	47	8	32	28	35	12	18	13	15	1	20	15	12	22	25	-	4	4	-	6	2	-	7	1	11	6	14	1	15	11	6	14	18			
	8% ^{ad}	4%	5%	5%	6%	6%	10%	9%	6%	4%	7%	8%	10%	8%	8%	-	6%	5%	-	6%	3%	-	8%	1%	6%	4%	5%	5%	4%	6%	6%	5%	5%			
South East	90	20	77	61	93	26	21	22	43	4	38	30	22	39	49	4	5	11	-	11	6	3	7	13	24	21	32	-	43	24	10	39	36			
	15% ^{ad}	10%	12%	11%	13%	13%	12%	15%	16%	16%	13%	15%	18%	14%	15%	9%	7%	13%	-	10%	9%	10%	8%	12%	14%	15%	11%	-	13%	13%	10%	14%	11%			
South West	49	13	44	42	38	20	16	10	21	2	23	16	10	22	25	-	6	6	1	7	3	3	6	7	12	5	24	3	21	17	6	16	27			
	8%	6%	7%	7%	5%	10% ^{ad}	9%	7%	8%	8%	8%	8%	8%	8%	8%	-	6% ^{am}	7%	25%	6%	5%	10%	7%	6%	7%	4%	8%	8%	14%	6%	9%	6%	6%	8%		
Ulster / Northern Ireland	13	3	5	13	3	3	4	-	8	1	5	5	3	3	10	-	-	3	-	2	1	-	3	-	2	-	3	-	1	2	2	3	2			
	2% ^{ac}	1%	1%	2% ^{ac}	2%	1%	2%	-	3% ^{am}	4%	2%	3%	2%	1%	3%	-	-	4%	-	2%	2%	-	3%	-	1%	-	3	-	1	2	1%	2%	1%			
Wales	23	4	29	28	18	15	5	5	11	2	11	7	5	10	13	1	-	2	1	1	3	-	2	2	8	9	12	-	13	8	8	11	18			
	4%	2%	5% ^{ac}	5% ^{ac}	3%	9% ^{am}	3%	3%	4%	8%	2%	4%	4%	4%	4%	2%	-	2%	25%	1%	5%	-	2%	2%	5%	6%	4%	-	4%	4%	4%	8%	4%	5%		
West Midlands	42	15	62	54	73	23	11	12	17	2	19	12	11	16	26	2	9	4	-	10	4	1	11	4	18	10	31	3	35	20	7	28	33			
	7%	7%	10%	10%	11% ^{ad}	11%	6%	8%	6%	8%	7%	6%	9%	6%	8%	4%	13%	5%	-	9%	6%	3%	12% ^{ac}	4%	11%	7%	11%	14%	10%	10%	7%	10%	10%			
Yorks & Humber	39	15	54	45	54	24	9	12	14	4	21	12	6	17	20	2	5	8	-	6	5	4	7	8	10	12	31	1	31	17	6	28	25			
	6%	7%	9%	8%	8%	12% ^{ac}	5%	8%	5%	16%	7%	6%	5%	6%	6%	4%	7%	9%	-	6%	8%	13%	8%	7%	6%	9%	11%	5%	9%	9%	6%	10%	7%			

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

Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

Q17: Where do you live?

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						TALK TALK								VIRGIN MEDIA								PLUSNET										
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	604	204	624	563	695	208	127	101	313	22**	247	159	157	223	330	198	120	351	26**	329	231	135	321	365	69*	37*	96*	6**	102	71*	35*	94*	110
East Midlands	46	13	49	50	56	12	9	9	31	1	21	16	13	17	31	14	10	31	1	32	15	9	28	27	4	1	7	-	6	5	1	8	4
East of England	42	15	35	35	53	18	7	8	18	2	12	12	11	14	21	16	9	25	3	26	22	5	28	24	5	6	7	-	9	5	4	7	11
London	118	53	126	94	129	25	23	25	45	1	57	23	14	48	46	34	25	64	6	57	45	27	53	74	6	5	12	2	12	7	6	10	15
North East	23	17	33	29	33	9	6	3	18	2	8	13	8	8	21	13	5	15	-	13	11	9	16	17	2	3	4	-	4	4	1	4	5
North West	72	28	78	84	100	21	19	12	51	2	36	22	26	36	47	24	22	49	5	48	28	24	52	46	11	5	5	-	9	8	4	7	13
Scotland	47	8	32	28	35	12	10	3	13	2	9	6	13	7	21	9	6	20	-	15	15	5	13	22	4	2	6	-	8	2	2	5	7
South East	90	20	77	61	93	26	21	8	29	3	30	15	16	28	28	26	11	53	3	41	31	21	41	51	7	2	16	1	11	11	4	10	15
South West	49	13	44	42	38	20	8	6	26	2	19	13	10	12	30	16	3	18	1	21	10	7	22	16	7	2	11	-	6	6	8	10	10
Ulster / Northern Ireland	13	3	5	13	13	3	1	2	9	1	8	1	4	6	7	3	3	7	-	5	2	6	5	8	1	-	2	-	1	2	-	2	1
Wales	23	4	29	28	18	15	4	6	16	2	9	9	10	9	19	3	7	8	-	10	6	2	6	12	7	1	6	1	6	6	3	7	8
West Midlands	42	15	62	54	73	23	10	11	32	1	19	17	18	23	30	22	15	31	5	34	28	11	33	39	8	4	10	1	17	5	1	11	10
Yorks & Humber	39	15	54	45	54	24	9	8	25	3	19	12	14	15	29	18	4	30	2	27	18	9	24	29	7	6	10	1	13	10	1	13	11

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q18: Are you...?

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						BT								EE								SKY										
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	604	204	624	563	695	208	172	145	262	25**	284	199	121	276	318	47*	68*	85*	4**	108	66*	30*	91*	111	171	141	291	21**	337	191	96*	275	342
Male	256	97	229	246	283	80	75	59	113	9	137	71	48	133	119	24	37	35	1	56	31	10	46	50	64	62	95	8	130	71	28	107	121
	42% c	48% d	37%	44% c	41%	38%	44%	41%	43%	36%	48% a	36%	40%	48% a	37%	51%	54%	41%	25%	52%	47%	33%	51%	45%	37%	44% C	33%	38%	39%	37%	29%	39%	35%
Female	348	107	395	317	412	128	97	86	149	16	147	128	73	143	199	23	31	50	3	52	35	20	45	61	107	79	196	13	207	120	68	168	221
	58%	52%	63% abd	56%	59%	62%	56%	59%	57%	64%	52%	64% ak	60%	52%	63% un	49%	46%	59%	75%	48%	53%	67%	49%	55%	63%	56%	67% ab	62%	61%	63%	71%	61%	65%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q18: Are you...?

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						TALK TALK								VIRGIN MEDIA								PLUSNET											
							Issue				Satisfaction		Resolved		Issue				Satisfaction		Resolved		Issue				Satisfaction		Resolved					
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	604	204	624	563	695	208	127	101	313	22**	247	159	157	223	330	198	120	351	26**	329	231	135	321	365	69*	37*	96*	6**	102	71*	35*	94*	110	
Male	256	97	229	246	283	80	60	50	124	12	122	68	56	120	125	94	55	124	10	139	95	49	147	134	32	16	30	2	36	31	13	41	37	
			42% c	48% c	37%	44% c	41%	47%	50%	40%	55%	49% m	43%	36%	54% o	38%	47% r	46% r	35%	38%	42%	41%	36%	45% x	37%	46%	43%	31%	33%	35%	44%	37%	44%	34%
Female	348	107	395	317	412	128	67	51	189	10	125	91	101	103	205	104	65	227	16	190	136	86	174	231	37	21	66	4	66	40	22	53	73	
	58%	52%	63% abd	56%	59%	62%	53%	50%	60%	45%	57%	57%	64% k	46%	62% n	53%	54%	65% pd	62%	58%	59%	64%	54%	63% vw	54%	57%	69%	67%	65%	56%	63%	56%	66%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef - g/h/ij - k/l/m - n/o - p/q/r/s - t/uv - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

Table 51

Q19: What is your age?

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						BT										EE										SKY									
							Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)			
Total	604	204	624	563	695	208	172	145	262	25**	284	199	121	276	318	47*	68*	85*	4**	108	66*	30*	91**	111	471	141	291	21**	337	191	96*	275	342			
16 - 17	-	-	-	1	3	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-			
18 - 24	157	47	161	132	179	47	40	37	71	9	73	62	22	72	82	15	15	17	-	18	21	8	14	32	35	41	80	5	80	60	21	61	99			
	26%	23%	26%	23%	26%	23%	23%	26%	27%	36%	26%	31% <u>km</u>	18%	26%	26%	32%	22%	20%	-	17%	32% <u>km</u>	27%	15%	23% <u>kw</u>	20%	29%	27%	24%	24%	31%	22%	22%	29%			
25 - 34	190	88	258	164	205	58	48	54	81	7	95	65	30	94	93	19	36	30	3	54	21	13	50	37	73	61	118	6	142	73	43	113	141			
	31%	43% <u>adef</u>	41% <u>adef</u>	29%	29%	28%	28%	37%	31%	28%	33%	33%	25%	34%	29%	40%	63% <u>ar</u>	35%	75%	60% <u>au</u>	32%	43%	65% <u>ax</u>	33%	43%	43%	41%	29%	42%	38%	45%	41%	41%			
35 - 44	126	42	135	105	144	28	49	26	46	5	63	33	30	53	70	10	13	19	-	20	18	4	18	24	43	25	59	8	74	40	21	63	71			
	21% <u>af</u>	21%	22% <u>aj</u>	19%	21% <u>af</u>	13%	28% <u>ah</u>	18%	18%	20%	22%	17%	25%	19%	22%	21%	19%	22%	-	19%	27%	13%	20%	22%	25%	18%	20%	38%	22%	21%	22%	23%	21%			
45 - 54	58	16	50	67	87	27	16	12	28	2	21	22	15	26	32	2	4	9	1	8	4	4	5	11	16	12	21	1	31	9	10	27	22			
	10%	8%	8%	12% <u>ac</u>	13% <u>ac</u>	13% <u>ac</u>	9%	8%	11%	8%	7%	11%	12%	9%	10%	4%	6%	11%	25%	7%	6%	13%	5%	10%	9%	9%	7%	5%	9%	5%	10%	10%	6%			
55 - 64	42	7	13	47	46	25	11	7	23	1	18	9	15	20	22	1	-	6	-	5	1	1	3	4	3	2	7	1	7	6	-	6	7			
	7% <u>ac</u>	3%	2%	8% <u>abc</u>	7% <u>ac</u>	12% <u>abccc</u>	6%	5%	9%	4%	6%	5%	12% <u>af</u>	7%	7%	2%	-	7% <u>ad</u>	-	5%	2%	3%	3%	4%	2%	2%	1%	2%	5%	2%	3%	-	2%	2%		
65 +	31	4	6	47	31	22	8	9	13	1	14	8	9	11	19	-	-	4	-	3	1	-	1	3	1	-	5	2	3	1	4	2				
	5% <u>ac</u>	2%	1%	8% <u>abccc</u>	4% <u>ac</u>	11% <u>abccc</u>	5%	6%	5%	4%	5%	4%	7%	4%	6%	-	-	5%	-	3%	2%	-	1%	3%	1	-	2%	-	1%	2%	1%	1%	1%			
NET: 16-34	347	135	420	297	387	106	88	91	152	16	168	127	52	166	175	34	51	47	3	72	42	21	64	69	108	102	199	11	223	133	64	175	240			
	57%	66% <u>adef</u>	67% <u>adef</u>	53%	56%	51%	51%	63% <u>ag</u>	58%	64%	68% <u>am</u>	64% <u>am</u>	43%	60%	55%	72%	75% <u>ar</u>	55%	75%	67%	64%	70%	70%	62%	63%	72%	68%	52%	66%	70%	67%	64%	70%			
NET: 36-54	184	58	185	172	231	55	65	38	74	7	84	55	45	79	102	12	17	28	1	28	22	8	23	35	59	37	80	9	105	49	31	90	93			
	30%	28%	30%	31%	33%	26%	38% <u>ah</u>	26%	28%	28%	30%	28%	37%	29%	32%	26%	25%	33%	25%	26%	33%	27%	25%	32%	35%	26%	27%	43%	31%	28%	32%	33%	30%			
NET: 55+	73	11	19	94	77	47	19	16	36	2	32	17	24	31	41	1	-	10	-	8	2	1	4	7	4	2	12	1	9	9	1	10	9			
	12% <u>abc</u>	5%	3%	17% <u>abccc</u>	11% <u>abc</u>	23% <u>abccc</u>	11%	11%	14%	8%	11%	9%	20% <u>af</u>	11%	13%	2%	-	12% <u>ad</u>	-	7%	3%	3%	4%	6%	2%	1%	4%	5%	3%	5%	1%	4%	3%			

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 - A/B/C/D - E/F/G - H/I
 * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q19: What is your age?

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						TALK TALK								VIRGIN MEDIA								PLUSNET										
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	604	204	624	563	695	208	127	101	313	22**	247	159	157	223	330	198	120	351	26**	329	231	135	321	365	69*	37*	96*	6**	102	71*	35*	94*	110
16 - 17	-	-	1	1	3	1	1	-	-	-	-	-	1	-	-	1	-	1	1	-	1	2	1	2	-	-	1	-	1	-	-	-	1
18 - 24	157	47	161	132	179	47	26	26	78	2	57	51	24	44	85	32	46	98	3	88	69	22	78	100	16	9	21	1	22	19	6	22	25
25 - 34	190	88	258	164	205	58	42	35	80	7	79	47	38	68	94	61	42	94	8	107	63	35	95	105	15	17	24	2	27	19	12	23	35
35 - 44	126	42	135	105	144	28	28	17	57	3	52	26	27	43	60	47	20	73	4	63	54	27	68	75	15	4	8	1	17	9	2	15	12
45 - 54	58	16	50	67	87	27	11	10	44	2	25	14	28	29	37	24	10	46	7	37	22	28	39	47	9	3	14	1	14	8	5	14	13
55 - 64	42	7	13	47	46	25	12	8	25	2	19	9	19	15	30	14	2	27	3	18	13	15	22	24	10	2	12	1	9	11	5	13	10
65 +	31	4	6	47	31	22	7	5	29	6	15	12	20	23	24	19	-	12	-	16	9	6	18	12	4	2	16	-	12	5	5	7	14
NET: 16-34	347	135	420	207	387	106	69	61	158	9	136	98	63	113	179	94	88	193	12	195	133	59	174	207	31	26	46	3	50	38	18	45	61
NET: 36-54	184	58	185	172	231	55	39	27	101	5	77	40	55	72	97	71	30	119	11	100	76	55	107	122	24	7	22	2	31	17	7	29	25
NET: 55+	73	11	19	94	77	47	19	13	54	8	34	21	39	38	54	33	2	39	3	34	22	21	40	36	14	4	28	1	21	16	10	20	24

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 - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q20: And which of the following best describes the main income earner in your household?

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						BT								EE								SKY										
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	604	204	624	563	695	208	172	145	262	25**	284	199	121	276	318	47*	68*	85*	4**	108	66*	30*	91*	111	471	141	291	21**	337	191	96*	275	342
A	78	33	70	40	47	15	26	23	26	3	48	19	11	49	28	9	15	9	-	22	8	3	19	14	24	25	19	2	50	15	5	33	35
	13%def	16%def	11%de	7%	7%	7%	15%	16%	10%	12%	17%lm	10%	9%	18%o	9%	19%	22%	11%	-	20%	12%	10%	21%	13%	14%G	18%G	7%	10%	15%F	8%	5%	12%	10%
B	156	48	153	117	133	50	43	39	66	8	75	53	28	70	84	9	17	22	-	27	14	7	19	29	38	43	71	1	85	53	15	69	82
	26%ade	24%	25%a	21%	19%	24%	25%	27%	25%	32%	26%	27%	23%	25%	26%	19%	25%	26%	-	25%	21%	23%	21%	26%	22%	30%	24%	5%	25%G	28%G	16%	25%	24%
C1	176	45	154	159	229	61	43	33	93	7	84	54	38	83	90	9	16	20	-	20	16	9	24	19	39	30	84	1	80	49	25	67	87
	29%	22%	25%	28%	33%bc	29%	25%	23%	35%gh	28%	30%	27%	31%	30%	28%	19%	24%	24%	-	19%	24%	30%	26%	17%	23%	21%	29%	5%	24%	26%	26%	24%	25%
C2	106	42	127	100	126	35	32	28	42	4	50	41	15	44	61	11	9	20	2	20	16	6	11	31	31	22	66	8	66	40	21	58	68
	18%	21%	20%	18%	17%	17%	19%	19%	16%	16%	18%	21%	12%	16%	19%	23%	13%	24%	50%	19%	24%	20%	12%	25%w	18%	16%	23%	38%	20%	21%	22%	21%	20%
D	40	19	51	65	77	19	13	9	17	1	10	16	14	15	25	5	4	9	1	11	7	1	9	10	17	8	26	-	26	10	15	21	29
	7%	9%	8%	12%a	11%a	9%	8%	6%	6%	4%	4%	8%k	12%a	5%	8%	11%	6%	11%	25%	10%	11%	3%	10%	9%	10%	6%	9%	-	8%	5%	16%ef	8%	8%
E	48	17	69	82	83	28	15	13	18	2	17	16	15	15	30	4	7	5	1	8	5	4	9	8	22	13	25	9	30	24	15	27	41
	8%	8%	11%	15%ab	12%a	13%a	9%	9%	7%	8%	6%	8%	12%a	5%	9%	9%	10%	6%	25%	7%	8%	13%	10%	7%	13%	9%	9%	43%	9%	13%	16%	10%	12%
NET: AB	234	81	223	157	180	65	69	62	92	11	123	72	39	119	112	18	32	31	-	49	22	10	38	43	62	68	90	3	135	68	20	102	117
	39%ade	40%de	36%de	28%	26%	31%	40%	43%	35%	44%	43%lm	36%	32%	43%o	35%	38%	47%	36%	-	45%	33%	33%	42%	39%	36%	48%AC	31%	14%	40%G	36%G	21%	37%	34%
NET: ABC1	410	126	377	316	409	126	112	95	185	18	207	126	77	202	202	27	48	51	-	69	38	19	62	62	101	98	174	4	215	117	45	169	204
	68%acd	62%	60%	56%	59%	61%	65%	66%	71%	72%	72%	63%	64%	73%o	64%	57%	71%	60%	-	64%	58%	63%	68%	56%	59%	70%	60%	19%	64%G	61%G	47%	61%	60%
NET: C2DE	194	78	247	247	286	82	60	50	77	7	77	73	44	74	116	20	20	34	4	39	28	11	29	49	70	43	117	17	122	74	51	106	138
	32%	38%	40%a	44%a	41%a	39%	35%	34%	29%	28%	27%	37%k	36%	27%	36%lm	43%	29%	40%	100%	36%	30%	37%	32%	44%	41%	30%	40%	81%	36%	39%	53%ef	39%	40%
NET: DE	88	36	120	147	160	47	28	22	35	3	27	32	29	30	55	9	11	14	2	19	12	5	18	18	39	21	51	9	56	34	30	48	70
	15%	18%	19%a	26%abc	23%a	23%a	16%	15%	13%	12%	10%	15%k	24%a	11%	17%lm	19%	16%	16%	50%	18%	16%	17%	20%	16%	23%	15%	18%	43%	17%	18%	31%ef	17%	20%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q20: And which of the following best describes the main income earner in your household?

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						TALK TALK								VIRGIN MEDIA								PLUSNET										
							Issue				Satisfaction		Resolved		Issue				Satisfaction		Resolved		Issue				Satisfaction		Resolved				
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	604	204	624	563	695	208	127	101	313	22**	247	159	157	223	330	198	120	351	22**	329	231	135	321	365	69*	37*	96*	26**	102	71*	35*	94*	110
A	78	33	70	40	47	15	6	14	20	-	28	8	4	25	15	14	16	15	2	16	19	12	24	23	8	3	4	-	7	7	1	7	8
B	156	48	153	117	133	50	26	22	62	7	48	36	33	48	65	41	25	65	2	68	46	19	65	67	12	9	29	-	23	19	8	15	33
C1	176	45	154	159	229	61	34	24	96	5	63	53	43	65	93	56	34	126	13	105	78	46	102	126	20	13	26	2	32	19	10	27	33
C2	106	42	127	100	126	35	28	14	58	-	45	19	36	34	66	34	25	64	3	59	42	25	56	69	14	6	13	2	21	13	1	24	11
D	40	19	51	65	77	19	11	12	36	6	24	21	20	23	40	26	9	41	1	47	19	11	40	34	5	3	11	-	6	6	7	8	11
E	48	17	69	82	83	28	9	12	12	27%	10%	13%	13%	10%	12%	13%	8%	12%	4%	14%	8%	8%	12%	9%	7%	8%	11%	-	6%	8%	20%	9%	10%
NET: AB	234	81	223	157	180	65	32	36	82	7	76	44	37	73	80	55	41	80	4	84	65	31	89	90	20	12	33	4	30	26	9	22	41
NET: ABC1	410	126	377	316	409	126	66	60	178	12	139	97	80	138	173	111	75	206	17	189	143	77	191	216	40	25	59	2	62	45	19	49	74
NET: C2DE	194	78	247	247	286	82	61	41	135	10	108	62	77	65	157	87	45	145	9	140	88	58	130	149	29	12	37	4	40	26	16	45	36
NET: DE	88	36	120	147	160	47	33	27	77	10	63	43	41	51	91	53	20	81	6	61	46	33	74	80	15	6	24	2	19	13	15	21	25
	15%	18%	19% ^a	23% ^{abc}	23% ^a	23% ^a	26%	27%	25%	45%	26%	27%	26%	23%	28%	27% ^{cd}	17%	23%	23%	25%	20%	24%	23%	22%	22%	16%	25%	33%	19%	16%	43% ^{ef}	22%	23%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef - g/h/ij - k/l/m - n/o - p/q/r/s - t/uv - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q21: Finally, which of these best describes the place you live most of the time?

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						BT										EE										SKY									
							Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Plusnet (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)			
Total	604	204	624	563	695	208	172	145	262	25**	284	199	121	276	318	47*	68*	85*	4**	108	66*	30*	91*	111	171	141	291	21**	337	191	96*	275	342			
A city or large town (including suburbs)	295	124	362	288	463	89	82	77	123	13	159	87	49	152	140	30	46	45	3	68	37	19	60	64	97	86	168	11	203	111	48	169	189			
	49%	61% adef	58% adef	51% f	57% acdf	43%	48%	53%	47%	52%	55% lm	44%	40%	55% lm	44%	64%	68%	53%	75%	63%	56%	63%	66%	58%	57%	61%	58%	52%	60%	58%	50%	61%	55%			
A small town	198	56	203	213	202	80	62	48	81	7	85	72	41	89	105	11	16	28	1	27	23	6	22	33	62	46	90	5	99	66	38	79	123			
	33%	27%	33%	38% be	29%	38% be	36%	33%	31%	28%	30%	36%	34%	32%	33%	23%	24%	33%	25%	25%	35%	20%	24%	30%	36%	33%	31%	24%	29%	35%	40%	29%	36%			
A village, hamlet or isolated dwelling in the countryside	110	24	52	56	28	37	28	20	57	5	39	40	31	34	73	6	6	12	-	13	6	5	9	14	9	9	32	2	31	12	9	24	27			
	18% bcde	12% e	8% e	10% e	-4%	18% cded	16%	14%	22%	20%	14%	20%	26% k	12%	23% lm	13%	9%	14%	-	12%	9%	17%	10%	13%	5%	6%	11% A	10%	9%	6%	9%	9%	8%			
Prefer not to say	1	-	7	6	2	2	-	-	1	-	1	-	-	1	-	-	-	-	-	-	-	-	-	3	-	1	3	4	2	1	3	3				
	-	-	1% a	1% a	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2%	-	-	14%	1%	1%	1%	1%	1%				
NET: Urban	493	180	565	501	665	169	144	125	204	20	244	159	90	241	245	41	62	73	4	95	60	25	82	97	159	132	258	16	302	177	86	248	312			
	82%	88% af	91% af	89% af	96% abcdf	81%	84%	85% l	78%	80%	86% lm	80%	74%	87% lm	77%	87%	91%	86%	100%	88%	91%	83%	90%	87%	93%	94%	89%	76%	90%	93%	90%	90%	91%			
NET: Rural	110	24	52	56	28	37	28	20	57	5	39	40	31	34	73	6	6	12	-	13	6	5	9	14	9	9	32	2	31	12	9	24	27			
	18% bcde	12% e	8% e	10% e	4%	18% cded	16%	14%	22%	20%	14%	20%	26% k	12%	23% lm	13%	9%	14%	-	12%	9%	17%	10%	13%	5%	6%	11% A	10%	9%	6%	9%	9%	8%			

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q21: Finally, which of these best describes the place you live most of the time?

Base: All complained about fixed broadband internet service in past 6 months

	Supplier						TALK TALK								VIRGIN MEDIA								PLUSNET										
							Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	EE (b)	Sky (c)	TalkTalk (d)	Virgin Media (e)	PLUSNET (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	604	204	624	563	695	208	127	101	313	22**	247	159	157	223	330	198	120	351	26**	329	231	135	321	365	69*	37*	96*	6**	102	71*	35*	94*	110
A city or large town (including suburbs)	295	124	362	288	463	89	66	60	153	9	138	79	71	128	157	125	76	243	19	227	148	88	218	239	30	18	39	2	44	33	12	42	45
A small town	198	56	203	213	202	80	49	30	125	9	83	67	63	73	137	63	35	98	6	87	75	40	86	114	28	12	36	4	40	26	14	37	41
A village, hamlet or isolated dwelling in the countryside	110	24	52	56	28	37	11	10	32	3	23	12	21	20	34	9	9	10	-	15	6	7	16	12	10	6	21	-	18	10	9	14	23
Prefer not to say	1	-	7	6	2	2	1	1	3	1	3	1	2	2	2	1	-	-	1	-	2	-	1	-	1	1	-	-	2	-	1	1	
NET: Urban	493	180	565	501	665	169	115	90	278	18	221	146	134	201	294	188	111	341	25	314	223	128	304	353	58	30	75	6	84	59	26	79	86
NET: Rural	110	24	52	56	28	37	11	10	32	3	23	12	21	20	34	9	9	10	-	15	6	7	16	12	10	6	21	-	18	10	9	14	23

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

Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	300	615	252	492	109	76*	97*	18**	164	74*	62*	162	135	227	143	204	41*	354	172	89*	341	262		
The service not performing as it should	97	204	88	187	-	-	97	-	55	19	23	48	48	-	-	204	-	124	44	36	107	94		
	32%	33%	35%	38%	-	-	100%gjh	-	34%	26%	37%	30%	36%	-	-	100%pqrs	-	35%tu	26%	40%uv	31%	36%		
A billing, pricing or payment issue	79	180	41	145	79	-	-	-	43	22	14	44	35	180	-	-	-	102	51	27	99	78		
	26%c	29%c	16%	29%c	72%h	-	-	-	26%	30%	23%	27%	26%	78%qrs	-	-	-	29%	30%	30%	29%	30%		
A problem relating to the installation or set up of your service	44	74	56	41	-	44	-	-	27	8	9	27	17	-	74	-	-	45	22	7	47	27		
	15%d	12%d	22%abcd	8%	-	58%gh	-	-	16%	11%	15%	17%	13%	-	52%prs	-	-	13%	13%	8%	14%	10%		
A problem with a repair to the service	32	69	39	46	-	32	-	-	17	10	5	19	13	-	69	-	-	36	26	7	36	32		
	11%	11%	15%d	9%	-	42%gh	-	-	10%	14%	8%	12%	10%	-	48%prs	-	-	10%	16%	8%	11%	12%		
Dissatisfaction with customer service from a previous occasion or contact	30	47	22	43	30	-	-	-	13	9	8	15	15	47	-	-	-	18	17	12	25	20		
	10%	8%	9%	9%	28%h	-	-	-	8%	12%	13%	9%	11%	21%qrs	-	-	-	5%	10%u	13%l	7%	8%		
Or something else	18	41	6	30	-	-	-	18	9	6	3	9	7	-	-	-	41	29	12	-	27	11		
	6%c	7%c	2%	6%c	-	-	-	100%	5%	8%	5%	6%	5%	-	-	-	100%pqr	8%v	7%v	-	8%	4%		
SUMMARY:																								
Billing and Customer service	109	227	63	188	109	-	-	-	56	31	22	59	50	227	-	-	-	120	68	39	124	98		
	36%c	37%c	25%	38%c	100%h	-	-	-	34%	42%	35%	36%	37%	100%qrs	-	-	-	34%	40%	44%	36%	37%		
Repairs and Installation	76	143	95	87	-	76	-	-	44	18	14	46	30	-	143	-	-	81	48	14	83	59		
	25%d	23%d	38%abcd	18%	-	100%gh	-	-	27%	24%	23%	28%	22%	-	100%prs	-	-	23%	28%v	16%	24%	23%		
Service Issues	97	204	88	187	-	-	97	-	55	19	23	48	48	-	-	204	-	124	44	36	107	94		
	32%	33%	35%	38%	-	-	100%gjh	-	34%	26%	37%	30%	36%	-	-	100%pqrs	-	35%tu	26%	40%uv	31%	36%		
Something else	18	41	6	30	-	-	-	18	9	6	3	9	7	-	-	-	41	29	12	-	27	11		
	6%c	7%c	2%	6%c	-	-	-	100%	5%	8%	5%	6%	5%	-	-	-	100%pqr	8%v	7%v	-	8%	4%		

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	300	615	252	492	63*	95*	88*	6**	129	77*	46*	114	135	188	87*	187	30*	227	149	116	234	246
The service not performing as it should	97	204	88	187	-	-	88	-	41	26	21	33	54	-	-	187	-	84	59	44	91	93
	32%	33%	35%	38%	-	-	100% gh	-	32%	34%	46%	29%	40%	-	-	100% pqs	-	37%	40%	38%	39%	38%
A billing, pricing or payment issue	79	180	41	145	41	-	-	-	26	10	5	25	16	145	-	-	-	66	39	40	66	78
	26% c	29% c	16%	29% c	65% h	-	-	-	20%	13%	11%	22% o	12%	77% qrs	-	-	-	29%	26%	34%	28%	32%
A problem relating to the installation or set up of your service	44	74	56	41	-	56	-	-	29	20	7	25	31	-	41	-	-	26	7	8	24	14
	15% d	12% d	22% abcd	8%	-	69% gi	-	-	22%	26%	15%	22%	23%	-	47% prs	-	-	41% tu	5%	7%	10%	6%
A problem with a repair to the service	32	69	39	46	-	39	-	-	19	13	7	16	23	-	46	-	-	21	19	6	27	19
	11%	11%	15% d	9%	-	41% gi	-	-	15%	17%	15%	14%	17%	-	63% prs	-	-	9%	13% v	5%	12%	8%
Dissatisfaction with customer service from a previous occasion or contact	30	47	22	43	22	-	-	-	10	8	4	13	8	43	-	-	-	16	15	12	12	28
	10%	8%	9%	9%	35% h	-	-	-	8%	10%	9%	11%	6%	23% qrs	-	-	-	7%	10%	10%	5%	11% vw
Or something else	18	41	6	30	-	-	-	6	4	-	2	2	3	-	-	-	30	14	10	6	14	14
	6% c	7% c	2%	6% c	-	-	-	100%	3%	-	4%	2%	2%	-	-	-	100% pdq	6%	7%	5%	6%	6%
SUMMARY:																						
Billing and Customer service	109	227	63	188	63	-	-	-	36	18	9	38	24	188	-	-	-	82	54	52	78	106
	36% c	37% c	25%	38% c	100% h	-	-	-	28%	23%	20%	33% o	18%	100% qrs	-	-	-	36%	36%	45%	33%	43% vw
Repairs and Installation	76	143	95	87	-	95	-	-	48	33	14	41	54	-	87	-	-	47	26	14	51	33
	25% d	23% d	38% abcd	18%	-	100% gi	-	-	37%	43%	30%	36%	40%	-	100% prs	-	-	42%	17%	12%	22% x	13%
Service Issues	97	204	88	187	-	-	88	-	41	26	21	33	54	-	187	-	-	84	59	44	91	93
	32%	33%	35%	38%	-	-	100% gh	-	32%	34%	46%	29%	40%	-	100% pqs	-	-	37%	40%	38%	39%	38%
Something else	18	41	6	30	-	-	-	6	4	-	2	2	3	-	-	-	30	14	10	6	14	14
	6% c	7% c	2%	6% c	-	-	-	100%	3%	-	4%	2%	2%	-	-	-	100% pdq	6%	7%	5%	6%	6%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Billing and Customer service

Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Billing and Customer service complaint

	Supplier				BT									SKY								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	109	227	63*	188	109	-**	-**	-**	56*	31*	22**	59*	50*	227	-**	-**	-**	120	68*	39*	124	98*
Bill was a lot higher than expected	30	97	9	80	30	-	-	-	15	9	6	15	15	97	-	-	-	56	26	15	53	43
	28% bc	43% ac	14%	43% ac	28%	-	-	-	27%	29%	27%	25%	30%	43%	-	-	-	47%	38%	38%	43%	44%
Bill contained items I shouldn't have been charged for	25	34	12	27	25	-	-	-	13	6	6	14	11	34	-	-	-	16	7	11	18	16
	23%	15%	19%	14%	23%	-	-	-	23%	19%	27%	24%	22%	15%	-	-	-	13%	10%	28% tu	15%	16%
Bill was inaccurate	19	36	14	29	19	-	-	-	8	8	3	11	8	36	-	-	-	17	11	8	17	18
	17%	16%	22%	15%	17%	-	-	-	14%	26%	14%	19%	16%	16%	-	-	-	14%	16%	21%	14%	18%
Payment issues (including setting up/making a payment, non-direct debit charges)	18	25	18	13	18	-	-	-	6	8	4	10	8	25	-	-	-	12	10	3	14	11
	17% cd	11%	29% abd	7%	17%	-	-	-	11%	26%	18%	17%	16%	11%	-	-	-	10%	15%	8%	11%	11%
Getting a refund, credit note or cashback	12	20	10	15	12	-	-	-	9	1	2	8	4	20	-	-	-	14	4	2	10	9
	11%	9%	16%	8%	11%	-	-	-	16%	3%	8%	14%	8%	9%	-	-	-	12%	6%	5%	8%	9%
Unable to get through to anyone	12	12	9	9	12	-	-	-	7	4	1	8	4	12	-	-	-	5	5	2	9	2
	11% cd	5%	14% abd	5%	11%	-	-	-	13%	13%	5%	14%	8%	5%	-	-	-	4%	7%	5%	7%	2%
The format of the bill	11	10	12	5	11	-	-	-	5	5	1	4	7	10	-	-	-	7	3	-	6	4
	10% abd	4%	19% abd	3%	10%	-	-	-	9%	16%	5%	7%	14%	4%	-	-	-	6%	4%	-	5%	4%
Didn't do what they said they would do	8	13	6	9	8	-	-	-	6	1	1	3	5	13	-	-	-	5	3	5	6	5
	7%	6%	10%	5%	7%	-	-	-	11%	3%	5%	5%	10%	6%	-	-	-	4%	4%	13%	5%	5%
Gave incorrect information	7	10	5	10	7	-	-	-	4	2	1	4	3	10	-	-	-	7	1	2	5	5
	6%	4%	8%	5%	6%	-	-	-	7%	6%	5%	7%	6%	4%	-	-	-	6%	1%	5%	4%	5%
Rude/dismissive	7	7	5	12	7	-	-	-	3	2	2	5	2	7	-	-	-	1	3	3	2	4
	6%	3%	8%	6%	6%	-	-	-	5%	6%	9%	8%	4%	3%	-	-	-	1%	4%	6% cd	2%	4%
Took too long to resolve issue	6	22	3	12	6	-	-	-	1	1	4	4	2	22	-	-	-	5	9	8	12	10
	6%	10%	3%	6%	6%	-	-	-	2%	3%	18%	7%	4%	10%	-	-	-	4%	13% cd	21% cd	10%	10%
Unable to get through to relevant person	5	16	6	7	5	-	-	-	3	1	1	3	2	16	-	-	-	5	7	4	5	10
	5%	7%	10%	4%	5%	-	-	-	5%	3%	5%	5%	4%	7%	-	-	-	4%	10%	10%	4%	10%
Pre-pay credit lost or not credited to card	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Costs of international and roaming calls	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A different issue	-	12	-	25	-	-	-	-	-	-	-	-	-	12	-	-	-	7	3	2	7	5
	-	5% ab	-	13% abd	-	-	-	-	-	-	-	-	-	5%	-	-	-	6%	4%	5%	6%	5%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Billing and Customer service

Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Billing and Customer service complaint

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	109	227	63*	188	63*	-**	-**	-**	36*	18**	9**	38*	24**	188	-**	-**	-**	82*	54*	52*	78*	106
Bill was a lot higher than expected	30	97	9	80	9	-	-	-	8	1	-	7	2	80	-	-	-	37	18	25	37	43
	28% bc	43% ac	14%	43% ac	14%	-	-	-	22%	6%	-	18%	8%	43%	-	-	-	45%	33%	48%	47%	41%
Bill contained items I shouldn't have been charged for	25	34	12	27	12	-	-	-	10	2	-	10	2	27	-	-	-	11	7	9	11	16
	23%	15%	19%	14%	19%	-	-	-	28%	11%	-	26%	8%	14%	-	-	-	13%	13%	17%	14%	15%
Bill was inaccurate	19	36	14	29	14	-	-	-	9	3	2	8	6	29	-	-	-	13	7	9	16	12
	17%	16%	22%	15%	22%	-	-	-	25%	17%	22%	21%	25%	15%	-	-	-	16%	13%	17%	21%	11%
Payment issues (including setting up/making a payment, non-direct debit charges)	18	25	18	13	18	-	-	-	11	4	3	12	6	13	-	-	-	5	6	2	6	7
	17% cd	11%	29% abd	7%	29%	-	-	-	31%	22%	33%	32%	25%	7%	-	-	-	6%	11%	4%	8%	7%
Getting a refund, credit note or cashback	12	20	10	15	10	-	-	-	8	2	-	7	3	15	-	-	-	6	5	4	5	10
	11%	9%	16%	8%	16%	-	-	-	22%	11%	8%	18%	13%	8%	-	-	-	7%	9%	8%	6%	9%
Unable to get through to anyone	12	12	9	9	9	-	-	-	6	2	1	5	4	9	-	-	-	6	1	2	5	3
	11% cd	5%	14% abd	5%	14%	-	-	-	17%	11%	11%	13%	17%	9%	-	-	-	7%	2%	4%	6%	3%
The format of the bill	11	10	12	5	12	-	-	-	11	1	-	9	3	5	-	-	-	2	2	1	2	3
	10% abd	4%	19% abd	3%	19%	-	-	-	31%	6%	-	24%	13%	3%	-	-	-	2%	4%	2%	3%	3%
Didn't do what they said they would do	8	13	6	9	6	-	-	-	2	2	2	4	1	9	-	-	-	3	2	4	1	8
	7%	6%	10%	5%	10%	-	-	-	6%	11%	22%	11%	4%	5%	-	-	-	4%	4%	8%	1%	8%
Gave incorrect information	7	10	5	10	5	-	-	-	4	1	-	4	1	10	-	-	-	3	4	3	2	8
	6%	4%	8%	5%	8%	-	-	-	11%	6%	-	11%	4%	5%	-	-	-	4%	7%	6%	3%	8%
Rude/dismissive	7	7	5	12	5	-	-	-	2	2	1	1	4	12	-	-	-	3	4	5	3	8
	6%	3%	8%	6%	8%	-	-	-	6%	11%	11%	3%	17%	6%	-	-	-	4%	7%	10%	4%	8%
Took too long to resolve issue	6	22	3	12	3	-	-	-	-	1	2	3	-	12	-	-	-	3	6	3	3	8
	6%	10%	5%	6%	5%	-	-	-	-	6%	22%	8%	-	6%	-	-	-	4%	11%	6%	4%	8%
Unable to get through to relevant person	5	16	6	7	6	-	-	-	2	3	1	3	3	7	-	-	-	2	2	3	-	7
	5%	7%	10%	4%	10%	-	-	-	6%	17%	11%	8%	13%	4%	-	-	-	2%	4%	6%	-	7% aw
Pre-pay credit lost or not credited to card	-	-	-	2	-	-	-	-	-	-	-	-	-	2	-	-	-	2	-	-	1	1
	-	-	-	1%	-	-	-	-	-	-	-	-	-	1%	-	-	-	2%	-	-	1%	1%
Costs of international and roaming calls	-	-	-	2	-	-	-	-	-	-	-	-	-	2	-	-	-	1	-	1	1	1
	-	-	-	1%	-	-	-	-	-	-	-	-	-	1%	-	-	-	1%	-	2%	1%	1%
A different issue	-	12	-	25	-	-	-	-	-	-	-	-	-	25	-	-	-	10	8	7	12	13
	-	5% aw	-	13% abd	-	-	-	-	-	-	-	-	-	13%	-	-	-	12%	15%	13%	15%	12%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Service issues

Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Service issue complaint

	Supplier				BT									SKY								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	97*	204	88*	187	-**	-**	97*	-**	55*	19**	23**	48*	48*	-**	-**	204	-**	124	44*	36*	107	94*
Complete loss of service	35	70	35	85	-	-	35	-	19	7	9	19	15	-	-	70	-	38	20	12	37	32
	36%	34%	40%	45% d	-	-	36%	-	35%	37%	39%	40%	31%	-	-	34%	-	31%	45%	33%	35%	34%
Service is not consistently available	35	60	27	66	-	-	35	-	19	6	6	10	25	-	-	60	-	34	13	13	25	34
	36%	29%	31%	35%	-	-	36%	-	35%	32%	43%	21%	52% m	-	-	29%	-	27%	30%	36%	23%	36% w
Unable to get certain channels/content	28	69	39	52	-	-	28	-	17	5	6	15	13	-	-	69	-	46	13	10	36	32
	29%	34%	44% a	28%	-	-	29%	-	31%	26%	26%	31%	27%	-	-	34%	-	37%	30%	28%	34%	34%
Poor picture quality	22	34	22	24	-	-	22	-	10	2	4	9	13	-	-	34	-	21	8	5	19	15
	23% d	17%	25% d	13%	-	-	23%	-	18%	11%	43%	19%	27%	-	-	17%	-	17%	18%	14%	18%	16%
Connection speed slower than advertised or led to expect	8	24	16	25	-	-	8	-	5	3	-	4	4	-	-	24	-	18	4	2	16	8
	8%	12%	18% a	13%	-	-	8%	-	9%	16%	-	8%	8%	-	-	12%	-	15%	9%	6%	15%	9%
Poor line quality	6	8	5	4	-	-	6	-	5	-	1	4	2	-	-	8	-	5	3	-	4	4
	6%	4%	6%	2%	-	-	6%	-	9%	-	4%	8%	4%	-	-	4%	-	4%	7%	-	4%	4%
Problems with voice over internet (VOIP) telephone calls	3	10	7	5	-	-	3	-	2	1	-	1	2	-	-	10	-	7	2	1	5	5
	3%	5%	8% d	3%	-	-	3%	-	4%	5%	-	2%	4%	-	-	5%	-	6%	5%	3%	5%	5%
Unable to access 4G service	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Text or voice mails delivered late	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Problems with calls being disconnected during a call or not connected at all	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Poor indoor reception/coverage	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Poor outside reception/coverage	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	4	9	4	8	-	-	4	-	1	2	1	-	4	-	-	9	-	4	3	2	3	6
	4%	4%	5%	4%	-	-	4%	-	2%	11%	4%	-	8% n	-	-	4%	-	3%	7%	6%	3%	6%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Service issues

Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Service issue complaint

Supplier	TALK TALK												VIRGIN MEDIA									
	Issue				Satisfaction				Resolved				Issue				Satisfaction				Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	97*	204	88*	187	-**	-**	88*	-**	41*	26**	21**	33*	54*	-**	-**	187	-**	84*	59*	44*	91*	93*
Complete loss of service	35	70	35	187	-	-	35	-	17	10	8	15	19	-	-	85	-	35	30	20	41	42
	36%	34%	40%	45% d	-	-	40%	-	41%	38%	38%	45%	35%	-	-	45%	-	42%	51%	45%	45%	45%
Service is not consistently available	35	60	27	66	-	-	27	-	13	7	7	9	17	-	-	66	-	26	25	15	29	35
	36%	29%	31%	35%	-	-	31%	-	32%	27%	33%	27%	31%	-	-	35%	-	31%	42%	34%	32%	38%
Unable to get certain channels/content	28	69	39	52	-	-	39	-	21	9	9	16	22	-	-	52	-	25	16	11	25	27
	29%	34%	44% ad	28%	-	-	44%	-	51%	35%	43%	48%	41%	-	-	28%	-	30%	27%	25%	27%	29%
Poor picture quality	22	34	22	24	-	-	22	-	12	7	3	11	11	-	-	24	-	14	7	3	15	9
	23% cd	17%	25% d	13%	-	-	25%	-	29%	27%	14%	33%	20%	-	-	13%	-	17%	12%	7%	16%	10%
Connection speed slower than advertised or led to expect	8	24	16	25	-	-	16	-	7	3	6	7	8	-	-	25	-	10	10	5	8	16
	8%	12%	18% a	13%	-	-	18%	-	17%	12%	29%	21%	15%	-	-	13%	-	12%	17%	11%	9%	17%
Poor line quality	6	8	5	4	-	-	5	-	4	-	1	3	2	-	-	4	-	2	1	1	2	2
	6%	4%	6%	2%	-	-	6%	-	10%	-	5%	9%	4%	-	-	2%	-	2%	2%	2%	2%	2%
Problems with voice over internet (VOIP) telephone calls	3	10	7	5	-	-	7	-	6	1	5	6	1	-	-	5	-	3	1	1	2	3
	3%	5%	8% d	3%	-	-	8%	-	15%	4%	-	18% cd	2%	-	-	3%	-	4%	2%	2%	2%	3%
Unable to access 4G service	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	1
	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	2%	-	1%
Text or voice mails delivered late	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	1
	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	2%	-	1%
Problems with calls being disconnected during a call or not connected at all	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	1
	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	2%	-	1%
Poor indoor reception/coverage	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	1
	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	2%	-	1%
Poor outside reception/coverage	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	1
	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	2%	-	1%
A different issue (please describe it briefly in your own words)	4	9	4	8	-	-	4	-	2	-	2	-	4	-	-	8	-	3	2	3	3	5
	4%	4%	5%	4%	-	-	5%	-	5%	-	10%	-	7%	-	-	4%	-	4%	3%	7%	3%	5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
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Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Repairs and Installation

Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Repair and Installation complaint

	Supplier				BT									SKY								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	76*	143	95*	87*	-**	76*	-**	-**	44*	18**	14**	46*	30*	-**	143	-**	-**	81*	48*	14**	83*	59*
Damage to property during installation	18	15	11	7	-	18	-	-	13	3	2	13	5	-	15	-	-	12	2	1	12	3
	24% abcd	10%	12%	8%	-	24%	-	-	30%	17%	14%	28%	17%	-	10%	-	-	15%	4%	7%	14%	5%
Time taken to install the service	16	24	13	13	-	16	-	-	9	3	4	12	4	-	24	-	-	14	8	2	16	8
	21%	17%	14%	15%	-	21%	-	-	20%	17%	29%	26%	13%	-	17%	-	-	17%	17%	14%	19%	14%
Time taken to repair a fault	14	24	16	20	-	14	-	-	7	6	1	9	5	-	24	-	-	10	9	5	12	12
	18%	17%	17%	23%	-	18%	-	-	16%	33%	7%	20%	17%	-	17%	-	-	12%	19%	36%	14%	20%
Missed/ moved installation appointment	13	17	15	12	-	13	-	-	7	3	3	6	7	-	17	-	-	10	6	1	12	5
	17%	12%	16%	14%	-	17%	-	-	16%	17%	21%	13%	23%	-	12%	-	-	12%	13%	7%	14%	8%
Arranging an appointment for an engineer visit	13	25	12	16	-	13	-	-	8	3	2	8	5	-	25	-	-	15	8	2	17	7
	17%	17%	13%	18%	-	17%	-	-	18%	17%	14%	17%	17%	-	17%	-	-	19%	17%	14%	20%	12%
Arranging an installation	11	23	17	13	-	11	-	-	6	3	2	8	3	-	23	-	-	16	5	2	16	7
	14%	16%	18%	15%	-	14%	-	-	14%	17%	14%	17%	10%	-	16%	-	-	20%	10%	14%	19%	12%
Damage to property during repair	9	9	14	8	-	9	-	-	5	2	2	7	2	-	9	-	-	4	4	1	2	7
	12%	6%	15% b	9%	-	12%	-	-	11%	11%	14%	15%	7%	-	6%	-	-	5%	8%	7%	2%	12% vw
Complaining about an engineer	9	14	15	6	-	9	-	-	4	3	2	6	3	-	14	-	-	10	4	-	7	7
	12%	10%	16%	7%	-	12%	-	-	9%	17%	14%	13%	10%	-	10%	-	-	12%	8%	-	8%	12%
Switching issues (e.g. problems trying to switch or problems porting your number)	9	30	17	14	-	9	-	-	8	-	1	7	2	-	30	-	-	18	11	1	20	10
	12%	21%	18%	16%	-	12%	-	-	18%	-	7%	15%	7%	-	21%	-	-	22%	23%	7%	24%	17%
Missed/moved repair appointment	7	16	13	6	-	7	-	-	5	1	1	7	-	-	16	-	-	6	9	1	8	7
	9%	11%	14%	7%	-	9%	-	-	11%	6%	7%	13% o	-	-	11%	-	-	7%	19%	7%	10%	12%
A different issue	3	7	3	4	-	3	-	-	3	-	-	3	-	-	7	-	-	2	1	4	2	5
	4%	5%	3%	5%	-	4%	-	-	7%	-	-	7%	-	-	5%	-	-	2%	2%	29%	2%	8%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
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Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Repairs and Installation

Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Repair and Installation complaint

	Supplier				TALK TALK							VIRGIN MEDIA										
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	76*	143	95*	87*	-**	95*	-**	-**	48*	33*	14**	41*	54*	-**	87*	-**	-**	47*	26**	14**	51*	33*
Damage to property during installation	18	15	11	7	-	11	-	-	9	2	-	5	6	-	7	-	-	4	2	1	4	3
	24% abcd	10%	12%	8%	-	12%	-	-	19%	6%	-	12%	11%	-	8%	-	-	9%	8%	7%	8%	9%
Time taken to install the service	16	24	13	13	-	13	-	-	7	3	3	5	8	-	13	-	-	9	2	2	8	5
	21%	17%	14%	15%	-	14%	-	-	15%	9%	21%	12%	15%	-	15%	-	-	19%	8%	14%	16%	15%
Time taken to repair a fault	14	24	16	20	-	16	-	-	9	3	4	7	9	-	20	-	-	9	7	4	13	7
	18%	17%	17%	23%	-	17%	-	-	19%	9%	29%	17%	17%	-	23%	-	-	19%	27%	29%	25%	21%
Missed/ moved installation appointment	13	17	15	12	-	15	-	-	8	5	2	4	11	-	12	-	-	6	2	4	5	6
	17%	12%	16%	14%	-	16%	-	-	17%	15%	14%	10%	20%	-	14%	-	-	13%	10%	29%	10%	18%
Arranging an appointment for an engineer visit	13	25	12	16	-	12	-	-	5	4	3	5	7	-	16	-	-	9	5	2	10	6
	17%	17%	13%	18%	-	13%	-	-	10%	12%	21%	12%	13%	-	18%	-	-	19%	19%	14%	20%	18%
Arranging an installation	11	23	17	13	-	17	-	-	11	5	1	9	8	-	13	-	-	10	2	1	10	2
	14%	16%	18%	15%	-	18%	-	-	23%	15%	7%	22%	15%	-	15%	-	-	21%	8%	7%	20%	6%
Damage to property during repair	9	9	14	8	-	14	-	-	7	6	1	4	10	-	8	-	-	5	2	1	5	3
	12%	6%	15% b	9%	-	15%	-	-	15%	18%	7%	10%	19%	-	9%	-	-	11%	8%	7%	10%	9%
Complaining about an engineer	9	14	15	6	-	15	-	-	10	3	2	7	8	-	6	-	-	3	3	-	3	3
	12%	10%	16%	7%	-	16%	-	-	21%	9%	14%	17%	15%	-	7%	-	-	6%	12%	-	6%	9%
Switching issues (e.g. problems trying to switch or problems porting your number)	9	30	17	14	-	17	-	-	10	6	1	9	8	-	14	-	-	10	2	2	8	4
	12%	21%	18%	16%	-	18%	-	-	21%	18%	7%	22%	15%	-	16%	-	-	21%	8%	14%	16%	12%
Missed/moved repair appointment	7	16	13	6	-	13	-	-	7	6	-	6	7	-	6	-	-	3	2	1	4	2
	9%	11%	14%	7%	-	14%	-	-	15%	18%	-	15%	13%	-	7%	-	-	6%	8%	7%	8%	6%
A different issue	3	7	3	4	-	3	-	-	1	1	1	1	2	-	4	-	-	3	-	1	3	1
	4%	5%	3%	5%	-	3%	-	-	2%	3%	7%	2%	4%	-	5%	-	-	6%	-	7%	6%	3%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

**Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Something else**

Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Something else complaint

	Supplier				BT							SKY										
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	18**	41*	6**	30*	-**	-**	-**	18**	9**	6**	3**	9**	7**	-**	-**	-**	41*	29**	12**	-**	27**	11**
Service not performing as advertised or as told in store/over the phone	5	3	3	3	-	-	-	5	2	2	1	2	3	-	-	-	3	3	-	-	3	-
	28%	7%	50%	10%	-	-	-	28%	22%	33%	33%	22%	43%	-	-	-	7%	10%	-	-	11%	-
Change to your package or service (upgrading or downgrading your service)	5	19	-	13	-	-	-	5	4	1	-	4	1	-	-	-	19	13	6	-	12	7
	28%	46%	-	43%	-	-	-	28%	44%	17%	-	44%	14%	-	-	-	46%	45%	50%	-	44%	64%
Switching issues (e.g. problems trying to switch or problems porting your number)	4	3	-	1	-	-	-	4	2	1	1	3	-	-	-	-	3	2	1	-	2	1
	22%	7%	-	3%	-	-	-	22%	22%	17%	33%	33%	-	-	-	-	7%	7%	8%	-	7%	9%
Complaining about the terms of your contract	1	8	1	2	-	-	-	1	1	-	-	-	1	-	-	-	8	4	4	-	6	2
	6%	20%	17%	7%	-	-	-	6%	11%	-	-	-	14%	-	-	-	20%	14%	33%	-	22%	18%
Keeping your mobile phone number when changing suppliers	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	7%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	6	14	2	10	-	-	-	6	3	2	1	2	3	-	-	-	14	11	3	-	8	3
	33%	34%	33%	33%	-	-	-	33%	33%	33%	33%	22%	43%	-	-	-	34%	38%	25%	-	30%	27%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

**Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Something else**

Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Something else complaint

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	18**	41*	6**	30*	-**	-**	-**	6**	4**	-**	2**	2**	3**	-**	-**	-**	30*	14**	10**	6**	14**	14**
Service not performing as advertised or as told in store/over the phone	5	3	3	3	-	-	-	3	2	-	1	1	1	-	-	-	3	1	-	2	2	1
	28%	7%	50%	10%	-	-	-	50%	50%	-	50%	50%	33%	-	-	-	10%	7%	-	33%	14%	7%
Change to your package or service (upgrading or downgrading your service)	5	19	-	13	-	-	-	-	-	-	-	-	-	-	-	-	13	8	4	1	8	4
	28%	46%	-	43%	-	-	-	-	-	-	-	-	-	-	-	-	43%	57%	40%	17%	57%	29%
Switching issues (e.g. problems trying to switch or problems porting your number)	4	3	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	1
	22%	7%	-	3%	-	-	-	-	-	-	-	-	-	-	-	-	3%	-	10%	-	-	7%
Complaining about the terms of your contract	1	8	1	2	-	-	-	1	1	-	-	1	-	-	-	-	2	-	1	1	-	2
	6%	20%	17%	7%	-	-	-	17%	25%	-	-	50%	-	-	-	-	7%	-	10%	17%	-	14%
Keeping your mobile phone number when changing suppliers	-	-	-	2	-	-	-	-	-	-	2	-	-	-	-	-	2	1	1	-	1	1
	-	-	-	7%	-	-	-	-	-	-	-	-	-	-	-	-	7%	7%	10%	-	7%	7%
A different issue (please describe it briefly in your own words)	6	14	2	10	-	-	-	2	1	-	1	-	2	-	-	-	10	4	4	2	3	6
	33%	34%	33%	33%	-	-	-	33%	25%	-	50%	-	67%	-	-	-	33%	29%	40%	33%	21%	43%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q8: In dealing with [Provider] about this complaint did you contact them...?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				BT							SKY										
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	300	615	252	492	109	76*	97*	18**	164	74*	62*	162	135	227	143	204	41*	354	172	89*	341	262
Only/mainly on the phone	141	338	79	347	48	33	50	10	71	36	34	69	72	133	55	127	23	184	95	59	192	142
	47% <i>c</i>	55% <i>ac</i>	31%	71% <i>abc</i>	44%	43%	52%	56%	43%	49%	55%	43%	53%	59% <i>ai</i>	38%	63% <i>ai</i>	56% <i>ac</i>	52%	55%	63% <i>l</i>	56%	54%
Only/mainly via webchat	33	80	47	30	11	7	13	2	16	9	8	21	12	31	16	29	4	65	15	10	49	31
	11% <i>d</i>	13% <i>d</i>	19% <i>abcd</i>	6%	10%	9%	13%	11%	10%	12%	13%	13%	9%	14%	11%	14%	10%	10% <i>ad</i>	9%	11%	14%	12%
Only/mainly via email	23	48	21	30	9	8	6	-	14	8	1	13	10	17	17	11	3	28	12	8	26	22
	8%	8%	8%	6%	8%	11%	6%	-	9%	11% <i>m</i>	2%	8%	7%	7%	12% <i>r</i>	5%	7%	8%	7%	9%	8%	8%
Only/mainly by social media	21	27	23	22	8	8	5	-	15	3	3	12	9	5	12	8	2	14	10	3	7	20
	7%	4%	9% <i>bd</i>	4%	7%	11%	5%	-	9%	4%	5%	7%	9%	2%	9% <i>p</i>	4%	5%	4%	6%	3%	2%	9% <i>w</i>
Only/mainly via web form	20	28	16	22	7	4	8	1	12	5	3	7	12	12	9	5	2	16	10	2	13	13
	7%	5%	6%	4%	6%	5%	8%	6%	7%	7%	5%	4%	9%	5%	6%	2%	5%	5%	6%	2%	4%	5%
Only/mainly in store	20	24	27	10	8	6	6	-	11	5	4	10	10	9	11	4	-	15	8	1	16	8
	7% <i>ad</i>	4%	11% <i>bd</i>	2%	7%	8%	6%	-	7%	7%	6%	6%	7%	4%	9% <i>r</i>	2%	-	4%	5%	1%	5%	3%
Only/mainly via mobile application	19	34	23	10	7	6	5	1	11	6	2	14	5	8	10	14	2	20	12	2	17	16
	6% <i>ad</i>	6% <i>ad</i>	9% <i>ad</i>	2%	6%	8%	5%	6%	7%	8%	3%	9%	4%	4%	7%	7%	5%	6%	7%	2%	5%	6%
Only/mainly by letter	19	22	15	15	10	4	4	1	13	1	5	15	4	6	12	4	-	14	6	2	14	7
	6% <i>ad</i>	4%	6%	3%	9%	5%	4%	6%	6% <i>l</i>	1%	8%	9% <i>ad</i>	3%	3%	9% <i>pr</i>	2%	-	4%	3%	2%	4%	3%
Only/mainly via another contact method	1	5	-	1	-	-	-	1	-	-	1	-	1	2	-	2	1	2	2	1	3	1
	*	1%	-	*	-	-	-	6%	-	-	2%	-	1%	1%	-	1%	2%	1%	1%	1%	1%	*
Don't know	3	9	1	5	1	-	-	2	1	1	1	1	-	4	1	-	4	6	2	1	4	2
	1%	1%	*	1%	1%	-	-	11%	1%	1%	2%	1%	-	2%	1%	-	10% <i>ppqr</i>	2%	1%	1%	1%	1%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q8: In dealing with [Provider] about this complaint did you contact them...?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				TALK TALK							VIRGIN MEDIA										
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	300	615	252	492	63*	95*	88*	6**	129	77*	46*	114	135	188	67*	167	30*	227	149	116	234	246
Only/mainly on the phone	141	338	79	347	16	21	39	3	36	25	18	26	53	139	40	147	21	161	101	85	170	173
	47% <i>c</i>	55% <i>ac</i>	31%	71% <i>abc</i>	25%	22%	44% <i>gh</i>	50%	28%	32%	39%	23%	39% <i>kl</i>	74% <i>kl</i>	46%	72% <i>kl</i>	70% <i>cd</i>	71%	68%	73%	73%	70%
Only/mainly via webchat	33	80	47	30	9	17	20	1	20	18	9	20	26	15	6	8	1	14	9	7	12	17
	11% <i>d</i>	13% <i>d</i>	18% <i>abcd</i>	6%	14%	18%	23%	17%	16%	23%	20%	18%	19%	8%	7%	4%	3%	6%	6%	6%	5%	7%
Only/mainly via email	23	48	21	30	6	11	3	1	13	4	4	8	13	8	13	8	1	13	9	8	12	15
	8%	8%	8%	6%	10%	12% <i>l</i>	3%	17%	10%	5%	9%	7%	10%	4%	15% <i>pp</i>	4%	3%	6%	6%	7%	5%	6%
Only/mainly by social media	21	27	23	22	8	10	5	-	14	8	1	15	8	11	5	3	3	10	7	5	12	10
	7%	4%	9% <i>bd</i>	4%	13%	11%	6%	-	11%	10%	2%	13%	6%	6% <i>kl</i>	5%	2%	10% <i>lr</i>	4%	5%	4%	5%	4%
Only/mainly via web form	20	28	16	22	3	12	1	-	10	4	2	8	8	4	7	11	-	10	9	3	9	11
	7%	5%	6%	4%	5%	13% <i>l</i>	1%	-	8%	5%	4%	7%	6%	2%	6% <i>kl</i>	6%	-	4%	6%	3%	4%	4%
Only/mainly in store	20	24	27	10	7	11	9	-	14	7	6	15	11	1	6	2	1	6	4	-	5	5
	7% <i>kl</i>	4%	11% <i>bd</i>	2%	11%	12%	10%	-	11%	9%	13%	13%	8%	1%	7% <i>kl</i>	1%	3%	3%	3%	-	2%	2%
Only/mainly via mobile application	19	34	23	10	8	9	6	-	13	7	3	13	10	5	3	2	-	5	2	3	8	2
	6% <i>d</i>	6% <i>d</i>	9% <i>d</i>	2%	13%	9%	7%	-	10%	9%	7%	11%	7%	3%	3%	1%	-	2%	1%	3%	5%	2%
Only/mainly by letter	19	22	15	15	6	4	5	-	8	4	3	9	6	4	6	3	2	5	7	3	5	10
	6% <i>d</i>	4%	6%	3%	10%	4%	6%	-	6%	5%	7%	8%	4%	2%	7% <i>kl</i>	2%	7%	2%	5%	3%	2%	4%
Only/mainly via another contact method	1	5	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	1
	*	1%	-	*	-	-	-	-	-	-	-	-	-	-	-	-	3% <i>kl</i>	-	-	1%	-	*
Don't know	3	9	1	5	-	-	-	1	1	-	-	-	-	1	1	3	-	3	1	1	1	2
	1%	1%	*	1%	-	-	-	1%	1%	-	-	-	-	1%	1%	2%	-	1%	1%	1%	*	1%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	300	615	252	492	109	76*	97*	18**	164	74*	62*	162	135	227	143	204	41*	354	172	89*	341	262		
10 - Extremely satisfied (10)	43 14%	95 15%	27 11%	61 12%	15 14%	14 18%	12 12%	2 11%	43 26% <i>lm</i>	-	-	39 24% <i>o</i>	4 3%	33 15%	16 11%	37 18%	9 22%	95 27% <i>tuw</i>	-	-	85 25% <i>ax</i>	8 3%		
9 - (9)	22 7%	51 8%	27 11% <i>d</i>	28 6%	6 6%	6 8%	8 11%	2 11%	22 13% <i>lm</i>	-	-	16 10%	6 4%	15 7%	15 10%	17 8%	4 10%	51 14% <i>tuw</i>	-	-	43 13% <i>ax</i>	7 3%		
8 - (8)	54 18%	110 18%	36 14%	69 14%	20 18%	12 16%	19 20%	3 17%	54 33% <i>lm</i>	-	-	37 23% <i>o</i>	17 13%	41 18%	28 20%	33 16%	8 20%	110 31% <i>tuw</i>	-	-	82 24% <i>ax</i>	28 11%		
7 - (7)	45 15%	98 16%	39 15%	69 14%	15 14%	12 16%	16 16%	2 11%	45 27% <i>lm</i>	-	-	24 15%	21 16%	31 14%	22 15%	37 18%	8 20%	98 28% <i>tuw</i>	-	-	60 18%	37 14%		
6 - (6)	32 11%	54 9%	26 10%	60 12%	14 13%	6 8%	11 11%	1 6%	-	32 43% <i>km</i>	-	13 8%	19 14%	20 9%	18 13%	14 7%	2 5%	-	54 31% <i>uv</i>	-	20 6%	32 12% <i>w</i>		
5 - (5)	20 7%	73 12% <i>a</i>	31 12% <i>a</i>	48 10%	9 8%	6 8%	2 2%	3 17%	-	20 27% <i>km</i>	-	7 4%	12 9%	31 14%	12 8%	22 11%	8 20% <i>qt</i>	-	73 42% <i>uv</i>	-	26 8%	42 16% <i>w</i>		
4 - (4)	22 7%	45 7%	20 8%	41 8%	8 7%	6 8%	6 11%	2 11%	-	22 30% <i>km</i>	-	8 5%	14 10%	17 7%	18 13% <i>qr</i>	8 4%	2 5%	-	45 26% <i>uv</i>	-	14 4%	31 12% <i>w</i>		
3 - (3)	13 4%	32 5%	14 6%	40 8% <i>a</i>	1 1%	6 8% <i>g</i>	6 6% <i>g</i>	-	-	-	13 21% <i>ml</i>	5 3%	8 6%	14 6%	5 3%	13 6%	-	-	-	32 36% <i>tu</i>	3 1%	29 11% <i>w</i>		
2 - (2)	20 7% <i>b</i>	17 3%	12 5%	27 6% <i>b</i>	9 8%	6 8%	4 4%	1 6%	-	20 32% <i>ml</i>	-	6 4%	13 10% <i>m</i>	7 3%	3 2%	7 3%	-	-	-	17 19% <i>tu</i>	1 +	16 6% <i>w</i>		
1 - Extremely dissatisfied (1)	29 10%	40 7%	20 8%	49 10% <i>b</i>	12 10% <i>b</i>	2 3%	13 13% <i>b</i>	2 11%	-	29 47% <i>ml</i>	-	7 4%	21 16% <i>m</i>	18 8%	6 4%	16 8%	-	-	-	40 45% <i>tu</i>	7 2%	32 12% <i>w</i>		
NET: Dissatisfied (1-3)	62 21% <i>b</i>	89 14%	46 18%	116 24% <i>b</i>	22 20%	14 18%	23 24%	3 17%	-	62 100% <i>ml</i>	-	18 11%	42 31% <i>m</i>	39 17% <i>qrs</i>	14 10% <i>se</i>	36 18% <i>qrs</i>	-	-	-	89 100% <i>tu</i>	11 3%	77 29% <i>w</i>		
NET: Neutral (4-6)	74 25%	172 28%	77 31%	149 30%	31 28%	18 24%	19 20%	6 33%	-	74 100% <i>km</i>	-	28 17%	45 33% <i>m</i>	68 30% <i>qr</i>	48 34% <i>qr</i>	44 22%	12 29%	-	172 100% <i>uv</i>	-	60 18%	105 40% <i>w</i>		
NET: Satisfied (7-10)	164 55% <i>d</i>	354 58% <i>d</i>	129 51%	227 46%	56 51%	44 58%	55 57%	9 50%	164 100% <i>lm</i>	-	-	116 72% <i>o</i>	48 36%	120 53%	81 57%	124 61%	29 71% <i>p</i>	354 100% <i>uv</i>	-	-	270 79% <i>ax</i>	80 31%		
Mean score	6.21	6.53 <i>d</i>	6.15	5.86	6.08	6.53	6.13	6.06	8.38 <i>lm</i>	5.14 <i>m</i>	1.74	7.27 <i>o</i>	5.02	6.29	6.57	6.57	7.46 <i>pqr</i>	8.40 <i>uv</i>	5.05 <i>v</i>	1.91	7.73 <i>ax</i>	4.97		
Standard error	0.16	0.10	0.17	0.13	0.27	0.31	0.30	0.68	0.09	0.10	0.10	0.20	0.23	0.18	0.20	0.19	0.30	0.06	0.06	0.10	0.11	0.15		

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	300	615	252	492	63*	95*	88*	6**	129	77*	46*	114	135	188	87*	187	30*	227	149	116	234	246
10 - Extremely satisfied (10)	43 14%	95 15%	27 11%	61 12%	6 10%	13 14%	7 8%	1 17%	27 21% <i>lm</i>	-	-	23 20% <i>o</i>	4 3%	25 13%	16 18% <i>r</i>	16 9%	4 13%	61 27% <i>uv</i>	-	-	55 24% <i>x</i>	5 2%
9 - (9)	22 7%	51 8%	27 11% <i>d</i>	28 6%	6 10%	10 11%	10 11%	1 17%	27 21% <i>lm</i>	-	-	22 19% <i>o</i>	5 4%	7 4%	5 6%	14 7%	2 7%	28 12% <i>uv</i>	-	-	23 10% <i>x</i>	3 1%
8 - (8)	54 18%	110 18%	36 14%	69 14%	12 19%	14 15%	9 10%	1 17%	36 28% <i>lm</i>	-	-	17 15%	19 14%	24 13%	15 17%	25 13%	5 17%	69 30% <i>uv</i>	-	-	49 21% <i>x</i>	19 8%
7 - (7)	45 15%	98 16%	39 15%	69 14%	12 19%	11 12%	15 17%	1 17%	39 30% <i>lm</i>	-	-	22 19%	15 11%	26 14%	11 13%	29 16%	3 10%	69 30% <i>uv</i>	-	-	41 18%	28 11%
6 - (6)	32 11%	54 9%	26 10%	60 12%	8 13%	10 11%	8 9%	-	-	26 24% <i>km</i>	-	8 7%	18 13%	23 12%	9 10%	23 12%	5 17%	-	60 40% <i>uv</i>	-	19 8%	37 15% <i>w</i>
5 - (5)	20 7%	73 12% <i>a</i>	31 12% <i>a</i>	48 10%	8 13%	11 12%	12 14%	-	-	31 40% <i>km</i>	-	10 9%	21 16%	14 7%	12 14%	21 11%	1 4%	-	48 32% <i>uv</i>	-	19 8%	27 11%
4 - (4)	22 7%	45 7%	20 8%	41 8%	2 3%	12 13% <i>y</i>	6 7%	-	-	20 28% <i>km</i>	-	2 2%	18 13% <i>m</i>	17 9%	5 6%	15 8%	4 13%	-	41 28% <i>uv</i>	-	12 5%	28 11% <i>w</i>
3 - (3)	13 4%	32 5%	14 6%	40 8% <i>a</i>	-	9 9% <i>y</i>	4 5%	1 17%	-	-	14 30% <i>lm</i>	3 3%	11 8%	16 9%	6 7%	17 9%	1 3%	-	-	40 34% <i>tu</i>	7 3%	33 13% <i>w</i>
2 - (2)	20 7% <i>b</i>	17 3%	12 5%	27 6% <i>b</i>	4 6%	3 3%	4 5%	1 17%	-	-	12 26% <i>lm</i>	5 4%	7 5%	12 6%	3 3%	10 5%	2 7%	-	-	27 23% <i>tu</i>	3 1%	24 10% <i>w</i>
1 - Extremely dissatisfied (1)	29 10%	40 7%	20 8%	49 10% <i>b</i>	5 8%	2 2%	13 15% <i>ch</i>	-	-	20 43% <i>lm</i>	-	2 2%	17 13% <i>m</i>	24 13%	5 6%	17 9%	3 10%	-	-	49 42% <i>tu</i>	6 3%	42 17% <i>w</i>
NET: Dissatisfied (1-3)	62 21% <i>b</i>	89 14%	46 18%	116 24% <i>b</i>	9 14%	14 15%	21 24%	2 33%	-	-	46 100% <i>lm</i>	10 9%	35 26% <i>m</i>	52 28% <i>cd</i>	14 16%	44 24%	6 20%	-	-	116 100% <i>tu</i>	16 7%	99 40% <i>w</i>
NET: Neutral (4-6)	74 25%	172 28%	77 31%	149 30%	18 29%	33 35%	26 30%	-	-	77 100% <i>km</i>	-	20 18%	57 42% <i>m</i>	54 29%	26 30%	59 32%	10 33%	-	149 100% <i>uv</i>	-	50 21%	92 37% <i>w</i>
NET: Satisfied (7-10)	164 55% <i>d</i>	354 58% <i>d</i>	129 51%	227 46%	36 57%	48 51%	41 47%	4 67%	129 100% <i>lm</i>	-	-	84 74% <i>o</i>	43 32%	82 44%	47 54%	84 45%	14 47%	227 100% <i>uv</i>	-	-	168 72% <i>x</i>	55 22%
Mean score	6.21	6.53 <i>d</i>	6.15	5.86	6.40	6.39	5.70	6.50	8.33 <i>lm</i>	5.09 <i>m</i>	1.87	7.41 <i>o</i>	5.12	5.63	6.49 <i>pr</i>	5.78	6.00	8.36 <i>uv</i>	5.13 <i>v</i>	1.92	7.36 <i>x</i>	4.40
Standard error	0.16	0.10	0.17	0.13	0.32	0.26	0.30	1.34	0.10	0.09	0.13	0.22	0.21	0.21	0.29	0.19	0.52	0.08	0.07	0.08	0.15	0.16

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	162	341	114	234	59*	46*	48*	9**	116	28**	18**	162	-**	124	83*	107	27**	270	60*	11**	341	-**		
10 - Extremely satisfied (10)	39 24%	85 25%	23 20%	55 24%	14 24%	11 24%	12 25%	2 22%	39 34%	-	-	39 24%	-	28 23%	16 19%	32 30%	9 33%	85 31% ad	-	-	85 25%	-		
9 - (9)	16 10%	43 13%	22 19% ad	23 10%	3 5%	6 13%	5 10%	2 22%	16 14%	-	-	16 10%	-	12 10%	13 16%	14 13%	4 15%	43 16% ad	-	-	43 13%	-		
8 - (8)	37 23%	82 24% ac	17 15%	49 21%	14 24%	10 22%	11 23%	2 22%	37 32%	-	-	37 23%	-	36 29%	20 24%	20 19%	6 22%	82 30% ad	-	-	82 24%	-		
7 - (7)	24 15%	60 18%	22 19%	41 18%	10 17%	6 13%	7 15%	1 11%	24 21%	-	-	24 15%	-	19 15%	15 18%	20 19%	6 22%	60 22% ad	-	-	60 18%	-		
6 - (6)	13 8%	20 6%	8 7%	19 8%	7 12%	2 4%	4 8%	-	-	13 46%	-	13 8%	-	9 7%	7 8%	4 4%	-	-	20 33% ad	-	20 6%	-		
5 - (5)	7 4%	26 8%	10 9%	19 8%	3 5%	2 4%	1 2%	1 11%	-	7 25%	-	7 4%	-	9 7%	5 6%	11 10%	1 4%	-	26 43% ad	-	26 8%	-		
4 - (4)	8 5%	14 4%	2 2%	12 5%	2 3%	3 7%	2 4%	1 11%	-	8 29%	-	8 5%	-	7 6%	6 7% ad	-	1 4%	-	14 23% ad	-	14 4%	-		
3 - (3)	5 3%	3 1%	3 3%	7 3%	1 2%	4 9% ad	-	-	-	-	5 28%	5 3%	-	1 1%	-	2 2%	-	-	-	3 27%	3 1%	-		
2 - (2)	6 4% ad	1 *	5 4% ad	3 1%	1 2%	2 4%	3 6%	-	-	6 33%	6 3%	6 4%	-	-	-	1 1%	-	-	-	1 9%	1 *	-		
1 - Extremely dissatisfied (1)	7 4%	7 2%	2 2%	6 3%	4 7%	-	3 6%	-	-	7 39%	7 4%	7 4%	-	3 2%	1 1%	3 3%	-	-	-	7 64%	7 2%	-		
NET: Dissatisfied (1-3)	18 11% ad	11 3%	10 9% ad	16 7% ad	6 10%	6 13%	6 13%	-	-	18 100%	18 11%	18 11%	-	4 3%	1 1%	6 6%	-	-	-	11 100%	11 3%	-		
NET: Neutral (4-6)	28 17%	60 18%	20 18%	50 21%	12 20%	7 15%	7 15%	2 22%	-	28 100%	-	28 17%	-	25 20%	18 22%	15 14%	2 7%	-	60 100% ad	-	60 18%	-		
NET: Satisfied (7-10)	116 72%	270 79% ad	84 74%	168 72%	41 69%	33 72%	35 73%	7 78%	116 100%	-	-	116 72%	-	95 77%	64 77%	86 80%	25 93%	270 100% ad	-	-	270 79%	-		
Mean score	7.27	7.73 ad	7.41	7.38	7.17	7.30	7.25	7.78	8.60	5.18	1.89	7.27	-	7.60	7.64	7.81	8.33	8.57 ad	5.10	1.64	7.73	-		
Standard error	0.20	0.11	0.22	0.15	0.33	0.37	0.39	0.70	0.11	0.16	0.20	0.20	-	0.19	0.21	0.21	0.31	0.07	0.10	0.28	0.11	-		

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved

	Supplier				TALK TALK								VIRGIN MEDIA											
					Issue				Satisfaction				Resolved		Issue				Satisfaction				Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installatio n (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfie d (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installatio n (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfie d (v)	Yes (w)	No (x)		
Total	162	341	114	234	38*	41*	33*	2**	84*	20**	10**	114	-**	78*	51*	91*	14**	168	50*	16**	234	-**		
10 - Extremely satisfied (10)	39 24%	85 25%	23 20%	55 24%	5 13%	11 27%	6 18%	1 50%	23 27%	-	-	23 20%	-	23 29%	12 24%	16 18%	4 29%	55 33% ad	-	-	55 24%	-		
9 - (9)	16 10%	43 13%	22 19% ad	23 10%	6 16%	6 15%	9 27%	1 50%	22 26%	-	-	22 19%	-	5 6%	4 8%	14 15%	-	23 14% ad	-	-	23 10%	-		
8 - (8)	37 23%	82 24% bc	17 15%	49 21%	5 13%	7 17%	5 15%	-	17 20%	-	-	17 15%	-	17 22%	12 24%	17 19%	3 21%	49 29% ad	-	-	49 21%	-		
7 - (7)	24 15%	60 18%	22 19%	41 18%	12 32% ad	5 12%	5 15%	-	22 26%	-	-	22 19%	-	12 15%	8 16%	19 21%	2 14%	41 24% ad	-	-	41 18%	-		
6 - (6)	13 8%	20 6%	8 7%	19 8%	3 8%	3 7%	2 6%	-	-	8 40%	-	8 7%	-	5 6%	6 12%	6 7%	2 14%	-	19 30% ad	-	19 8%	-		
5 - (5)	7 4%	26 8%	10 9%	19 8%	4 11%	3 7%	3 9%	-	-	10 50%	-	10 9%	-	7 9%	4 8%	8 9%	-	-	19 30% ad	-	19 8%	-		
4 - (4)	8 5%	14 4%	2 2%	12 5%	-	2 5%	-	-	-	2 10%	-	2 2%	-	5 6%	2 4%	3 3%	2 14%	-	12 24% ad	-	12 5%	-		
3 - (3)	5 3%	3 1%	3 3%	7 3%	-	3 7%	-	-	-	3 30%	-	3 3%	-	1 1%	3 6%	3 3%	-	-	-	7 44%	7 3%	-		
2 - (2)	6 4% b	1 *	5 4% ab	3 1%	3 8%	1 2%	1 3%	-	-	5 50%	-	5 4%	-	-	-	3 3%	-	-	-	4 19%	3 1%	-		
1 - Extremely dissatisfied (1)	7 4%	7 2%	2 2%	6 3%	-	-	2 6%	-	-	2 20%	-	2 2%	-	3 4%	-	2 2%	1 7%	-	-	6 38%	6 3%	-		
NET: Dissatisfied (1-3)	18 11% b	11 3%	10 9% b	16 7% b	3 8%	4 10%	3 9%	-	-	10 100%	-	10 9%	-	4 5%	3 6%	8 9%	1 7%	-	-	16 100%	16 7%	-		
NET: Neutral (4-6)	28 17%	60 18%	20 18%	50 21%	7 18%	8 20%	5 15%	-	-	20 100%	-	20 18%	-	17 22%	12 24%	17 19%	4 29%	-	50 100% ad	-	50 21%	-		
NET: Satisfied (7-10)	116 72%	270 79% d	84 74%	168 72%	28 74%	29 71%	25 76%	2 100%	84 100%	-	-	84 74%	-	57 73%	36 71%	66 73%	9 64%	168 100% ad	-	-	168 72%	-		
Mean score	7.27	7.73 ad	7.41	7.38	7.16	7.49	7.48	9.50	8.55	5.30	2.10	7.41	-	7.51	7.47	7.25	7.07	8.55 u	5.14	2.06	7.38	-		
Standard error	0.20	0.11	0.22	0.15	0.34	0.37	0.43	0.50	0.13	0.15	0.23	0.22	-	0.27	0.29	0.24	0.72	0.09	0.11	0.23	0.15	-		

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

**Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of finding provider contact details.**

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	300	615	252	492	109	76*	97*	18**	164	74*	62*	162	135	227	143	204	41*	354	172	89*	341	262		
10 - Extremely satisfied (10)	51	120	40	95	18	14	14	5	46	4	1	44	7	39	23	44	14	110	5	5	95	22		
	17%	20%	16%	19%	17%	18%	14%	28%	28%lm	5%	2%	27%o	5%	17%	16%	22%	34%pq	31%uv	3%	6%	28%w	8%		
9 -	34	82	34	59	8	13	13	-	27	4	3	26	7	31	21	24	6	65	13	4	61	21		
	11%	13%	13%	12%	7%	17%qg	13%	-	16%lm	5%	5%	16%o	5%	14%	15%	12%	15%	18%uv	8%	4%	16%w	8%		
8 -	46	93	46	88	18	11	15	2	33	10	3	25	21	32	21	35	5	72	13	8	64	28		
	15%	15%	18%	18%	17%	14%	15%	11%	20%lm	14%	5%	15%	16%	14%	15%	17%	12%	20%uv	8%	9%	19%w	11%		
7 -	39	64	26	59	18	9	12	-	29	7	3	19	20	21	11	28	4	40	22	2	37	26		
	13%	10%	10%	12%	17%	12%	12%	-	18%lm	9%	5%	12%	15%	9%	8%	14%	10%	11%v	13%v	2%	11%	10%		
6 -	30	76	24	33	10	7	11	2	10	14	6	11	19	21	25	25	5	32	38	6	36	39		
	10%	12%ld	10%	7%	9%	9%	11%	11%	6%	19%k	10%	7%	14%lm	9%	17%op	12%	12%	9%	22%tv	7%	11%	15%		
5 -	31	66	28	44	14	7	6	4	5	18	8	11	19	34	13	14	5	16	42	8	26	36		
	10%	11%	11%	9%	13%	9%	6%	22%	3%	24%k	13%kl	7%	14%lm	15%lr	9%	7%	12%	5%	24%tv	9%	8%	14%ww		
4 -	17	30	20	37	4	5	8	-	5	7	5	9	8	9	11	10	-	4	16	10	1	29		
	6%	5%	8%	8%	4%	7%	8%	-	3%	9%k	8%	6%	6%	4%	8%	5%	-	1%	9%t	11%t	-	11%ww		
3 -	22	28	20	26	7	6	9	-	5	4	13	6	16	9	8	10	1	6	11	11	10	18		
	7%	5%	8%b	5%	6%	8%	9%	-	3%	5%	21%kl	4%	12%lm	4%	6%	5%	2%	2%	6%t	12%t	3%	7%ww		
2 -	8	16	6	15	6	1	1	-	1	1	6	3	5	10	4	2	-	1	6	9	-	15		
	3%	3%	2%	3%	6%	1%	1%	-	1%	1%	10%kl	2%	4%	4%	3%	1%	-	1%	3%t	10%tu	-	6%ww		
1 - Extremely dissatisfied (1)	16	31	6	30	5	3	5	3	2	2	12	7	9	17	5	9	-	2	5	24	7	23		
	5%	5%	2%	6%c	5%	4%	5%	17%	1%	3%	19%kl	4%	7%	7%	3%	4%	-	1%	3%t	27%tu	2%	9%ww		
Not applicable	6	9	2	6	1	-	3	2	1	3	2	1	4	4	1	3	1	6	1	2	4	5		
	2%	1%	1%	1%	1%	-	3%	11%	1%	4%	3%	1%	3%	2%	1%	1%	2%	2%	1%	2%	1%	2%		
NET: Dissatisfied (1-3)	46	75	32	71	18	10	15	3	8	7	31	16	30	36	17	21	1	9	22	44	17	56		
	15%	12%	13%	14%	17%	13%	15%	17%	5%	9%	60%kl	10%	22%lm	16%se	12%	10%	2%	3%	13%t	49%tu	5%	21%ww		
NET: Neutral (4-6)	78	172	72	114	28	19	25	6	20	39	19	31	46	64	49	49	10	52	96	24	63	104		
	26%	28%	29%	23%	26%	23%	26%	33%	12%	53%km	31%kl	19%	34%lm	28%	34%lr	24%	24%	15%	56%tv	27%t	18%	40%ww		
NET: Satisfied (7-10)	170	359	146	301	62	47	54	7	135	25	10	114	55	123	76	131	29	287	53	19	257	97		
	57%	58%	58%	61%	57%	62%	56%	39%	82%lm	34%lm	16%	70%op	41%	54%	53%	64%pdq	71%q	81%uv	31%	21%	75%w	37%		
Mean score	6.66	6.90	6.79	6.79	6.54	6.95	6.63	6.31	7.94lm	5.96m	4.02	7.42o	5.72	6.58	6.76	7.14p	8.00pqr	8.19uv	5.71v	4.08	7.88x	5.65		
Standard error	0.15	0.11	0.16	0.12	0.25	0.30	0.27	0.83	0.16	0.24	0.32	0.20	0.21	0.19	0.21	0.17	0.32	0.10	0.15	0.31	0.11	0.16		

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of finding provider contact details.

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				TALK TALK							VIRGIN MEDIA										
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	300	615	252	492	63*	95*	88*	6**	129	77*	46*	114	135	188	87*	187	30*	227	149	116	234	246
10 - Extremely satisfied (10)	51	120	40	95	11	16	12	1	33	2	5	27	12	27	27	35	6	74	12	9	72	18
	17%	20%	16%	19%	17%	17%	14%	17%	26% <i>lm</i>	3%	11%	24% <i>oo</i>	9%	14%	31% <i>pr</i>	19%	20%	33% <i>uv</i>	8%	8%	31% <i>w</i>	7%
9 -	34	82	34	59	6	15	12	1	25	6	3	23	11	20	7	30	2	48	7	4	38	21
	11%	13%	13%	12%	10%	16%	14%	17%	19% <i>dm</i>	8%	7%	20% <i>oo</i>	8%	11%	8%	16%	7%	21% <i>uv</i>	5%	3%	16% <i>w</i>	9%
8 -	46	93	46	88	13	12	21	-	33	9	4	19	26	32	12	37	7	51	24	13	45	41
	15%	15%	18%	18%	21%	13%	24%	-	26% <i>dm</i>	12%	9%	17%	19%	17%	14%	20%	23%	22% <i>uv</i>	16%	11%	19%	17%
7 -	39	64	26	59	7	9	10	-	16	9	1	13	13	25	12	17	5	27	23	9	27	32
	13%	10%	10%	12%	11%	9%	11%	-	12% <i>am</i>	12%	2%	11%	10%	13%	14%	9%	17%	12%	15%	8%	12%	13%
6 -	30	76	24	33	11	8	4	1	12	9	3	13	11	19	2	10	2	7	17	9	10	23
	10%	12% <i>ad</i>	10%	7%	17% <i>cd</i>	8%	5%	17%	9%	12%	7%	11%	8%	10% <i>cd</i>	2%	5%	7%	3%	11% <i>td</i>	8%	4%	9% <i>w</i>
5 -	31	66	28	44	4	14	9	1	4	18	6	5	23	17	8	17	2	4	32	8	14	29
	10%	11%	11%	9%	6%	15%	10%	17%	3%	23% <i>kl</i>	13% <i>kl</i>	4%	17% <i>en</i>	9%	9%	9%	7%	2%	21% <i>tv</i>	7% <i>td</i>	6%	12% <i>w</i>
4 -	17	30	20	37	3	7	10	-	9	9	-	3	17	12	12	11	2	8	16	13	11	25
	6%	5%	8%	8%	5%	7%	11%	-	2%	12% <i>kl</i>	20% <i>kl</i>	3%	13% <i>en</i>	6%	14% <i>pr</i>	6%	7%	4%	11% <i>td</i>	11% <i>td</i>	5%	10% <i>w</i>
3 -	22	28	20	26	6	9	4	1	2	9	9	6	14	13	1	12	-	3	8	15	6	20
	7%	5%	8% <i>b</i>	5%	10%	9%	5%	17%	2%	12% <i>kl</i>	20% <i>kl</i>	5%	10%	7% <i>cd</i>	1%	6%	-	1%	5% <i>td</i>	13% <i>tu</i>	3%	8% <i>w</i>
2 -	8	16	6	15	1	4	1	-	-	5	2	1	5	5	2	8	-	-	4	11	3	12
	3%	3%	2%	3%	2%	4%	1%	-	-	6% <i>kl</i>	2%	1%	4%	3%	2%	4%	-	-	3% <i>td</i>	9% <i>tu</i>	1%	5% <i>w</i>
1 - Extremely dissatisfied (1)	16	31	6	30	1	-	5	-	-	1	5	3	3	15	3	8	4	3	4	23	7	22
	5%	5%	2%	6% <i>cd</i>	2%	-	6% <i>hi</i>	-	-	1%	11% <i>kl</i>	3%	2%	8%	3%	4%	13% <i>r</i>	1%	3%	20% <i>tu</i>	3%	9% <i>w</i>
Not applicable	6	9	2	6	-	1	-	1	2	-	-	1	-	3	1	2	-	2	2	3	1	3
	2%	1%	1%	1%	-	1%	-	17%	2%	-	-	1%	-	2%	1%	1%	-	1%	1%	2%	*	1%
NET: Dissatisfied (1-3)	46	75	32	71	8	13	10	1	2	15	15	10	22	33	6	28	4	6	16	49	16	54
	15%	12%	13%	14%	13%	14%	11%	17%	2%	19% <i>kl</i>	33% <i>kl</i>	9%	16%	10% <i>cd</i>	7%	15%	13%	3%	11% <i>td</i>	42% <i>tu</i>	7%	22% <i>w</i>
NET: Neutral (4-6)	78	172	72	114	18	29	23	2	18	36	18	21	51	48	22	38	6	19	65	30	35	77
	26%	28%	29%	23%	29%	31%	26%	33%	14%	47% <i>kl</i>	39% <i>kl</i>	18%	38% <i>en</i>	26%	25%	20%	20%	8%	44% <i>tv</i>	26% <i>td</i>	15%	31% <i>w</i>
NET: Satisfied (7-10)	170	359	146	301	37	52	55	2	107	26	13	82	62	104	58	119	20	200	66	35	182	112
	57%	58%	58%	61%	59%	55%	63%	33%	83% <i>lm</i>	34%	28%	72% <i>oo</i>	46%	55%	67%	64%	67%	88% <i>uv</i>	44% <i>uv</i>	30%	78% <i>w</i>	46%
Mean score	6.66	6.90	6.79	6.79	6.92	6.76	6.75	6.60	8.17% <i>m</i>	5.55	5.09	7.59% <i>o</i>	6.09	6.44	7.24% <i>p</i>	6.94	6.77	8.33% <i>uv</i>	6.11% <i>v</i>	4.64	7.79% <i>x</i>	5.80
Standard error	0.15	0.11	0.16	0.12	0.30	0.26	0.27	1.29	0.14	0.25	0.41	0.22	0.21	0.20	0.29	0.20	0.52	0.12	0.18	0.28	0.15	0.17

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

**Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of getting through to the right person (PHONE).**

Base: All complained about cable, satellite or any other Pay TV service in past 6 months by phone

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	141	338	79*	347	48*	33*	50*	10**	71*	36*	34*	69*	72*	133	55*	127	23**	184	95*	59*	192	142		
10 - Extremely satisfied (10)	17	45	8	33	6	5	4	2	15	1	1	13	4	16	9	17	3	41	2	2	37	8		
	12%	13%	10%	10%	13%	15%	8%	20%	21% <i>lm</i>	3%	3%	18% <i>oo</i>	6%	12%	16%	13%	13%	22% <i>uv</i>	2%	3%	19% <i>w</i>	6%		
9 -	13	33	9	19	5	3	4	1	9	2	2	10	3	9	11	10	3	26	5	2	26	7		
	9%	10% <i>cd</i>	11%	5%	10%	9%	8%	10%	13%	6%	6%	14% <i>oo</i>	4%	7%	20% <i>pr</i>	8%	13%	14% <i>uv</i>	5%	3%	14% <i>w</i>	5%		
8 -	18	50	8	56	4	5	9	-	14	3	1	9	9	18	7	23	2	41	5	4	36	14		
	13%	15%	10%	16%	8%	15%	18%	-	20% <i>um</i>	8%	3%	13%	13%	14%	13%	18%	9%	22% <i>uv</i>	5%	7%	19% <i>w</i>	10%		
7 -	17	41	10	54	6	7	3	1	10	5	2	9	8	12	6	16	7	29	10	2	31	10		
	12%	12%	13%	16%	13%	11% <i>cd</i>	6%	10%	14%	14%	6%	13%	11%	9%	11%	13%	30%	16% <i>uv</i>	11%	3%	16% <i>w</i>	7%		
6 -	19	36	11	37	6	3	8	2	13	5	3	11	8	14	5	15	2	22	14	-	19	16		
	13%	11%	14%	11%	13%	9%	16%	20%	18% <i>um</i>	14%	3%	16%	11%	11%	9%	12%	9%	12% <i>uv</i>	15% <i>uv</i>	-	10%	11%		
5 -	14	35	11	33	5	2	6	1	4	6	4	5	9	16	5	12	2	12	21	2	18	17		
	10%	10%	14%	10%	10%	6%	12%	10%	6%	17%	12%	7%	13%	12%	9%	9%	9%	7%	22% <i>tu</i>	3%	9%	12%		
4 -	10	31	2	31	3	2	3	2	1	7	2	2	8	15	4	11	1	7	16	8	11	19		
	7%	9% <i>cd</i>	3%	9%	6%	6%	6%	20%	1%	19% <i>kl</i>	6%	3%	11%	11%	7%	9%	4%	4%	17% <i>tu</i>	14% <i>tu</i>	6%	13% <i>w</i>		
3 -	11	22	9	22	6	2	2	1	3	4	4	6	5	9	3	9	1	1	10	11	4	18		
	8%	7%	11%	6%	13%	6%	4%	10%	4%	11%	12%	9%	7%	7%	5%	7%	4%	1%	11% <i>tu</i>	19% <i>tu</i>	2%	13% <i>w</i>		
2 -	10	16	6	22	5	-	5	-	1	1	1	1	9	10	1	4	1	2	5	9	1	15		
	7%	5%	8%	6%	10%	-	10%	-	1%	3%	24% <i>kl</i>	1%	13% <i>mn</i>	8%	2%	3%	4%	1%	5% <i>tu</i>	15% <i>tu</i>	1%	11% <i>w</i>		
1 - Extremely dissatisfied (1)	11	25	5	39	2	4	5	-	1	1	9	3	8	11	4	9	1	-	7	18	6	17		
	8%	7%	6%	11%	4%	12%	10%	-	1%	3%	26% <i>kl</i>	4%	11%	8%	7%	7%	4%	-	7% <i>tu</i>	31% <i>tu</i>	3%	12% <i>w</i>		
Not applicable	1	4	-	1	-	-	1	-	-	1	-	-	1	3	-	1	-	3	-	1	3	1		
	1%	1%	-	-	-	-	2%	-	-	3%	-	-	1%	2%	-	1%	-	2%	-	2%	2%	1%		
NET: Dissatisfied (1-3)	32	63	20	83	13	6	12	1	5	6	21	10	22	30	8	22	3	3	22	38	11	50		
	23%	19%	25%	24%	27%	18%	24%	10%	7%	17%	62% <i>kl</i>	14%	31% <i>mn</i>	23%	15%	17%	13%	2%	23% <i>tu</i>	64% <i>tu</i>	6%	35% <i>w</i>		
NET: Neutral (4-6)	43	102	24	101	14	7	17	5	18	18	7	18	25	45	14	38	5	41	51	10	48	52		
	30%	30%	30%	29%	29%	21%	34%	50%	25%	60% <i>km</i>	21%	35%	26%	34%	25%	30%	22%	22%	64% <i>tu</i>	17%	25%	37% <i>w</i>		
NET: Satisfied (7-10)	65	169	35	162	21	20	20	4	48	11	6	41	24	55	33	66	15	137	22	10	130	39		
	46%	50%	44%	47%	44%	61%	40%	40%	68% <i>lm</i>	31%	18%	69% <i>op</i>	33%	41%	60% <i>op</i>	52%	65%	74% <i>uv</i>	23%	17%	68% <i>w</i>	27%		
Mean score	5.99	6.20 <i>d</i>	5.92	5.74	5.88	6.42	5.71	6.40	7.42 <i>lm</i>	5.43 <i>m</i>	3.56	6.91 <i>o</i>	5.08	5.78	6.78 <i>p</i>	6.30	6.70	7.75 <i>uv</i>	5.00 <i>v</i>	3.36	7.29 <i>x</i>	4.84		
Standard error	0.23	0.15	0.30	0.15	0.40	0.49	0.40	0.81	0.25	0.36	0.46	0.31	0.32	0.24	0.37	0.24	0.52	0.14	0.22	0.34	0.16	0.22		

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

**Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of getting through to the right person (PHONE).**

Base: All complained about cable, satellite or any other Pay TV service in past 6 months by phone

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	141	338	79*	347	16**	21**	39*	3**	36*	25**	18**	26**	53*	139	40*	147	21**	161	101	85*	170	173
10 - Extremely satisfied (10)	17	45	8	33	1	3	4	-	7	1	-	6	2	12	7	10	4	29	3	1	26	5
	12%	13%	10%	10%	6%	14%	10%	-	19%	4%	-	23%	4%	9%	18% ur	7%	19%	18% luv	3%	1%	15% ww	3%
9 -	13	33	9	19	4	1	4	-	8	-	1	6	3	7	3	8	1	17	2	-	13	6
	9%	10% cd	11%	5%	25%	5%	10%	-	22%	-	6%	23%	6%	5%	8%	5%	5%	11% luv	2%	-	8%	3%
8 -	18	50	8	56	-	2	5	1	6	2	-	2	6	5	6	24	5	45	8	3	35	21
	13%	15%	10%	16%	-	10%	13%	33%	17%	8%	-	8%	11%	15%	15%	16%	24%	28% luv	8%	4%	21% ww	12%
7 -	17	41	10	54	-	3	7	-	7	2	1	2	8	18	8	26	2	34	14	6	36	18
	12%	12%	13%	16%	-	14%	18%	-	19%	8%	6%	8%	15%	13%	20%	18%	10%	21% lv	14%	7%	21% ww	10%
6 -	19	36	11	37	2	4	4	1	5	6	-	4	7	20	2	14	1	16	17	4	16	21
	13%	11%	14%	11%	13%	19%	10%	33%	14%	24%	-	15%	13%	14%	5%	10%	5%	10%	17% vv	5%	9%	12%
5 -	14	35	11	33	4	4	3	-	2	7	2	2	9	13	5	15	-	9	18	6	13	20
	10%	10%	14%	10%	25%	19%	8%	-	6%	28%	11%	8%	17%	9%	13%	10%	-	6%	18% lv	7%	8%	12%
4 -	10	31	2	31	-	1	1	-	-	4%	6%	-	2	13	4	11	3	4	18	9	11	20
	7%	9% cc	3%	9%	-	5%	3%	-	-	4%	6%	-	4%	9%	10%	7%	14%	2%	18% tt	11% tt	6%	12%
3 -	11	22	9	22	3	2	3	1	1	4	2	1	8	9	1	10	2	4	9	9	7	15
	8%	7%	11%	6%	19%	10%	8%	33%	3%	16%	22%	4%	15%	6%	3%	7%	10%	2%	9% tt	11% tt	4%	9%
2 -	10	16	6	22	2	1	3	-	-	4%	2%	3	3	8	2	12	-	2	7	13	4	18
	7%	5%	8%	6%	13%	5%	8%	-	-	4%	28%	12%	6%	6%	5%	8%	-	2%	7% tt	15% tt	2%	10% ww
1 - Extremely dissatisfied (1)	11	25	5	39	-	-	5	-	-	1	4	-	5	18	2	16	3	1	4	34	9	29
	8%	7%	6%	11%	-	-	13%	-	-	4%	22%	-	9%	13%	5%	11%	14%	1%	4%	40% ttu	5%	17% ww
Not applicable	1	4	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	-	-
	1%	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	1%	-	-	-
NET: Dissatisfied (1-3)	32	63	20	83	5	3	11	1	1	6	13	4	16	35	5	38	5	7	20	56	20	62
	23%	19%	25%	24%	31%	14%	28%	33%	3%	24%	72%	15%	30%	25%	13%	26%	24%	4%	20% tt	66% ttu	12%	36% ww
NET: Neutral (4-6)	43	102	24	101	6	9	8	1	7	14	3	6	18	46	11	40	4	29	53	19	40	61
	30%	30%	30%	29%	38%	43%	21%	33%	19%	56%	17%	23%	34%	33%	28%	27%	19%	18%	62% lv	22%	24%	35% ww
NET: Satisfied (7-10)	65	169	35	162	5	9	20	1	28	5	2	16	19	58	24	68	12	125	27	10	110	50
	46%	50%	44%	47%	31%	43%	51%	33%	78%	20%	11%	62%	36%	42%	60% pp	46%	57%	78% luv	27% vv	12%	65% ww	
Mean score	5.99	6.20 d	5.92	5.74	5.69	6.29	5.85	5.67	7.83	5.20	3.11	7.19	5.30	5.58	6.57 pr	5.61	6.19	7.55 uv	5.19 vv	2.98	6.78 x	4.71
Standard error	0.23	0.15	0.30	0.15	0.69	0.51	0.47	1.45	0.29	0.40	0.52	0.53	0.34	0.23	0.42	0.23	0.69	0.15	0.21	0.25	0.19	0.20

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Table 21

**Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?
The time taken to handle your issue.**

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				BT											SKY										
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved					
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)				
Total	300	615	252	492	109	76*	97*	18**	164	74*	62*	162	135	227	143	204	41*	354	172	89*	341	262				
10 - Extremely satisfied (10)	46 15%<u>d</u>	76 12%	28 11%	50 10%	14 13%	14 18%	13 13%	5 28%	40 24%<u>lm</u>	4 5%	2 3%	40 26%<u>oo</u>	6 4%	21 9%	18 13%	28 14%	9 22%<u>pp</u>	71 20%<u>uv</u>	4 2%	1 1%	69 20%<u>wx</u>	6 2%				
9 - (9)	42 14%<u>abd</u>	59 10%	35 14%<u>d</u>	34 7%	16 15%	15 20%	11 11%	- 11%	39 24%<u>lm</u>	2 3%	1 2%	33 20%<u>oo</u>	9 7%	19 8%	19 13%	17 8%	4 10%	55 16%<u>uv</u>	4 2%	- 0%	46 13%<u>wx</u>	13 5%				
8 - (8)	39 13%	112 18%<u>a</u>	38 15%	70 14%	14 13%	7 9%	15 15%	3 17%	31 19%<u>lm</u>	5 7%	3 5%	19 12%	19 14%	43 19%	23 16%	35 17%	11 27%	95 27%<u>uv</u>	12 7%	5 6%	84 25%<u>wx</u>	27 10%				
7 - (7)	37 12%	68 11%	41 16%<u>bd</u>	54 11%	15 14%	8 11%	13 13%	1 6%	23 14%<u>lm</u>	13 18%<u>km</u>	1 2%	14 9%	23 17%<u>nn</u>	17 7%	20 14%<u>pp</u>	28 14%<u>pp</u>	3 7%	50 14%<u>uv</u>	16 9%<u>vv</u>	2 2%	46 13%	22 8%				
6 - (6)	27 9%	75 12%	21 8%	46 9%	9 8%	6 8%	10 10%	2 11%	11 7%<u>lm</u>	13 18%<u>km</u>	3 5%	13 8%	14 10%	28 12%	13 9%	31 15%	3 7%	32 9%<u>uv</u>	39 23%<u>tv</u>	4 4%	37 11%	35 13%				
5 - (5)	35 12%	59 10%	23 9%	58 12%	14 13%	11 14%	9 9%	1 6%	10 6%<u>lm</u>	13 26%<u>km</u>	6 10%	18 11%	16 12%	23 10%	19 13%	16 8%	1 2%	22 6%<u>uv</u>	32 19%<u>tv</u>	5 6%	19 6%	39 15%<u>wv</u>				
4 - (4)	18 6%	45 7%	18 7%	46 9%	9 8%	4 5%	5 5%	- -	3 2%<u>lm</u>	5 8%<u>kl</u>	5 8%	10 5%	7 7%	20 9%<u>rr</u>	13 9%<u>rr</u>	6 3%	6 15%<u>rr</u>	12 3%<u>uv</u>	29 17%<u>tv</u>	4 4%	15 4%	28 11%<u>wv</u>				
3 - (3)	19 6%	37 6%	11 4%	43 9%<u>cc</u>	7 6%	4 5%	7 7%	1 6%	3 2%	5 7%	11 18%<u>kl</u>	6 4%	13 10%<u>nn</u>	21 9%<u>qq</u>	3 2%	13 6%	- -	8 2%<u>uv</u>	16 9%<u>tt</u>	13 15%<u>tt</u>	8 2%	28 11%<u>wv</u>				
2 - (2)	13 4%	30 5%	11 4%	23 5%	4 4%	4 5%	4 4%	1 6%	3 2%	8 3%	8 13%<u>kl</u>	4 2%	9 7%	11 5%	6 4%	12 6%	1 2%	4 1%<u>uv</u>	10 6%<u>tt</u>	18 20%<u>tt</u>	5 1%	25 10%<u>wv</u>				
1 - Extremely dissatisfied (1)	22 7%	46 7%	24 10%	66 13%<u>ab</u>	6 6%	3 4%	10 10%	3 17%	1 1%	1 1%	20 32%<u>kl</u>	7 4%	15 11%<u>nn</u>	22 10%<u>ss</u>	9 6%	15 7%	- -	3 1%<u>uv</u>	8 5%<u>tt</u>	35 39%<u>tt</u>	9 3%	35 13%<u>wv</u>				
Not applicable	2 1%	8 1%	2 1%	2 -	1 1%	- -	- -	1 6%	- -	- 3%<u>kl</u>	- -	- 1%	1 1%	2 1%	- -	3 1%	3 7%<u>ppqr</u>	4 1%	2 1%	2 2%	3 1%	4 2%				
NET: Dissatisfied (1-3)	54 18%	113 18%	46 18%	132 27%<u>abc</u>	17 16%	11 14%	21 22%	5 28%	7 4%	8 11%	39 63%<u>kl</u>	17 10%	37 27%<u>nn</u>	54 24%<u>qq</u>	18 13%	40 20%<u>ss</u>	1 2%	13 4%	34 20%<u>tt</u>	66 74%<u>tt</u>	22 6%	88 34%<u>wv</u>				
NET: Neutral (4-6)	80 27%	179 29%	62 25%	150 30%	32 29%	21 28%	24 25%	3 17%	24 15%	42 67%<u>km</u>	14 23%	39 24%	40 30%	71 31%	45 31%	53 26%	10 24%	66 19%	100 68%<u>tv</u>	13 15%	71 21%	102 39%<u>wv</u>				
NET: Satisfied (7-10)	164 55%<u>d</u>	315 51%<u>d</u>	142 56%<u>d</u>	208 42%	59 54%	44 58%	52 54%	9 50%	133 81%<u>lm</u>	24 32%<u>m</u>	7 11%	106 66%<u>oo</u>	57 42%	100 44%	80 56%<u>pp</u>	108 53%	27 66%<u>pp</u>	271 77%<u>uv</u>	36 21%<u>v</u>	8 9%	245 72%<u>w</u>	68 26%				
Mean score	6.45^d	6.27^d	6.31^d	5.58	6.44	6.80	6.23	6.24	7.95^{lm}	5.70^m	3.28	7.28^{oo}	5.45	5.84	6.50^p	6.35	7.47^{ppqr}	7.70^{uv}	5.12^v	2.75	7.45^w	4.78				
Standard error	0.16	0.11	0.17	0.13	0.25	0.31	0.29	0.84	0.15	0.22	0.32	0.21	0.23	0.18	0.22	0.19	0.36	0.10	0.15	0.24	0.12	0.16				

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Table 22

**Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?
The time taken to handle your issue.**

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				TALK TALK							VIRGIN MEDIA										
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	300	615	252	492	63*	95*	88*	6**	129	77*	46*	114	135	188	87*	187	30*	227	149	116	234	246
10 - Extremely satisfied (10)	46	76	28	50	5	9	13	1	28	-	-	21	5	22	19	5	4	46	3	1	40	6
	15% ad	12%	11%	10%	8%	9%	15%	17%	22% lm	-	-	18% oo	4%	12% rr	22% pr	3%	13% rr	20% uv	2%	1%	17% xx	2%
9 -	42	59	35	34	11	14	8	2	31	3	1	23	12	10	8	14	2	29	5	-	26	7
	14% abd	10%	14% ad	7%	17%	15%	9%	33%	24% lm	4%	2%	20% oo	9%	5%	9%	7%	7%	13% uv	3% vv	-	11% xx	3%
8 -	39	112	38	70	13	17	8	-	26	8	4	21	17	33	11	25	1	51	16	3	44	26
	13%	18% aa	15%	14%	21% ai	18%	9%	-	20%	10%	9%	18%	13%	18% ss	13%	13%	3%	22% uv	11% vv	3%	18% xx	11%
7 -	37	68	41	54	11	18	12	-	21	17	3	22	19	14	6	27	7	42	10	2	34	19
	12%	11%	16% bd	11%	17%	19%	14%	-	16%	22% lm	7%	19%	14%	7%	14% pd	23% pq	19% uv	7%	2%	2%	16% xx	8%
6 -	27	75	21	46	5	6	9	1	8	11	-	8	13	19	9	17	1	21	21	4	22	23
	9%	12%	8%	9%	8%	6%	10%	17%	8%	14% lm	-	7%	10%	10%	10%	9%	3%	9%	14% vv	3%	9%	9%
5 -	35	59	23	58	6	11	6	-	7	13	3	5	18	16	14	24	4	17	32	9	23	34
	12%	10%	9%	12%	10%	12%	7%	-	5%	17% kk	7%	4%	13% nn	9%	16%	13%	13%	7%	21% tt	8%	10%	14%
4 -	18	45	18	46	2	8	7	1	4	10	4	3	15	17	9	15	5	10	27	9	12	32
	6%	7%	7%	9%	3%	8%	8%	17%	3%	13% kk	9%	3%	11% nn	9%	10%	8%	17%	4%	18% tt	8%	5%	13% ww
3 -	19	37	11	43	2	7	2	-	1	7	3	1	10	16	5	22	-	4	19	20	14	29
	6%	6%	4%	9% cc	3%	7%	2%	-	1%	9% kk	7% ll	1%	7% nn	9%	6%	12% ss	-	2%	13% tt	17% tt	6%	12% ww
2 -	13	30	11	23	3	3	4	1	-	3	8	5	6	9	3	10	1	1	6	16	6	17
	4%	5%	4%	5%	5%	3%	5%	17%	-	4% kk	17% ll	4%	4%	5%	3%	5%	3%	1	4% tt	14% tt	3%	7% ww
1 - Extremely dissatisfied (1)	22	46	24	66	5	1	18	-	-	4	20	3	20	31	3	27	5	5	10	51	12	52
	7%	7%	10%	13% ab	8% hh	1%	20% gh	-	-	5% kk	43% ll	3%	15% nn	16% qq	3%	14% qq	17% qq	2%	7% tt	44% tt	5%	21% ww
Not applicable	2	8	2	2	-	1	1	-	1	1	-	2	-	1	-	1	-	1	-	1	1	1
	1%	1%	1%	1%	-	1%	1%	-	1%	1%	-	2%	-	1%	-	1%	-	1%	-	1%	-	-
NET: Dissatisfied (1-3)	54	113	46	132	10	11	24	1	1	14	31	9	36	56	11	59	6	10	35	87	32	98
	18%	18%	18%	27% abc	16%	12%	27% hh	17%	1%	18% kk	67% ll	8%	27% nn	30% qq	13%	32% qq	20%	4%	23% tt	75% tt	14%	40% ww
NET: Neutral (4-6)	80	179	62	150	13	25	22	2	21	34	7	16	46	52	32	56	10	48	80	22	57	89
	27%	29%	25%	30%	21%	26%	25%	33%	16%	44% kk	15%	14%	34% mm	28%	37%	30%	33%	21%	54% tt	19%	24%	36% ww
NET: Satisfied (7-10)	164	315	142	208	40	58	41	3	106	28	8	87	53	79	44	71	14	168	34	6	144	58
	55% dd	51% dd	56% dd	42%	63% dd	61%	47%	50%	82% ll	36% mm	17%	76% oo	39%	42%	51%	38%	47%	74% uv	23% vv	5%	62% xx	24%
Mean score	6.45 dd	6.27 d	6.31 d	5.58	6.59	6.69 l	5.68	6.67	8.03 lm	5.42 m	3.00	7.50 oo	5.31	5.51	6.62 pr	5.16	5.60	7.49 uv	5.01 v	2.57	6.80 x	4.38
Standard error	0.16	0.11	0.17	0.13	0.33	0.24	0.34	1.31	0.15	0.23	0.37	0.22	0.23	0.22	0.29	0.20	0.54	0.14	0.18	0.18	0.17	0.17

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

**Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?
Getting the issue resolved to your satisfaction.**

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	300	615	252	492	109	76*	97*	18**	164	74*	62*	162	135	227	143	204	41*	354	172	89*	341	262		
10 - Extremely satisfied (10)	53 18%	98 16%	30 12%	63 13%	15 14%	17 22%	16 16%	5 28%	49 30% <i>dm</i>	2 3%	2 3%	47 28% <i>oo</i>	6 4%	36 16%	13 9%	39 19% <i>q</i>	10 24% <i>q</i>	94 27% <i>uv</i>	3 2%	1 1%	90 26% <i>w</i>	7 3%		
9 -	29 10%	73 12%	27 11%	50 10%	11 10%	7 9%	10 10%	1 6%	27 16% <i>dm</i>	1 1%	1 2%	20 12%	9 7%	24 11%	24 17%	21 10%	4 10%	70 20% <i>uv</i>	3 2%	-	63 18% <i>w</i>	10 4%		
8 -	44 15%	86 14%	34 13%	52 11%	16 15%	12 16%	14 14%	2 11%	38 23% <i>dm</i>	4 5%	2 3%	32 20% <i>oo</i>	11 8%	36 16%	20 14%	24 12%	6 15%	76 21% <i>uv</i>	8 5%	2 2%	62 18% <i>w</i>	24 9%		
7 -	34 11%	86 14%	39 15%	55 11%	14 13%	5 7%	14 14%	1 6%	18 11%	11 15%	5 8%	15 9%	19 14%	24 11%	26 18% <i>op</i>	32 16%	4 10%	56 16% <i>uv</i>	24 14%	6 7%	54 16% <i>w</i>	30 11%		
6 -	34 11%	70 11%	27 11%	52 11%	14 13%	9 12%	10 10%	1 6%	13 8%	18 24% <i>km</i>	3 5%	15 9%	19 14%	20 9%	16 11%	29 14%	5 12%	29 8%	36 21% <i>tv</i>	6 6%	5 6%	32 9% <i>w</i>	38 15%	
5 -	31 10%	54 9%	28 11%	61 12%	12 11%	11 14%	6 6%	2 11%	8 5%	19 26% <i>km</i>	4 6%	12 7%	18 13%	24 11%	12 8%	15 7%	3 7%	10 3%	39 23% <i>tv</i>	5 6%	16 5%	16 5% <i>w</i>	36 14% <i>ww</i>	
4 -	24 8%	39 6%	18 7%	33 7%	9 8%	5 7%	9 9%	1 6%	8 5%	12 16% <i>k</i>	4 6%	9 6%	15 11%	17 7%	11 8%	9 4%	2 5%	8 2%	28 16% <i>tv</i>	3 3%	10 3%	27 10% <i>ww</i>	27 10% <i>ww</i>	
3 -	13 4%	19 3%	14 6%	43 9% <i>ab</i>	2 2%	6 8% <i>q</i>	3 3%	2 11%	2 1%	4 5%	7 11% <i>kl</i>	4 2%	9 7%	6 3%	5 3%	7 3%	1 2%	4 1%	9 5% <i>tl</i>	6 7% <i>tl</i>	3 1%	16 6% <i>ww</i>	16 6% <i>ww</i>	
2 -	13 4%	31 5%	9 4%	21 4%	8 7%	2 3%	3 3%	-	-	1 1%	12 19% <i>kl</i>	4 2%	9 7%	14 6%	6 4%	8 4%	3 7%	1 1%	13 8% <i>tl</i>	17 19% <i>tu</i>	5 1%	26 10% <i>ww</i>	26 10% <i>ww</i>	
1 - Extremely dissatisfied (1)	24 8%	54 9%	25 10%	60 12%	8 7%	2 3%	12 12% <i>hi</i>	2 11%	1 1%	2 3%	21 34% <i>kl</i>	4 2%	20 15% <i>kn</i>	25 11%	10 7%	18 9%	1 2%	4 1%	7 4% <i>tl</i>	43 48% <i>tu</i>	5 1%	46 18% <i>ww</i>	46 18% <i>ww</i>	
Not applicable	1 *	5 1%	1 *	2 *	-	-	-	6%	-	-	1 2%	-	-	1 *	-	2 5% <i>pp</i>	2 5%	2 1%	2 1%	1 1%	1 *	2 1%		
NET: Dissatisfied (1-3)	50 17%	104 17%	48 19%	124 25% <i>ab</i>	18 17%	10 13%	18 19%	4 22%	3 2%	7 9% <i>k</i>	40 65% <i>kl</i>	12 7%	38 28% <i>kn</i>	45 20%	21 15%	33 16%	5 12%	9 3%	29 17% <i>tl</i>	66 74% <i>tu</i>	13 4%	88 34% <i>ww</i>		
NET: Neutral (4-6)	89 30%	163 27%	73 29%	146 30%	35 32%	25 33%	25 26%	4 22%	29 18%	49 66% <i>km</i>	11 18%	36 22%	52 39% <i>kn</i>	61 27%	39 27%	53 26%	10 24%	47 13%	103 60% <i>tv</i>	13 15%	58 17%	101 39% <i>ww</i>		
NET: Satisfied (7-10)	160 53% <i>cd</i>	343 56% <i>cd</i>	130 52%	220 45%	56 51%	41 54%	54 56%	9 50%	132 80% <i>lm</i>	18 24%	10 16%	114 70% <i>oo</i>	45 33%	120 53%	83 58%	116 57%	24 59%	296 84% <i>uv</i>	38 22% <i>uv</i>	9 10%	269 79% <i>w</i>	71 27%		
Mean score	6.44 <i>d</i>	6.47 <i>d</i>	6.16	5.84	6.28	6.80	6.32	6.47	8.05 <i>lm</i>	5.47 <i>m</i>	3.28	7.54 <i>oo</i>	5.12	6.24	6.47	6.61	7.05	8.08 <i>uv</i>	5.13 <i>v</i>	2.61	7.87 <i>x</i>	4.71		
Standard error	0.16	0.11	0.17	0.13	0.26	0.30	0.30	0.79	0.15	0.20	0.33	0.19	0.23	0.20	0.22	0.20	0.43	0.10	0.15	0.24	0.11	0.16		

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Table 24

**Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?
Getting the issue resolved to your satisfaction.**

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				TALK TALK							VIRGIN MEDIA										
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	300	615	252	492	63*	95*	88*	6**	129	77*	46*	114	135	188	87*	187	30*	227	149	116	234	246
10 - Extremely satisfied (10)	53	98	30	63	7	12	9	2	29	-	1	25	4	28	14	17	4	59	3	1	58	2
	18%	16%	12%	13%	11%	13%	10%	33%	22% <i>dm</i>	-	2%	22% <i>oo</i>	3%	15%	16%	9%	13%	26% <i>uv</i>	2%	1%	25% <i>kw</i>	1%
9 -	29	73	27	50	7	12	8	-	26	1	-	18	9	18	12	17	3	41	6	3	38	11
	10%	12%	11%	10%	11%	13%	9%	-	20% <i>dm</i>	1%	-	16% <i>oo</i>	7%	10%	14%	9%	10%	18% <i>uv</i>	4%	3%	16% <i>kw</i>	4%
8 -	44	86	34	52	9	13	10	2	29	4	1	16	16	17	8	23	4	43	9	-	38	14
	15%	14%	13%	11%	14%	14%	11%	33%	22% <i>dm</i>	5%	2%	14%	12%	9%	9%	12%	13%	19% <i>uv</i>	6% <i>uv</i>	-	16% <i>kw</i>	6%
7 -	34	86	39	55	14	13	12	-	19	18	2	22	17	15	16	21	3	43	11	1	29	23
	11%	14%	15%	11%	22%	14%	14%	-	15%	23% <i>lm</i>	4%	19%	13%	8%	18% <i>op</i>	11%	10%	19% <i>uv</i>	7% <i>uv</i>	1%	12%	9%
6 -	34	70	27	52	7	12	8	-	13	11	3	12	15	20	8	20	4	18	30	4	21	30
	11%	11%	11%	11%	11%	13%	9%	-	10%	14%	7%	11%	11%	11%	9%	11%	13%	8%	20% <i>lv</i>	3%	9%	12%
5 -	31	54	28	61	6	13	9	-	6	17	5	6	22	17	12	28	4	13	44	4	23	36
	10%	9%	11%	12%	10%	14%	10%	-	5%	22% <i>lk</i>	11%	5%	16% <i>kn</i>	9%	14%	15%	13%	6%	30% <i>lv</i>	3%	10%	15%
4 -	24	39	18	33	6	5	7	-	5	10	3	5	13	13	5	12	3	3	21	9	8	24
	8%	6%	7%	7%	10%	5%	8%	-	4%	13% <i>lk</i>	7%	4%	10%	7%	6%	6%	10%	1%	14% <i>lt</i>	8% <i>lt</i>	3%	10% <i>ww</i>
3 -	13	19	14	43	2	7	5	-	-	7	7	2	12	20	6	15	2	4	14	25	9	34
	4%	3%	6%	9% <i>ab</i>	3%	7%	6%	-	-	9% <i>k</i>	15% <i>kl</i>	2%	9% <i>kn</i>	11%	7%	8%	7%	2%	9% <i>lt</i>	12% <i>lv</i>	4%	14% <i>ww</i>
2 -	13	31	9	21	1	4	3	1	2	3	4	3	6	11	3	7	-	1	6	14	1	19
	4%	5%	4%	4%	2%	4%	3%	17%	2%	4%	9% <i>kl</i>	3%	4%	6%	3%	4%	-	1	3%	12% <i>lv</i>	3%	8% <i>ww</i>
1 - Extremely dissatisfied (1)	24	54	25	60	4	3	17	1	-	5	20	5	20	29	3	25	3	1	4	55	8	52
	8%	9%	10%	12%	6%	3%	19% <i>gh</i>	17%	-	6% <i>k</i>	43% <i>kl</i>	4%	15% <i>kn</i>	15% <i>qd</i>	3%	13% <i>qd</i>	10%	-	3%	47% <i>lv</i>	3%	21% <i>ww</i>
Not applicable	1	5	1	2	-	1	-	-	-	1	-	-	1	-	2	-	-	1	1	-	1	1
	*	1%	-	2	-	1%	-	-	-	1%	-	-	1%	-	1%	-	-	-	1%	-	*	*
NET: Dissatisfied (1-3)	50	104	48	124	7	14	25	2	2	15	31	10	38	60	12	47	5	6	24	94	18	105
	17%	17%	19%	26% <i>ab</i>	11%	15%	28% <i>gh</i>	33%	2%	19% <i>k</i>	67% <i>kl</i>	9%	28% <i>kn</i>	32% <i>qd</i>	14%	25% <i>qd</i>	17%	3%	16% <i>lt</i>	81% <i>lv</i>	8%	43% <i>ww</i>
NET: Neutral (4-6)	89	163	73	146	19	30	24	-	24	38	11	23	50	50	25	60	11	34	95	17	52	90
	30%	27%	29%	30%	30%	32%	27%	-	19%	49% <i>km</i>	24%	20%	37% <i>kn</i>	27%	29%	32%	37%	15%	64% <i>lv</i>	15%	22%	37% <i>ww</i>
NET: Satisfied (7-10)	160	343	130	220	37	50	39	4	103	23	4	81	46	78	50	78	14	186	29	5	163	50
	53% <i>cd</i>	56% <i>cd</i>	52%	45%	59%	53%	44%	67%	80% <i>lm</i>	30% <i>m</i>	9%	71% <i>op</i>	34%	41%	57% <i>pr</i>	42%	47%	82% <i>uv</i>	19% <i>uv</i>	4%	70% <i>x</i>	20%
Mean score	6.44 <i>d</i>	6.47 <i>d</i>	6.16	5.84	6.52 <i>i</i>	6.51 <i>i</i>	5.51	6.50	7.91 <i>lm</i>	5.13 <i>m</i>	2.96	7.31 <i>o</i>	5.13	5.59	6.66 <i>pr</i>	5.65	6.17	7.98 <i>uv</i>	5.24 <i>v</i>	2.43	7.46 <i>x</i>	4.24
Standard error	0.16	0.11	0.17	0.13	0.31	0.26	0.32	1.63	0.16	0.22	0.34	0.23	0.23	0.23	0.27	0.21	0.50	0.12	0.15	0.18	0.16	0.16

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

**Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?
Courtesy and politeness of advisors.**

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	300	615	252	492	109	76*	97*	18**	164	74*	62*	162	135	227	143	204	41*	354	172	89*	341	262		
10 - Extremely satisfied (10)	62	142	38	87	20	18	18	6	53	4	5	50	12	52	25	53	12	128	6	8	119	22		
	21%	23% cc	15%	18%	18%	24%	19%	33%	32% lm	5%	8%	31% oo	9%	23%	17%	26%	29%	35% lvu	3%	9%	35% w	8%		
9 -	31	86	37	62	8	11	12	-	27	1	3	23	8	31	20	28	7	70	10	6	58	26		
	10%	14%	15%	13%	7%	14%	12%	-	16% dm	1%	5%	14% oo	6%	14%	14%	14%	17%	20% lvu	6%	7%	17% w	10%		
8 -	47	103	41	82	21	10	13	3	27	16	4	25	22	34	26	35	8	72	26	5	65	38		
	16%	17%	16%	17%	19%	13%	13%	17%	16%	22% lm	6%	15%	16%	15%	18%	17%	20%	20% lv	15% lv	6%	19%	15%		
7 -	37	73	41	53	11	9	16	1	25	7	5	18	18	16	17	25	2	38	25	10	36	35		
	12%	12%	16% cd	11%	10%	12%	16%	6%	15%	9%	8%	11%	13%	13%	12%	12%	5%	11%	15%	11%	11%	13%		
6 -	39	64	22	50	18	6	14	1	14	18	7	16	23	20	19	20	5	30	31	3	26	37		
	13%	10%	9%	10%	17%	8%	14%	6%	9%	24% k	11%	10%	17%	9%	13%	10%	12%	8%	18% tv	3%	8%	14% ww		
5 -	26	50	23	41	9	7	8	2	8	14	4	12	13	23	10	15	2	7	38	5	10	36		
	9%	8%	9%	8%	8%	9%	8%	11%	5%	19% km	6%	7%	10%	10%	7%	7%	5%	2%	22% tv	6%	3%	14% ww		
4 -	20	36	22	29	8	4	7	1	5	7	8	8	12	14	14	7	1	2	23	11	15	21		
	7%	6%	9%	6%	7%	5%	7%	6%	3%	9% k	13% kl	5%	9%	6%	10% lr	3%	2%	1%	13% tt	12% tt	4%	8%		
3 -	14	18	10	24	5	6	3	-	2	3	9	3	11	8	3	7	-	3	5	12	4	14		
	5%	3%	4%	5%	5%	8%	3%	-	1%	4%	15% kl	2%	8% kn	4%	2%	3%	-	1%	3% tt	13% ttu	1%	5% ww		
2 -	6	8	12	16	4	1	1	-	-	-	6	-	6	2	3	3	-	-	3	5	1	7		
	2%	1%	5% cb	3% b	4%	1%	1%	-	-	-	10% kl	-	4% kn	1%	2%	3%	-	-	2% tt	6% tt	-	3% ww		
1 - Extremely dissatisfied (1)	12	25	5	35	4	4	4	-	2	-	10	6	6	11	5	9	-	-	3	22	4	21		
	4%	4%	2%	7% bc	4%	5%	4%	-	1%	-	16% kl	4%	4%	5%	3%	4%	-	-	2% tt	25% ttu	1%	8% ww		
Not applicable	6	10	1	13	1	-	1	4	1	4	1	1	4	3	1	2	4	6	2	2	3	5		
	2%	2%	-	3% c	1%	-	1%	22%	1%	5% k	2%	1%	3%	1%	1%	1%	10% ppgr	2%	1%	2%	1%	2%		
NET: Dissatisfied (1-3)	32	51	27	75	13	11	8	-	4	3	25	9	23	21	11	19	-	1	11	39	9	42		
	11%	8%	11%	15% b	12%	14%	8%	-	2%	4%	40% kl	6%	17% kn	9% se	8%	9% se	-	1	6% tt	44% ttu	3%	16% ww		
NET: Neutral (4-6)	85	150	67	120	35	17	29	4	27	39	19	36	48	57	43	42	8	39	92	19	51	94		
	28%	24%	27%	24%	32%	22%	30%	22%	16%	53% km	31% kl	22%	36% kn	25%	30% lr	21%	20%	11%	53% tv	21% tt	15%	36% ww		
NET: Satisfied (7-10)	177	404	157	284	60	48	59	10	132	28	17	116	60	146	88	141	29	308	67	29	278	121		
	59%	66% acd	62%	58%	55%	63%	61%	56%	80% lm	38%	27%	72% oo	44%	64%	62%	69%	71%	87% lvu	39%	33%	82% w	46%		
Mean score	6.95	7.28 cd	6.86	6.71	6.75	7.01	6.99	7.93	8.07 lm	6.30 m	4.70	7.68 o	6.08	7.16	7.02	7.41	8.24 pg	8.56 lvu	6.03 v	4.59	8.19 x	6.09		
Standard error	0.15	0.10	0.15	0.13	0.24	0.31	0.25	0.59	0.15	0.21	0.37	0.19	0.21	0.17	0.20	0.18	0.29	0.08	0.15	0.33	0.11	0.16		

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Table 26

**Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?
Courtesy and politeness of advisors.**

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	300	615	252	492	63*	95*	88*	6**	129	77*	46*	114	135	188	87*	187	30*	227	149	116	234	246		
10 - Extremely satisfied (10)	62	142	38	87	6	17	15	-	32	4	2	28	9	36	20	25	6	72	11	4	68	16		
	21%	23% cc	15%	18%	10%	18%	17%	-	25% lm	5%	4%	26% oo	7%	19%	23% rr	13%	20%	32% uv	7%	3%	25% ww	7%		
9 -	31	86	37	62	9	10	16	2	30	4	3	20	17	21	11	27	3	47	12	3	45	17		
	10%	14%	15%	13%	14%	11%	18%	33%	23% lm	5%	7%	18%	13%	11%	13%	14%	10%	21% uv	8%	3%	19% ww	7%		
8 -	47	103	41	82	12	18	11	-	29	9	3	22	19	24	16	36	6	48	25	9	41	38		
	16%	17%	16%	17%	19%	19%	13%	-	22% lm	12%	7%	19%	14%	13%	18%	14%	20%	21% uv	17% vv	8%	9%	18%		
7 -	37	73	41	53	10	12	16	3	23	10	8	16	24	24	7	19	3	23	20	10	22	29		
	12%	12%	16% dd	11%	16%	13%	18%	50%	18%	13%	17%	14%	18%	13%	8%	10%	10%	10%	13%	9%	9%	12%		
6 -	39	64	22	50	6	10	6	-	8	13	1	8	14	17	11	18	4	19	18	13	18	31		
	13%	10%	9%	10%	10%	11%	7%	-	6%	17% km	1%	7%	10%	9%	13%	10%	13%	8%	12%	11%	8%	13%		
5 -	26	50	23	41	6	11	5	1	2	15	6	9	14	14	5	19	3	7	26	8	12	28		
	9%	8%	9%	8%	10%	12%	6%	17%	2%	19% kl	13% kl	8%	10%	6%	7%	10%	10%	3%	17% lv	7%	5%	11% ww		
4 -	20	36	22	29	8	7	7	-	4	11	7	5	17	11	6	12	-	5	15	9	7	22		
	7%	6%	9%	6%	13%	7%	8%	-	3%	14% km	15% kl	4%	13% kn	6%	6%	6%	-	2%	10% lt	8% lt	3%	9% ww		
3 -	14	18	10	24	1	3	6	-	1	5	4	-	10	11	5	6	2	1	8	15	7	17		
	5%	3%	4%	5%	2%	3%	7%	-	1%	6% kl	9% kl	-	7% kn	6%	6%	3%	7%	1	5% lt	13% tu	3%	7% ww		
2 -	6	8	12	16	2	7	3	-	-	5	7	5	6	7	1	8	-	1	3	12	3	13		
	2%	1%	5% cb	3% cb	3%	7%	3%	-	-	6% kl	15% kl	4%	4%	4%	1%	4%	-	1	2%	10% tu	1%	5% ww		
1 - Extremely dissatisfied (1)	12	25	5	35	2	-	3	-	-	-	5	1	4	18	5	9	3	2	4	29	6	28		
	4%	4%	2%	7% bc	3%	-	3%	-	-	-	11% kl	1%	3%	10%	6%	5%	10%	1%	3%	25% tu	3%	11% ww		
Not applicable	6	10	1	13	1	-	-	-	-	1	-	-	1	5	-	8	-	2	7	4	5	7		
	2%	2%	-	3% cc	2%	-	-	-	-	1%	-	-	1%	3%	-	4%	-	1%	5% tl	3%	2%	3%		
NET: Dissatisfied (1-3)	32	51	27	75	5	10	12	-	1	10	16	6	20	36	11	23	5	4	15	56	16	58		
	11%	8%	11%	16% bd	8%	11%	14%	-	1%	13% kl	35% kl	5%	15% kn	19%	13%	12%	17%	2%	10% tl	48% tu	7%	24% ww		
NET: Neutral (4-6)	85	150	67	120	20	28	18	1	14	39	14	22	45	42	22	49	7	31	59	30	37	81		
	28%	24%	27%	24%	32%	29%	20%	17%	11%	51% km	30% kl	19%	33% kn	22%	25%	26%	23%	14%	40% tv	26% tl	16%	33% ww		
NET: Satisfied (7-10)	177	404	157	284	37	57	58	5	114	27	16	86	69	105	54	107	18	190	68	26	176	100		
	59%	66% ad	62%	58%	59%	60%	66%	83%	88% lm	35%	35%	76% oo	51%	56%	62%	57%	60%	84% uv	46% vv	22%	75% ww	41%		
Mean score	6.95	7.28 cd	6.86	6.71	6.68	6.88	6.93	7.33	8.22 lm	5.79 m	4.83	7.65 oo	6.20	6.50	7.05	6.75	6.80	8.28 uv	6.27 vv	4.12	7.84 x	5.60		
Standard error	0.15	0.10	0.15	0.13	0.30	0.25	0.27	0.61	0.14	0.24	0.39	0.21	0.21	0.22	0.29	0.19	0.51	0.12	0.19	0.26	0.15	0.17		

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

Ofcom - Quality of Customer Service - Complaints 2018
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Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	300	615	252	492	109	76*	97*	18**	164	74*	62*	162	135	227	143	204	41*	354	172	89*	341	262		
10 - Extremely satisfied (10)	59 20%	119 19%	39 15%	77 16%	19 17%	17 22%	17 18%	6 33%	49 30%lm	3 4%	7 11%	48 30%o	11 8%	34 15%	24 17%	47 23%p	14 34%pq	114 32%uv	4 2%	1 1%	109 32%w	10 4%		
9 - (9)	37 12%	76 12%	21 8%	48 10%	11 10%	10 13%	15 15%	1 6%	30 18%lm	4 5%	3 5%	27 17%o	10 7%	15 15%	16 11%	23 11%	4 10%	72 20%uv	2 1%	2 2%	65 19%w	11 4%		
8 - (8)	39 13%	86 14%	37 15%	62 13%	16 15%	11 14%	11 11%	1 6%	31 19%lm	6 8%	2 3%	23 14%	15 11%	31 14%	22 15%	29 14%	4 10%	69 19%uv	12 7%	5 6%	56 16%w	29 11%		
7 - (7)	39 13%	78 13%	43 17%cd	55 11%	18 17%	7 9%	11 11%	3 17%	23 14%lm	15 20%lm	1 2%	18 11%	21 16%	26 11%	17 12%	27 13%	8 20%	52 15%uv	22 13%uv	4 4%	47 14%w	31 12%		
6 - (6)	26 9%	65 11%	28 11%	52 11%	9 8%	6 8%	10 10%	1 6%	8 5%	13 18%k	5 8%	12 7%	14 10%	26 11%se	15 10%se	24 12%se	-	23 6%	37 22%tv	5 7%	23 7%w	41 16%ww		
5 - (5)	25 8%	65 11%	25 10%	45 9%	7 6%	7 9%	10 10%	1 6%	5 3%	16 22%km	4 6%	11 7%	13 10%	28 12%	16 11%	17 8%	4 10%	8 2%	50 29%tv	7 8%t	18 5%w	43 16%ww		
4 - (4)	27 9%ab	30 5%	15 6%	34 7%	15 14%	6 8%	6 6%	-	5 3%	9 12%k	13 21%k	6 4%	21 16%lm	9 4%	15 10%pr	5 2%	1 2%	8 2%	18 10%t	4 4%	14 4%w	15 6%		
3 - (3)	12 4%	25 4%	10 4%	25 5%	5 3%	8 1%	1 2%	-	5 3%	5 7%	2 3%	5 3%	7 5%	10 4%	5 3%	10 5%	1 2%	11 4%	11 6%t	10 11%t	4 1%w	21 8%ww		
2 - (2)	6 2%	10 2%	10 4%b	25 5%ab	3 3%	1 1%	2 2%	-	2 1%	-	4 6%kl	3 2%	3 2%	4 2%	3 2%	2 1%	1 2%	3 1%	4 2%t	7 8%tu	-	10 4%ww		
1 - Extremely dissatisfied (1)	25 8%	41 7%	21 8%	53 11%b	4 4%	5 7%	12 12%g	4 22%	3 2%	3 4%	19 31%kl	7 4%	18 13%lm	19 8%	8 6%	14 7%	1 2%	1 3%	5 3%t	35 39%tu	4 1%w	34 13%ww		
Not applicable	5 2%	20 3%	3 1%	16 3%	2 2%	-	2 2%	6%	3 2%	-	2 3%	2 1%	2 1%	7 3%	2 1%	6 3%	5 12%ppqr	3 1%	8 5%t	9 10%t	1 *	17 6%ww		
NET: Dissatisfied (1-3)	43 14%	76 12%	41 16%	103 21%ab	12 11%	12 16%	15 15%	4 22%	10 6%	8 11%	25 40%kl	15 9%	28 21%lm	33 15%se	16 11%	26 13%	1 2%	5 1%	19 11%t	52 58%tu	8 2%w	65 25%ww		
NET: Neutral (4-6)	78 26%	160 26%	68 27%	131 27%	31 28%	19 25%	26 27%	2 11%	18 11%	38 51%k	22 35%k	29 18%	48 36%lm	63 28%se	46 32%rs	46 23%	5 12%	39 11%	105 61%tv	16 18%	55 16%w	99 38%ww		
NET: Satisfied (7-10)	174 58%cd	359 58%cd	140 56%	242 49%	64 59%	45 59%	54 56%	11 61%	133 81%lm	28 38%lm	13 21%	116 72%o	57 42%	124 55%	79 55%	126 62%	30 73%pq	307 87%uv	40 23%	12 13%	277 81%w	81 31%		
Mean score	6.68d	6.86cd	6.43	6.16	6.70	6.80	6.56	6.65	7.98lm	5.82m	4.25	7.57o	5.60	6.62	6.65	7.05	8.06pqr	8.34uv	5.46v	3.20	8.09x	5.25		
Standard error	0.16	0.11	0.17	0.13	0.25	0.32	0.30	0.87	0.17	0.23	0.40	0.20	0.24	0.18	0.22	0.19	0.35	0.09	0.14	0.29	0.11	0.16		

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Table 28

Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				TALK TALK							VIRGIN MEDIA										
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	300	615	252	492	63*	95*	88*	6**	129	77*	46*	114	135	188	87*	187	30*	227	149	116	234	246
10 - Extremely satisfied (10)	59	119	39	77	7	17	14	1	36	2	1	33	5	31	18	24	4	72	4	1	66	9
9 - (9)	20%	19%	15%	16%	11%	18%	16%	17%	28%lm	3%	2%	28%no	4%	16%	21%	13%	13%	32%luv	3%	1%	28%w	4%
8 - (8)	37	76	21	48	6	11	3	1	17	3	1	14	6	16	9	19	4	42	5	1	43	5
7 - (7)	12%	12%	8%	10%	10%	12%ld	3%	17%	13%lm	4%	2%	12%no	4%	9%	10%	10%	13%	19%luv	3%	1%	18%w	2%
6 - (6)	39	86	37	62	15	13	9	-	28	8	1	21	16	17	13	26	6	43	18	1	36	25
5 - (5)	13%	14%	15%	13%	24%ld	14%	10%	-	22%lm	10%	2%	18%	12%	9%	15%	14%	20%	19%lv	12%lv	1%	15%	10%
4 - (4)	39	78	43	55	12	12	19	-	25	13	5	14	29	21	9	22	3	29	22	4	24	29
3 - (3)	13%	13%	17%ld	11%	19%	13%	22%	-	19%	17%	11%	12%	21%	11%	10%	12%	10%	13%lv	15%lv	3%	10%	12%
2 - (2)	26	65	28	52	4	16	8	-	10	14	4	9	19	15	9	24	4	19	25	8	18	32
1 - Extremely dissatisfied (1)	9%	11%	11%	11%	6%	17%	9%	-	8%	18%k	9%	8%	14%	8%	10%	13%	13%	8%	17%lv	7%	8%	13%
Not applicable	25	65	25	45	8	7	9	1	4	17	4	9	15	17	10	17	1	9	28	8	12	31
NET: Dissatisfied (1-3)	8%	11%	10%	9%	13%	7%	10%	17%	3%	22%k	9%	8%	11%	9%	11%	9%	3%	4%	19%lv	7%	5%	13%w
NET: Neutral (4-6)	27	30	15	34	5	6	3	1	3	9	3	2	13	16	6	12	9	5	18	11	9	23
NET: Satisfied (7-10)	12	25	10	25	3	3	4	-	1	4	5	5	5	16	3	6	-	1	10	14	7	18
Mean score	4%	4%	4%	5%	5%	3%	5%	-	1%	5%k	11%k	4%	4%	9%	9%	7%	3%	4%	7%lv	12%lv	4%	9%w
Standard error	6	10	10	25	-	6	4	-	2	3	5	1	3	10	3	11	1	3	6	16	4	21
	2%	2%	4%b	5%ab	-	6%g	5%	-	2%	4%	5%	1%	9%	5%	3%	6%	3%	1%	4%	14%tu	2%	9%w
	25	41	21	53	1	3	15	2	2	3	16	3	18	24	7	19	3	2	5	46	8	44
	8%	7%	8%	11%b	2%	3%	17%gh	33%	2%	4%	35%kl	3%	13%k	13%	8%	10%	10%	1%	3%	40%tu	3%	18%w
	5	20	3	16	2	1	-	-	1	1	1	3	-	5	-	7	4	2	8	6	7	9
	2%	3%	1%	3%	3%	1%	-	-	1%	1%	2%	3%	-	3%	-	4%	13%pqr	1%	3%	5%t	5%t	4%
	43	76	41	103	4	12	23	2	5	10	26	9	32	50	13	36	4	6	21	76	19	83
	14%	12%	16%	21%ab	6%	13%	26%gh	33%	4%	13%k	67%kl	8%	24%k	27%q	15%	19%	13%	3%	14%t	66%tu	8%	34%w
	78	160	68	131	17	29	20	2	17	40	11	20	47	48	25	53	5	33	71	27	39	86
	26%	26%	27%	27%	27%	31%	23%	33%	13%	62%km	24%	18%	35%k	26%	29%	28%	17%	15%	48%tv	23%t	17%	35%w
	174	359	140	242	40	53	45	2	106	26	8	82	56	85	49	91	17	186	49	7	169	68
	58%cd	58%cd	56%	49%	63%	56%	51%	33%	82%lm	34%	17%	72%no	41%	45%	56%	49%	57%	82%luv	33%lv	6%	72%w	28%
	6.68d	6.86cd	6.43	6.16	6.92l	6.77l	5.82	5.00	7.91lm	5.63m	3.53	7.68o	5.39	5.84	6.64p	6.16	6.88	8.16uv	5.62v	2.79	7.68x	4.71
	0.16	0.11	0.17	0.13	0.27	0.26	0.32	1.57	0.18	0.23	0.39	0.22	0.22	0.23	0.30	0.21	0.55	0.13	0.17	0.20	0.16	0.17

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

**Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?
Logging of query details to avoid having to repeat yourself.**

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	300	615	252	492	109	76*	97*	18**	164	74*	62*	162	135	227	143	204	41*	354	172	89*	341	262		
10 - Extremely satisfied (10)	50 17%	100 16%	37 15%	64 13%	18 17%	11 14%	18 19%	3 17%	45 27% <i>dm</i>	3 4%	2 3%	41 26%	9 7%	32 14%	21 15%	36 18%	11 27% <i>pp</i>	96 27% <i>uv</i>	2 1%	2 2%	88 26% <i>wx</i>	12 5%		
9 - (9)	29 10%	72 12% <i>cd</i>	29 12%	39 8%	9 8%	10 13%	9 9%	1 6%	26 16% <i>dm</i>	2 3%	1 2%	23 14% <i>oo</i>	5 4%	23 10%	19 13%	25 12%	5 12%	63 18% <i>uv</i>	7 4%	2 2%	60 18% <i>wx</i>	10 4%		
8 - (8)	43 14%	86 14%	40 16%	57 12%	21 19% <i>dl</i>	11 14%	8 8%	3 17%	35 21% <i>dm</i>	4 5%	4 6%	28 17%	15 11%	28 12%	22 15%	30 15%	6 15%	67 19% <i>uv</i>	13 8%	6 7%	56 16%	30 11%		
7 - (7)	35 12%	81 13%	32 13%	57 12%	13 10%	7 9%	14 14%	1 6%	20 12%	9 12%	6 10%	20 12%	15 11%	29 13%	16 11%	28 14%	8 20%	47 13% <i>vw</i>	31 18% <i>vw</i>	3 3%	48 14%	33 13%		
6 - (6)	32 11%	76 12% <i>cd</i>	19 8%	42 9%	11 10%	9 12%	11 11%	1 6%	15 9%	15 20% <i>km</i>	2 3%	8 5%	24 18% <i>kn</i>	27 12% <i>se</i>	21 15% <i>se</i>	28 14% <i>se</i>	-	36 10%	32 19% <i>tv</i>	8 9%	38 11%	37 14%		
5 - (5)	29 10%	56 9%	29 12%	53 11%	7 6%	8 11%	12 12%	2 11%	17 4%	17 23% <i>km</i>	6 10%	17 10%	11 8%	25 11%	13 9%	15 7%	3 7%	9 3%	43 25% <i>tv</i>	4 4%	20 6%	33 13% <i>wv</i>		
4 - (4)	28 9% <i>ab</i>	27 4%	17 7%	41 8% <i>ab</i>	12 11%	10 13%	6 6%	-	10 6%	10 14%	8 13%	11 7%	17 13%	6 5%	7 3%	7 3%	2 5%	11 3%	12 7% <i>tl</i>	4 4%	8 2%	18 7% <i>wv</i>		
3 - (3)	12 4%	31 5%	15 6%	41 8% <i>ab</i>	6 6%	5 7%	1 1%	-	2 1%	5 7% <i>k</i>	5 8% <i>kl</i>	4 2%	8 6%	9 4%	9 6%	13 6%	-	9 3%	12 7% <i>tl</i>	10 11% <i>tl</i>	6 2%	25 10% <i>wv</i>		
2 - (2)	12 4%	21 3%	13 5%	3 3%	5 5%	2 3%	5 5%	-	1 1%	3 4%	8 13% <i>kl</i>	2 1%	10 7%	11 5% <i>rr</i>	7 6%	2 1%	1 2%	6 1%	6 3%	12% <i>tu</i>	11 1%	18 7% <i>wv</i>		
1 - Extremely dissatisfied (1)	24 8%	48 8%	17 7%	54 11%	5 5%	3 4%	12 12% <i>qj</i>	4 22%	3 2%	3 4% <i>kl</i>	18 29% <i>kl</i>	8 5%	16 12% <i>kn</i>	25 11% <i>qq</i>	6 4%	17 8%	-	2 1%	10 6% <i>tl</i>	36 40% <i>tu</i>	8 2%	38 15% <i>wv</i>		
Not applicable	6 2%	17 3%	4 2%	27 5% <i>abc</i>	2 2%	-	1 1%	3 17%	1 1%	3 4%	3 3%	-	5 4%	7 3%	2 1%	3 1%	5 12% <i>pqr</i>	10 3%	4 2%	3 3%	7 2%	8 3%		
NET: Dissatisfied (1-3)	48 16%	100 16%	45 18%	112 23% <i>abc</i>	16 15%	10 13%	18 19%	4 22%	6 4%	11 15% <i>k</i>	31 60% <i>kl</i>	14 9%	34 25% <i>kn</i>	45 20% <i>se</i>	22 16% <i>se</i>	32 16% <i>se</i>	1 2%	15 4%	28 16% <i>tl</i>	57 64% <i>tu</i>	16 5%	81 31% <i>wv</i>		
NET: Neutral (4-6)	89 30%	159 26%	65 26%	136 28%	30 28%	27 36%	29 30%	3 17%	31 19%	42 67% <i>km</i>	16 26%	36 22%	52 39% <i>kn</i>	63 28% <i>se</i>	41 29% <i>se</i>	50 25%	5 12%	56 16%	87 51% <i>tv</i>	16 18%	66 19%	88 34% <i>wv</i>		
NET: Satisfied (7-10)	157 52% <i>d</i>	339 55% <i>d</i>	138 55% <i>d</i>	217 44%	61 56%	39 51%	49 51%	8 44%	126 77% <i>lm</i>	18 24%	13 21%	112 69% <i>op</i>	44 33%	78 49%	119 58%	30 15%	273 77% <i>uv</i>	53 31% <i>vw</i>	13 15%	252 74% <i>wx</i>	85 32%			
Mean score	6.40 <i>d</i>	6.57 <i>d</i>	6.41 <i>d</i>	5.89	6.56	6.49	6.23	6.00	7.82 <i>lm</i>	5.38 <i>m</i>	3.77	7.30 <i>op</i>	5.28	6.18	6.63	6.73 <i>p</i>	7.89 <i>pqr</i>	7.95 <i>uv</i>	5.46 <i>v</i>	3.24	7.77 <i>x</i>	5.07		
Standard error	0.16	0.11	0.17	0.13	0.26	0.30	0.30	0.91	0.17	0.24	0.35	0.20	0.23	0.19	0.22	0.19	0.35	0.11	0.15	0.29	0.12	0.17		

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

**Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?
Logging of query details to avoid having to repeat yourself.**

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				TALK TALK							VIRGIN MEDIA										
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	300	615	252	492	63*	95*	88*	6**	129	77*	46*	114	135	188	87*	187	30*	227	149	116	234	246
10 - Extremely satisfied (10)	50 17%	100 16%	37 15%	64 13%	10 16%	13 14%	12 14%	2 33%	35 27% <i>lm</i>	1 1%	1 2%	30 26% <i>oo</i>	5 4%	24 13%	19 22% <i>or</i>	17 9%	4 13%	56 25% <i>lv</i>	6 4%	2 2%	48 21% <i>w</i>	13 5%
9 - (9)	29 10%	72 12% <i>cd</i>	29 12%	39 8%	6 10%	16 17% <i>d</i>	6 7%	1 17%	23 18% <i>lm</i>	4 5%	2 4%	18 16%	11 8%	7 6%	18 8%	3 10%	3 10%	35 15% <i>lv</i>	3 2%	1 1%	32 14% <i>w</i>	7 3%
8 - (8)	43 14%	86 14%	40 16%	57 12%	11 17%	13 14%	16 18%	-	30 23% <i>lm</i>	10 13% <i>m</i>	-	19 17%	21 16%	14 7%	17 20% <i>op</i>	23 12%	3 10%	42 19% <i>lv</i>	13 9% <i>v</i>	2 2%	35 15% <i>w</i>	22 9%
7 - (7)	35 12%	81 13%	32 13%	57 12%	6 10%	10 11%	16 18%	-	17 13% <i>lm</i>	15 19% <i>m</i>	-	14 12%	18 13%	23 12%	11 13%	18 10%	5 17%	36 16% <i>lv</i>	18 12% <i>v</i>	3 3%	35 15% <i>w</i>	21 9%
6 - (6)	32 11%	76 12% <i>cd</i>	19 8%	42 9%	8 13%	6 6%	5 6%	-	8 6%	7 9%	4 9%	10 9%	9 7%	14 7%	8 9%	18 10%	2 7%	23 10%	14 9%	5 4%	15 6%	26 11%
5 - (5)	29 10%	56 9%	29 12%	53 11%	8 13%	15 16% <i>d</i>	5 6%	1 17%	6 3%	18 23% <i>km</i>	3 7%	8 7%	21 16% <i>kn</i>	24 13%	7 8%	19 10%	3 10%	9 4%	33 22% <i>tv</i>	11 9% <i>t</i>	17 7%	33 13% <i>w</i>
4 - (4)	28 9% <i>ab</i>	27 4%	17 7%	41 8% <i>b</i>	5 8%	8 8%	4 5%	-	3 2%	8 10% <i>k</i>	6 13% <i>kl</i>	5 4%	12 9%	19 10%	4 5%	16 9%	2 7%	6 3%	21 14% <i>t</i>	14 12% <i>t</i>	10 4%	30 12% <i>w</i>
3 - (3)	12 4%	31 5%	15 6%	41 8% <i>ab</i>	4 6%	6 6%	5 6%	-	2 2%	7 9% <i>k</i>	5 11% <i>kl</i>	3 3%	12 9% <i>kn</i>	17 9%	5 6%	18 10%	1 3%	6 3%	18 12% <i>t</i>	17 15% <i>t</i>	10 4%	31 13% <i>w</i>
2 - (2)	12 4%	21 3%	13 5%	17 3%	2 3%	6 6%	5 6%	-	-	17 5% <i>k</i>	9 20% <i>kl</i>	3 3%	9 7%	8 4%	3 3%	6 3%	-	3 1%	5 3%	9 8% <i>t</i>	2 2%	12 5%
1 - Extremely dissatisfied (1)	24 8%	48 8%	17 7%	54 11%	2 3%	-	13 15% <i>gh</i>	2 33%	-	2 3%	15 33% <i>kl</i>	2 2%	15 11% <i>kn</i>	22 12%	6 7%	23 12%	3 10%	2 1%	7 5% <i>t</i>	45 39% <i>tu</i>	11 5%	41 17% <i>w</i>
Not applicable	6 2%	17 3%	4 2%	27 5% <i>abc</i>	1 2%	2 2%	1 1%	-	2 2%	1 1%	2 2%	2 2%	2 1%	12 6% <i>q</i>	-	11 6% <i>q</i>	4 13% <i>q</i>	9 4%	11 7%	7 6%	16 7%	10 4%
NET: Dissatisfied (1-3)	48 16%	100 16%	45 18%	112 23% <i>ab</i>	8 13%	12 13%	23 26% <i>gh</i>	2 33%	3 2%	13 17% <i>k</i>	29 63% <i>kl</i>	8 7%	36 27% <i>kn</i>	47 25%	14 16%	47 25%	4 13%	11 5%	30 20% <i>t</i>	71 61% <i>tu</i>	26 11%	84 34% <i>w</i>
NET: Neutral (4-6)	89 30%	159 26%	65 26%	136 28%	21 33% <i>d</i>	29 31% <i>d</i>	14 16%	1 17%	19 15%	33 43% <i>k</i>	13 28% <i>kl</i>	23 20%	42 31%	57 30%	19 22%	53 28%	7 23%	38 17%	68 46% <i>tv</i>	30 26% <i>t</i>	42 18%	89 36% <i>w</i>
NET: Satisfied (7-10)	157 52% <i>d</i>	339 55% <i>d</i>	138 55% <i>d</i>	217 44%	33 52%	52 55%	50 57%	3 50%	105 81% <i>lm</i>	30 39% <i>m</i>	3 7%	81 71% <i>oo</i>	55 41%	72 38%	54 62% <i>op</i>	76 41%	15 50%	169 74% <i>lv</i>	40 27% <i>v</i>	8 7%	150 64% <i>w</i>	63 26%
Mean score	6.40 <i>d</i>	6.57 <i>d</i>	6.41 <i>d</i>	5.89	6.61	6.68	6.01	6.00	8.07 <i>lm</i>	5.61 <i>m</i>	3.09	7.58 <i>oo</i>	5.41	5.57	6.80 <i>op</i>	5.67	6.42	7.78 <i>lv</i>	5.22 <i>v</i>	2.94	7.15 <i>w</i>	4.72
Standard error	0.16	0.11	0.17	0.13	0.32	0.26	0.33	1.75	0.16	0.24	0.35	0.22	0.23	0.22	0.30	0.22	0.55	0.14	0.18	0.21	0.17	0.17

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Table 31

**Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?
Offering compensation or a goodwill payment.**

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	300	615	252	492	109	76*	97*	18**	164	74*	62*	162	135	227	143	204	41*	354	172	89*	341	262		
10 - Extremely satisfied (10)	40	89	30	43	14	14	10	11%	34	4	2	33	7	32	20	26	11	88	1	-	79	9		
	13% d	14% d	12%	9%	13%	18%	10%		21% lm	5%	3%	20% o	5%	14%	14%	13%	27% pr	25% uv	1%	-	23% w	3%		
9 - (9)	33	60	35	24	14	6	13	-	30	2	1	21	12	16	18	24	2	56	3	1	49	11		
	11% d	10% d	14% d	5%	13%	8%	13%		18% lm	3%	2%	13%	9%	7%	13%	12%	5%	16% uv	2%	1%	14% w	4%		
8 - (8)	38	77	41	46	13	12	12	1	28	6	4	25	13	28	19	25	5	57	18	2	56	20		
	13%	13%	16% d	9%	12%	16%	12%	6%	17% lm	8%	6%	15%	10%	12%	13%	12%	12%	16% uv	10% uv	2%	16% w	8%		
7 - (7)	37	56	29	43	13	15	8	1	26	8	3	19	18	18	17	17	4	34	16	6	31	24		
	12%	9%	12%	9%	12%	20% d	8%	6%	16% lm	11%	5%	12%	13%	8%	12%	8%	10%	10%	9%	7%	9%	9%		
6 - (6)	24	43	25	36	11	2	9	2	9	12	3	11	13	18	15	10	-	19	23	1	30	13		
	8%	7%	10%	7%	10%	3%	9%	11%	5%	16% km	5%	7%	10%	8%	10% rs	5%	-	5%	13% tv	1%	30	13		
5 - (5)	30	71	20	49	14	9	5	2	6	7	7	13	16	24	16	28	3	24	42	5	23	45		
	10%	12%	8%	10%	13%	12%	5%	11%	4%	23% k	11% kl	8%	12%	11%	11%	14%	7%	7%	24% tv	6%	7%	17% w		
4 - (4)	11	37	18	32	4	3	3	1	4	2	5	6	5	11	12	13	1	17	15	5	16	21		
	4%	6%	7%	7%	4%	4%	3%	6%	2%	3%	8%	4%	4%	5%	8%	6%	2%	5%	9%	6%	5%	8%		
3 - (3)	19	30	12	25	5	7	5	2	3	9	7	6	7	15	6	9	-	10	10	10	7	22		
	6%	5%	5%	5%	5%	9%	5%	11%	2%	12% k	11% kl	4%	9%	7%	4%	4%	-	3%	6%	11% tl	2%	8% w		
2 - (2)	13	21	8	42	7	1	5	-	2	2	8	5	8	11	6	3	1	3	11	7	6	15		
	4%	3%	3%	9% abc	6%	1%	5%	-	2%	3%	13% kl	3%	6%	5% r	4%	1%	2%	1%	6% tl	8% tl	2%	6% w		
1 - Extremely dissatisfied (1)	31	90	28	107	6	5	18	2	4	8	19	6	25	42	11	33	4	14	25	51	17	70		
	10%	15%	11%	22% abc	6%	7%	19% gh	11%	2%	11% k	31% kl	4%	19% kn	19% q	8%	16% q	10%	4%	15% tl	19% tu	5%	27% w		
Not applicable	24	41	6	45	8	2	9	5	17	4	3	17	6	12	3	16	10	32	8	1	27	12		
	8% c	7% c	2%	9% c	7%	3%	9%	28%	10%	5%	5%	10%	4%	5%	2%	8% q	24% pqr	9% v	5%	1%	8%	5%		
NET: Dissatisfied (1-3)	63	141	48	174	18	13	28	4	10	19	34	17	45	68	23	45	5	27	46	68	30	107		
	21%	23%	19%	35% abc	17%	17%	29% qj	22%	6%	26% k	65% kl	10%	33% kn	30% qs	16%	22%	12%	8%	27% tl	76% tu	9%	41% w		
NET: Neutral (4-6)	65	151	63	117	29	14	17	5	19	31	15	30	34	53	43	51	4	60	80	11	69	79		
	22%	25%	25%	24%	27%	18%	18%	28%	12%	42% km	24% kl	19%	25%	23%	30% se	25% se	10%	17%	47% tv	11%	20%	30% w		
NET: Satisfied (7-10)	148	282	135	156	54	47	43	4	118	20	10	98	50	94	74	92	22	235	38	9	215	64		
	49% d	46% d	54% bd	32%	50%	62% d	44%	22%	72% lm	27%	16%	60% op	37%	41%	52%	45%	54%	66% uv	22% uv	10%	63% w	24%		
Mean score	6.20 d	5.96 d	6.23 d	4.85	6.42	6.65	5.72	5.31	7.72 lm	5.23 m	3.58	7.18 o	5.14	5.56	6.37 p	5.92	7.13 pr	7.55 uv	4.74 v	2.42	7.34 w	4.28		
Standard error	0.18	0.13	0.18	0.15	0.27	0.31	0.35	0.82	0.18	0.29	0.34	0.21	0.26	0.22	0.23	0.23	0.57	0.14	0.18	0.23	0.15	0.18		

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Table 32

Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				TALK TALK							VIRGIN MEDIA										
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	300	615	252	492	63*	95*	88*	6**	129	77*	46*	114	135	188	87*	187	30*	227	149	116	234	246
10 - Extremely satisfied (10)	40	89	30	43	6	12	11	1	27	2	1	24	6	22	10	9	2	42	1	-	37	3
	13% d	14% d	12%	9%	10%	13%	13%	17%	21% lm	3%	2%	21% no	4%	12% pr	11% pr	5%	7%	19% uv	1%	-	16% w	1%
9 - (9)	33	60	35	24	10	18	7	-	29	5	1	19	16	9	9	4	2	19	5	-	18	6
	11% d	10% d	14% d	5%	16%	19% d	8%	-	22% lm	6%	2%	17%	12%	5%	10% pr	2%	7%	8% uv	3% uv	-	8% w	2%
8 - (8)	38	77	41	46	7	17	15	2	32	9	-	22	17	14	12	16	4	36	9	1	33	12
	13%	13%	16% d	9%	11%	18%	17%	33%	25% lm	12% lm	-	19%	14%	7%	14%	9%	13%	16% uv	6% uv	1%	33	5%
7 - (7)	37	56	29	43	11	9	9	-	12	12	5	10	18	16	10	15	2	29	13	1	21	22
	12%	9%	12%	9%	17%	9%	10%	-	9%	16%	11%	9%	13%	9%	11%	8%	7%	13% uv	9% uv	1%	21	9%
6 - (6)	24	43	25	36	8	13	4	-	10	12	3	11	14	13	7	16	-	15	18	3	17	18
	8%	7%	10%	7%	13%	14% d	5%	-	8%	16%	7%	10%	10%	7%	8%	9%	-	7%	12% uv	3%	7%	7%
5 - (5)	30	71	20	49	4	10	6	-	6	10	4	6	14	21	10	13	5	15	29	5	21	26
	10%	12%	8%	10%	6%	11%	7%	-	5%	13% k	-	5%	10%	11%	7%	17%	17%	7%	19% uv	4%	9%	11%
4 - (4)	11	37	18	32	9	6	2	1	4	3	5	9	8	14	5	12	1	9	11	12	10	21
	4%	6%	7%	7%	14% d	6%	2%	17%	3%	12% k	11% kl	8%	6%	7%	6%	6%	3%	4%	7%	10% d	4%	9%
3 - (3)	19	30	12	25	2	4	6	-	-	8	4	5	7	9	3	13	-	10	8	7	10	15
	6%	5%	5%	5%	3%	4%	7%	-	-	10% k	9% kl	4%	5%	5%	3%	7%	-	4%	5%	6%	4%	6%
2 - (2)	13	21	8	42	1	4	3	-	2	5	1	1	7	16	6	18	2	14	15	13	13	28
	4%	3%	3%	9% abc	2%	4%	3%	-	2%	6%	2%	1%	5%	9%	7%	10%	7%	6%	10%	11%	6%	11% ww
1 - Extremely dissatisfied (1)	31	90	28	107	4	1	21	2	3	4	21	2	26	38	12	51	6	13	31	63	27	77
	10%	15%	11%	22% abc	6%	1%	24% gh	33%	2%	5%	46% kl	2%	19% kn	20%	14%	27% q	20%	6%	21% tl	54% tu	12%	31% ww
Not applicable	24	41	6	45	1	1	4	-	4	1	1	5	-	16	3	20	6	25	9	11	27	18
	8% c	7% c	2%	9% c	2%	1%	5%	-	3%	1%	2%	4% o	-	9%	3%	11% q	20% q	11%	6%	9%	12%	7%
NET: Dissatisfied (1-3)	63	141	48	174	7	9	30	2	5	17	26	8	40	63	21	82	8	37	54	83	50	120
	21%	23%	19%	35% abc	11%	9%	34% gh	33%	4%	22% k	67% kl	7%	30% kn	34%	24%	44% pq	27%	16%	36% tl	72% tu	21%	49% ww
NET: Neutral (4-6)	65	151	63	117	21	29	12	1	20	31	12	26	36	48	22	41	6	39	58	20	48	65
	22%	25%	25%	24%	33% d	31% d	14%	17%	16%	40% k	26%	23%	27%	26%	25%	22%	20%	17%	39% tv	17%	21%	26%
NET: Satisfied (7-10)	148	282	135	156	34	56	42	3	100	28	7	75	59	61	41	44	10	126	28	2	109	43
	49% d	46% d	54% bd	32%	54%	59%	48%	50%	78% lm	36% m	15%	66% op	44%	32%	47% pr	24%	33%	56% uv	19% v	2%	47% w	17%
Mean score	6.20 d	5.96 d	6.23 d	4.85	6.44	6.96 i	5.51	5.33	7.87 lm	5.49 m	3.27	7.41 o	5.40	5.01 r	5.86 pr	4.16	5.13	6.70 uv	4.29 v	2.06	6.15 x	3.66
Standard error	0.18	0.13	0.18	0.15	0.32	0.24	0.37	1.58	0.18	0.27	0.39	0.22	0.25	0.24	0.33	0.23	0.66	0.20	0.21	0.16	0.21	0.17

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

**Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?
Willingness to help resolve your issue.**

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				BT											SKY										
					Issue				Satisfaction			Resolved				Issue				Satisfaction			Resolved			
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)				
Total	300	615	252	492	109	76*	97*	18**	164	74*	62*	162	135	227	143	204	41*	354	172	89*	341	262				
10 - Extremely satisfied (10)	57 19%^{ac}	123 20%^{cc}	31 12%	75 15%	21 19%	14 18%	18 19%	4 22%	48 29%^{lm}	4 5%	5 8%	46 28%^{oo}	11 8%	39 17%	52 25%^{pp}	11 27%	116 33%^{uv}	4 2%	3 3%	109 32%^{wx}	14 5%					
9 - (9)	36 12%	74 12%	33 13%	50 10%	13 12%	9 12%	13 13%	1 6%	28 17%^{lm}	7 9%	1 2%	25 15%	11 8%	31 14%	19 13%	21 10%	3 7%	64 18%^{uv}	8 5%	2 2%	59 17%^{wx}	15 6%				
8 - (8)	46 15%	98 16%	42 17%	63 13%	18 17%	14 18%	10 10%	4 22%	38 23%^{lm}	7 9%	1 2%	33 20%^{oo}	13 10%	33 15%	20 14%	34 17%	11 27%	79 22%^{uv}	16 9%	3 3%	67 20%^{wx}	30 11%				
7 - (7)	42 14%	80 13%	38 15%	65 13%	14 13%	11 14%	15 15%	2 11%	22 13%^{lm}	15 20%^{lm}	5 8%	15 9%	26 19%ⁿⁿ	24 11%	25 17%	26 13%	5 12%	51 14%^{uv}	24 14%^{uv}	5 6%	45 13%	33 13%				
6 - (6)	34 11%	59 10%	23 9%	39 8%	12 11%	8 11%	12 12%	2 11%	12 7%^{lm}	15 20%^{kk}	7 11%	10 6%	24 18%ⁿⁿ	27 12%	14 10%	17 8%	1 2%	17 5%^{uv}	37 22%^{ttv}	5 6%	24 7%	32 12%^{ww}				
5 - (5)	28 9%	65 11%	18 7%	56 11%	8 7%	8 11%	10 10%	2 11%	6 4%^{lm}	15 20%^{kk}	7 11%	16 10%	11 8%	26 11%	18 13%	18 9%	3 7%	12 3%^{uv}	43 25%^{ttv}	10 11%^{tt}	20 6%	41 16%^{ww}				
4 - (4)	19 6%	25 4%	24 10%^{bb}	38 8%^{bb}	9 8%	5 7%	4 4%	1 6%	5 3%	6 8%	8 13%^{kk}	7 4%	12 9%	12 5%	6 4%	6 3%	1 2%	4 10%^{tt}	17 10%^{tt}	4 4%	7 2%	18 7%^{ww}				
3 - (3)	14 5%	23 4%	23 7%	25 5%	7 6%	3 4%	4 4%	- -	2 1%	4 5%	8 13%^{kk}	5 3%	9 7%	10 4%	4 3%	9 4%	- -	3 1%^{uv}	6 3%^{tt}	14 16%^{ttu}	1 1%	20 8%^{ww}				
2 - (2)	8 3%	18 3%	13 5%	27 5%^{bb}	3 3%	1 1%	3 3%	1 6%	1 1%	1 1%	6 10%^{kk}	1 1%	7 5%ⁿⁿ	8 4%^{rr}	8 6%^{rr}	1 *	1 2%	2 1%^{uv}	6 3%^{tt}	10 11%^{ttu}	- -	18 7%^{ww}				
1 - Extremely dissatisfied (1)	15 5%	43 7%	9 4%	46 9%^{cc}	4 4%	3 4%	8 8%	- -	2 1%	13 21%^{kk}	13 21%^{kk}	4 2%	11 8%ⁿⁿ	16 7%	8 6%	18 9%	1 2%	2 1%^{uv}	8 5%^{tt}	33 37%^{ttu}	5 1%	38 15%^{ww}				
Not applicable	1 *	7 1%	4 2%	- -	- -	- -	- 6%	- -	- -	1 2%	- -	- -	- -	1 *	- -	2 1%	4 10%^{ppqr}	4 1%	3 2%	- -	2 1%	3 1%				
NET: Dissatisfied (1-3)	37 12%	84 14%	39 15%	98 20%^{abb}	14 13%	7 9%	15 15%	1 6%	5 3%	5 7%	27 44%^{kk}	10 6%	27 20%ⁿⁿ	34 15%	20 14%	28 14%	2 5%	7 2%^{uv}	20 12%^{tt}	57 64%^{ttu}	8 2%	76 29%^{ww}				
NET: Neutral (4-6)	81 27%	149 24%	65 26%	133 27%	29 27%	21 28%	26 27%	5 28%	23 14%	36 49%^{kk}	22 35%^{kk}	33 20%	47 35%ⁿⁿ	65 29%^{rrs}	38 27%	41 20%	5 12%	33 9%	97 56%^{ttv}	19 21%^{tt}	51 15%	91 35%^{ww}				
NET: Satisfied (7-10)	181 60%^{dd}	375 61%^{dd}	144 57%	253 51%	66 61%	48 63%	56 58%	11 61%	136 83%^{lm}	33 45%^{lm}	12 19%	119 73%^{oo}	61 45%	127 56%	85 59%	133 65%	30 73%^{pp}	310 88%^{uvv}	52 30%^{uv}	13 15%	280 82%^{wx}	92 35%				
Mean score	6.85^{dd}	6.85^{dd}	6.53	6.20	6.86	7.00	6.66	7.24	8.06^{lm}	6.31^{lm}	4.26	7.67^{oo}	5.88	6.65	6.64	7.06	7.78^{pp}	8.34^{uvv}	5.63^{uv}	3.35	8.14^{wx}	5.21				
Standard error	0.15	0.11	0.16	0.13	0.25	0.28	0.28	0.57	0.15	0.22	0.35	0.18	0.22	0.18	0.22	0.20	0.37	0.09	0.15	0.28	0.10	0.17				

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				TALK TALK							VIRGIN MEDIA											
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	300	615	252	492	63*	95*	88*	6**	129	77*	46*	114	135	188	87*	187	30*	227	149	116	234	246	
10 - Extremely satisfied (10)	57	123	31	75	8	14	8	1	27	3	1	25	5	31	19	21	4	70	4	1	62	10	
	19% ac	20% cc	12%	15%	13%	15%	9%	17%	21% lm	4%	2%	22% oo	4%	16%	22% or	11%	13%	31% uv	3%	1%	26% wx	4%	
9 -	36	74	33	50	8	14	10	1	26	5	2	21	12	14	9	23	4	43	6	1	40	9	
	12%	12%	13%	10%	13%	15%	11%	17%	20% lm	6%	4%	18% oo	9%	7%	10%	12%	13%	19% uv	4%	1%	17% wx	4%	
8 -	46	98	42	63	12	15	15	-	32	4	6	23	18	21	13	25	4	46	15	2	38	24	
	15%	16%	17%	13%	19%	16%	17%	-	25% ld	5%	13%	20%	13%	11%	15%	13%	13%	20% uv	10% vw	2%	16% wx	10%	
7 -	42	80	38	65	15	12	10	1	22	14	2	22	15	27	9	23	6	33	28	4	36	28	
	14%	13%	15%	13%	24% ld	13%	11%	17%	17% km	18% lm	4%	19%	11%	14%	10%	12%	20%	15% uv	19% vw	3%	15%	11%	
6 -	34	59	23	39	4	9	9	1	8	11	4	6	17	10	8	20	1	17	17	5	14	24	
	11%	10%	9%	8%	6%	9%	10%	17%	6%	14%	9%	5%	13% kn	5%	9%	11%	3%	7%	11% vw	4%	6%	10%	
5 -	28	65	18	56	4	7	7	-	3	12	3	4	14	20	9	23	4	7	33	16	18	37	
	9%	11%	7%	11%	6%	7%	8%	-	2%	16% kl	7%	4%	10% kn	11%	10%	12%	13%	3%	22% tu	14% tu	8%	15% vw	
4 -	19	25	24	38	7	8	9	-	3	15	6	4	20	12	6	17	3	6	23	9	12	26	
	6%	4%	10% b	8% lb	11%	8%	10%	-	2%	19% kl	13% kl	4%	15% kn	6%	7%	9%	10%	3%	3%	15% tu	8% tu	5%	11% vw
3 -	14	23	17	25	-	8	9	-	2	5	6	4	13	12	4	8	1	3	11	11	4	20	
	5%	4%	7%	5%	-	8% g	10% g	-	2%	6%	20% kl	4%	10%	4%	10%	5%	3%	1%	7% tu	9% tu	2%	8% vw	
2 -	8	18	13	27	3	5	4	1	1	6	6	2	11	5	1	9	-	1	3	23	1	26	
	3%	3%	5%	5% b	5%	5%	5%	17%	1%	8% kl	13% kl	2%	8% kn	17% qr	1%	5%	-	2%	3%	20% tu	-	11% vw	
1 - Extremely dissatisfied (1)	15	43	9	46	1	1	6	1	1	1	7	-	9	22	8	13	3	1	5	40	5	39	
	5%	7%	4%	9% ac	2%	2%	7% hi	17%	1%	1%	15% kl	-	7% kn	12%	9%	7%	10%	-	3%	34% tu	2%	16% vw	
Not applicable	1	7	4	8	1	2	1	-	3	1	2	3	1	2	1	5	-	-	4	4	4	3	
	*	1%	2%	2%	2%	2%	1%	-	2%	1%	-	3%	1%	1%	3%	-	-	-	3% tu	3% tu	2%	1%	
NET: Dissatisfied (1-3)	37	84	39	98	4	14	19	2	5	12	22	6	33	51	13	30	4	5	19	74	10	85	
	12%	14%	15%	20% ab	6%	15%	22% g	33%	4%	16% kl	48% kl	5%	24% kn	27% qr	15%	16%	13%	2%	13% tu	64% tu	4%	35% vw	
NET: Neutral (4-6)	81	149	65	133	15	24	25	1	14	38	13	14	51	42	23	60	8	30	73	30	44	87	
	27%	24%	26%	27%	24%	26%	28%	17%	11%	49% km	28% kl	12%	38% kn	22%	26%	32% qr	27%	13%	49% tv	26% tu	19%	35% vw	
NET: Satisfied (7-10)	181	375	144	253	43	55	43	3	107	26	11	91	50	93	50	92	18	192	53	8	176	71	
	60% cd	61% cd	57%	51%	69% ld	58%	49%	50%	83% lm	34%	24%	80% oo	37%	49%	57%	49%	60%	85% uv	36% vw	7%	75% wx	29%	
Mean score	6.85 d	6.85 d	6.53	6.20	6.97 i	6.73	6.05	5.83	7.94 lm	5.51 m	4.33	7.79 oo	5.44	5.88	6.71 p	6.24	6.47	8.19 uv	5.61 v	2.93	7.73 x	4.74	
Standard error	0.15	0.11	0.16	0.13	0.29	0.26	0.29	1.49	0.16	0.25	0.39	0.19	0.22	0.22	0.31	0.20	0.50	0.12	0.17	0.20	0.14	0.17	

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?
SUMMARY : Satisfied

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				BT							SKY										
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	300	615	252	492	109	76*	97*	18**	164	74*	62*	162	135	227	143	204	41*	354	172	89*	341	262
Willingness to help resolve your issue	181	375	144	253	66	48	56	11	136	33	12	119	61	127	85	133	30	310	52	13	280	92
	60% d	61% d	57%	51%	61%	63%	58%	61%	83% lm	45% m	19%	73% no	45%	56%	59%	65%	73% p	88% uv	30% v	15%	82% wx	35%
Courtesy and politeness of advisors	177	404	157	284	60	48	59	10	132	28	17	116	60	146	88	141	29	308	67	29	278	121
	59%	66% ad	62%	58%	55%	63%	61%	56%	80% lm	38%	27%	72% no	44%	64%	62%	69%	71%	87% uv	39%	33%	82% wx	46%
Advisor doing what they said they would do	174	359	140	242	64	45	54	11	133	28	13	116	57	124	79	126	30	307	40	12	277	81
	58% d	58% d	56%	49%	59%	59%	56%	61%	81% lm	38% m	21%	72% no	42%	55%	55%	62%	73% pq	87% uv	23%	13%	81% wx	31%
Ease of finding provider contact details	170	359	146	301	62	47	54	7	135	25	10	114	55	123	76	131	29	287	53	19	257	97
	57%	58%	58%	61%	57%	62%	56%	39%	82% lm	34% m	16%	70% no	41%	54%	53%	64% pq	71% q	81% uv	31%	21%	75% wx	37%
The time taken to handle your issue	164	315	142	208	59	44	52	9	133	24	7	106	57	100	80	108	27	271	36	8	245	68
	55% d	61% d	56% d	42%	54%	58%	54%	50%	81% lm	32% m	11%	65% no	42%	44%	56% p	53%	66% p	77% uv	21% v	9%	72% wx	26%
Getting the issue resolved to your satisfaction	160	343	130	220	56	41	54	9	132	18	10	114	45	120	83	116	24	296	38	9	269	71
	53% d	56% d	52%	45%	51%	54%	56%	50%	80% lm	24%	16%	70% no	33%	53%	58%	57%	59%	84% uv	22% v	10%	79% wx	27%
Logging of query details to avoid having to repeat yourself	157	339	138	217	61	39	49	8	126	18	13	112	44	112	78	119	30	273	53	13	252	85
	52% d	65% d	65% d	44%	56%	51%	51%	44%	77% lm	24%	21%	69% no	33%	49%	55%	58%	73% pq	77% uv	31% v	15%	74% wx	32%
Offering compensation or a goodwill payment	148	282	135	156	54	47	43	4	118	20	10	98	50	94	74	92	22	235	38	9	215	64
	49% d	46% d	54% abd	32%	50%	62% hl	44%	22%	72% lm	27%	16%	60% no	37%	41%	52%	45%	54%	66% uv	22% v	10%	63% wx	24%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?
SUMMARY : Satisfied

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				TALK TALK							VIRGIN MEDIA										
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	300	615	252	492	63*	95*	88*	6**	129	77*	46*	114	135	188	87*	187	30*	227	149	116	234	246
Willingness to help resolve your issue	181	375	144	253	43	55	43	3	107	26	11	91	50	93	50	92	18	192	53	8	176	71
	60% d	61% d	57%	51%	68% kl	58%	49%	50%	83% lm	34%	24%	80% no	37%	49%	57%	49%	60%	85% luv	36% lv	7%	75% klx	29%
Courtesy and politeness of advisors	177	404	157	284	37	57	58	5	114	27	16	86	69	105	54	107	18	190	68	26	176	100
	59%	66% ad	62%	58%	59%	60%	66%	83%	88% lm	35%	35%	75% no	51%	56%	62%	57%	60%	84% luv	46% lv	22%	75% klx	41%
Advisor doing what they said they would do	174	359	140	242	40	53	45	2	106	26	8	82	56	85	49	91	17	186	49	7	169	68
	58% d	58% d	56%	49%	63%	56%	51%	33%	82% lm	34%	17%	72% no	41%	45%	56%	49%	57%	82% luv	33% lv	6%	72% klx	28%
Ease of finding provider contact details	170	359	146	301	37	52	55	2	107	26	13	82	62	104	58	119	20	200	66	35	182	112
	57%	58%	58%	61%	59%	55%	63%	33%	83% lm	34%	28%	72% no	46%	55%	67%	64%	67%	88% luv	44% lv	30%	78% klx	46%
The time taken to handle your issue	164	315	142	208	40	58	41	3	106	28	8	87	53	79	44	71	14	168	34	6	144	58
	55% d	61% d	56% d	42%	63% kl	61%	47%	50%	82% lm	36% lm	17%	76% no	39%	42%	51%	38%	47%	74% luv	23% lv	5%	62% klx	24%
Getting the issue resolved to your satisfaction	160	343	130	220	37	50	39	4	103	23	4	81	46	78	50	78	14	186	29	5	163	50
	53% d	56% d	52%	45%	59%	53%	44%	67%	80% lm	30% lm	9%	71% no	34%	41%	57% pr	42%	47%	82% luv	19% lv	4%	70% klx	20%
Logging of query details to avoid having to repeat yourself	157	339	138	217	33	52	50	3	105	30	3	81	55	72	54	76	15	169	40	8	150	63
	52% d	65% d	65% d	44%	52%	55%	57%	50%	81% lm	39% lm	7%	71% no	41%	38%	62% pr	41%	50%	74% luv	27% lv	7%	64% klx	26%
Offering compensation or a goodwill payment	148	282	135	156	34	56	42	3	100	28	7	75	59	61	41	44	10	126	28	2	109	43
	49% d	46% d	54% abd	32%	54%	59%	48%	50%	78% lm	36% lm	15%	66% no	44%	32%	47% pr	24%	33%	56% luv	19% lv	2%	47% klx	17%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q11: In your opinion, was [Provider] able to successfully resolve your complaint?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				BT								SKY									
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	300	615	252	492	109	76*	97*	18**	164	74*	62*	162	135	227	143	204	41*	354	172	89*	341	262
Completely resolved	162	341	114	234	59	46	48	9	116	28	18	162	-	124	83	107	27	270	60	11	341	-
	54% <i>kc</i>	55% <i>qcd</i>	45%	48%	54%	61%	49%	50%	71% <i>klm</i>	38%	29%	100% <i>od</i>	-	55%	58%	52%	66%	77% <i>quv</i>	35% <i>uv</i>	12%	100% <i>xx</i>	-
Partly resolved	104	189	103	161	41	25	35	3	44	39	21	-	104	61	50	71	7	73	83	33	-	189
	35%	31%	41% <i>bd</i>	33%	38%	33%	36%	17%	27%	53% <i>klm</i>	34%	-	77% <i>nl</i>	27%	35% <i>rs</i>	35% <i>rs</i>	17%	21%	48% <i>ut</i>	37% <i>ut</i>	-	72% <i>vw</i>
Not resolved at all	31	73	32	85	9	5	13	4	4	6	21	-	31	37	9	23	4	7	22	44	-	73
	10%	12%	13%	17% <i>ab</i>	8%	7%	13%	22%	2%	8% <i>k</i>	34% <i>kl</i>	-	23% <i>no</i>	16% <i>od</i>	6%	11%	10%	2%	15% <i>tu</i>	49% <i>tu</i>	-	28% <i>vw</i>
Don't know	3	12	3	12	-	-	1	2	-	1	2	-	-	5	1	3	3	4	7	1	-	-
	1%	2%	1%	2%	-	-	1%	11%	-	1%	3% <i>k</i>	-	-	2%	1%	1%	7% <i>qr</i>	1%	4% <i>ut</i>	1%	-	-

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q11: In your opinion, was [Provider] able to successfully resolve your complaint?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				TALK TALK								VIRGIN MEDIA									
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	300	615	252	492	63*	95*	88*	6**	129	77*	46*	114	135	188	87*	187	30*	227	149	116	234	246
Completely resolved	162	341	114	234	38	41	33	2	84	20	10	114	-	78	51	91	14	168	50	16	234	-
	54% <i>ac</i>	55% <i>acd</i>	45%	48%	60% <i>ah</i>	43%	38%	33%	65% <i>ak</i>	26%	22%	100% <i>ao</i>	-	41%	59% <i>ap</i>	49%	47%	74% <i>atv</i>	34% <i>av</i>	14%	100% <i>ax</i>	-
Partly resolved	104	189	103	161	19	42	40	2	36	48	19	-	103	64	22	66	9	49	74	38	-	161
	35%	31%	41% <i>bd</i>	33%	30%	44%	45%	33%	28%	63% <i>am</i>	41%	-	79% <i>an</i>	34%	25%	35%	30%	22%	50% <i>av</i>	33% <i>at</i>	-	63% <i>aw</i>
Not resolved at all	31	73	32	85	5	12	14	1	7	9	16	-	32	42	11	27	5	6	18	61	-	85
	10%	12%	13%	17% <i>ab</i>	8%	13%	16%	17%	5%	12%	35% <i>al</i>	-	24% <i>an</i>	22% <i>ar</i>	13%	14%	17%	3%	7% <i>at</i>	53% <i>atv</i>	-	35% <i>aw</i>
Don't know	3	12	3	12	1	-	1	1	2	-	1	-	-	4	3	3	2	4	7	1	-	-
	1%	2%	1%	2%	2%	-	1%	17%	2%	-	2%	-	-	2%	3%	2%	7%	2%	5%	1%	-	-

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				BT								SKY									
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	300	615	252	492	109	76*	97*	18**	164	74*	62*	162	135	227	143	204	41*	354	172	89*	341	262
Yes	117	267	98	155	42	36	32	7	92	18	7	117	-	93	71	83	20	216	45	6	267	-
	39% <i>d</i>	43% <i>d</i>	39% <i>d</i>	32%	39%	47%	33%	39%	56% <i>lm</i>	24%	11%	72% <i>d</i>	-	41%	50%	41%	49%	61% <i>uv</i>	25% <i>uv</i>	7%	77% <i>xs</i>	-
No	41	70	16	74	17	9	14	1	23	8	10	41	-	29	12	23	6	50	15	5	70	-
	14% <i>c</i>	11% <i>c</i>	6%	15% <i>c</i>	16%	12%	14%	6%	14%	11%	16%	25% <i>d</i>	-	13%	8%	11%	15%	14% <i>uv</i>	9%	6%	21% <i>xs</i>	-
Don't know	4	4	-	5	-	1	2	1	1	2	1	4	-	2	-	1	1	4	-	-	4	-
	1%	1%	-	1%	-	1%	2%	6%	1%	3%	2%	2%	-	1%	-	*	2%	1%	-	-	1%	-

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

Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				TALK TALK								VIRGIN MEDIA									
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	300	615	252	492	63*	95*	88*	6**	129	77*	46*	114	135	188	87*	187	30*	227	149	116	234	246
Yes	117	267	98	155	30	37	29	2	74	18	6	98	-	53	36	54	12	126	24	5	155	-
	39% <i>d</i>	43% <i>d</i>	39% <i>d</i>	32%	48%	39%	33%	33%	57% <i>lm</i>	23%	13%	85% <i>d</i>	-	28%	41% <i>pr</i>	29%	40%	55% <i>tuw</i>	15% <i>uv</i>	4%	65% <i>xs</i>	-
No	41	70	16	74	8	4	4	-	10	2	4	16	-	25	15	32	2	38	26	10	74	-
	14% <i>c</i>	11% <i>c</i>	6%	15% <i>c</i>	13%	4%	5%	-	8%	3%	9%	14% <i>d</i>	-	13%	17%	17%	7%	17% <i>tuw</i>	17% <i>uv</i>	9%	32% <i>xs</i>	-
Don't know	4	4	-	5	-	-	-	-	-	-	-	-	-	-	-	5	-	4	-	1	5	-
	1%	1%	-	1%	-	-	-	-	-	-	-	-	-	-	-	3% <i>p</i>	-	2%	-	1%	2% <i>x</i>	-

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

Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved

	Supplier				BT								SKY									
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	162	341	114	234	59*	46*	48*	9**	116	28**	18**	162	-**	124	83*	107	27**	270	60*	11**	341	-**
Yes	117	267	98	155	42	36	32	7	92	18	7	117	-	93	71	83	20	216	45	6	267	-
		73% ^{cd}	85% ^{abd}	66%	71%	78%	67%	78%	79%	64%	39%	72%	-	75%	86%	78%	74%	80%	75%	55%	78%	-
No	41	70	16	74	17	9	14	1	23	8	10	41	-	29	12	23	6	50	15	9	70	-
	25% ^c	21%	14%	32% ^{abc}	29%	20%	29%	11%	20%	29%	56%	25%	-	23%	14%	21%	22%	19%	25%	45%	21%	-
Don't know	4	4	-	5	-	1	2	1	1	2	1	4	-	2	-	1	1	4	-	-	4	-
	2%	1%	-	2%	-	2%	4%	11%	1%	7%	6%	2%	-	2%	-	1%	4%	1%	-	-	1%	-

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

Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved

	Supplier				TALK TALK								VIRGIN MEDIA									
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	162	341	114	234	38*	41*	33*	2**	84*	20**	10**	114	-**	78*	51*	91*	14**	168	50*	16**	234	-**
Yes	117	267	98	155	30	37	29	2	74	18	6	98	-	53	36	54	12	126	24	5	155	-
	72%	78% ^{cd}	85% ^{cd}	66%	79%	90%	88%	100%	88%	90%	60%	86%	-	68%	71%	59%	86%	75% ^{tu}	48%	31%	66%	-
No	41	70	16	74	8	4	4	-	10	2	4	16	-	25	15	32	2	38	26	10	74	-
	25% ^c	21%	14%	32% ^{abc}	21%	10%	12%	-	12%	10%	40%	14%	-	32%	29%	35%	14%	23%	52% ^{tu}	63%	32%	-
Don't know	4	4	-	5	-	-	-	-	-	-	-	-	-	-	-	5	-	4	-	1	5	-
	2%	1%	-	2%	-	-	-	-	-	-	-	-	-	-	-	5% ^p	-	2%	-	6%	2%	-

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q15: What is your current employment status?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				BT							SKY										
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	300	615	252	492	109	76*	97*	18**	164	74*	62*	162	135	227	143	204	41*	354	172	89*	341	262
Employed or self-employed (full-time - 30hrs/wk+)	175	329	121	245	64	48	55	8	104	42	29	99	75	112	87	115	15	208	81	40	205	120
	58%cd	53%	48%	50%	59%	63%	57%	44%	63%km	57%	47%	61%	56%	49%	61%ps	55%	37%	55%am	47%	45%	60%	46%
Employed or self-employed (part-time - 8-29 hrs/wk+)	45	117	63	92	19	12	13	1	17	16	12	21	24	51	32	30	4	58	41	18	59	56
	15%	19%	25%abcd	19%	17%	16%	13%	6%	10%	22%k	19%	13%	16%	22%qr	22%	15%	10%	16%	24%kl	20%	17%	21%
Homemaker	24	61	29	45	10	7	7	-	10	4	10	12	12	21	10	21	9	32	17	12	30	30
	8%	10%	12%	9%	9%	9%	7%	-	6%	5%	15%kl	7%	9%	9%	10%	22%pqm	15%	9%	10%	13%	9%	11%
Student / under education	24	39	19	36	8	3	13	-	13	5	6	13	11	16	8	12	3	16	13	10	14	24
	8%	6%	8%	7%	7%	4%	13%kl	-	8%	7%	10%	8%	8%	7%	6%	6%	7%	5%	8%	11%kl	4%	9%kl
Temporarily not working (unemployed / illness)	19	37	16	27	5	5	6	3	10	5	4	8	9	15	2	14	6	19	12	6	15	20
	6%	6%	6%	5%	5%	7%	6%	17%	6%	7%	6%	5%	7%	7%kl	1%	7%kl	15%kl	5%	7%	7%	4%	8%
Retired	13	32	4	47	3	1	3	6	10	2	1	9	4	12	4	12	4	21	8	3	18	12
	4%	5%bc	2%	10%abcde	3%	1%	3%	33%	6%	3%	2%	6%	3%	5%	3%	6%	10%	6%	5%	3%	5%	5%
NET: Employed	220	446	184	337	83	60	68	9	121	58	41	120	99	163	119	145	19	266	122	58	264	176
	73%	73%	73%	68%	76%	79%	70%	50%	74%	78%	66%	74%	73%	72%ks	63%pqrs	71%ks	46%	75%	71%	65%	77%kl	67%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q15: What is your current employment status?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				TALK TALK							VIRGIN MEDIA										
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	300	615	252	492	63*	95*	88*	6**	129	77*	46*	114	135	188	67*	167	30*	227	149	116	234	246
Employed or self-employed (full-time - 30hrs/wk+)	175	329	121	245	33	52	35	1	76	28	17	70	51	92	53	89	11	114	71	60	118	124
	58%cd	53%	48%	50%	52%	55%	40%	17%	59%lm	36%	37%	61%no	38%	49%	61%pe	48%	37%	50%	48%	52%	50%	50%
Employed or self-employed (part-time - 8-29 hrs/wk+)	45	117	63	92	10	25	25	3	25	27	11	21	42	40	12	33	7	40	32	20	40	51
	15%	19%	25%abcd	19%	16%	26%	28%	50%	19%	33%k	24%	18%	31%ni	21%	14%	18%	23%	18%	21%	17%	17%	21%
Homemaker	24	61	29	45	6	8	15	-	8	13	8	12	17	21	8	13	3	22	14	9	22	20
	8%	10%	12%	9%	10%	8%	17%	-	6%	17%kl	17%kl	11%	13%	11%	9%	7%	10%	10%	9%	8%	9%	8%
Student / under education	24	39	19	36	6	7	5	1	10	5	4	6	11	8	9	15	4	19	12	5	16	20
	8%	6%	8%	7%	10%	7%	17%	-	8%	6%	9%	5%	8%	4%	10%	8%	13%p	8%	8%	4%	7%	8%
Temporarily not working (unemployed / illness)	19	37	16	27	6	3	7	-	8	4	4	4	11	8	2	14	3	9	9	9	7	17
	6%	6%	6%	5%	10%	3%	8%	-	6%	5%	9%	4%	8%	4%	2%	7%	10%	4%	6%	8%	3%	7%w
Retired	13	32	4	47	2	-	1	1	2	-	2	1	3	19	3	23	2	23	11	13	31	14
	4%	5%c	2%	10%abc	3%	-	1%	17%	2%	-	4%	2%	2%	10%	3%	12%ni	7%	10%	7%	11%	13%z	6%
NET: Employed	220	446	184	337	43	77	60	4	101	55	28	91	93	132	65	122	18	154	103	80	158	175
	73%	73%	73%	68%	68%	81%l	68%	67%	78%lm	71%	61%	80%	69%	70%	75%	65%	60%	68%	69%	69%	68%	71%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q16: Approximately, what is your total annual income before tax?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				BT								SKY									
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	300	615	252	492	109	76*	97*	18**	164	74*	62*	162	135	227	143	204	41*	354	172	89*	341	262
Up to 10,399 Pounds	36 12%	63 10%	22 9%	66 13%	9 8%	6 8%	17 18%	4 22%	16 10%	13 18%	7 11%	21 13%	13 10%	29 13%	9 6%	16 8%	9 22%	32 9%	19 11%	12 13%	34 10%	27 10%
10,400-15,999 Pounds	38 13%	81 13%	41 16%	67 14%	13 12%	10 13%	14 14%	1 6%	19 12%	9 12%	10 16%	19 12%	18 13%	31 14%	16 11%	28 14%	6 15%	41 12%	22 13%	18 20%	34 10%	46 16%
15,600-25,999 Pounds	62 21%	130 21%	56 22%	111 23%	26 24%	13 17%	21 22%	2 11%	28 17%	20 27%	14 23%	29 18%	33 24%	54 24%	32 22%	39 19%	5 12%	74 21%	31 18%	25 28%	73 21%	55 21%
26,000-36,399 Pounds	58 19%	115 19%	40 16%	87 18%	26 24%	18 24%	12 12%	2 11%	32 20%	14 19%	12 19%	30 19%	28 21%	36 16%	30 21%	44 22%	5 12%	70 20%	33 19%	12 13%	67 20%	47 18%
36,400-51,999 Pounds	50 17%	114 19%	46 18%	76 15%	17 16%	11 14%	19 20%	3 17%	32 20%	9 12%	9 15%	34 21%	16 12%	36 16%	34 24%	37 18%	7 17%	69 19%	32 19%	13 15%	68 20%	45 17%
52,000+	38 13%	76 12%	40 16%	52 11%	8 7%	14 18%	12 12%	4 22%	27 16%	5 7%	6 10%	22 14%	16 12%	24 11%	20 14%	28 14%	4 10%	53 15%	18 10%	5 6%	50 15%	25 10%
Don't know	4 1%	11 2%	1 *	8 2%	2 2%	1 1%	- -	1 6%	4 2%	- -	- -	1 1%	3 2%	3 1%	- 3%	6 3%	2 5%	2 1%	8 5%	1 1%	3 1%	5 2%
Would rather not say	14 5%	25 4%	6 2%	25 5%	8 7%	3 4%	2 2%	1 6%	6 4%	4 5%	4 6%	6 4%	8 6%	14 6%	2 1%	6 3%	3 7%	13 4%	9 5%	3 3%	12 4%	12 5%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q16: Approximately, what is your total annual income before tax?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				TALK TALK							VIRGIN MEDIA										
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	300	615	252	492	63*	95*	88*	6**	129	77*	46*	114	135	188	87*	167	30*	227	149	116	234	246
Up to 10,399 Pounds	36 12%	63 10%	22 9%	66 13%	4 6%	9 9%	8 9%	1 17%	9 7%	6 8%	7 15%	10 9%	12 9%	22 12%	18 21%	21 11%	5 17%	37 16%	18 12%	11 9%	36 15%	24 10%
10,400-15,999 Pounds	38 13%	81 13%	41 16%	67 14%	10 16%	17 18%	12 14%	2 33%	24 19%	8 10%	9 20%	21 16%	19 14%	26 14%	9 10%	27 14%	5 17%	24 11%	23 15%	20 17%	32 14%	33 13%
15,600-25,999 Pounds	62 21%	130 21%	56 22%	111 23%	10 16%	22 23%	24 27%	-	17 13%	28 33%	11 24%	19 17%	37 27%	45 24%	18 21%	41 22%	7 23%	54 24%	36 24%	21 18%	53 18%	57 23%
26,000-36,399 Pounds	58 19%	115 19%	40 16%	87 18%	11 17%	10 11%	19 22%	-	18 14%	15 19%	7 15%	14 12%	26 19%	38 20%	12 14%	36 15%	1 3%	44 15%	24 15%	19 16%	39 17%	46 19%
36,400-51,999 Pounds	50 17%	114 19%	46 18%	76 15%	15 24%	16 17%	13 15%	2 33%	29 22%	10 13%	7 15%	23 20%	22 16%	30 16%	18 21%	24 13%	4 13%	33 15%	22 15%	21 18%	37 16%	39 16%
52,000+	38 13%	76 12%	40 16%	52 11%	13 21%	20 21%	7 8%	-	30 23%	8 10%	2 4%	26 23%	14 10%	14 7%	12 14%	20 11%	6 20%	20 9%	18 12%	14 12%	25 11%	27 11%
Don't know	4 1%	11 2%	1 *	8 2%	-	-	1 1%	-	-	1 1%	-	-	1 1%	2 1%	-	6 3%	-	3 1%	4 3%	1 1%	3 1%	5 2%
Would rather not say	14 5%	25 4%	6 2%	25 5%	-	1 1%	4 5%	1 17%	2 2%	1 1%	3 7%	1 1%	4 3%	11 6%	-	12 6%	2 7%	12 5%	4 3%	9 8%	9 4%	15 6%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q17: Where do you live?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				BT										SKY									
					Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	300	615	252	492	109	76*	97*	18**	164	74*	62*	162	135	227	143	204	41*	354	172	69*	341	262		
East Midlands	20	50	15	40	5	6	7	2	13	5	2	15	5	20	10	19	1	33	9	8	27	23		
East of England	21	34	21	45	11	4	5	1	9	6	6	9	12	12	8	13	1	21	8	5	22	11		
London	80	103	63	87	21	25	28	6	46	20	14	48	31	32	35	31	5	68	21	14	62	36		
North East	18	37	14	23	7	6	5	-	11	5	2	12	6	16	13	8	-	17	12	8	15	22		
North West	46	73	32	72	17	12	17	-	26	13	7	22	24	27	14	26	6	36	28	9	43	30		
Scotland	13	44	12	31	7	3	3	-	8	-	5	5	8	17	10	16	1	21	17	6	26	17		
South East	34	76	24	72	9	8	14	3	16	9	9	16	17	28	18	23	7	38	27	11	39	35		
South West	20	44	13	23	11	4	4	1	10	4	6	9	11	20	6	13	5	27	11	6	23	20		
Ulster / Northern Ireland	3	13	2	6	-	-	3	-	1	-	2	2	1	5	2	4	2	9	1	3	7	5		
Wales	12	35	12	7	3	2	6	1	6	3	3	5	7	11	9	11	4	21	6	8	17	18		
West Midlands	20	65	29	50	12	4	1	3	11	6	3	13	6	22	10	27	6	38	19	8	38	25		
Yorkshire & Humber	13	41	15	36	6	2	4	1	7	3	3	6	7	17	8	13	3	25	13	3	22	17		

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q17: Where do you live?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

Supplier	TALK TALK												VIRGIN MEDIA									
	Issue				Satisfaction				Resolved				Issue				Satisfaction				Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	300	615	252	492	63*	95*	88*	61**	129	77*	46*	114	135	188	87*	187	30*	227	149	116	234	246
East Midlands	20	50	15	40	5	1	8	1	8	4	3	4	10	17	6	16	1	19	9	12	19	20
East of England	21	34	21	45	6	7	8	-	11	7	3	12	9	20	6	16	3	26	10	9	20	23
London	80	103	63	87	17	30	15	1	38	16	9	35	28	23	22	32	10	32	38	17	32	54
North East	18	37	14	23	5	6	3	-	7	4	3	7	7	13	1	8	1	12	5	6	14	8
North West	46	73	32	72	7	9	15	1	15	12	5	10	21	33	12	22	5	33	19	20	39	31
Scotland	13	44	12	31	2	5	4	1	4	4	4	4	7	14	4	12	1	14	12	5	11	20
South East	34	76	24	72	4	13	7	-	14	8	2	9	15	21	13	37	1	36	20	16	43	28
South West	20	44	13	23	1	4	8	-	6	4	3	5	8	11	3	9	-	9	6	8	12	10
Ulster / Northern Ireland	3	13	2	6	1	1	-	-	1	1	-	1	1	2	2	2	-	4	2	-	6	-
Wales	12	35	12	7	4	3	5	-	5	4	3	6	6	1	3	3	-	4	2	1	2	5
West Midlands	20	65	29	50	6	10	11	2	13	6	10	12	17	20	7	17	6	22	15	13	21	28
Yorks & Humber	13	41	15	36	5	6	4	-	7	7	1	9	6	13	8	13	2	16	11	9	15	19

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q18: Are you...?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				BT									SKY								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	300	615	252	492	109	76*	97*	18**	164	74*	62*	162	135	227	143	204	41*	354	172	89*	341	262
Male	161	250	119	222	57	44	48	12	83	42	36	93	66	87	78	73	12	146	76	26	146	99
	54% ^{ab}	41%	47%	45%	52%	58%	49%	67%	51%	57%	58%	57%	49%	38%	55% ^{prq}	36%	29%	41%	44% ^{pr}	31%	43%	38%
Female	139	365	133	270	52	32	49	6	81	32	26	69	69	140	65	131	29	208	96	61	195	163
	46%	59% ^{ra}	53%	55% ^{ra}	48%	42%	51%	33%	49%	43%	42%	43%	51%	62% ^{rq}	45%	64% ^{rq}	71% ^{rq}	59%	56%	63% ^{ra}	57%	62%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q18: Are you...?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	300	615	252	492	63*	95*	88*	6**	129	77*	46*	114	135	188	67*	167	30*	227	149	116	234	246
Male	161	250	119	222	26	48	42	3	65	31	23	65	54	83	50	80	9	99	75	48	111	107
	53% ^{ab}	41%	47%	45%	41%	51%	48%	50%	50%	40%	50%	57% ^{no}	40%	44%	57% ^{prq}	43%	30%	44%	50%	41%	47%	43%
Female	139	365	133	270	37	47	46	3	64	46	23	49	81	105	37	107	21	128	74	68	123	139
	46%	59% ^{na}	53%	55% ^{na}	59%	49%	52%	50%	50%	60%	50%	43%	60% ^{na}	50% ^{na}	43%	57% ^{na}	70% ^{na}	56%	50%	59%	53%	57%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q19: What is your age?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				BT								SKY									
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	300	615	252	492	109	76*	97*	18**	164	74*	62*	162	135	227	143	204	41*	354	172	89*	341	262
16 - 17	-	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
18 - 24	69	130	76	86	22	17	26	4	32	19	18	32	36	39	32	49	10	66	44	20	64	65
	23%	21%	30% <i>bc</i>	17%	20%	22%	27%	22%	20%	26%	29%	20%	27%	17%	22%	24%	24%	19%	26%	22%	19%	25%
25 - 34	113	229	91	146	40	37	32	4	65	28	20	64	48	85	60	77	7	131	65	33	130	93
	38% <i>cd</i>	37% <i>cd</i>	36%	30%	37%	49% <i>cd</i>	33%	22%	40%	38%	32%	40%	36%	37% <i>bc</i>	42% <i>cd</i>	33% <i>bc</i>	17%	37%	38%	37%	38%	35%
35 - 44	64	132	43	96	30	14	17	3	37	14	13	36	27	52	27	40	13	78	34	20	70	60
	21%	21%	17%	20%	28%	18%	18%	17%	23%	19%	21%	22%	20%	23%	19%	20%	32%	22%	20%	22%	21%	23%
45 - 54	25	62	22	77	8	3	11	3	13	9	3	15	10	26	11	17	8	36	17	9	38	22
	8%	10%	9%	16% <i>abcd</i>	7%	4%	11%	17%	8%	12%	5%	9%	7%	11%	8%	8%	20% <i>abcd</i>	10%	10%	10%	11%	8%
55 - 64	17	40	14	41	6	2	7	2	7	3	7	6	11	16	10	13	1	26	8	6	25	14
	6%	7%	6%	8%	6%	3%	7%	11%	4%	4%	11%	4%	8%	7%	7%	6%	2%	7%	5%	7%	7%	5%
65 +	12	22	6	42	3	3	4	2	10	1	1	9	3	9	3	8	2	17	4	1	14	8
	4%	4%	2%	9% <i>abcd</i>	3%	4%	4%	11%	6%	1%	2%	6%	2%	4%	2%	4%	5%	5%	2%	1%	4%	3%
NET: 16-34	182	359	167	236	62	54	58	8	97	47	38	96	84	124	92	126	17	197	109	53	194	158
	61% <i>cd</i>	58% <i>cd</i>	66% <i>abcd</i>	48%	57%	71%	60%	44%	59%	64%	61%	59%	62%	55%	64% <i>cd</i>	62% <i>cd</i>	41%	56%	63%	60%	57%	60%
NET: 36-54	89	194	65	173	38	17	28	6	50	23	16	51	37	78	38	57	21	114	51	29	108	82
	30%	32%	26%	35% <i>cd</i>	35%	22%	29%	33%	30%	31%	26%	31%	27%	34%	27%	28%	51% <i>abcd</i>	32%	30%	33%	32%	31%
NET: 55+	29	62	20	83	9	5	11	4	17	4	8	15	14	25	13	21	3	43	12	7	39	22
	10%	10%	8%	17% <i>abcd</i>	8%	7%	11%	22%	10%	5%	13%	9%	10%	11%	9%	10%	7%	12%	7%	8%	11%	8%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q19: What is your age?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	300	615	252	492	63*	95*	88*	6**	129	77*	46*	114	135	188	87*	187	30*	227	149	116	234	246
16 - 17	-	-	-	4	-	-	-	-	-	-	-	-	-	-	1	1	2	3	1	-	2	2
18 - 24	69	130	76	86	20	31	23	2	39	25	12	28	47	23	18	41	4	49	21	16	40	44
25 - 34	113	229	91	146	19	38	33	1	43	32	16	47	44	59	38	45	4	69	44	33	66	73
35 - 44	64	132	43	96	13	15	13	2	31	6	6	25	18	37	21	29	9	37	35	24	40	55
45 - 54	25	62	22	77	5	6	11	-	8	7	7	9	11	36	3	33	5	34	19	24	40	37
55 - 64	17	40	14	41	4	2	7	1	8	4	2	3	11	15	3	19	4	14	18	9	19	21
65 +	12	22	6	42	2	3	1	-	-	3	3	2	4	18	3	19	2	21	11	10	27	14
NET: 16-34	182	359	167	236	39	69	56	3	82	57	28	75	91	82	57	87	10	121	66	49	108	119
NET: 36-54	89	194	65	173	18	21	24	2	39	13	13	34	29	73	24	62	14	71	54	48	80	92
NET: 55+	29	62	20	83	6	5	8	1	8	7	5	5	15	33	6	38	6	35	29	19	46	35
	10%	10%	8%	17% ^{abc}	10%	5%	9%	17%	6%	9%	11%	4%	11%	18% ^{mq}	7%	20% ^{mq}	20% ^{mq}	15%	19%	16%	20%	14%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q20: And which of the following best describes the main income earner in your household?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				BT								SKY									
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	300	615	252	492	109	76*	97*	18**	164	74*	62*	162	135	227	143	204	41*	354	172	89*	341	262
A	52 <i>17%bd</i>	72 <i>12%cd</i>	43 <i>17%bd</i>	29	18	20	13	1	30	11	11	39	13	23	19	25	5	49	16	7	45	25
B	71 24%	163 27%	62 25%	115 23%	17	22	25	7	42	18	11	36	35	56	52	47	8	110	37	16	102	61
C1	96 <i>32%cd</i>	160 26%	53 21%	156 <i>32%bcd</i>	40	17	36	3	51	27	18	55	40	53	34	62	11	74	57	29	81	74
C2	39	129 <i>21%ca</i>	57 <i>23%ba</i>	87	16	9	12	2	23	9	7	15	23	55	27	41	6	72	36	21	72	57
D	14	41 7%	15 6%	49 <i>10%abd</i>	7	2	5	-	3	3	8	3	11	18	5	14	4	19	15	7	17	21
E	28	50 8%	22 9%	56 11%	11	6	6	5	15	6	7	14	13	22	6	15	7	30	11	9	24	24
NET: AB	123 <i>41%cd</i>	235 <i>38%cd</i>	105 <i>42%bd</i>	144	35	42	38	8	72	29	22	75	48	79	71	72	13	159	53	23	147	86
NET: ABC1	219 <i>73%bcd</i>	395 64%	158 63%	300 61%	75	59	74	11	123	56	40	130	88	132	105	134	24	233	110	52	228	160
NET: C2DE	81	220 <i>36%ca</i>	94 <i>37%ba</i>	192 <i>39%ba</i>	34	17	23	7	41	18	22	32	47	95	38	70	17	121	62	37	113	102
NET: DE	42	91 15%	37 15%	105 <i>21%abc</i>	18	8	11	5	18	9	15	17	24	40	11	29	11	49	26	16	41	45
	14%				17%	11%	11%	28%	11%	12%	24% <i>ca</i>	10%	18%	18% <i>cd</i>	8%	14%	27% <i>cd</i>	14%	15%	18%	12%	17%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q20: And which of the following best describes the main income earner in your household?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	300	615	252	492	63*	95*	88*	6**	129	77*	46*	114	135	188	87*	187	30*	227	149	116	234	246
A	52	72	43	29	7	25	10	1	28	10	5	25	18	12	9	7	1	16	8	5	18	10
	17% <i>bcd</i>	12% <i>d</i>	17% <i>bcd</i>	6%	11%	26% <i>gh</i>	11%	17%	22%	13%	11%	22%	13%	6%	10% <i>r</i>	4%	3%	7%	5%	4%	8%	4%
B	71	163	62	115	21	20	20	1	32	19	11	29	33	38	24	48	5	50	42	23	54	61
	24%	27%	25%	23%	33%	21%	23%	17%	25%	25%	24%	25%	24%	20%	28%	26%	17%	22%	28%	20%	23%	25%
C1	96	160	53	156	13	21	15	4	28	16	9	26	25	55	20	68	13	72	41	43	74	80
	32% <i>c</i>	26%	21%	32% <i>bcd</i>	21%	22%	17%	67%	22%	21%	20%	23%	19%	29%	23%	35% <i>dq</i>	45% <i>lm</i>	32%	28%	37%	32%	33%
C2	39	129	57	87	13	19	25	-	24	21	12	23	34	32	19	32	4	37	28	22	39	47
	13%	21% <i>ka</i>	23% <i>ka</i>	16%	21%	20%	28%	-	19%	27%	26%	20%	25%	17%	22%	17%	13%	16%	19%	19%	17%	19%
D	14	41	15	49	4	6	5	-	8	5	2	5	10	27	7	14	1	26	14	9	26	21
	5%	7%	6%	10% <i>abd</i>	6%	6%	6%	-	6%	6%	4%	4%	7%	14% <i>r</i>	8%	7%	3%	11%	9%	8%	11%	9%
E	28	50	22	56	5	4	13	-	9	6	7	6	15	24	8	18	6	26	16	14	23	27
	9%	8%	9%	11%	8%	4%	15% <i>hi</i>	-	7%	8%	15%	5%	11%	13%	9%	10%	20%	11%	11%	12%	10%	11%
NET: AB	123	235	105	144	28	45	30	2	60	29	16	54	51	50	33	55	6	66	50	28	72	71
	41% <i>d</i>	38% <i>d</i>	42% <i>bd</i>	29%	44%	47%	34%	33%	47%	38%	35%	47%	38%	27%	38%	29%	20%	29%	34%	24%	31%	29%
NET: ABC1	219	395	158	300	41	66	45	6	88	45	25	80	76	105	53	123	19	138	91	71	146	151
	73% <i>bcd</i>	64%	63%	61%	65%	69% <i>hi</i>	51%	100%	68%	58%	54%	70% <i>cd</i>	56%	56%	61%	66%	63%	61%	61%	61%	62%	61%
NET: C2DE	81	220	94	192	22	29	43	-	41	32	21	34	59	83	34	64	11	89	58	45	88	95
	27%	36% <i>ka</i>	37% <i>ka</i>	39% <i>ka</i>	35%	31%	49% <i>hi</i>	-	32%	42%	46%	30%	44% <i>lm</i>	44%	39%	34%	37%	39%	39%	39%	38%	39%
NET: DE	42	91	37	105	9	10	18	-	17	11	9	11	25	51	15	32	7	52	30	23	49	48
	14%	15%	15%	21% <i>abd</i>	14%	11%	20%	-	13%	14%	20%	10%	19% <i>lm</i>	27% <i>r</i>	17%	17%	23%	23%	20%	20%	21%	20%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q21: Finally, which of these best describes the place you live most of the time?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				BT							SKY										
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	300	615	252	492	109	76*	97*	18**	164	74*	62*	162	135	227	143	204	41*	354	172	89*	341	262
A city or large town (including suburbs)	174	334	139	318	59	48	57	10	106	37	31	108	64	117	86	113	18	194	95	45	194	136
	58%	54%	55%	65% bc	54%	63%	59%	56%	65% lm	50%	50%	67% no	47%	52%	60%	55%	44%	55%	55%	51%	57%	52%
A small town	97	198	80	146	41	21	30	5	43	31	23	41	55	71	46	66	15	115	56	27	107	87
	32%	32%	32%	30%	38%	28%	31%	28%	28%	41% kl	37%	25%	41% kl	31%	32%	32%	37%	32%	33%	30%	31%	33%
A village, hamlet or isolated dwelling in the countryside	26	77	29	25	8	7	9	2	13	5	8	12	14	37	10	25	5	41	19	17	37	38
	9% d	13% d	12% d	5%	7%	9%	9%	11%	8%	7%	13%	7%	10%	10% d	7%	12%	12%	12%	11%	19%	17%	15%
Prefer not to say	3	6	4	3	1	-	1	1	2	1	-	1	2	2	1	-	3	4	2	-	3	1
	1%	1%	2%	1%	1%	-	1%	6%	1%	1%	-	1%	1%	1%	-	-	7% opq	1%	1%	-	1%	*
NET: Urban	271	532	219	464	100	69	87	15	149	68	54	149	119	188	132	179	33	309	151	72	301	223
	90%	87%	87%	94% abbc	92%	91%	90%	83%	91%	92%	87%	92%	88%	83%	92% mpq	88%	80%	87%	88%	81%	88%	85%
NET: Rural	26	77	29	25	8	7	9	2	13	5	8	12	14	37	10	25	5	41	19	17	37	38
	9% d	13% d	12% d	5%	7%	9%	9%	11%	8%	7%	13%	7%	10%	10% d	7%	12%	12%	12%	11%	19%	17%	15%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
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Q21: Finally, which of these best describes the place you live most of the time?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Supplier				TALK TALK							VIRGIN MEDIA										
					Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	300	615	252	492	63*	95*	88*	6**	129	77*	46*	114	135	188	87*	187	30*	227	149	116	234	246
A city or large town (including suburbs)	174	334	139	318	32	52	51	4	88	31	20	76	62	118	59	121	20	156	93	69	155	156
	58%	54%	55%	65% bc	51%	55%	58%	67%	68% lm	40%	43%	67% no	46%	63%	68%	65%	67%	69%	62%	59%	66%	63%
A small town	97	198	80	146	21	33	25	1	31	34	15	29	51	55	24	60	7	54	53	39	64	79
	32%	32%	32%	30%	33%	35%	28%	17%	24%	44% kl	33%	23%	33% ni	29%	26%	32%	23%	24%	35% lt	34%	27%	32%
A village, hamlet or isolated dwelling in the countryside	26	77	29	25	9	10	10	-	8	10	11	9	19	14	2	6	3	16	2	7	15	9
	9% d	13% d	12% d	5%	14%	11%	11%	-	6%	13%	24% kl	8%	14%	7%	2%	3%	10%	7% tu	1%	6% tu	6%	4%
Prefer not to say	3	6	4	3	1	-	2	1	2	2	-	-	3	1	2	-	-	1	1	1	-	2
	1%	1%	2%	1%	2%	-	2%	17%	2%	3%	-	2%	2%	1%	2% kl	-	-	*	1%	1%	-	1%
NET: Urban	271	532	219	464	53	85	76	5	119	65	35	105	113	173	83	181	27	210	146	108	219	235
	90%	87%	87%	94% abbc	84%	89%	86%	83%	92% km	84%	76%	92% no	84%	92%	95%	97% kp	90%	93%	88% ltv	93%	94%	96%
NET: Rural	26	77	29	25	9	10	10	-	8	10	11	9	19	14	2	6	3	16	2	7	15	9
	9% d	13% d	12% d	5%	14%	11%	11%	-	6%	13%	24% kl	8%	14%	7%	2%	3%	10%	7% tu	1%	6% tu	6%	4%

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

Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

Table 1

Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?

Base: All complained about mobile phone service in past 6 months

	Supplier							EE						O2						TESCO MOBILE														
	Issue							Satisfaction			Resolved			Issue						Satisfaction			Resolved											
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	645	677	306	450	198	532	219	277	154	173	41*	375	183	87*	357	274	228	139	276	34*	366	207	104	327	338	88*	71*	125	22**	182	81*	43*	156	145
A billing, pricing or payment issue	204	177	62	137	52	224	40	204	-	-	-	116	56	32	117	85	177	-	-	-	104	45	28	94	83	62	-	-	-	42	12	8	38	23
The service not performing as it should	173	276	125	149	52	124	102	-	-	173	-	106	47	20	92	77	-	-	276	-	140	94	42	127	144	-	-	125	-	75	26	24	58	65
A problem relating to the installation or set up of your service	83	80	35	52	30	49	24	-	83	-	-	50	25	8	50	31	-	80	-	-	45	28	7	46	34	-	35	-	18	13	4	15	19	
Dissatisfaction with customer service from a previous occasion or contact	73	51	26	48	23	58	15	73	-	-	-	28	31	14	31	38	51	-	-	-	19	18	14	18	31	26	-	-	10	13	3	14	12	
A problem with a repair to the service	71	59	36	37	23	36	22	-	71	-	-	50	14	7	42	29	-	59	-	-	39	16	4	25	34	-	36	-	21	14	1	18	18	
Or something else	41	34	22	27	18	41	16	-	-	41	-	25	10	6	25	14	-	-	34	-	19	6	9	17	12	-	-	22	16	3	3	13	8	
SUMMARY:																																		
Billing and Customer service	277	228	88	185	75	282	55	277	-	-	-	144	87	46	148	123	228	-	-	-	123	63	42	112	114	88	-	-	52	25	11	52	35	
Repairs and Installation	154	139	71	89	53	85	46	-	154	-	-	100	39	15	92	60	-	139	-	-	84	44	11	71	68	-	71	-	39	27	5	33	37	
Service Issues	173	276	125	149	52	124	102	-	-	173	-	106	47	20	92	77	-	-	276	-	140	94	42	127	144	-	-	125	-	75	26	24	58	65
Something else	41	34	22	27	18	41	16	-	-	41	-	25	10	6	25	14	-	-	34	-	19	6	9	17	12	-	-	22	16	3	3	13	8	

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?

Base: All complained about mobile phone service in past 6 months

Supplier	THREE												VIRGIN MEDIA												VODAFONE											
	Issue						Satisfaction			Resolved			Issue						Satisfaction			Resolved			Issue						Satisfaction			Resolved		
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)		
Total	645	677	306	450	198	532	219	185	89*	149	277**	266	120	64*	239	205	75*	53*	52*	18**	88*	63*	47*	87*	107	282	85*	124	41*	287	137	108	251	267		
A billing, pricing or payment issue	204	177	62	137	52	224	40	137	-	-	-	85	31	21	77	60	52	-	-	-	26	13	13	26	26	224	-	-	-	117	53	54	105	115		
	31%abcz	26%ca	20%	30%ca	26%	42%abcd	18%	74%kl	-	-	-	32%	26%	33%	32%	29%	69%qr	-	-	-	30%	21%	28%	30%	24%	79%BCD	-	-	-	41%	39%	50%	42%	43%		
The service not performing as it should	173	276	125	149	52	124	102	-	-	149	-	98	32	19	77	71	-	-	52	-	23	15	14	20	31	-	-	124	-	73	38	13	52	70		
	27%	41%adef	41%adef	33%af	26%	23%	47%adef	-	-	100%gh	-	37%	27%	30%	32%	35%	-	-	100%pq	-	26%	24%	30%	23%	29%	-	-	100%ABD	-	25%G	28%G	12%	21%	26%		
A problem relating to the installation or set up of your service	83	80	35	52	30	49	24	-	52	-	-	31	14	7	28	22	-	30	-	-	16	13	1	16	13	-	49	-	30	13	6	31	18			
	13%af	12%	11%	12%	15%af	9%	24	-	88%op	-	12%	12%	11%	-	12%	11%	-	87%op	-	-	18%v	21%w	2%	18%	12%	-	88%ACD	-	10%	9%	6%	12%	7%			
Dissatisfaction with customer service from a previous occasion or contact	73	51	26	48	23	58	15	48	-	-	-	16	20	12	17	28	23	-	-	-	6	7	10	9	14	58	-	-	-	17	18	23	20	37		
	11%ab	8%	8%	11%	12%	11%ab	7%	26%kl	-	-	-	6%	17%k	19%k	7%	14%h	31%qr	-	-	-	7%	11%	21%l	10%	13%	21%BCD	-	-	-	6%	13%E	21%E	8%	14%j		
A problem with a repair to the service	71	59	36	37	23	36	22	-	37	-	-	19	15	3	23	14	-	23	-	-	9	8	6	8	15	-	36	-	23	7	6	21	14			
	11%af	9%	12%af	8%	12%af	7%	10%	-	42%qj	-	-	7%	13%	5%	10%	7%	-	43%pr	-	-	10%	13%	13%	9%	14%	-	42%ACD	-	8%	5%	6%	8%	5%			
Or something else	41	34	22	27	18	41	16	-	-	-	27	17	8	2	17	10	-	-	-	18	8	7	3	8	8	-	-	-	41	27	8	6	22	13		
	6%	5%	7%	6%	9%ab	8%	7%	-	-	100%	-	6%	7%	3%	7%	5%	-	-	-	100%	9%	11%	6%	9%	7%	-	-	-	100%ABC	9%	6%	6%	9%	5%		
SUMMARY:																																				
Billing and Customer service	277	228	88	185	75	282	55	185	-	-	-	101	51	33	94	88	75	-	-	-	32	20	23	35	40	282	-	-	-	134	71	77	125	152		
	43%bcz	34%ca	29%	41%bcz	38%ca	53%abcd	25%	100%kl	-	-	-	38%	43%	52%k	39%	43%	100%qr	-	-	-	36%	32%	49%	40%	37%	100%BCD	-	-	-	47%	52%	71%EF	50%	57%		
Repairs and Installation	154	139	71	89	53	85	46	-	89	-	-	50	29	10	51	36	-	53	-	-	25	21	7	24	28	-	85	-	53	20	12	52	32			
	24%af	21%af	23%af	20%	27%df	16%	21%	-	100%qj	-	-	19%	24%	16%	21%	18%	-	100%pr	-	-	28%	33%v	15%	28%	26%	-	100%ACD	-	18%	15%	11%	21%	12%			
Service Issues	173	276	125	149	52	124	102	-	-	149	-	98	32	19	77	71	-	-	52	-	23	15	14	20	31	-	-	124	-	73	38	13	52	70		
	27%	41%adef	41%adef	33%af	26%	23%	47%adef	-	-	100%gh	-	37%	27%	30%	32%	35%	-	-	100%pq	-	26%	24%	30%	23%	29%	-	-	100%ABD	-	25%G	28%G	12%	21%	26%		
Something else	41	34	22	27	18	41	16	-	-	-	27	17	8	2	17	10	-	-	-	18	8	7	3	8	8	-	-	-	41	27	8	6	22	13		
	6%	5%	7%	6%	9%ab	8%	7%	-	-	100%	-	6%	7%	3%	7%	5%	-	-	-	100%	9%	11%	6%	9%	7%	-	-	-	100%ABC	9%	6%	6%	9%	5%		

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?

Base: All complained about mobile phone service in past 6 months

	Supplier							Issue				Satisfaction			Resolved	
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
	Total	645	677	306	450	198	532	219	55*	46*	102	16**	131	64*	24**	116
A billing, pricing or payment issue	204	177	62	137	52	224	40	40	-	-	-	28	9	3	26	14
	32%bcz	26%cz	20%	30%cz	26%	42%	18%	73%h	-	-	-	21%	14%	13%	22%	15%
The service not performing as it should	173	276	125	149	52	124	102	-	-	102	-	54	32	16	53	48
	27%	41%ade	41%ade	33%a	26%	23%	47%ade	-	-	100%gi	-	41%	50%	67%	46%	51%
A problem relating to the installation or set up of your service	83	80	35	52	30	49	24	-	24	-	-	15	8	1	16	8
	13%	12%	11%	12%	15%	9%	11%	-	52%gj	-	-	11%	13%	4%	14%	8%
Dissatisfaction with customer service from a previous occasion or contact	73	51	26	48	23	58	15	15	-	-	-	8	5	2	6	9
	11%b	8%	8%	11%	12%	11%	7%	27%h	-	-	-	6%	8%	8%	5%	9%
A problem with a repair to the service	71	59	36	37	23	36	22	-	22	-	-	15	6	1	7	13
	11%	9%	12%	8%	12%	7%	10%	-	48%gj	-	-	11%	9%	4%	6%	14%
Or something else	41	34	22	27	18	41	16	-	-	-	16	11	4	1	8	3
	6%	5%	7%	6%	9%b	8%	7%	-	-	-	100%	8%	6%	4%	7%	3%
SUMMARY:																
Billing and Customer service	277	228	88	185	75	282	55	55	-	-	-	36	14	5	32	23
	43%bcz	34%b	29%	41%bcz	38%cz	53%	25%	100%h	-	-	-	27%	22%	21%	28%	24%
Repairs and Installation	154	139	71	89	53	85	46	-	46	-	-	30	14	2	23	21
	24%	21%	23%	20%	27%b	16%	21%	-	100%gj	-	-	23%	22%	8%	20%	22%
Service Issues	173	276	125	149	52	124	102	-	-	102	-	54	32	16	53	48
	27%	41%ade	41%ade	33%a	26%	23%	47%ade	-	-	100%gi	-	41%	50%	67%	46%	51%
Something else	41	34	22	27	18	41	16	-	-	-	16	11	4	1	8	3
	6%	5%	7%	6%	9%b	8%	7%	-	-	-	100%	8%	6%	4%	7%	3%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Table 4

Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Billing and Customer service

Base: All complained about mobile phone service in past 6 months - Billing and Customer service complaint

	Supplier							EE						O2						TESCO MOBILE														
								Issue			Satisfaction			Resolved								Issue			Satisfaction			Resolved						
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	277	228	88*	185	75*	282	55*	277	-**	-**	-**	144	87*	46*	148	123	228	-**	-**	-**	123	63*	42*	112	114	88*	-**	-**	-**	52*	25**	11**	52*	35*
Bill was a lot higher than expected	64	50	15	36	19	67	4	64	-	-	-	36	19	9	27	35	50	-	-	-	34	10	6	35	15	15	-	-	-	10	2	3	8	7
Bill was inaccurate	52	40	6	32	15	53	9	52	-	-	-	25%	22%	20%	18%	25%	22%	-	-	-	28%	16%	14%	31%	13%	17%	-	-	-	19%	8%	27%	15%	20%
Bill contained items I shouldn't have been charged for	40	49	13	32	10	58	8	40	-	-	-	19%	17%	20%	20%	18%	18%	-	-	-	26	8	6	20	20	7%	-	-	-	10%	-	9%	10%	3%
Getting a refund, credit note or cashback	39	30	7	20	8	40	10	39	-	-	-	25	8	6	23	16	30	-	-	-	14	9	7	16	14	8%	-	-	-	6	-	1	5	2
Payment issues (including setting up/making a payment, non-direct debit charges)	37	33	14	26	10	32	14	37	-	-	-	17%	9%	13%	16%	13%	33	-	-	-	11%	14%	17%	14%	17%	14	-	-	-	10	1	3	8	6
Didn't do what they said they would do	31	17	5	17	8	17	1	31	-	-	-	10	12	9	12	17	17	-	-	-	6	5	6	7	9	5	-	-	-	3	1	1	2	3
The format of the bill	23	21	9	12	6	11	9	23	-	-	-	12	8	3	12	11	21	-	-	-	16	5	-	13	8	9	-	-	-	8	1	-	7	2
Took too long to resolve issue	22	14	13	17	10	20	2	22	-	-	-	8	9	5	11	11	14	-	-	-	4	6	4	4	10	13	-	-	-	4	7	2	6	7
Costs of international and roaming calls	20	21	7	18	7	17	3	20	-	-	-	15	5	-	14	6	21	-	-	-	14	6	1	12	9	7	-	-	-	4	1	2	2	5
Pre-pay credit lost or not credited to card	19	10	4	10	6	7	4	19	-	-	-	11	6	2	11	8	10	-	-	-	6	4	-	5	5	4	-	-	-	3	1	-	2	2
Rude/dismissive	17	13	9	12	6	18	4	17	-	-	-	4	5	8	4	11	13	-	-	-	4	6	3	4	8	9	-	-	-	5	1	3	6	3
Unable to get through to anyone	17	9	8	9	8	10	4	17	-	-	-	8	8	1	7	10	9	-	-	-	2	4	3	4	5	8	-	-	-	3	5	-	6	2
Gave incorrect information	16	18	5	11	5	14	5	16	-	-	-	5	6	5	6	8	18	-	-	-	7	5	6	7	11	5	-	-	-	2	1	2	2	3
Unable to get through to relevant person	15	13	4	7	9	12	3	15	-	-	-	6	7	2	7	7	13	-	-	-	6	4	3	5	8	4	-	-	-	2	2	-	3	1
A different issue	8	7	2	5	2	7	2	8	-	-	-	4	2	2	5	3	7	-	-	-	4	1	2	4	3	2	-	-	-	1	1	-	1	1
	3%	3%	2%	3%	3%	2%	4%	3%	-	-	-	3%	2%	4%	3%	2%	3%	-	-	-	3%	2%	5%	4%	3%	2%	-	-	-	2%	4%	-	2%	3%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Billing and Customer service

Base: All complained about mobile phone service in past 6 months - Billing and Customer service complaint

Supplier	THREE										VIRGIN MEDIA										VODAFONE													
	Issue					Satisfaction			Resolved		Issue					Satisfaction			Resolved		Issue					Satisfaction			Resolved					
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	277	228	88*	185	75*	282	55*	185	-**	-**	-**	101	51*	33*	94*	88*	75*	-**	-**	-**	32*	20**	23**	35*	40*	282	-**	-**	-**	134	71*	77*	125	152
Bill was a lot higher than expected	64	50	15	36	19	67	4	36	-	-	-	24	7	5	22	14	19	-	-	-	9	3	7	9	10	67	-	-	-	35	16	16	29	37
Bill was inaccurate	52	40	6	32	15	53	9	32	-	-	-	22	5	5	17	15	15	-	-	-	8	1	6	8	7	53	-	-	-	30	13	10	28	25
Bill contained items I shouldn't have been charged for	40	49	13	32	10	58	8	32	-	-	-	13	12	7	19	13	10	-	-	-	4	2	4	4	6	58	-	-	-	30	11	17	24	33
Getting a refund, credit note or cashback	39	30	7	20	8	40	10	20	-	-	-	11	4	5	10	10	8	-	-	-	4	1	3	3	5	40	-	-	-	17	11	12	17	23
Payment issues (including setting up/making a payment, non-direct debit charges)	37	33	14	26	10	32	14	26	-	-	-	19	5	2	15	11	10	-	-	-	5	3	2	5	5	32	-	-	-	16	10	6	10	21
Didn't do what they said they would do	31	17	5	17	8	17	1	17	-	-	-	5	5	7	4	11	8	-	-	-	2	2	4	3	5	17	-	-	-	2	3	12	2	15
The format of the bill	23	21	9	12	6	11	9	12	-	-	-	9	2	1	7	5	6	-	-	-	3	3	-	3	3	11	-	-	-	7	2	2	5	5
Took too long to resolve issue	22	14	13	17	10	20	2	17	-	-	-	4	7	6	2	15	10	-	-	-	3	4	3	4	6	20	-	-	-	3	8	9	4	15
Costs of international and roaming calls	20	21	7	18	7	17	3	18	-	-	-	10	3	5	8	10	7	-	-	-	4	2	1	3	4	17	-	-	-	8	8	1	6	10
Pre-pay credit lost or not credited to card	19	10	4	10	6	7	4	10	-	-	-	7	2	1	7	3	6	-	-	-	4	2	-	4	2	7	-	-	-	4	2	1	3	4
Rude/dismissive	17	13	9	12	6	18	4	12	-	-	-	3	4	5	4	8	6	-	-	-	-	1	5	2	4	18	-	-	-	6	3	9	9	9
Unable to get through to anyone	17	9	8	9	8	10	4	9	-	-	-	4	5	-	5	4	8	-	-	-	3	3	2	5	3	10	-	-	-	1	4	5	4	6
Gave incorrect information	16	18	5	11	5	14	5	11	-	-	-	3	3	5	4	7	5	-	-	-	1	3	1	3	2	14	-	-	-	4	3	7	6	8
Unable to get through to relevant person	15	13	4	7	9	12	3	7	-	-	-	-	4	3	1	5	9	-	-	-	2	4	3	5	4	12	-	-	-	3	4	5	5	7
A different issue	8	7	2	5	2	7	2	5	-	-	-	3	1	1	4	1	2	-	-	-	1	-	1	-	2	7	-	-	-	4	2	1	5	2

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Billing and Customer service

Base: All complained about mobile phone service in past 6 months - Billing and Customer service complaint

	Supplier							Issue				Satisfaction			Resolved	
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	277	228	88*	185	75*	282	55*	55*	-**	-**	-**	36*	14**	5**	32*	23**
Bill was a lot higher than expected	64	50	15	36	19	67	4	4	-	-	-	2	2	-	3	1
	23%z	22%z	17%	19%z	25%z	24%	7%	7%	-	-	-	6%	14%	-	9%	4%
Bill was inaccurate	52	40	6	32	15	53	9	9	-	-	-	7	2	-	6	3
	19%z	18%z	7%	17%z	20%z	19%	16%	16%	-	-	-	19%	14%	-	19%	13%
Bill contained items I shouldn't have been charged for	40	49	13	32	10	58	8	8	-	-	-	4	3	1	2	6
	14%	21%a	15%	17%	13%	21%	15%	15%	-	-	-	11%	21%	20%	6%	26%
Getting a refund, credit note or cashback	39	30	7	20	8	40	10	10	-	-	-	9	-	1	8	2
	14%	13%	8%	11%	11%	14%	18%	18%	-	-	-	25%	-	20%	25%	9%
Payment issues (including setting up/making a payment, non-direct debit charges)	37	33	14	26	10	32	14	14	-	-	-	11	2	1	10	4
	13%	14%	16%	14%	13%	11%	25%ad	25%	-	-	-	31%	14%	20%	31%	17%
Didn't do what they said they would do	31	17	5	17	8	17	1	1	-	-	-	1	-	-	1	-
	11%z	7%	6%	9%	11%	6%	2%	2%	-	-	-	3%	-	-	3%	-
The format of the bill	23	21	9	12	6	11	9	9	-	-	-	6	3	-	3	6
	8%	9%	10%	6%	8%	4%	16%d	16%	-	-	-	17%	21%	-	9%	26%
Took too long to resolve issue	22	14	13	17	10	20	2	2	-	-	-	2	-	-	2	-
	8%	6%	15%bz	9%	13%db	7%	4%	4%	-	-	-	6%	-	-	6%	-
Costs of international and roaming calls	20	21	7	18	7	17	3	3	-	-	-	2	1	-	1	2
	7%	9%	8%	10%	9%	6%	5%	5%	-	-	-	6%	7%	-	3%	9%
Pre-pay credit lost or not credited to card	19	10	4	10	6	7	4	4	-	-	-	4	-	-	2	2
	7%	4%	5%	5%	8%	2%	7%	7%	-	-	-	11%	-	-	6%	9%
Rude/dismissive	17	13	9	12	6	18	4	4	-	-	-	1	2	1	1	3
	6%	6%	10%	6%	8%	6%	7%	7%	-	-	-	3%	14%	20%	3%	13%
Unable to get through to anyone	17	9	8	9	8	10	4	4	-	-	-	2	1	1	1	3
	6%	4%	9%	5%	11%db	4%	7%	7%	-	-	-	6%	7%	20%	3%	13%
Gave incorrect information	16	18	5	11	5	14	5	5	-	-	-	3	2	-	1	4
	6%	8%	6%	6%	7%	5%	9%	9%	-	-	-	8%	14%	-	3%	17%
Unable to get through to relevant person	15	13	4	7	9	12	3	3	-	-	-	1	1	1	2	1
	5%	6%	5%	4%	12%ad	4%	5%	5%	-	-	-	3%	7%	20%	6%	4%
A different issue	8	7	2	5	2	7	2	2	-	-	-	1	1	-	2	-
	3%	3%	2%	3%	3%	2%	4%	4%	-	-	-	3%	7%	-	6%	-

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?

Service issues

Base: All complained about mobile phone service in past 6 months - Service issue complaint

	Supplier							EE					O2					TESCO MOBILE																	
								Issue			Satisfaction		Resolved		Issue			Satisfaction		Resolved		Issue			Satisfaction		Resolved								
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	173	276	125	149	52*	124	102	-**	-**	173	-**	106	47*	20**	92*	77*	-**	-**	276	-**	140	94*	42*	127	144	-**	-**	125	-**	75*	26**	24**	58*	65*	
Unable to access 4G service	63	131	43	45	18	33	50	-	-	63	-	35	21	7	28	33	-	-	131	-	70	40	21	54	75	-	-	43	-	27	7	9	19	24	
	36%	47% <i>acdf</i>	34%	30%	35%	27%	49% <i>acdf</i>	-	-	36%	-	33%	45%	35%	30%	43%	-	-	47%	-	50%	43%	50%	43%	52%	-	-	34%	-	36%	27%	38%	33%	37%	
Service is not consistently available	58	63	27	50	16	38	13	-	-	58	-	38	11	9	26	32	-	-	63	-	30	21	12	26	37	-	-	27	-	16	6	5	10	17	
	34% <i>bcz</i>	23% <i>z</i>	22%	34% <i>bcz</i>	31% <i>z</i>	31% <i>z</i>	13%	-	-	34%	-	36%	23%	45%	28%	42%	-	-	23%	-	21%	22%	29%	20%	26%	-	-	22%	-	21%	23%	21%	17%	26%	
Poor indoor reception/coverage	53	44	24	58	10	30	17	-	-	53	-	25	20	8	20	32	-	-	44	-	19	20	5	17	26	-	-	24	-	13	6	5	10	13	
	31% <i>bcz</i>	16%	19%	39% <i>abcd</i>	19%	24%	17%	-	-	31%	-	24%	43% <i>kl</i>	40%	22%	42% <i>lm</i>	-	-	16%	-	14%	21%	12%	13%	18%	-	-	19%	-	17%	23%	21%	17%	20%	
Complete loss of service	51	137	49	35	22	28	55	-	-	51	-	29	16	6	31	20	-	-	137	-	63	49	25	63	73	-	-	49	-	26	10	13	23	26	
	29%	50% <i>adfi</i>	39% <i>dfi</i>	23%	42% <i>dfi</i>	23%	54% <i>adfi</i>	-	-	29%	-	27%	34%	30%	34%	26%	-	-	50%	-	45%	52%	60%	50%	51%	-	-	39%	-	35%	38%	54%	40%	40%	
Problems with calls being disconnected during a call or not connected at all	33	32	20	20	14	22	14	-	-	33	-	21	9	3	16	17	-	-	32	-	23	6	3	10	22	-	-	20	-	13	5	2	10	9	
	19% <i>ab</i>	12%	16%	13%	27% <i>bdz</i>	18%	14%	-	-	19%	-	20%	19%	15%	17%	22%	-	-	12%	-	16% <i>ad</i>	6%	7%	8%	15%	-	-	16%	-	17%	19%	8%	17%	14%	
Poor outside reception/coverage	32	46	15	37	7	25	16	-	-	32	-	17	10	5	12	19	-	-	46	-	27	14	5	18	27	-	-	15	-	8	5	2	7	8	
	18%	17%	12%	25% <i>abc</i>	13%	20%	16%	-	-	18%	-	16%	21%	25%	13%	25%	-	-	17%	-	19%	15%	12%	14%	19%	-	-	12%	-	11%	19%	8%	12%	12%	
Text or voice mails delivered late	25	27	22	20	7	16	17	-	-	25	-	19	5	1	12	12	-	-	27	-	20	5	2	17	10	-	-	22	-	14	5	3	12	10	
	14%	10%	16% <i>ab</i>	13%	13%	13%	17%	-	-	14%	-	18%	11%	5%	13%	16%	-	-	10%	-	14% <i>ad</i>	5%	5%	13%	7%	-	-	18%	-	19%	19%	13%	21%	15%	
Connection speed slower than advertised or led to expect	5	-	-	1	-	-	-	-	-	5	-	3	1	1	1	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	3% <i>bd</i>	-	-	2% <i>b</i>	-	-	-	-	-	3%	-	3%	2%	5%	1%	5%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Problems with voice over internet (VOIP) telephone calls	3	-	-	-	-	-	-	-	-	3	-	1	1	1	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	2% <i>ab</i>	-	-	-	-	-	-	-	-	2%	-	1%	2%	5%	-	4%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Poor line quality	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	4% <i>abcd</i>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	z	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Poor picture quality	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	2% <i>b</i>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unable to get certain channels/content	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	2% <i>b</i>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	8	5	4	4	1	9	1	-	-	8	-	5	1	2	5	3	-	-	5	-	2	1	2	1	3	-	-	4	-	4	-	2	2		
	5%	2%	3%	3%	2%	7% <i>abz</i>	1%	-	-	5%	-	5%	2%	10%	5%	4%	-	-	2%	-	1%	1%	5%	1%	2%	-	-	3%	-	5%	-	3%	3%		

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Service issues

Base: All complained about mobile phone service in past 6 months - Service issue complaint

Supplier	THREE										VIRGIN MEDIA							VODAFONE																
	Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved			Issue				Satisfaction			Resolved						
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	173	276	125	149	52*	124	102	-**	-**	149	-**	98*	32*	19**	77*	71*	-**	-**	52*	-**	23**	15**	14**	20**	31*	-**	-**	124	-**	73*	38*	13**	52*	70*
Unable to access 4G service	63	131	43	45	18	33	50	-	-	45	-	32	7	6	18	27	-	-	18	-	8	6	4	6	11	-	-	33	-	22	9	2	16	17
Service is not consistently available	58	63	27	50	16	38	13	-	-	50	-	30	10	10	27	23	-	-	16	-	10	4	2	8	8	-	-	38	-	25	8	5	18	20
Poor indoor reception/coverage	53	44	24	58	10	30	17	-	-	58	-	34	14	10	26	32	-	-	10	-	1	6	3	1	9	-	-	30	-	14	10	6	12	17
Complete loss of service	51	137	49	35	22	28	55	-	-	35	-	26	7	2	20	15	-	-	22	-	7	6	9	6	16	-	-	28	-	15	9	4	12	16
Problems with calls being disconnected during a call or not connected at all	33	32	20	20	14	22	14	-	-	20	-	15	4	1	9	11	-	-	14	-	6	5	3	4	10	-	-	22	-	14	8	-	9	13
Poor outside reception/coverage	32	46	15	37	7	25	16	-	-	37	-	19	10	8	15	22	-	-	7	-	1	4	2	1	6	-	-	25	-	17	7	1	7	18
Text or voice mails delivered late	25	27	22	20	7	16	17	-	-	20	-	13	4	3	12	7	-	-	7	-	1	3	3	2	5	-	-	16	-	9	7	-	4	11
Connection speed slower than advertised or led to expect	5	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-
Problems with voice over internet (VOIP) telephone calls	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	7	-	5	-	-	-	-	-	-	-	-	-	-
Poor line quality	-	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	1	1	-	1	1	-	-	-	-	-	-	-	-	-
Poor picture quality	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-
Unable to get certain channels/content	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	8	5	4	4	1	9	1	-	-	4	-	3	1	-	3	1	-	-	1	-	-	-	1	-	-	-	-	9	-	4	3	2	5	4
	5%	2%	3%	3%	2%	7% z	1%	-	-	3%	-	3%	3%	-	4%	1%	-	-	2%	-	4%	-	7%	-	3%	-	-	7%	-	5%	8%	15%	10%	6%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Service issues

Base: All complained about mobile phone service in past 6 months - Service issue complaint

	Supplier							GIFFGAFF								
								Issue				Satisfaction			Resolved	
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	173	276	125	149	52*	124	102	-**	-**	102	-**	54*	32*	16**	53*	48*
Unable to access 4G service	63 36%	131 47% acd	43 34%	45 30%	18 35%	33 27%	50 49% acd	-	-	50 49%	-	24 44%	16 50%	10 63%	22 42%	27 56%
Service is not consistently available	58 34% bcz	63 23% z	27 22%	50 34% bcz	16 31%	38 31%	13 13%	-	-	13 13%	-	7 13%	4 13%	2 13%	5 9%	8 17%
Poor indoor reception/coverage	53 31% bcz	44 16%	24 19%	58 39% bcezd	10 19%	30 24%	17 17%	-	-	17 17%	-	5 9%	11 34% k	1 6%	6 11%	11 23%
Complete loss of service	51 29%	137 50% ad	49 39% d	35 23%	22 42% d	28 23%	55 54% acd	-	-	55 54%	-	29 54%	15 47%	11 69%	29 55%	25 52%
Problems with calls being disconnected during a call or not connected at all	33 19% b	32 12%	20 16%	20 13%	14 27% bdz	22 18%	14 14%	-	-	14 14%	-	7 13%	6 19%	1 6%	4 8%	10 21%
Poor outside reception/coverage	32 18%	46 17%	15 12%	37 25% bc	7 13%	25 20%	16 16%	-	-	16 16%	-	9 17%	4 13%	3 19%	6 11%	10 21%
Text or voice mails delivered late	25 14%	27 10%	22 18% bd	20 13%	7 13%	16 13%	17 17%	-	-	17 17%	-	9 17%	6 19%	2 13%	3 6%	14 29% n
Connection speed slower than advertised or led to expect	5 3% bd	-	-	-	1 2% b	-	-	-	-	-	-	-	-	-	-	-
Problems with voice over internet (VOIP) telephone calls	3 2% b	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Poor line quality	-	-	-	-	2 4% abcdz	-	-	-	-	-	-	-	-	-	-	-
Poor picture quality	-	-	-	-	1 2% b	-	-	-	-	-	-	-	-	-	-	-
Unable to get certain channels/content	-	-	-	-	1 2% b	-	-	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	8 5%	5 2%	4 3%	4 3%	1 2%	9 7%	1 1%	-	-	1 1%	-	1 2%	-	-	1 2%	-

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Repairs and Installation

Base: All complained about mobile phone service in past 6 months - Repair and Installation complaint

	Supplier							EE						O2						TESCO MOBILE															
								Issue			Satisfaction			Resolved		Issue			Satisfaction			Resolved		Issue			Satisfaction			Resolved					
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	154	139	71*	89*	53*	85*	46*	-**	154	-**	-**	100	39*	15**	92*	60*	-**	139	-**	-**	84*	44*	11**	71*	68*	-**	71*	-**	-**	-**	39*	27**	5**	33*	37*
Switching issues (e.g. problems trying to switch or problems porting your number)	73	75	34	50	24	48	23	-	73	-	-	42	24	7	42	29	-	75	-	-	40	28	7	41	34	-	34	-	-	17	13	4	14	19	
	47%	54%	48%	56%	45%	56%	50%	-	47%	-	-	42%	62% ^{kl}	47%	46%	48%	-	54%	-	-	48%	64%	64%	58%	50%	-	48%	-	-	44%	48%	80%	42%	51%	
Missed/moved repair appointment	6	-	-	-	5	-	-	-	6	-	-	5	1	-	4	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	4% ^{ab}	-	-	-	3% ^{bcdfz}	-	-	-	4%	-	-	5%	3%	-	4%	3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Time taken to repair a fault	5	-	-	-	6	-	-	-	5	-	-	4	1	-	3	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	3% ^{ab}	-	-	-	11% ^{abcdz}	-	-	-	3%	-	-	4%	3%	-	3%	3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Missed/ moved installation appointment	4	-	-	-	3	-	-	-	4	-	-	3	1	-	3	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	3%	-	-	-	6% ^{abcd}	-	-	-	3%	-	-	3%	3%	-	3%	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Arranging an installation	4	-	-	-	3	-	-	-	4	-	-	2	2	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	3%	-	-	-	6% ^{abcd}	-	-	-	3%	-	-	2%	5%	-	2%	3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Complaining about an engineer	4	-	-	-	1	-	-	-	4	-	-	4	-	-	3	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	3%	-	-	-	2%	-	-	-	3%	-	-	4%	-	-	3%	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Time taken to install the service	3	-	-	-	4	-	-	-	3	-	-	2	-	1	2	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-	-	-	8% ^{abcd}	-	-	-	2%	-	-	2%	-	7%	2%	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Damage to property during installation	3	-	-	-	2	-	-	-	3	-	-	1	1	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-	-	-	4% ^{ab}	-	-	-	2%	-	-	1%	3%	7%	1%	3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Arranging an appointment for an engineer visit	2	-	-	-	4	-	-	-	2	-	-	1	1	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	8% ^{abcd}	-	-	-	1%	-	-	1%	3%	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Damage to property during repair	1	-	-	-	3	-	-	-	1	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	6% ^{abcd}	-	-	-	1%	-	-	1%	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A different issue	66	64	37	39	15	37	23	-	66	-	-	46	13	7	40	26	-	64	-	-	44	16	4	30	34	-	37	-	-	22	14	1	19	18	
	43%	46% ^{de}	52% ^{de}	44%	28%	44%	50% ^{de}	-	43%	-	-	46%	33%	47%	43%	43%	-	46%	-	-	52%	36%	36%	42%	50%	-	52%	-	-	56%	52%	20%	58%	49%	

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

Ofcom - Quality of Customer Service - Complaints 2018
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Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Repairs and Installation

Base: All complained about mobile phone service in past 6 months - Repair and Installation complaint

	Supplier							THREE							VIRGIN MEDIA							VODAFONE													
								Issue			Satisfaction			Resolved									Issue			Satisfaction			Resolved						
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	154	139	71*	89*	53*	85*	46*	-**	89*	-**	-**	50*	29**	10**	51*	36*	-**	53*	-**	-**	25**	21**	7**	24**	28**	-**	85*	-**	-**	53*	20**	12**	52*	32*	
Switching issues (e.g. problems trying to switch or problems porting your number)	73	75	34	50	24	48	23	-	50	-	-	31	13	6	28	20	-	24	-	-	11	12	1	12	11	-	48	-	-	30	13	5	31	17	
	47%	54%	48%	56%	45%	56%	50%	-	56%	-	-	62%	45%	60%	55%	56%	-	45%	-	-	44%	57%	14%	50%	39%	-	56%	-	-	57%	65%	42%	60%	53%	
Missed/moved repair appointment	6	-	-	-	5	-	-	-	-	-	-	-	-	-	-	-	-	5	-	-	3	2	-	4	1	-	-	-	-	-	-	-	-	-	
	4% b	-	-	-	9% bcdffz	-	-	-	-	-	-	-	-	-	-	-	-	9%	-	-	12%	10%	-	17%	4%	-	-	-	-	-	-	-	-	-	
Time taken to repair a fault	5	-	-	-	6	-	-	-	-	-	-	-	-	-	-	-	-	6	-	-	5	1	-	4	2	-	-	-	-	-	-	-	-	-	
	3% b	-	-	-	11% abcdl	-	-	-	-	-	-	-	-	-	-	-	-	11%	-	-	20%	5%	-	17%	7%	-	-	-	-	-	-	-	-	-	
Missed/ moved installation appointment	4	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	3	-	-	2	1	-	1	2	-	-	-	-	-	-	-	-	-	
	3%	-	-	-	6% abcdl	-	-	-	-	-	-	-	-	-	-	-	-	6%	-	-	8%	5%	-	4%	7%	-	-	-	-	-	-	-	-	-	-
Arranging an installation	4	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	3	-	-	3	-	-	3	-	-	-	-	-	-	-	-	-	-	-
	3%	-	-	-	6% abcdl	-	-	-	-	-	-	-	-	-	-	-	-	6%	-	-	12%	-	-	13%	-	-	-	-	-	-	-	-	-	-	-
Complaining about an engineer	4	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-
	3%	-	-	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	2%	-	-	4%	-	-	4%	-	-	-	-	-	-	-	-	-	-	-
Time taken to install the service	3	-	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	4	-	-	4	-	-	3	1	-	-	-	-	-	-	-	-	-	-
	2%	-	-	-	8% abcdl	-	-	-	-	-	-	-	-	-	-	-	-	8%	-	-	16%	-	-	13%	4%	-	-	-	-	-	-	-	-	-	-
Damage to property during installation	3	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	1	1	-	1	1	-	-	-	-	-	-	-	-	-	-
	2%	-	-	-	4% b	-	-	-	-	-	-	-	-	-	-	-	-	4%	-	-	4%	5%	-	4%	4%	-	-	-	-	-	-	-	-	-	-
Arranging an appointment for an engineer visit	2	-	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	4	-	-	3	1	-	3	1	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	8% abcdl	-	-	-	-	-	-	-	-	-	-	-	-	8%	-	-	12%	5%	-	13%	4%	-	-	-	-	-	-	-	-	-	-
Damage to property during repair	1	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	3	-	-	3	-	-	3	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	6% abcdl	-	-	-	-	-	-	-	-	-	-	-	-	6%	-	-	12%	-	-	13%	-	-	-	-	-	-	-	-	-	-	-
A different issue	66	64	37	39	15	37	23	-	39	-	-	19	16	4	23	16	-	15	-	-	4	5	6	3	12	-	37	-	-	23	7	7	21	15	
	43%	46% e	52% de	44%	28%	44% e	50% de	-	44%	-	-	38%	55%	40%	45%	44%	-	28%	-	-	16%	24%	86%	13%	43%	-	44%	-	-	43%	35%	58%	40%	47%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/ef/z - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
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Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Repairs and Installation

Base: All complained about mobile phone service in past 6 months - Repair and Installation complaint

	Supplier							GIFGAFF								
								Issue				Satisfaction			Resolved	
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	154	139	71*	89*	53*	85*	46*	-**	46*	-**	-**	30*	14**	2**	23**	21**
Switching issues (e.g. problems trying to switch or problems porting your number)	73 47%	75 54%	34 48%	50 56%	24 45%	48 56%	23 50%	-	23 50%	-	-	14 47%	8 57%	1 50%	15 65%	8 38%
Missed/moved repair appointment	6 4% b	-	-	-	5 9% bcde	-	-	-	-	-	-	-	-	-	-	-
Time taken to repair a fault	5 3% b	-	-	-	6 11% abcdz	-	-	-	-	-	-	-	-	-	-	-
Missed/ moved installation appointment	4	-	-	-	3 6% abcd	-	-	-	-	-	-	-	-	-	-	-
Arranging an installation	4	-	-	-	3 6% abcd	-	-	-	-	-	-	-	-	-	-	-
Complaining about an engineer	4	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-
Time taken to install the service	3	-	-	-	2 4% bc	-	-	-	-	-	-	-	-	-	-	-
Damage to property during installation	3	-	-	-	2 4% b	-	-	-	-	-	-	-	-	-	-	-
Arranging an appointment for an engineer visit	2	-	-	-	4 8% abcd	-	-	-	-	-	-	-	-	-	-	-
Damage to property during repair	1	-	-	-	3 6% abcd	-	-	-	-	-	-	-	-	-	-	-
A different issue	66 43%	64 45% e	37 52% e	39 44%	15 28%	37 44%	23 50% a	-	23 50%	-	-	16 53%	6 43%	1 50%	8 35%	13 62%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o
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Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

**Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Something else**

Base: All complained about mobile phone service in past 6 months - Something else complaint

Supplier	EE						O2						TESCO MOBILE															
	Issue		Satisfaction		Resolved		Issue		Satisfaction		Resolved		Issue		Satisfaction		Resolved											
	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	41*	34*	22**	27**	18**	41*	25**	10**	6**	25**	14**	19**	6**	9**	17**	12**	22**	16**	3**	3**	13**	8**	16**	3**	3**	13**	8**	
Change to your package or service (upgrading or downgrading your service)	11	5	5	11	8	16	7	2	2	5	6	3	1	1	3	2	5	3	2	5	3	2	19%	67%	-	4	1	
Keeping your mobile phone number when changing suppliers	8	2	2	3	4	4	4	4	-	6	-	1	1	-	1	-	2	1	1	-	-	-	2	1	1	-	2	
Complaining about the terms of your contract	4	3	2	5	3	4	1	2	1	3	1	1	2	-	2	1	2	1	1	-	-	-	2	1	1	-	1	
Service not performing as advertised or as told in store/over the phone	3	9	6	1	1	5	3	-	-	3	-	3	2	4	3	4	3	4	-	-	-	6	4	1	1	3	2	
Switching issues (e.g. problems trying to switch or problems porting your number)	2	4	4	2	-	1	2	-	-	1	1	3	1	-	2	1	2	8%	8%	-	-	4	3	1	-	3	1	
A different issue (please describe it briefly in your own words)	14	13	9	7	3	14	8	3	3	8	6	8	-	5	6	6	34%	38%	41%	26%	17%	34%	31%	38%	33%	67%	4	5

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
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Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Something else

Base: All complained about mobile phone service in past 6 months - Something else complaint

Supplier	THREE										VIRGIN MEDIA								VODAFONE															
	Issue				Satisfaction			Resolved			Issue				Satisfaction				Resolved				Issue				Satisfaction			Resolved				
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	41*	34*	22**	27**	18**	41*	16**	-**	-**	-**	27**	17**	8**	2**	17**	10**	-**	-**	-**	18**	8**	7**	3**	8**	8**	-**	-**	-**	41*	27**	8**	6**	22**	13**
Change to your package or service (upgrading or downgrading your service)	11	5	5	11	8	16	1	-	-	-	11	7	4	-	7	4	-	-	-	8	4	3	1	4	3	-	-	-	16	12	3	1	11	2
	27%	15%	23%	41%	44%	39%	6%	-	-	-	41%	41%	50%	-	41%	40%	-	-	-	44%	50%	43%	33%	50%	38%	-	-	-	39%	44%	38%	17%	50%	15%
Keeping your mobile phone number when changing suppliers	8	2	2	3	4	4	2	-	-	-	3	2	1	-	1	2	-	-	-	4	2	2	-	2	2	-	-	-	4	4	-	-	2	1
	20%	6%	9%	11%	22%	10%	13%	-	-	-	11%	12%	13%	-	6%	20%	-	-	-	22%	25%	29%	-	25%	25%	-	-	-	10%	15%	-	-	9%	8%
Complaining about the terms of your contract	4	3	2	5	3	4	2	-	-	-	5	3	2	-	2	3	-	-	-	3	-	2	1	1	1	-	-	-	4	3	1	-	2	2
	10%	9%	9%	19%	17%	10%	13%	-	-	-	19%	18%	25%	-	12%	30%	-	-	-	17%	-	29%	33%	13%	13%	-	-	-	10%	11%	13%	-	9%	15%
Service not performing as advertised or as told in store/over the phone	3	9	6	1	1	5	6	-	-	-	1	1	-	-	1	-	-	-	-	1	-	-	1	-	-	-	-	-	5	3	1	1	4	1
	7%	26%	27%	4%	6%	12%	38%	-	-	-	4%	6%	-	-	6%	-	-	-	-	6%	-	-	33%	13%	-	-	-	-	12%	11%	13%	17%	18%	8%
Switching issues (e.g. problems trying to switch or problems porting your number)	2	4	4	2	-	1	-	-	-	-	2	1	1	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-
	5%	12%	18%	7%	-	2%	-	-	-	-	7%	6%	13%	-	6%	10%	-	-	-	-	-	-	-	-	-	-	-	-	2%	-	13%	-	-	-
A different issue (please describe it briefly in your own words)	14	13	9	7	3	14	5	-	-	-	7	4	1	2	5	2	-	-	-	3	3	-	-	1	2	-	-	-	14	7	3	4	4	8
	34%	38%	41%	26%	17%	34%	31%	-	-	-	26%	24%	13%	100%	29%	20%	-	-	-	17%	38%	-	-	13%	25%	-	-	-	34%	26%	38%	67%	18%	62%

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

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**Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
 Something else**

Base: All complained about mobile phone service in past 6 months - Something else complaint

	Supplier							GIFFGAFF								
								Issue				Satisfaction			Resolved	
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	41*	34*	22**	27**	18**	41*	16**	-**	-**	-**	16**	11**	4**	1**	8**	3**
Change to your package or service (upgrading or downgrading your service)	11 27%	5 15%	5 23%	11 41%	8 44%	16 39%	1 6%	-	-	-	1 6%	1 9%	-	-	1 13%	-
Keeping your mobile phone number when changing suppliers	8 20%	2 6%	2 9%	3 11%	4 22%	4 10%	2 13%	-	-	-	2 13%	-	-	-	1 13%	-
Complaining about the terms of your contract	4 10%	3 9%	2 9%	5 19%	3 17%	4 10%	2 13%	-	-	-	2 13%	1 9%	1 25%	-	2 25%	-
Service not performing as advertised or as told in store/over the phone	3 7%	9 26%	6 27%	1 4%	1 6%	5 12%	6 38%	-	-	-	6 38%	4 36%	2 50%	-	1 13%	2 67%
Switching issues (e.g. problems trying to switch or problems porting your number)	2 5%	4 12%	4 18%	2 7%	-	1 2%	-	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	14 34%	13 38%	9 41%	7 26%	3 17%	14 34%	5 31%	-	-	-	5 31%	3 27%	1 25%	1 100%	3 38%	1 33%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q8: In dealing with [Provider] about this complaint did you contact them...?

Base: All complained about mobile phone service in past 6 months

	Supplier							EE						O2						TESCO MOBILE														
	Supplier							Issue				Satisfaction		Resolved		Issue				Satisfaction		Resolved		Issue				Satisfaction		Resolved				
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	645	677	306	450	198	532	219	277	154	173	41*	375	183	87*	357	274	228	139	276	34*	366	207	104	327	338	88*	71*	125	22**	182	81*	43*	156	145
Only/mainly on the phone	275	260	100	194	90	248	39	128	44	80	23	156	73	46	153	120	109	35	106	10	145	66	49	127	130	34	16	47	7	55	28	17	50	48
	41%cz	38%z	33%z	43%cz	45%cz	47%bcz	18%	46%h	29%	46%h	53%k	42%	40%	53%	43%	44%	48%cre	25%	53%r	29%	40%	32%	39%	38%	34%	23%	33%e	32%	30%	35%	40%	32%	33%	
Only/mainly via webchat	80	110	31	61	16	92	30	37	19	22	2	47	22	11	46	34	39	16	52	3	63	31	16	52	54	9	6	15	1	18	9	4	13	18
	12%	16%acc	10%	14%ad	8%	17%acc	14%	13%	12%	13%	5%	13%	12%	13%	13%	12%	17%	12%	19%	9%	17%	15%	15%	16%	16%	10%	8%	12%	5%	10%	11%	9%	8%	12%
Only/mainly in store	64	59	51	45	18	35	12	23	18	16	7	42	17	5	42	22	16	23	17	3	39	17	3	33	26	14	12	18	7	36	8	7	32	19
	10%fz	9%	17%abde	10%z	9%	7%	5%	8%	12%	9%	17%	11%	9%	6%	12%	8%	7%	17%ap	6%	9%	11%v	8%	3%	10%	8%	16%	17%	14%	32%	20%z	10%	16%	21%	13%
Only/mainly via email	53	51	31	33	18	23	41	21	17	15	-	33	16	4	31	20	13	10	25	3	27	14	10	27	24	10	10	9	2	19	7	5	16	14
	8%f	8%f	10%f	7%f	9%f	4%	19%abcde	8%	11%h	9%	-	9%	9%	5%	9%	7%	6%	7%	9%	9%	7%	7%	10%	8%	7%	11%	14%	7%	9%	10%	9%	12%	10%	10%
Only/mainly via mobile application	47	43	23	28	19	45	18	21	17	9	-	27	13	7	24	21	18	9	13	3	25	13	5	24	19	5	9	8	1	13	8	2	8	15
	7%	6%	8%	6%	10%	8%	8%	8%	11%h	5%	-	7%	7%	8%	7%	8%	8%	6%	5%	9%	7%	6%	5%	7%	6%	6%	13%	6%	5%	7%	10%	5%	5%	10%
Only/mainly by social media	40	60	20	29	8	23	25	17	10	13	-	22	12	6	13	27	7	21	29	3	30	25	5	20	40	7	2	11	-	11	5	4	9	11
	6%	9%af	7%	6%	4%	4%	11%acdaf	6%	6%	8%	-	6%	7%	7%	4%	10%af	3%	15%ap	11%q	9%	8%	12%uv	5%	6%	12%w	8%	3%	9%	-	6%	6%	9%	6%	8%
Only/mainly by letter	40	25	15	20	8	21	3	16	15	8	1	22	14	4	23	15	7	12	5	1	12	10	3	12	12	4	4	7	-	8	7	-	8	7
	6%bz	4%	5%z	4%z	4%	1%	4%	6%	10%	5%	2%	6%	8%	5%	6%	5%	3%	12%p	2%	3%	3%	5%	3%	4%	4%	5%	6%	6%	-	4%	9%	-	5%	5%
Only/mainly via web form	29	56	26	29	17	25	42	10	11	6	2	15	11	3	17	12	17	13	23	3	20	26	10	27	29	7	10	8	1	20	3	3	15	11
	4%	8%af	8%af	6%	9%af	5%	19%abcde	4%	7%	3%	5%	4%	6%	3%	5%	4%	7%	9%	8%	9%	5%	13%cd	10%	8%	9%	8%	14%	6%	5%	11%	4%	7%	10%	8%
Only/mainly via another contact method	5	6	3	3	1	5	5	3	2	-	-	3	1	1	3	2	1	-	5	-	3	1	2	4	1	-	2	1	-	1	2	-	2	1
	1%	1%	1%	1%	1%	1%	2%	1%	1%	-	-	1%	1%	1%	1%	1%	*	-	2%	-	1%	*	2%	1%	*	-	3%	1%	-	1%	2%	-	1%	1%
Don't know	12	7	6	8	3	15	4	1	1	4	6	8	4	-	5	1	1	-	1	5	2	4	1	1	3	2	-	1	3	1	4	1	3	1
	2%	1%	2%	2%	2%	3%b	2%	*	1%	2%	15%gh	2%	2%	-	1%	*	*	-	*	15%pq	1%	2%	1%	*	1%	2%	2%	-	1%	14%	1%	5%e	2%	2%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q8: In dealing with [Provider] about this complaint did you contact them...?

Base: All complained about mobile phone service in past 6 months

Supplier	THREE											VIRGIN MEDIA											VODAFONE												
	Issue							Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved						
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	645	677	306	450	198	532	219	185	89*	149	27**	266	120	64*	239	205	75*	53*	52*	18**	88*	63*	47*	87*	107	282	85*	124	41*	287	137	108	251	267	
Only/mainly on the phone	275	260	100	194	90	248	39	85	26	68	15	118	46	30	107	85	38	18	26	8	32	26	32	39	50	153	27	54	14	121	67	60	115	131	
	41%cz	38%z	33%z	43%cz	45%cz	47%bcz	18%	45%h	29%	49%h	15%	44%	38%	47%	45%h	41%	51%	34%	50%	44%	36%	41%	38%cz	45%h	47%	45%BCD	32%	44%	34%	42%	49%	33%cz	46%	49%	
Only/mainly via webchat	80	110	31	61	16	92	30	26	11	23	1	35	14	12	32	29	7	2	5	2	8	6	2	7	8	46	13	26	7	52	20	20	44	47	
	12%	16%acc	10%	14%ad	8%	17%acc	14%	14%	12%	15%	4%	13%	12%	19%	13%	14%	9%	4%	10%	11%	9%	10%	4%	8%	7%	16%	15%	21%	17%	18%	15%	19%	18%	18%	
Only/mainly in store	64	59	51	45	18	35	12	21	10	10	4	23	17	5	23	21	4	5	7	2	11	6	1	11	7	13	9	6	7	22	5	8	17	17	
	10%fz	9%	17%abde	10%z	9%	7%	5%	11%	11%	7%	15%	9%	14%	8%	10%	10%	5%	9%	13%	11%	13%	10%	2%	13%	7%	5%	11%a	5%	17%ac	8%	4%	7%	7%	6%	
Only/mainly via email	53	51	31	33	18	23	41	12	8	13	-	18	9	6	16	16	7	7	3	1	8	7	3	7	11	7	7	8	1	13	9	1	8	15	
	8%f	8%f	10%f	7%f	9%f	4%	19%abcde	6%	9%	9%	-	7%	8%	9%	7%	8%	9%	13%	6%	6%	9%	11%	6%	8%	10%	2%	7%	8%a	6%	2%	5%	7%g	1%	3%	6%
Only/mainly via mobile application	47	43	23	28	19	45	18	8	10	9	1	19	8	1	16	11	8	7	3	1	10	6	3	9	9	29	4	10	2	32	6	7	27	16	
	7%	6%	8%	6%	10%	8%	8%	4%	11%g	6%	4%	7%	7%	2%	7%	5%	11%	13%	6%	6%	11%	10%	6%	10%	8%	10%	5%	8%	5%	11%g	4%	6%	11%	6%	
Only/mainly by social media	40	60	20	29	8	23	25	15	6	6	2	14	11	4	14	15	3	2	2	1	6	1	1	3	5	10	7	6	-	9	12	2	9	14	
	6%	9%af	7%	6%	4%	4%	11%acdaf	8%	7%	4%	7%	5%	9%	6%	6%	7%	4%	4%	4%	6%	7%	2%	2%	3%	5%	4%	4%	8%	5%	-	3%	9%ec	2%	4%	5%
Only/mainly by letter	40	25	15	20	8	21	3	3	12	5	-	14	5	1	7	13	2	4	1	1	4	4	-	4	4	8	7	6	-	10	8	3	12	9	
	6%bz	4%	5%z	4%z	4%	1%	4%	1%	13%nl	3%	-	5%	4%	2%	3%	6%	3%	8%	2%	6%	5%	6%	-	5%	4%	3%	8%a	5%	-	3%	6%	3%	5%	3%	
Only/mainly via web form	29	56	26	29	17	25	42	10	5	13	1	19	6	4	16	13	5	7	5	-	8	6	3	5	12	10	7	7	1	17	4	4	11	13	
	4%	8%af	8%af	6%	9%af	5%	19%abcde	5%	6%	9%	4%	7%	5%	6%	7%	6%	7%	13%	10%	-	9%	10%	6%	6%	11%	4%	8%	6%	2%	6%	3%	4%	4%	5%	
Only/mainly via another contact method	5	6	3	3	1	5	5	2	-	1	-	-	3	-	3	-	-	1	-	-	-	-	1	-	1	3	-	1	1	1	2	2	2	3	
	1%	1%	1%	1%	1%	1%	2%	1%	-	1%	-	-	3%k	-	1%	-	-	2%	-	-	-	-	2%	-	1%	1%	1%	-	1%	2%	*	1%	2%	1%	1%
Don't know	12	7	6	8	3	15	4	3	1	1	3	6	1	1	5	2	1	-	2	1	1	1	2	-	3	4	-	8	10	4	1	6	2		
	2%	1%	2%	2%	2%	3%h	2%	2%	1%	1%	11%	2%	1%	2%	2%	1%	1%	-	-	11%	1%	2%	2%	2%	-	1%	5%ac	-	20%abc	3%	3%	1%	2%	1%	

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q8: In dealing with [Provider] about this complaint did you contact them...?

Base: All complained about mobile phone service in past 6 months

	Supplier							Issue				Satisfaction			Resolved	
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
	Total	645	677	306	450	198	532	219	55*	46*	102	16**	131	64*	24**	116
Only/mainly on the phone	275 43% <i>cz</i>	260 38% <i>cz</i>	100 33% <i>cz</i>	194 43% <i>cz</i>	90 45% <i>cz</i>	248 47%	39 18%	9 16%	9 20%	18 18%	3 19%	23 18%	11 17%	5 21%	25 22%	13 14%
Only/mainly via webchat	80 12%	110 16% <i>ace</i>	31 10%	61 14% <i>z</i>	16 8%	92 17%	30 14%	9 16%	6 13%	12 12%	3 19%	21 16%	8 13%	1 4%	16 14%	11 12%
Only/mainly in store	64 10% <i>z</i>	59 9%	51 17% <i>abdeoz</i>	45 10% <i>z</i>	18 9%	35 7%	12 5%	4 7%	4 9%	4 4%	-	8 6%	4 6%	-	6 5%	6 6%
Only/mainly via email	53 8%	51 8%	31 10%	33 7%	18 9%	23 4%	41 19% <i>abode</i>	10 18%	6 13%	20 20%	5 31%	26 20%	10 16%	5 21%	23 20%	18 19%
Only/mainly via mobile application	47 7%	43 6%	23 8%	28 6%	19 10%	45 8%	18 8%	6 11%	4 9%	8 8%	-	8 6%	8 13%	2 8%	8 7%	10 11%
Only/mainly by social media	40 6%	60 9% <i>ae</i>	20 7%	29 6%	8 4%	23 4%	25 11% <i>acde</i>	3 5%	8 17%	13 13%	1 6%	12 9%	9 14%	4 17%	13 11%	12 13%
Only/mainly by letter	40 6% <i>bz</i>	25 4%	15 5% <i>z</i>	20 4% <i>z</i>	8 4%	21 4%	3 1%	2 4%	1 2%	-	-	2 2%	1 2%	-	2 2%	1 1%
Only/mainly via web form	29 4%	56 8% <i>ae</i>	26 8% <i>ae</i>	29 6%	17 9% <i>a</i>	25 5%	42 19% <i>abode</i>	10 18%	6 13%	24 24%	2 13%	26 20%	11 17%	5 21%	21 18%	19 20%
Only/mainly via another contact method	5 1%	6 1%	3 1%	3 1%	1 1%	5 1%	5 2%	2 4%	1 2%	2 2%	-	2 2%	2 3%	1 4%	1 1%	4 4%
Don't know	12 2%	7 1%	6 2%	8 2%	3 2%	15 3%	4 2%	-	1 2%	1 1%	2 13%	3 2%	-	1 4%	1 1%	1 1%

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

Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about mobile phone service in past 6 months

	Supplier							EE				O2				TESCO MOBILE																			
	Issue							Satisfaction			Resolved		Issue				Satisfaction			Resolved															
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (g)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	645	677	306	450	198	532	219	277	154	173	41*	375	183	87*	357	274	228	139	276	34*	366	207	104	327	338	88*	71*	125	22**	182	81*	43*	156	145	
10 - Extremely satisfied (10)	94	97	46	74	21	83	47	40	24	20	10	94	-	-	86	7	33	21	31	12	97	-	-	84	11	17	8	18	3	46	-	-	40	6	
9 - (9)	15%	14%	15%	16%	11%	16%	21% abm	14%	16%	12%	24% n	25% km	-	-	24% nd	3%	14%	15%	11%	35% abpr	27% km	-	-	25% km	3%	19%	11%	14%	14%	23% FG	-	-	23%	4%	
8 - (8)	64	60	20	49	12	40	19	28	18	12	6	64	-	-	45	19	27	14	15	4	60	-	-	49	11	6	4	7	3	20	-	-	16	4	
7 - (7)	10%	9%	7%	11% cd	6%	8%	9%	10%	12%	7%	15%	17% km	-	-	13% cd	7%	12%	10%	5%	12%	16% km	-	-	11% km	3%	7%	6%	6%	14%	11% FG	-	-	10%	3%	
6 - (6)	122	108	64	78	30	82	36	44	33	40	5	122	-	-	90	30	38	29	40	1	108	-	-	74	34	15	16	26	7	64	-	-	38	25	
5 - (5)	19%	16%	21% cd	17%	15%	15%	16%	16%	21%	23%	12%	33% km	-	-	25% cd	11%	17% ks	21% ks	14%	3%	30% km	-	-	23% km	10%	17%	23%	21%	32%	35% FG	-	-	24%	17%	
4 - (4)	95	101	52	65	25	82	29	32	25	34	4	95	-	-	50	44	25	20	54	2	101	-	-	43	57	14	11	24	3	52	-	-	32	20	
3 - (3)	15%	15%	17%	14%	13%	15%	13%	12%	16%	20% cd	10%	29% km	-	-	14%	16%	11%	14%	14%	6%	28% km	-	-	13%	17%	16%	15%	19%	14%	29% FG	-	-	21%	14%	
2 - (2)	68	72	45	49	23	62	27	36	13	16	3	-	68	-	27	39	17	18	35	2	-	72	-	22	47	9	18	17	1	-	45	-	13	31	
1 - Extremely dissatisfied (1)	11%	11%	15%	11%	12%	12%	12%	13%	8%	9%	7%	-	37% km	-	8%	14% km	7%	13%	13%	6%	-	35% km	-	7%	14% km	10%	25% AC	14%	5%	-	30% EG	-	-	8%	21% km
NET: Dissatisfied (1-3)	78	87	24	37	26	48	22	37	17	18	6	-	78	-	35	38	22	20	43	2	-	87	-	29	56	11	5	6	2	-	24	-	8	16	
NET: Neutral (4-6)	37	48	12	34	14	27	15	14	9	13	1	-	37	-	11	25	24	6	16	2	-	48	-	10	38	5	4	3	-	12	-	1	10		
NET: Satisfied (7-10)	6%	7%	4%	3% cd	7%	5%	7%	5%	6%	8%	2%	-	20% km	-	3%	9% km	11% km	4%	6%	6%	-	23% km	-	3%	11% km	6%	6%	2%	-	15% EG	-	-	1%	7% km	
NET: Satisfied (7-10)	26	31	18	22	13	37	12	12	4	7	3	-	26	-	5	21	12	2	15	2	-	31	-	5	24	6	2	9	1	-	18	3	13		
NET: Satisfied (7-10)	4%	5%	6%	5%	7%	5%	5%	4%	3%	4%	2	-	30% km	-	1%	9% km	5%	1%	5%	6%	-	30% km	-	2%	7% km	7%	3%	7%	5%	-	42% EF	2%	9% km		
NET: Satisfied (7-10)	18	20	6	17	12	20	3	8	4	4	2	-	18	-	3	15	9	2	7	2	-	20	-	2	17	1	1	3	1	-	6	1	5		
NET: Satisfied (7-10)	3%	3%	2%	4%	6% abce	4%	1%	3%	3%	2%	5%	-	21% km	-	1%	9% km	4%	1%	3%	6%	-	19% km	-	1%	9% km	1%	1%	2%	5%	-	14% EF	1%	3%		
NET: Satisfied (7-10)	43	53	19	25	22	51	9	26	7	9	1	-	43	-	5	37	21	7	20	5	-	53	-	9	43	4	2	12	1	-	19	4	15		
NET: Satisfied (7-10)	7%	8%	6%	6%	11% adz	10% dz	4%	9%	5%	5%	2%	-	49% km	-	1%	14% km	9%	5%	7%	15% cd	-	51% km	-	3%	13% km	5%	3%	10%	5%	-	44% EF	3%	10% km		
NET: Satisfied (7-10)	87	104	43	64	47	108	24	46	15	20	6	-	87	-	13	73	42	11	42	9	-	104	-	16	84	11	5	24	3	-	43	8	33		
NET: Satisfied (7-10)	13%	15%	14%	14%	24% abce	20% abcd	11%	17%	10%	12%	15%	-	100% km	-	4%	27% km	18% cd	8%	15% cd	26% cd	-	100% km	-	5%	25% km	13%	7%	19% B	14%	-	100% EF	5%	23% km		
NET: Neutral (4-6)	183	207	81	120	63	137	64	87	39	47	10	-	183	-	73	102	63	44	94	6	-	207	-	81	141	25	27	26	3	-	81	-	22	57	
NET: Neutral (4-6)	28%	31%	26%	27%	32%	29%	29%	31%	25%	27%	24%	-	100% km	-	20%	37% km	28%	32%	34%	18%	-	100% km	-	19%	42% km	28%	33% cd	21%	14%	-	100% EG	-	14%	39% km	
NET: Satisfied (7-10)	375	366	182	266	88	287	131	144	100	106	25	375	-	-	271	99	123	84	140	19	366	-	-	250	113	52	39	75	16	182	-	126	55		
NET: Satisfied (7-10)	58% ab	54% ab	59% ab	59% cd	44%	51% ab	60% ab	52%	55% km	61%	61%	100% km	-	-	73% cd	36%	54%	60%	51%	56%	100% km	-	-	71% km	33%	59%	55%	60%	73%	100% FG	-	61% km	38%		
Mean score	6.60ef	6.39e	6.66ef	6.67ef	5.77	6.28e	6.32de	6.36	6.93g	6.80	7.02	8.42im	5.17m	1.80	7.68o	5.23	6.29	6.88pr	6.20	6.56	8.42uv	5.12v	1.79	7.70x	5.16	6.76	6.76	6.46	7.09	8.33FG	5.41G	1.98	7.75i	5.56	
Standard error	0.10	0.10	0.14	0.12	0.20	0.12	0.17	0.16	0.20	0.18	0.42	0.06	0.05	0.09	0.11	0.15	0.19	0.20	0.15	0.60	0.06	0.05	0.09	0.12	0.13	0.27	0.25	0.24	0.53	0.08	0.08	0.14	0.16	0.20	

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

Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

Table 20

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about mobile phone service in past 6 months

	Supplier							THREE				VIRGIN MEDIA				VODAFONE																			
	Issue							Satisfaction			Resolved		Issue				Satisfaction			Resolved															
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	645	677	306	450	198	532	219	185	89*	149	27**	266	120	64*	239	205	75*	53*	52*	18**	88*	63*	47*	87*	107	282	85*	124	41*	287	137	108	251	267	
10 - Extremely satisfied	(10)	94	97	46	74	21	83	30	16	22	6	74	-	-	62	11	8	7	5	1	21	-	-	19	2	29	25	20	9	83	-	-	68	12	
		15%	14%	15%	16%	11%	16%	18%	16%	15%	22%	28%km	-	-	26%kd	5%	11%	13%	10%	6%	24%ku	-	-	22%ka	2%	10%	23%AC	16%	22%AE	33%FG	-	-	27%	4%	
9 -	(9)	64	60	20	49	12	40	19	8	18	2	48	-	-	37	12	3	4	3	2	12	-	-	7	5	19	8	9	4	40	-	-	35	5	
		10%	9%	7%	11%cd	6%	8%	9%	11%	12%	7%	18%km	-	-	15%kd	6%	4%	8%	6%	11%	14%ku	-	-	8%	5%	7%	9%	7%	10%	14%FG	-	-	14%	2%	
8 -	(8)	122	108	64	78	30	82	36	12	30	8	78	-	-	43	34	9	11	7	3	30	-	-	23	6	42	10	25	5	82	-	-	49	31	
		19%	16%	21%kl	17%	15%	16%	15%	13%	20%	30%	29%km	-	-	18%	17%	12%	21%	13%	17%	34%ku	-	-	23%ka	6%	15%	12%	20%	12%	29%FG	-	-	20%	12%	
7 -	(7)	95	101	52	65	25	82	29	14	28	1	65	-	-	38	27	12	3	8	2	25	-	-	13	12	44	10	19	9	82	-	-	38	43	
		15%	15%	17%	14%	13%	15%	13%	12%	16%	4%	24%km	-	-	16%	13%	16%	6%	15%	11%	28%ku	-	-	15%	11%	16%	12%	15%	22%	29%FG	-	-	15%	16%	
6 -	(6)	68	72	45	49	23	62	27	12	14	2	-	49	-	22	27	7	9	4	3	-	23	-	5	16	31	10	18	3	-	62	-	21	40	
		11%	11%	15%	11%	12%	12%	11%	13%	9%	7%	-	41%km	-	9%	13%	9%	17%	8%	17%	-	37%ku	-	6%	13%w	11%	12%	15%	7%	-	43%EG	-	8%	15%km	
5 -	(5)	78	87	24	37	26	48	22	16	10	8	3	-	37	-	11	25	9	9	6	2	-	26	-	12	13	25	7	13	3	-	48	-	9	35
		12%acd	13%acd	8%	8%	13%	9%	10%	9%	11%	11%	-	31%km	-	5%	12%km	12%	17%	12%	11%	4%ku	-	41%ku	-	14%	12%	9%	8%	10%	7%	-	35%EG	-	4%	13%km
4 -	(4)	37	48	12	34	14	27	15	14	7	10	3	-	34	-	9	25	4	3	5	2	-	14	-	3	11	15	3	7	2	-	27	-	9	16
		6%	7%	4%	3%kl	7%	5%	7%	8%	8%	7%	11%	-	28%km	-	4%	12%km	5%	6%	10%	11%	-	22%ku	-	3%	10%	5%	4%	6%	5%	-	20%EG	-	4%	6%
3 -	(3)	26	31	18	22	13	37	12	8	4	8	2	-	22	7	15	5	3	4	1	-	-	13	2	11	25	6	4	2	-	37	8	28		
		4%	5%	6%	5%	7%	7%kl	5%	4%	4%	5%	7%	-	34%km	3%	7%km	7%	6%	8%	8%	6%	-	28%ku	2%	10%w	9%G	7%	3%	5%	-	34%EF	3%	10%km		
2 -	(2)	18	20	6	17	12	20	3	11	3	3	-	-	17	5	11	5	1	5	1	-	-	12	2	10	14	-	5	1	-	20	6	14		
		3%	3%	2%	4%	6%abcz	4%	1%	6%	3%	2%	-	-	27%km	2%	5%	7%	2%	10%	6%	-	-	26%ku	2%	9%w	5%B	-	4%	2%	-	19%EF	2%	5%		
1 - Extremely dissatisfied	(1)	43	53	19	25	22	51	9	14	3	8	-	-	25	5	18	13	3	5	1	-	-	22	1	21	38	6	4	3	-	51	8	43		
		7%	8%	6%	6%	11%adz	10%dz	4%	8%	3%	5%	-	-	39%km	2%	9%km	17%	6%	10%	6%	-	-	47%ku	1%	20%w	13%G	7%	3%	7%	-	47%EF	3%	16%km		
NET: Dissatisfied	(1-3)	87	104	43	64	47	108	24	33	10	19	2	-	64	17	44	23	7	14	3	-	-	47	5	42	77	12	13	6	-	108	22	85		
		13%	15%	14%	14%	24%abcd	20%abcd	11%	18%	11%	13%	7%	-	100%km	7%	21%km	31%cd	13%	27%	17%	-	-	100%ku	6%	39%w	27%BC	14%	10%	15%	-	100%EF	9%	32%km		
NET: Neutral	(4-6)	183	207	81	120	63	137	64	51	29	32	8	-	120	42	77	20	21	15	7	-	63	-	20	40	71	20	38	8	-	137	-	39	91	
		28%	31%	26%	27%	32%	26%	29%	28%	33%	21%	30%	-	100%km	18%	38%km	27%	40%	29%	39%	-	100%ku	-	23%	41%w	25%	24%	31%	20%	-	100%EG	-	16%	34%km	
NET: Satisfied	(7-10)	375	366	182	266	88	287	131	101	50	98	17	266	-	180	84	32	25	23	8	88	-	-	62	25	134	53	73	27	287	-	190	91		
		58%ab	54%ab	59%ab	53%cd	44%	51%ae	60%ae	55%	56%	63%gh	17	266	-	180	84	32	25	23	8	88	-	-	62	25	134	53	73	27	287	-	190	91		
Mean score		6.60ef	6.39e	6.66ef	6.67ef	5.77	6.28e	6.32de	6.43	6.71	6.85	7.19	8.50im	5.13m	1.95	7.62o	5.61	5.39	6.42p	5.58	6.00	8.33uv	5.14v	1.81	7.37x	4.45	5.73	7.09A	6.78A	6.85A	8.43FG	5.26G	1.87	7.59l	5.05
Standard error		0.10	0.10	0.14	0.12	0.20	0.12	0.17	0.21	0.26	0.20	0.45	0.07	0.08	0.11	0.15	0.18	0.34	0.34	0.39	0.59	0.12	0.10	0.12	0.23	0.25	0.17	0.30	0.21	0.43	0.07	0.07	0.09	0.15	0.16

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about mobile phone service in past 6 months

		Supplier							Issue				Satisfaction			Resolved	
		EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total		645	677	306	450	198	532	219	55*	46*	102	16**	131	64*	24**	116	95*
10 - Extremely satisfied	(10)	94 15%	97 14%	46 15%	74 16%	21 11%	83 16%	47 21% <i>abc</i>	12 22%	12 26%	15 15%	8 50%	47 36% <i>kl</i>	-	-	38 33% <i>o</i>	5 5%
9 -	(9)	64 10%	60 9%	20 7%	49 11% <i>c</i>	12 6%	40 8%	19 9%	4 7%	4 9%	9 9%	2 13%	19 15% <i>kl</i>	-	-	13 11%	5 5%
8 -	(8)	122 19%	108 16%	64 21%	78 17%	30 15%	82 15%	36 16%	11 20%	5 11%	20 20%	-	36 27% <i>kl</i>	-	-	21 18%	15 16%
7 -	(7)	95 15%	101 15%	52 17%	65 14%	25 13%	82 15%	29 13%	9 16%	9 20%	10 10%	1 6%	29 22% <i>kl</i>	-	-	13 11%	16 17%
6 -	(6)	68 11%	72 11%	45 15%	49 11%	23 12%	62 12%	27 12%	4 7%	8 17%	15 15%	-	-	27 42% <i>kl</i>	-	10 9%	16 17%
5 -	(5)	78 12% <i>cd</i>	87 13% <i>cd</i>	24 8%	37 8%	26 13%	48 9%	22 10%	8 15%	5 11%	6 6%	3 19%	-	22 34% <i>kl</i>	-	6 5%	15 16% <i>n</i>
4 -	(4)	37 6%	48 7%	12 4%	34 8% <i>c</i>	14 7%	27 5%	15 7%	2 4%	1 2%	11 11%	1 6%	-	15 23% <i>kl</i>	-	5 4%	10 11%
3 -	(3)	26 4%	31 5%	18 6%	22 5%	13 7%	37 7%	12 5%	2 4%	1 2%	9 9%	-	-	-	12 50%	3 3%	9 9% <i>n</i>
2 -	(2)	18 3%	20 3%	6 2%	17 4%	12 6% <i>abcz</i>	20 4%	3 1%	2 4%	-	1 1%	-	-	-	3 13%	1 1%	2 2%
1 - Extremely dissatisfied	(1)	43 7%	53 8%	19 6%	25 6%	22 11% <i>abcdz</i>	51 10%	9 4%	1 2%	1 2%	6 6%	1 6%	-	-	9 38%	6 5%	2 2%
NET: Dissatisfied	(1-3)	87 13%	104 15%	43 14%	64 14%	47 24% <i>abcdz</i>	108 20%	24 11%	5 9%	2 4%	16 16%	1 6%	-	-	24 100%	10 9%	13 14%
NET: Neutral	(4-6)	183 28%	207 31%	81 26%	120 27%	63 32%	137 26%	64 29%	14 25%	14 30%	32 31%	4 25%	-	64 100% <i>kl</i>	-	21 18%	41 43% <i>n</i>
NET: Satisfied	(7-10)	375 58% <i>ce</i>	366 54% <i>ce</i>	182 59% <i>ce</i>	266 59% <i>ce</i>	88 44%	287 54%	131 60% <i>ce</i>	36 65%	30 65%	54 53%	11 69%	131 100% <i>kl</i>	-	-	85 73% <i>o</i>	41 43%
Mean score		6.60e	6.39e	6.66e	6.67e	5.77	6.28	6.92be	7.09	7.39f	6.47	7.81	6.64f	5.19	2.13	7.61e	6.01
Standard error		0.10	0.10	0.14	0.12	0.20	0.12	0.17	0.32	0.32	0.26	0.73	0.10	0.10	0.19	0.24	0.22

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved

	Supplier								EE						O2						TESCO MOBILE													
	Issue								Satisfaction			Resolved			Issue						Satisfaction			Resolved										
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	357	327	156	238	87*	251	116	148	92*	92*	25**	271	73*	13**	357	--	112	71**	127	17**	250	61*	16**	327	--	52*	33*	58*	13**	126	22**	8**	156	--
10 - Extremely satisfied (10)	86	84	40	62	19	68	38	38	21	16	10	86	-	-	86	-	31	17	27	9	84	-	-	84	-	16	7	15	2	40	-	-	40	-
	24%	26%	26%	26%	22%	27%	33%	26%	23%	17%	40%	32%	-	-	24%	-	28%	24%	21%	53%	34%	-	-	26%	-	31%	21%	26%	15%	32%	-	-	26%	-
9 - (9)	45	49	16	37	7	35	13	19	14	7	5	45	-	-	45	-	22	11	13	3	49	-	-	49	-	6	3	4	3	16	-	-	16	-
	13%	15%	10%	15%	8%	14%	11%	13%	15%	8%	20%	17%	-	-	13%	-	22	11	13	3	20%	-	-	15%	-	12%	9%	7%	23%	13%	-	-	10%	-
8 - (8)	90	74	38	43	23	49	21	34	21	30	5	90	-	-	90	-	24	20	29	1	74	-	-	74	-	11	10	13	4	38	-	-	38	-
	25%	23%	24%	18%	26%	18%	18%	23%	23%	33%	20%	33%	-	-	25%	-	21%	28%	23%	6%	30%	-	-	23%	-	21%	30%	22%	31%	30%	-	-	24%	-
7 - (7)	50	43	32	38	13	38	13	15	13	21	1	50	-	-	50	-	15	9	17	2	43	-	-	43	-	8	7	14	3	32	-	-	32	-
	14%	13%	21%	16%	15%	15%	11%	10%	14%	23%	4%	16%	-	-	14%	-	13%	13%	13%	12%	17%	-	-	13%	-	15%	21%	24%	23%	25%	-	-	21%	-
6 - (6)	27	22	13	22	5	21	10	14	7	6	-	27	-	-	27	-	6	4	11	1	22	-	-	22	-	4	4	4	1	-	13	-	13	-
	8%	7%	8%	9%	6%	8%	9%	9%	8%	7%	-	37%	-	-	8%	-	5%	6%	9%	6%	36%	-	-	7%	-	8%	12%	7%	8%	-	59%	-	8%	-
5 - (5)	35	29	8	11	12	9	6	19	8	5	3	35	-	-	35	-	5	7	17	-	29	-	-	29	-	5	1	2	-	-	8	-	8	-
	10%	9%	5%	5%	14%	4%	5%	13%	9%	5%	12%	48%	-	-	10%	-	4%	10%	13%	-	48%	-	-	9%	-	10%	3%	3%	-	36%	-	5%	-	
4 - (4)	11	10	1	9	3	9	5	4	2	5	-	11	-	-	11	-	3	2	4	1	10	-	-	10	-	-	1	-	-	1	-	1	-	
	3%	3%	1%	4%	3%	4%	4%	3%	2%	5%	-	15%	-	-	3%	-	3%	3%	3%	6%	16%	-	-	3%	-	-	3%	-	-	5%	-	1%	-	
3 - (3)	5	5	3	7	2	8	3	1	2	1	1	5	-	-	5	-	1	-	4	-	5	-	5	-	1	-	2	-	-	3	-	3	-	
	1%	2%	2%	3%	2%	3%	3%	1%	2%	1%	4%	23%	-	-	1%	-	1%	-	3%	-	31%	-	2%	-	2%	-	2%	-	3%	-	38%	-	2%	-
2 - (2)	3	2	1	5	2	6	1	1	2	-	-	3	-	-	3	-	-	-	2	-	2	-	2	-	-	-	1	-	-	1	-	1	-	
	1%	1%	1%	2%	2%	1%	1%	1%	2%	-	-	23%	-	-	1%	-	-	-	2%	-	13%	-	1%	-	-	-	2%	-	-	13%	-	1%	-	
1 - Extremely dissatisfied (1)	5	9	4	5	1	8	6	2	2	1	-	5	-	-	5	-	5	1	3	-	9	-	9	-	1	-	3	-	-	4	-	4	-	
	1%	3%	3%	2%	1%	3%	5%	1%	2%	1%	-	38%	-	-	1%	-	4%	1%	2%	-	56%	-	3%	-	2%	-	5%	-	-	50%	-	3%	-	
NET: Dissatisfied (1-3)	13	16	8	17	5	22	10	4	6	2	1	13	-	-	13	-	6	1	9	-	16	-	16	-	2	-	6	-	-	8	-	8	-	
	4%	5%	5%	7%	6%	9%	9%	3%	7%	2%	4%	100%	-	-	4%	-	5%	1%	7%	-	100%	-	5%	-	4%	-	10%	-	-	100%	-	5%	-	
NET: Neutral (4-6)	73	61	22	42	20	39	21	37	17	16	3	73	-	-	73	-	14	13	32	2	61	-	61	-	9	6	6	1	-	22	-	22	-	
	20%	19%	14%	18%	23%	16%	18%	25%	18%	17%	12%	100%	-	-	20%	-	13%	18%	25%	12%	100%	-	19%	-	17%	18%	10%	8%	-	100%	-	14%	-	
NET: Satisfied (7-10)	271	250	126	180	62	190	85	107	69	74	21	271	-	-	271	-	92	57	86	15	250	-	250	-	41	27	46	12	126	-	-	126	-	
	76%	76%	81%	75%	71%	76%	73%	72%	75%	80%	84%	84%	-	-	76%	-	82%	80%	68%	88%	100%	-	76%	-	79%	82%	79%	92%	100%	-	-	81%	-	
Mean score	7.68	7.70	7.75	7.62	7.37	7.59	7.61	7.70	7.58	7.55	8.40	8.62i	5.22	2.00	7.68	-	7.91r	7.89	7.28	8.76	8.70u	5.20	1.75	7.70	-	7.90	7.85	7.47	8.15	8.51	5.55	1.88	7.75	-
Standard error	0.11	0.12	0.16	0.15	0.23	0.15	0.24	0.17	0.23	0.19	0.40	0.07	0.08	0.25	0.11	-	0.21	0.22	0.20	0.43	0.07	0.09	0.23	0.12	-	0.28	0.27	0.32	0.34	0.11	0.13	0.35	0.16	-

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

Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

Table 23

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved

	Supplier								THREE						VIRGIN MEDIA						VODAFONE														
	Issue								Satisfaction			Resolved			Issue						Satisfaction			Resolved											
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	357	327	156	238	87*	251	116	84*	51*	77*	17**	180	42*	17**	239	--	35*	24**	20**	8**	62*	20**	5**	87*	--	125	52*	52*	22**	190	39*	22**	251	--	
10 - Extremely satisfied	(10)	86	84	40	62	19	68	27	13	17	5	62	-	-	62	-	8	5	5	1	19	-	-	19	-	25	19	16	8	68	-	-	68	-	
		24%	26%	26%	22%	27%	33%	29%	25%	22%	29%	34%	-	-	26%	-	23%	21%	25%	13%	31%	-	-	22%	-	20%	31%	31%	36%	33%	-	-	27%	-	
9 -	(9)	45	49	16	37	7	35	16	5	14	2	37	-	-	37	-	1	2	2	2	7	-	-	7	-	17	7	7	4	35	-	-	35	-	
		13%	15%	10%	15%	8%	14%	17%	10%	18%	12%	21%	-	-	15%	-	3%	8%	10%	25%	11%	-	-	8%	-	14%	13%	13%	18%	13%	-	-	14%	-	
8 -	(8)	90	74	38	43	23	49	17	7	12	7	43	-	-	43	-	8	8	6	1	23	-	-	23	-	31	5	11	2	49	-	-	49	-	
		25% df	23%	24%	18%	26%	18%	17%	7%	16%	41%	24%	-	-	18%	-	23%	33%	30%	13%	37%	-	-	26%	-	23%df	10%	21%	9%	23%df	-	-	20%	-	
7 -	(7)	50	43	32	38	13	38	10	10	17	1	38	-	-	38	-	5	3	4	1	13	-	-	13	-	19	7	6	6	38	-	-	38	-	
		14%	13%	21% abz	16%	15%	11%	11%	20%	22% ah	6%	21%	-	-	16%	-	14%	13%	20%	13%	21%	-	-	15%	-	15%	13%	12%	27%	20%df	-	-	15%	-	
6 -	(6)	27	22	13	22	5	21	10	4	8	-	22	-	-	22	-	2	2	1	-	5	-	-	5	-	13	3	5	-	21	-	-	21	-	
		8%	7%	8%	9%	6%	8%	11%	8%	10%	-	32% ah	-	-	9%	-	6%	8%	5%	-	25%	-	-	6%	-	10%	6%	10%	-	-	34% de	-	-	8%	-
5 -	(5)	35	29	8	11	12	9	3	4	3	1	11	-	-	11	-	6	4	1	1	12	-	-	12	-	5	2	2	-	9	-	-	9	-	
		10% adf	9% af	5%	5%	14% cdfz	4%	3%	8%	4%	6%	20% ah	-	-	5%	-	17%	17%	5%	13%	60%	-	-	14%	-	4%	4%	4%	-	-	23% de	-	-	4%	-
4 -	(4)	11	10	1	9	3	9	5	2	2	-	9	-	-	9	-	2	-	-	1	3	-	-	3	-	3	3	2	1	9	-	-	9	-	
		3%	3%	1%	4%	3%	4%	5%	4%	3%	-	21% ah	-	-	4%	-	6%	-	13%	-	15%	-	-	3%	-	3%	3	2	4%	5%	-	-	4%	-	
3 -	(3)	5	5	3	7	2	8	3	2	1	1	-	-	7	7	-	1	-	-	1	-	-	2	-	2	4	3	1	-	8	-	-	8	-	
		1%	2%	2%	3%	2%	3%	3%	4%	1%	6%	-	-	41%	3%	-	3%	-	13%	-	-	-	40%	-	2%	3%	6%	2%	-	-	36%	-	-	3%	-
2 -	(2)	3	2	1	5	2	6	1	2	2	-	-	-	5	5	-	1	-	1	-	-	-	2	-	2	5	-	1	-	6	-	-	6	-	
		1%	1%	1%	2%	2%	1%	1%	4%	3%	-	-	-	29%	2%	-	3%	-	5%	-	-	-	40%	-	2%	4%	-	2%	-	-	27%	-	-	2%	-
1 - Extremely dissatisfied	(1)	5	9	4	5	1	8	2	2	1	-	-	-	5	5	-	3	-	-	-	-	-	1	-	3	3	1	1	-	8	-	-	8	-	
		1%	3%	3%	2%	1%	3%	2%	4%	1%	-	-	-	29%	2%	-	3%	-	-	-	-	-	20%	1%	-	2%	6%	2%	5%	-	36%	-	-	3%	-
NET: Dissatisfied	(1-3)	13	16	8	17	5	22	6	6	4	1	-	-	17	17	-	9	-	1	13	-	-	5	5	-	12	6	3	1	-	22	-	-	22	-
		4%	5%	5%	7%	6%	9% a	6%	12%	5%	6%	-	-	100%	7%	-	9%	-	5%	13%	-	-	100%	6%	-	10%	12%	6%	5%	-	100%	-	-	9%	-
NET: Neutral	(4-6)	73	61	22	42	20	39	18	10	13	1	-	42	42	-	10	6	2	2	-	20	-	-	20	-	21	8	9	1	-	39	-	-	39	-
		20%	19%	14%	18%	23%	16%	19%	20%	17%	6%	-	100% ah	-	18%	-	29%	25%	10%	25%	-	100%	-	23%	-	17%	15%	17%	5%	-	100% de	-	-	16%	-
NET: Satisfied	(7-10)	271	250	126	180	62	190	70	35	60	15	180	-	-	180	-	22	18	17	5	62	-	-	62	-	92	38	40	20	190	-	-	190	-	
		76%	76%	81%	75%	71%	76%	74%	69%	78%	88%	100% ah	-	-	75%	-	63%	75%	85%	63%	100%	-	-	71%	-	74%	73%	77%	91%	100% af	-	-	76%	-	
Mean score		7.68	7.70	7.75	7.62	7.37	7.59	7.74	7.16	7.66	8.18	8.68	5.31	2.12	7.62	-	6.97	7.71	7.85	6.88	8.52	5.10	2.20	7.37	-	7.39	7.58	7.83	8.14	8.70 f	5.31	2.00	7.59	-	
Standard error		0.11	0.12	0.16	0.15	0.23	0.15	0.24	0.24	0.36	0.24	0.09	0.13	0.21	0.15	-	0.42	0.35	0.44	0.91	0.14	0.14	0.37	0.23	-	0.21	0.38	0.31	0.48	0.08	0.13	0.19	0.15	-	

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

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Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved

	Supplier							Issue				Satisfaction			Resolved	
	EE	O2	Tesco Mobile	Three	Virgin Media	Vodafone	GiffGaff	Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No
	(a)	(b)	(c)	(d)	(e)	(f)	(z)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)
Total	357	327	156	239	87*	251	116	32*	23**	53*	8**	85*	21**	10**	116	**
10 - Extremely satisfied (10)	86 24%	84 26%	40 26%	62 26%	19 22%	68 27%	38 33%	12 38%	10 43%	11 21%	5 63%	38 45%	-	-	38 33%	-
9 - (9)	45 13%	49 15%	16 10%	37 15%	7 8%	35 14%	13 11%	3 9%	3 13%	6 11%	1 13%	13 15%	-	-	13 11%	-
8 - (8)	90 25% cd	74 23%	38 24%	43 18%	23 26%	49 20%	21 18%	5 16%	2 9%	14 26%	-	21 25%	-	-	21 18%	-
7 - (7)	50 14%	43 13%	32 21% abz	38 16%	13 15%	38 15%	13 11%	5 16%	1 4%	7 13%	-	13 15%	-	-	13 11%	-
6 - (6)	27 8%	22 7%	13 8%	22 9%	5 6%	21 8%	10 9%	2 6%	2 9%	6 11%	-	-	10 48%	-	10 9%	-
5 - (5)	35 10% cd	29 9%	8 5%	11 5%	12 14% cdz	9 4%	6 5%	2 6%	3 13%	1 2%	-	-	6 29%	-	6 5%	-
4 - (4)	11 3%	10 3%	1 1%	9 4%	3 3%	9 4%	5 4% c	1 3%	-	3 6%	1 13%	-	5 24%	-	5 4%	-
3 - (3)	5 1%	5 2%	3 2%	7 3%	2 2%	8 3%	3 3%	-	1 4%	2 4%	-	-	-	3 30%	3 3%	-
2 - (2)	3 1%	2 1%	1 1%	5 2%	2 2%	6 2%	1 1%	1 3%	-	-	-	-	-	1 10%	1 1%	-
1 - Extremely dissatisfied (1)	5 1%	9 3%	4 3%	5 2%	1 1%	8 3%	6 5% a	1 3%	1 4%	3 6%	1 13%	-	-	6 60%	6 5%	-
NET: Dissatisfied (1-3)	13 4%	16 5%	8 5%	17 7%	5 6%	22 9%	10 9% a	2 6%	2 9%	5 9%	1 13%	-	-	10 100%	10 9%	-
NET: Neutral (4-6)	73 20%	61 19%	22 14%	42 18%	20 23%	39 16%	21 18%	5 16%	5 22%	10 19%	1 13%	-	21 100%	-	21 18%	-
NET: Satisfied (7-10)	271 76%	250 76%	126 81%	180 75%	62 71%	190 76%	85 73%	25 78%	16 70%	38 72%	6 75%	85 100%	-	-	85 73%	-
Mean score	7.68	7.70	7.75	7.62	7.37	7.59	7.61	7.84	7.87	7.30	8.00	8.89	5.24	1.70	7.61	-
Standard error	0.11	0.12	0.16	0.15	0.23	0.15	0.24	0.43	0.55	0.33	1.24	0.12	0.18	0.30	0.24	-

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Table 25

Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of finding provider contact details.

Base: All complained about mobile phone service in past 6 months

	Supplier							EE					O2					TESCO MOBILE																		
								Issue			Satisfaction		Resolved							Issue			Satisfaction		Resolved											
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)		
Total	645	677	306	450	198	532	219	277	154	173	41*	375	183	87*	357	274	228	139	276	34*	366	207	104	327	338	88*	71*	125	22**	182	81*	43*	156	145		
10 - Extremely satisfied	(10)	117	122	60	97	34	135	51	52	27	28	103	11	3	96	21	41	23	45	13	107	8	7	90	30	20	12	23	5	50	5	5	45	15		
		18%	18%	20%	22%	17%	25%abcd	23%	19%	18%	16%	27%lm	6%	3%	27%cd	8%	18%	17%	16%	38%opqr	29%tu	4%	7%	28%xy	9%	23%	17%	18%	23%	27%FG	6%	12%	29%I	10%		
9 -	(9)	84	73	31	63	19	62	22	33	19	25	7	7	6	54	28	30	18	23	2	62	10	1	47	26	6	6	16	3	26	4	1	18	13		
		13%	11%	10%	14%	10%	12%	12%	12%	12%	14%	17%	4%	7%	15%	10%	13%	13%	8%	6%	17%lm	5%	1%	14%xy	8%	7%	8%	13%	14%	14%FG	5%	2%	12%	9%		
8 -	(8)	103	123	57	79	27	66	27	41	29	24	9	77	18	8	62	37	38	26	54	5	90	20	13	72	50	22	13	18	4	45	9	3	35	21	
		16%	18%tz	19%af	18%kl	14%	12%	12%	15%	19%	14%	22%	21%lm	10%	9%	17%	14%	17%	19%	20%	15%	25%lm	10%	13%	22%xy	15%	25%	18%	14%	18%	25%FG	11%	7%	22%	14%	
7 -	(7)	90	104	43	55	22	76	30	41	19	28	2	59	25	6	47	42	36	16	50	2	50	43	11	35	68	11	13	15	4	23	16	4	23	19	
		14%	15%	14%	12%	11%	14%	14%	15%	12%	16%	5%	16%km	14%	7%	13%	15%	16%	12%	18%	6%	14%	21%tv	11%	11%	20%w	13%	18%	12%	18%	13%	20%	9%	15%	13%	
6 -	(6)	57	78	42	45	24	51	23	20	17	17	3	22	27	8	25	32	25	19	31	3	29	41	8	31	45	6	14	20	2	15	20	7	13	28	
		9%	12%	14%aa	10%	12%	10%	10%	12%	11%	10%	7%	6%	15%kl	9%	7%	12%lm	11%	14%	11%	9%	8%	20%tv	8%	9%	13%	7%	10%	20%A	16%A	8%	25%E	16%	8%	19%I	
5 -	(5)	74	65	26	36	26	53	22	32	17	20	5	15	54	5	30	42	23	15	24	3	8	48	9	24	38	8	5	13	-	8	14	4	5	21	
		11%	10%	8%	8%	13%abz	10%	10%	12%	11%	12%	4%	30%km	6%	8%	15%lm	10%	11%	9%	9%	2%	23%tv	9%tt	7%	11%	9%	7%	10%	10%	4%	17%E	9%	5%	3%	14%I	
4 -	(4)	39	43	10	34	12	29	12	20	6	13	-	8	23	8	13	26	12	8	21	2	9	18	16	12	31	4	4	2	-	4	5	1	4	6	
		6%	6%cd	3%	8%cd	6%	5%	5%	7%	4%	8%	-	2%	13%kl	9%kl	4%	9%lm	5%	6%	8%	2%	2%	9%tt	15%tt	4%	9%lm	5%	6%	2%	-	2%	6%	2%	3%	4%	
3 -	(3)	28	32	10	13	14	20	14	15	7	6	-	6	12	10	9	19	11	9	10	2	4	14	14	8	22	6	1	3	-	-	5	5	3	6	
		4%	5%	3%	3%	7%cd	4%	6%cd	5%	5%	3%	-	2%	7%kl	11%kl	3%	7%lm	5%	6%	4%	6%	1%	7%tt	13%tt	2%	7%lm	5%	1%	2%	-	-	6%E	12%E	-	2%	4%
2 -	(2)	14	10	9	12	10	13	3	7	5	2	-	2	2	10	4	10	2	1	7	-	-	2	8	-	10	1	2	5	1	3	2	4	1	8	
		2%	1%	3%	3%	6%abz	2%	3%	3%	1%	-	1%	2%	1%	11%kl	1%	4%lm	1%	3%	1%	-	1%	8%tt	4%	3%lm	-	3%lm	1%	3%	4%	5%	2%	2%	9%E	6%I	
1 - Extremely dissatisfied	(1)	28	21	11	10	10	20	11	15	7	5	1	6	2	20	12	15	9	3	8	1	3	3	15	4	16	3	1	6	1	2	1	8	4	7	
		4%	3%	4%	2%	5%	4%	5%	5%	5%	3%	2%	2%	1%	23%kl	3%	5%	4%	2%	3%	3%	1%	1%	14%tu	1%	6%lm	3%	1%	5%	5%	3%	1%	19%EF	3%	5%	
Not applicable		11	6	7	6	-	7	4	1	5	4	6	2	3	5	2	1	1	3	1	4	-	2	4	2	1	-	4	2	6	-	1	5	1		
		2%	1%	2%aa	-	-	1%	2%	1%	3%gh	10%gh	2%	1%	3%	1%	1%	1%	1%	3%	3%	1%	-	2%tu	1%	1%	1%	-	3%	9%	3%	-	2%	3%	1%		
NET: Dissatisfied	(1-3)	70	63	30	35	34	53	28	37	19	13	1	14	16	40	25	44	22	13	25	3	7	19	37	12	48	10	4	14	2	5	8	17	8	21	
		11%	9%	10%	8%	17%abcd	10%	13%cd	13%j	12%	8%	2%	4%	9%kl	46%kl	7%	16%lm	10%	9%	9%	2%	9%tt	36%tu	4%	14%w	11%	6%	11%	9%	3%	10%E	40%EF	5%	14%I		
NET: Neutral	(4-6)	170	186	78	115	62	133	57	72	40	50	8	45	104	21	68	100	60	42	76	8	46	107	33	67	114	18	23	35	2	27	39	12	22	55	
		26%	27%	25%	26%	31%	25%	26%	26%	26%	29%	20%	12%	57%km	24%kl	19%	36%lm	26%	30%	28%	24%	13%	52%tv	32%tt	20%	34%w	20%	32%	28%	9%	15%	48%EG	25%EG	14%	38%I	
NET: Satisfied	(7-10)	394	422	191	294	102	339	130	167	94	105	28	310	61	23	259	128	145	83	172	22	309	81	32	244	174	59	44	72	16	144	34	13	121	68	
		61%aa	62%aa	62%aa	65%aa	52%	64%aa	59%	60%	61%	61%	68%	83%lm	33%	26%	73%cd	47%	64%	60%	62%	65%	84%lm	39%	31%	78%xy	51%	67%	62%	58%	73%	79%FG	42%	30%	78%I	47%	
Mean score		6.92a	6.99a	7.09a	7.24aa	6.44	7.16a	6.93	6.76	6.90	6.99	7.92gh	8.04lm	6.85m	4.35	7.59a	6.07	7.03	6.99	6.89	7.58	8.19uv	6.98v	4.80	7.82x	6.24	7.15	7.07	6.95	7.60	8.01FG	6.17G	4.95	7.86I	6.29	
Standard error		0.10	0.09	0.14	0.11	0.19	0.11	0.18	0.16	0.20	0.18	0.34	0.10	0.14	0.32	0.13	0.15	0.16	0.20	0.14	0.46	0.09	0.13	0.27	0.11	0.13	0.27	0.25	0.23	0.55	0.15	0.22	0.47	0.17	0.20	

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

Ofcom - Quality of Customer Service - Complaints 2018
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Table 26

Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of finding provider contact details.

Base: All complained about mobile phone service in past 6 months

	Supplier							THREE					VIRGIN MEDIA					VODAFONE																	
								Issue			Satisfaction		Resolved		Issue			Satisfaction		Resolved		Issue			Satisfaction		Resolved								
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	645	677	306	450	198	532	219	185	89*	149	27**	266	120	64*	239	205	75*	53*	52*	18**	88*	63*	47*	87*	107	282	85*	124	41*	287	137	108	251	267	
10 - Extremely satisfied (10)	117	122	60	97	34	135	51	36	25	30	6	84	8	5	69	28	12	10	9	3	27	4	3	22	12	66	23	30	16	102	13	20	91	43	
9 - (9)	84	73	31	63	19	62	22	23	9	26	5	50	10	3	45	18	5	5	7	2	18	1	-	12	7	36	10	13	3	52	7	3	46	15	
8 - (8)	103	123	57	79	27	66	27	39	10	24	6	60	14	5	41	38	8	11	6	2	17	8	2	16	9	38	5	20	3	43	16	7	31	35	
7 - (7)	90	104	43	55	22	76	30	19	9	24	3	32	16	7	22	33	10	6	5	1	9	8	5	11	11	38	10	20	8	43	20	13	37	37	
6 - (6)	57	78	42	45	24	51	23	11	16	16	2	20	23	2	27	18	8	5	6	5	11	12	1	11	12	28	7	14	2	21	24	6	12	37	
5 - (5)	74	65	26	36	26	53	22	11	9	13	3	5	26	5	12	23	13	3	9	1	4	18	4	6	20	27	8	14	4	17	31	5	14	36	
4 - (4)	39	43	10	34	12	29	12	22	4	8	-	7	16	11	13	19	3	6	2	1	6	5	2	9	16	10	2	1	4	14	11	7	22	8	
3 - (3)	28	32	10	13	14	20	14	9	1	2	1	1	4	8	2	10	3	5	5	1	1	4	9	2	12	8	5	6	1	-	5	15	4	15	15
2 - (2)	14	10	9	12	10	13	3	8	4	-	-	2	2	8	5	7	6	2	-	2	-	2	8	4	6	6	3	3	1	1	2	10	4	9	9
1 - Extremely dissatisfied (1)	28	21	11	10	10	20	11	6	1	3	-	1	-	9	1	8	7	-	3	-	-	10	1	9	16	3	1	-	-	3	17	4	15	4	15
Not applicable	11	6	7	6	-	7	4	1	1	3	1	4	1	1	2	3	-	-	-	-	-	-	-	-	-	3	1	2	4	2	1	1	1	3	1
NET: Dissatisfied (1-3)	70	63	30	35	34	53	28	23	6	5	1	4	6	25	8	25	16	7	8	3	1	6	27	7	27	30	11	10	2	1	10	42	12	39	
	11%	9%	10%	8%	17%abcd	10%	13%cd	12%l	7%	3%	4%	2%	6%k	39%kl	3%	12%n	21%	13%	15%	17%	1%	10%t	57%tu	8%	26%w	11%	13%	8%	5%	7%E	39%EF	5%	15%h	15%	
NET: Neutral (4-6)	170	186	78	115	62	133	57	44	29	37	5	32	65	18	52	60	24	14	17	7	16	36	10	19	41	71	25	30	7	42	69	22	33	95	
	26%	27%	25%	26%	31%	25%	26%	24%	33%	25%	19%	12%	54%km	28%k	22%	29%	32%	26%	33%	39%	7%	18%	57%tv	21%	22%	38%w	25%	29%	24%	17%	15%	50%EG	20%	13%	36%h
NET: Satisfied (7-10)	394	422	191	294	102	339	130	117	53	104	20	226	48	20	177	117	35	32	27	8	71	21	10	61	39	178	48	83	30	240	56	43	205	130	
	61%o	62%o	62%o	65%o	52%	64%o	59%	63%	60%	70%	74%	85%lm	40%	31%	74%o	57%	47%	60%	52%	44%	81%lv	33%	21%	70%v	36%	63%	56%	67%	73%	84%FG	41%	40%	82%l	49%	
Mean score	6.92o	6.99o	7.09o	7.24oo	6.44	7.16e	6.93	6.90	7.31	7.51g	7.85	8.30lm	6.24m	4.70	7.88o	6.57	6.03	6.85	6.60	6.50	8.23lv	6.89v	3.83	7.49x	5.58	7.07	6.86	7.35	7.90B	8.35FG	6.21G	5.24	8.10l	6.33	
Standard error	0.10	0.09	0.14	0.11	0.19	0.11	0.18	0.19	0.26	0.17	0.37	0.11	0.18	0.36	0.14	0.17	0.33	0.34	0.37	0.62	0.18	0.24	0.39	0.25	0.26	0.16	0.30	0.20	0.36	0.10	0.18	0.31	0.14	0.16	

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

Ofcom - Quality of Customer Service - Complaints 2018
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Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of finding provider contact details.

Base: All complained about mobile phone service in past 6 months

		Supplier							Issue				Satisfaction			Resolved	
		EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total		645	677	306	450	198	532	219	55*	46*	102	16**	131	64*	24**	116	95*
10 - Extremely satisfied	(10)	117	122	60	97	34	135	51	9	12	23	7	46	4	1	36	11
		18%	18%	20%	22%	17%	25%	23%	16%	26%	23%	44%	35% <i>l</i>	6%	4%	31% <i>o</i>	12%
9 -	(9)	84	73	31	63	19	62	22	7	6	8	1	19	3	-	15	7
		13%	11%	10%	14%	10%	12%	10%	13%	13%	8%	6%	15% <i>l</i>	5%	-	13%	7%
8 -	(8)	103	123	57	79	27	66	27	9	5	12	1	23	4	-	16	11
		16%	18% <i>z</i>	19%	18%	14%	12%	12%	16%	11%	12%	6%	18% <i>l</i>	6%	-	14%	12%
7 -	(7)	90	104	43	55	22	76	30	9	4	14	3	21	9	-	14	15
		14%	15%	14%	12%	11%	14%	14%	16%	9%	14%	19%	16%	14%	-	12%	16%
6 -	(6)	57	78	42	45	24	51	23	6	5	12	-	7	12	4	8	14
		9%	12%	14% <i>a</i>	10%	12%	10%	11%	11%	11%	12%	-	5%	19% <i>k</i>	17%	7%	15%
5 -	(5)	74	65	26	36	26	53	22	4	5	10	3	7	12	3	8	13
		11%	10%	8%	8%	13% <i>d</i>	10%	10%	7%	11%	10%	19%	5%	19% <i>k</i>	13%	7%	14%
4 -	(4)	39	43	10	34	12	29	12	3	4	5	-	-	9	3	2	10
		6%	6% <i>c</i>	3%	8% <i>c</i>	6%	5%	5%	5%	9%	5%	-	-	14% <i>k</i>	13%	2%	11% <i>n</i>
3 -	(3)	28	32	10	13	14	20	14	5	1	8	-	3	6	5	6	8
		4%	5%	3%	3%	7% <i>d</i>	4%	6% <i>d</i>	9%	2%	8%	-	2%	9% <i>k</i>	21%	5%	8%
2 -	(2)	14	10	9	12	10	13	3	-	1	2	-	-	2	1	1	2
		2%	1%	3%	3%	5% <i>abz</i>	2%	1%	-	2%	2%	-	-	3% <i>k</i>	4%	1%	2%
1 - Extremely dissatisfied	(1)	28	21	11	10	10	20	11	2	3	5	1	2	2	7	7	3
		4%	3%	4%	2%	5%	4%	5%	4%	7%	5%	6%	2%	3%	29%	6%	3%
Not applicable		11	6	7	6	-	7	4	1	-	3	-	3	1	-	3	1
		2%	1%	2% <i>e</i>	1%	-	1%	2%	2%	-	3%	-	2%	2%	-	3%	1%
NET: Dissatisfied	(1-3)	70	63	30	35	34	53	28	7	5	15	1	5	10	13	14	13
		11%	9%	10%	8%	17% <i>abcd</i>	10%	13% <i>d</i>	13%	11%	15%	6%	4%	16% <i>k</i>	54%	12%	14%
NET: Neutral	(4-6)	170	186	78	115	62	133	57	13	14	27	3	14	33	10	18	37
		26%	27%	25%	26%	31%	25%	26%	24%	30%	26%	19%	11%	52% <i>k</i>	42%	16%	39% <i>n</i>
NET: Satisfied	(7-10)	394	422	191	294	102	339	130	34	27	57	12	109	20	1	81	44
		61% <i>e</i>	62% <i>e</i>	62% <i>e</i>	65% <i>e</i>	52%	64%	59%	62%	59%	56%	75%	83% <i>l</i>	31%	4%	70% <i>o</i>	46%
Mean score		6.92e	6.99e	7.08e	7.24e	6.44	7.16	6.93	6.91	6.98	6.78	7.75	6.20 ^l	5.62	3.54	7.47 ^o	6.23
Standard error		0.10	0.09	0.14	0.11	0.19	0.11	0.18	0.33	0.41	0.27	0.67	0.17	0.27	0.47	0.25	0.25

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

Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

Table 28

**Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?
 Ease of getting through to the right person (PHONE).**

Base: All complained about mobile phone service in past 6 months by phone

	Supplier							EE					O2					TESCO MOBILE																	
								Issue			Satisfaction		Resolved		Issue			Satisfaction		Resolved		Issue			Satisfaction		Resolved								
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	275	260	100	194	90*	248	39*	128	44*	80*	23**	156	73*	46*	153	120	109	35*	106	10**	145	66*	49*	127	130	30*	16**	47*	7**	55*	28**	17**	50*	48*	
10 - Extremely satisfied (10)	39	37	16	31	8	30	10	19	5	10	5	35	3	1	27	12	17	4	14	2	31	3	3	27	10	4	4	7	1	14	1	1	12	4	
9 -	14%	14%	16%	16%	9%	12%	26% ^{kl}	15%	11%	13%	22%	22% ^{lm}	4%	2%	18%	10%	16%	11%	13%	20%	21% ^{uv}	5%	6%	21% ^{xy}	8%	13%	25%	15%	14%	25%	4%	6%	24% ^z	8%	4%
8 -	31	23	10	24	7	16	5	14	7	9	1	27	3	1	22	9	10	3	9	1	18	5	-	15	8	3	3	3	1	8	2	-	6	4	
7 -	11%	9%	10%	12% ^{kl}	8%	6%	13%	11%	16%	11%	4%	17% ^{lm}	4%	2%	14%	8%	9%	9%	8%	10%	12% ^{uv}	8%	-	12%	6%	10%	19%	6%	14%	15%	7%	-	12%	8%	
6 -	42	39	18	32	11	37	6	20	2	15	5	34	5	3	27	15	15	9	11	4	34	3	2	26	13	7	1	9	1	13	3	2	12	6	
5 -	15%	15%	18%	16%	12%	15%	15%	16%	5%	19% ^{ab}	22%	22% ^{lm}	7%	7%	18%	13%	14%	14%	10%	40%	23% ^{uv}	5%	4%	20% ^{xy}	10%	23%	6%	19%	15%	14%	24%	11%	12%	24%	13%
4 -	36	37	16	26	10	34	7	16	8	11	1	24	8	4	24	12	15	5	17	-	24	11	2	17	20	3	3	7	3	24	3	1	11	5	
3 -	13%	14%	16%	13%	11%	14%	18%	13%	18%	14%	4%	15%	11%	9%	16%	10%	14%	14%	16%	-	17% ^{uv}	17% ^{uv}	4%	13%	15%	10%	19%	15%	43%	22%	11%	6%	22%	10%	
2 -	28	33	13	19	8	31	3	8	8	11	1	12	14	2	17	11	12	5	16	-	17	14	2	16	15	2	2	8	1	4	7	2	4	9	
1 - Extremely dissatisfied (1)	10%	13%	13%	10%	9%	13%	8%	6%	18% ^{kl}	14%	4%	8%	18% ^{klm}	4%	11%	9%	11%	14%	15%	-	12%	21% ^{uv}	10%	4%	13%	12%	7%	13%	17%	14%	7%	25%	12%	8%	19%
NET: Dissatisfied (1-3)	23	19	6	15	11	24	3	15	4	4	-	4	2	17	4	19	8	1	10	-	1	1	17	2	17	3	-	3	-	1	1	4	3	3	
Not applicable	3	1	2	-	-	1	-	2	1	-	3	2	1	-	2	-	-	-	-	1	1	-	-	1	2	1	2	-	-	1	1	-	-	1	
NET: Neutral (4-6)	49	42	11	30	32	53	5	26	5	13	5	8	11	30	12	37	21	3	18	-	5	7	30	9	33	4	1	6	-	1	2	8	3	7	
NET: Satisfied (7-10)	18%	16%	11%	15%	36% ^{abcd}	21% ^{ef}	13%	20%	11%	16%	22%	5%	15% ^{kl}	65% ^{lm}	8%	31% ^{no}	19%	9%	17%	-	3%	11% ^{uv}	61% ^{xy}	7%	25% ^z	13%	6%	13%	-	2%	7%	47%	6%	15%	
NET: Satisfied (7-10)	75	81	27	51	22	77	6	33	17	22	3	26	42	7	39	35	31	11	37	2	32	37	12	32	46	7	4	15	1	6	16	5	6	21	
NET: Satisfied (7-10)	27%	31% ^{kl}	27%	26%	24%	31% ^{kl}	15%	26%	39%	28%	13%	17%	58% ^{klm}	15%	25%	29%	28%	31%	35%	20%	22%	56% ^{uv}	24%	25%	35%	23%	25%	32%	14%	11%	57%	29%	12%	44% ^z	
NET: Satisfied (7-10)	148	136	60	113	36	117	28	69	22	45	12	120	19	9	100	48	57	21	51	7	107	22	7	85	51	17	11	26	6	47	9	4	41	19	
NET: Satisfied (7-10)	54% ^{kl}	52% ^{kl}	60% ^{ef}	58% ^{ef}	40%	47%	72% ^{abcd}	54%	50%	56%	52%	77% ^{lm}	26%	20%	65% ^{no}	40%	52%	60%	48%	70%	74% ^{uv}	33% ^{uv}	14%	67% ^{xy}	39%	57%	69%	55%	86%	85%	32%	24%	82% ^z	40%	
Mean score	6.33e	6.38e	6.81ef	6.58ef	5.27	5.98e	7.23ef	6.18	6.34	6.50	6.55	7.66lm	5.42m	3.28	7.14o	5.32	6.32	6.89	6.15	7.89	7.63uv	5.82v	3.49	7.34x	5.47	6.61	7.50	6.55	7.71	8.04	5.93	4.29	7.68l	5.96	
Standard error	0.17	0.16	0.25	0.20	0.31	0.17	0.44	0.26	0.39	0.29	0.70	0.18	0.24	0.40	0.19	0.27	0.26	0.36	0.26	0.61	0.16	0.25	0.37	0.20	0.24	0.52	0.56	0.37	0.52	0.24	0.38	0.68	0.31	0.36	

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

Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

Table 29

**Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?
 Ease of getting through to the right person (PHONE).**

Base: All complained about mobile phone service in past 6 months by phone

	Supplier							THREE					VIRGIN MEDIA					VODAFONE																	
								Issue			Satisfaction		Resolved		Issue			Satisfaction		Resolved		Issue			Satisfaction		Resolved								
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	275	260	100	194	90*	248	39*	85*	26**	68*	15**	118	46*	30*	107	85*	38*	18**	26**	8**	32*	26**	32*	39*	50*	153	27**	54*	14**	121	67*	60*	115	131	
10 - Extremely satisfied (10)	39	37	16	31	8	30	10	11	3	15	2	29	-	2	23	8	5	1	2	-	7	1	-	8	-	21	3	4	2	24	1	5	21	9	
	14%	14%	16%	16%	9%	12%	26%kl	13%	12%	22%	13%	25%lm	-	7%	21%co	9%	13%	6%	8%	-	22%lv	4%	-	21%ix	-	14%	11%	7%	14%	20%fc	1%	8%	18%	7%	
9 -	31	23	10	24	7	16	5	12	2	8	2	22	2	-	16	8	1	2	2	2	5	2	-	6	1	8	3	4	1	13	2	1	14	2	
	11%	9%	10%	12%kl	8%	6%	13%	14%	8%	12%	13%	19%lm	4%	-	15%g	9%	3%	11%	8%	25%	16%lv	8%	-	18%ix	2%	5%	11%	7%	7%	11%g	3%	2%	12%	2%	
8 -	42	39	18	32	11	37	6	11	7	11	3	28	4	-	20	12	6	1	3	1	9	1	1	7	3	22	5	7	3	27	6	4	26	10	
	15%	15%	18%	16%	12%	15%	15%	13%	27%	16%	20%	24%lm	9%	-	19%g	14%	11%	6%	12%	13%	28%lv	4%	3%	18%ix	6%	14%	19%	13%	21%	22%fc	9%	7%	23%kl	8%	
7 -	36	37	16	26	10	34	7	6	5	12	3	16	7	3	16	10	4	1	3	2	6	3	1	5	5	18	1	10	5	23	8	3	18	16	
	13%	14%	16%	13%	11%	14%	18%	7%	19%	16%	20%	14%lm	15%	10%	15%g	12%	11%	6%	12%	25%	19%lv	12%	3%	13%	10%	12%	4%	19%	36%	19%g	12%	5%	16%	12%	
6 -	28	33	13	19	8	31	3	11	3	4	1	9	9	1	14	4	2	4	1	1	3	4	1	4	4	21	2	7	1	16	12	3	10	21	
	10%	13%	13%	10%	9%	13%	8%	13%	12%	6%	7%	8%	20%km	3%	13%co	5%	5%	22%	4%	13%	9%	15%	3%	10%	8%	14%	7%	13%	7%	13%	18%g	5%	9%	16%	
5 -	23	32	7	16	7	29	2	7	2	6	1	5	9	2	5	11	2	3	2	-	1	6	-	3	4	16	5	8	-	7	16	6	10	19	
	8%	12%	7%	8%	8%	12%	5%	8%	8%	9%	7%	4%	20%kl	7%	5%	13%co	5%	17%	8%	-	3%	23%	-	8%	8%	10%	19%	15%	-	6%	24%eg	10%	9%	15%	
4 -	24	16	7	16	7	17	1	8	2	5	2	2	11	3	4	12	4	-	2	1	1	2	4	3	4	8	3	5	1	6	7	4	5	12	
	9%	6%	7%	8%	8%	7%	3%	8%	8%	7%	13%	2%	24%kl	10%kl	4%	14%kl	11%	-	8%	13%	3%	8%	13%	8%	8%	8%	5%	11%	9%	7%	5%	10%	7%	4%	9%
3 -	10	18	4	10	9	19	1	4	3	3	1	4	3	3	5	4	3	3	3	-	3	6	-	9	17	1	-	1	2	6	11	3	16	19	
	4%	7%	4%	5%	10%la	8%kl	3%	3%	8%	-	2%	3%	7%	10%	5%	5%	8%	17%	12%	-	-	12%	19%kl	-	18%lw	11%cl	4%	-	7%	2%	9%e	18%e	3%	12%kl	
2 -	16	5	1	5	12	10	1	1	1	2	-	1	1	3	-	5	6	1	5	-	-	3	9	2	10	7	1	2	-	-	4	6	3	7	
	6%bc	2%	1%	3%	13%abcd	4%	3%	2%	4%	3%	-	1%	2%	10%kl	-	6%kl	16%	6%	19%	-	-	12%	5%	20%lw	7%	4%	4%	-	-	-	6%e	10%e	3%	3%	
1 - Extremely dissatisfied (1)	23	19	6	15	11	24	3	11	1	3	-	2	-	13	4	11	5	2	3	1	-	1	10	1	10	15	2	7	-	2	5	17	4	19	
	8%	7%	6%	8%	12%	10%	8%	13%	4%	4%	-	2%	-	43%kl	4%	13%kl	13%	11%	12%	13%	-	4%	31%kl	3%	20%lw	10%	7%	13%	-	2%	7%e	28%ef	3%	15%kl	
Not applicable	3	1	2	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	1	-	
	1%	2%	2%	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4%	-	-	-	-	-	-	1%	-	
NET: Dissatisfied (1-3)	49	42	11	30	32	53	5	20	2	7	1	7	4	19	9	20	14	6	11	1	-	7	25	3	29	39	4	9	1	4	15	34	10	42	
	18%	16%	11%	15%	36%abcd	21%cl	13%	24%kl	8%	10%	7%	6%	9%	63%kl	8%	24%kl	37%	33%	42%	13%	-	27%	78%kl	8%	58%lw	25%	15%	17%	7%	3%	22%e	57%ef	9%	32%kl	
NET: Neutral (4-6)	75	81	27	51	22	77	6	25	7	15	4	16	29	6	23	27	8	7	5	2	5	12	5	10	12	45	10	20	2	29	35	13	25	52	
	27%	31%o	27%	26%	24%	31%o	15%	29%	27%	22%	27%	14%	63%klm	20%	21%	32%	21%	39%	19%	25%	16%	46%	16%	26%	24%	29%	37%	37%	14%	24%	52%eg	22%	22%	40%kl	
NET: Satisfied (7-10)	148	136	60	113	36	117	28	40	17	46	10	95	13	5	75	38	16	5	10	5	27	7	2	26	9	69	12	25	11	87	17	13	79	37	
	54%o	52%o	60%ef	58%ef	40%	47%	72%abcd	47%	65%	68%g	67%	81%kl	28%	17%	70%co	45%	42%	28%	38%	63%	84%lv	27%	6%	87%kl	18%	45%	44%	46%	79%	72%fc	25%	22%	69%kl	28%	
Mean score	6.33o	6.38e	6.81ef	6.58ef	5.27	5.98e	7.23ef	6.04	6.85	7.07g	7.00	7.86lm	5.60m	3.23	7.38o	5.62	5.24	5.28	4.96	6.38	8.00v	5.19	2.59	7.21x	3.70	5.90	6.15	5.83	7.21	7.47fg	5.12g	3.97	7.18l	4.96	
Standard error	0.17	0.16	0.25	0.20	0.31	0.17	0.44	0.32	0.45	0.31	0.57	0.19	0.25	0.50	0.22	0.31	0.51	0.64	0.59	0.96	0.28	0.46	0.31	0.39	0.33	0.23	0.54	0.36	0.53	0.18	0.26	0.38	0.22	0.23	

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

Ofcom - Quality of Customer Service - Complaints 2018
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**Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of getting through to the right person (PHONE).**

Base: All complained about mobile phone service in past 6 months by phone

	Supplier							Issue				Satisfaction			Resolved	
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
	Total	275	260	100	194	90*	248	39*	9**	9**	18**	3**	23**	11**	5**	25**
10 - Extremely satisfied (10)	39 14%	37 14%	16 16%	31 16%	8 9%	30 12%	26% ae	-	3	4	3	9	1	-	6	3
9 - (9)	31 11%	23 9%	10 10%	24 12%	7 8%	16 6%	5 13%	2	1	2	-	4	1	-	3	2
8 - (8)	42 15%	39 15%	18 18%	32 16%	11 12%	37 15%	6 15%	1	2	3	-	5	1	-	5	1
7 - (7)	36 13%	37 14%	16 16%	26 13%	10 11%	34 14%	7 18%	1	1	5	-	4	2	1	6	1
6 - (6)	28 10%	33 13%	13 13%	19 10%	8 9%	31 13%	3 8%	1	1	1	-	1	2	-	1	2
5 - (5)	23 8%	32 12%	7 7%	16 8%	7 8%	29 12%	2 5%	1	-	1	-	-	2	-	1	1
4 - (4)	24 9%	16 6%	7 7%	16 8%	7 8%	17 7%	1 3%	1	-	-	-	-	-	1	-	1
3 - (3)	10 4%	18 7%	4 4%	10 5%	9 10% a	19 8%	1 3%	-	-	1	-	-	1	-	-	1
2 - (2)	16 6% bc	5 2%	1 1%	5 3%	12 13% abcdz	10 4%	1 3%	1	-	-	-	-	-	1	-	-
1 - Extremely dissatisfied (1)	23 8%	19 7%	6 6%	15 8%	11 12%	24 10%	3 8%	1	1	1	-	-	1	2	2	1
Not applicable	3 1%	1	2 2% d	-	-	1	-	-	-	-	-	-	-	-	-	-
NET: Dissatisfied (1-3)	49 18%	42 16%	11 11%	30 15%	32 36% abcdz	53 21%	5 13%	2	1	2	-	2	3	3	2	2
NET: Neutral (4-6)	75 27%	81 31% z	27 27%	51 26%	22 24%	77 31%	6 15%	3	1	2	-	1	4	1	2	4
NET: Satisfied (7-10)	148 54% e	136 52% e	60 60% e	113 58% e	36 40%	117 47%	28 72% abde	4	7	14	3	22	5	1	20	7
Mean score	6.33e	6.38e	6.81e	6.58e	5.27	5.98	7.23e	5.67	7.67	7.33	10.00	8.70	6.09	3.00	7.36	6.77
Standard error	0.17	0.16	0.25	0.20	0.31	0.17	0.44	0.97	0.96	0.58	0.00	0.27	0.78	1.14	0.53	0.81

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

**Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?
The time taken to handle your issue.**

Base: All complained about mobile phone service in past 6 months

	Supplier							EE					O2					TESCO MOBILE																
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved										
								Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	645	677	306	450	198	532	219	277	154	173	41*	375	183	87*	357	274	228	139	276	34*	366	207	104	327	338	88*	71*	125	22**	182	81*	43*	156	145
10 - Extremely satisfied (10)	97	93	45	71	26	70	42	44	19	25	9	87	6	4	81	15	33	21	28	11	88	4	1	75	17	14	8	19	4	39	2	4	33	12
9 -	15%	14%	15%	16%	13%	13%	19% <i>f</i>	16%	12%	14%	22%	23% <i>km</i>	3%	5%	23% <i>o</i>	5%	14%	15%	10%	32% <i>pqr</i>	24% <i>tu</i>	2%	1%	23% <i>u</i>	5%	16%	11%	15%	18%	21% <i>f</i>	2%	9%	21% <i>l</i>	8%
8 -	71	86	46	45	20	53	20	24	25	17	5	65	4	2	45	25	35	25	24	2	69	13	4	61	24	16	11	15	4	43	2	1	33	12
8 -	11%	13%	15% <i>cdz</i>	10%	10%	10%	9%	9%	18% <i>q</i>	10%	12%	17% <i>km</i>	2%	2%	13%	9%	15% <i>r</i>	18% <i>r</i>	9%	6%	19% <i>uv</i>	6%	4%	19% <i>x</i>	7%	18%	15%	12%	18%	24% <i>FG</i>	2%	2%	21% <i>l</i>	8%
7 -	92	104	51	69	20	76	37	36	26	26	4	81	7	4	63	27	32	29	38	5	84	13	7	64	39	15	10	21	5	44	5	2	29	22
7 -	14%	15%	17% <i>ae</i>	15%	10%	14%	17% <i>ae</i>	13%	17%	15%	10%	22% <i>km</i>	4%	5%	18% <i>o</i>	10%	14%	21%	14%	15%	23% <i>uv</i>	8%	7%	20% <i>x</i>	12%	17%	14%	17%	23%	24% <i>FG</i>	6%	5%	19%	15%
6 -	94	77	41	67	24	77	28	39	18	35	2	62	23	9	56	37	25	11	39	2	52	21	4	34	43	10	15	14	2	22	17	2	14	27
6 -	15%	11%	13%	15%	12%	14%	13%	14%	12%	20% <i>h</i>	5%	17%	13%	10%	16%	14%	11%	8%	14%	6%	14% <i>w</i>	10%	4%	10%	13%	11%	11%	11%	9%	21% <i>cd</i>	5%	9%	19% <i>l</i>	10%
5 -	75	75	38	55	20	55	35	30	22	17	6	30	40	5	33	40	26	16	29	4	29	42	4	29	43	8	14	15	1	14	20	4	13	24
5 -	12%	11%	12%	12%	10%	10%	16% <i>f</i>	11%	14%	10%	15%	8%	22% <i>km</i>	6%	9%	15% <i>o</i>	11%	12%	11%	4%	8%	20% <i>uv</i>	4%	9%	13%	9%	20%	12%	5%	8%	25% <i>EG</i>	9%	8%	17% <i>l</i>
4 -	81	81	32	43	24	56	16	37	20	18	6	32	43	6	33	45	22	16	39	4	24	49	8	34	45	6	16	3	12	16	4	17	15	
4 -	13% <i>z</i>	12%	10%	10%	12%	11%	7%	13%	13%	10%	15%	9%	23% <i>km</i>	7%	9%	16% <i>o</i>	10%	12%	14%	12%	7%	24% <i>uv</i>	8%	10%	13%	8%	13%	14%	7%	20% <i>E</i>	9%	11%	10%	
3 -	45	56	14	37	17	32	11	23	7	15	-	5	33	7	20	25	14	9	31	2	10	32	14	14	42	3	9	-	2	10	2	4	10	
3 -	7%	8%	5%	8%	9%	6%	5%	8%	5%	9%	-	1%	18% <i>km</i>	8% <i>k</i>	6%	9%	6%	6%	11% <i>pd</i>	6%	3%	15% <i>tu</i>	13% <i>t</i>	4%	12% <i>w</i>	3%	3%	7%	-	1%	12% <i>E</i>	5%	3%	7%
2 -	22	38	14	21	15	30	7	10	6	5	1	4	10	8	10	11	11	6	20	1	4	18	16	6	30	7	3	4	-	1	7	6	6	8
2 -	3%	6%	5%	5%	8% <i>az</i>	6%	3%	4%	4%	3%	2%	1%	5% <i>k</i>	9% <i>k</i>	3%	4%	5%	4%	7%	3%	1%	9% <i>tu</i>	15% <i>t</i>	2%	9% <i>w</i>	8%	4%	3%	-	1%	9% <i>E</i>	14% <i>E</i>	4%	6%
1 - Extremely dissatisfied (1)	21	18	8	12	11	29	10	11	3	6	1	3	7	11	6	15	6	2	8	2	2	7	9	3	14	3	1	4	-	4	-	4	3	4
1 - Extremely dissatisfied (1)	4%	3%	3%	3%	6% <i>b</i>	6% <i>bd</i>	5%	4%	2%	3%	2%	1%	4% <i>k</i>	13% <i>kl</i>	2%	5% <i>o</i>	3%	1%	3%	6%	2%	3% <i>t</i>	9% <i>tu</i>	1%	4% <i>w</i>	3%	1%	3%	-	2%	-	4	2%	3%
Not applicable	41	46	15	26	21	52	11	23	8	7	3	2	8	31	8	33	23	4	18	1	2	7	37	5	40	4	1	8	2	1	1	13	4	11
Not applicable	6%	7%	5%	6%	11% <i>acd</i>	10% <i>acd</i>	5%	8%	5%	4%	7%	1%	4% <i>k</i>	36% <i>kl</i>	2%	12% <i>kn</i>	10% <i>qd</i>	3%	7%	3%	1%	3% <i>t</i>	36% <i>tu</i>	2%	12% <i>w</i>	5%	1%	6%	9%	1%	1%	30% <i>EF</i>	3%	8% <i>h</i>
NET: Dissatisfied (1-3)	6	3	2	4	-	2	2	-	-	2	4	4	2	1	2	1	1	-	2	-	2	1	-	2	1	-	-	1	-	1	1	1	-	-
NET: Dissatisfied (1-3)	1%	-	1%	1%	-	-	1%	-	-	1%	10% <i>gh</i>	1%	1%	1%	1%	1%	1%	-	1%	-	1%	-	-	1%	-	1%	-	1%	-	1%	-	2% <i>E</i>	-	-
NET: Dissatisfied (1-3)	84	102	37	59	47	111	28	44	17	18	5	9	25	50	24	59	40	12	46	4	8	32	62	14	84	14	5	16	2	6	8	23	13	23
NET: Dissatisfied (1-3)	13%	15%	12%	13%	24% <i>abcd</i>	21% <i>abcd</i>	13%	16%	11%	10%	12%	2%	14% <i>k</i>	57% <i>kl</i>	7%	22% <i>kn</i>	18% <i>qd</i>	9%	17% <i>qd</i>	12%	2%	15% <i>tu</i>	60% <i>tu</i>	4%	25% <i>w</i>	16%	7%	13%	9%	3%	10% <i>E</i>	63% <i>EF</i>	8%	16% <i>h</i>
NET: Neutral (4-6)	201	212	84	135	61	143	62	90	49	50	12	67	116	18	86	110	62	41	99	10	63	123	26	77	130	18	22	40	4	28	46	10	34	49
NET: Neutral (4-6)	31%	31%	27%	30%	31%	27%	28%	32%	32%	29%	29%	18%	63% <i>km</i>	21%	24%	40% <i>o</i>	27%	29%	29%	10	17%	59% <i>uv</i>	25%	24%	38% <i>w</i>	20%	31%	32%	18%	15%	57% <i>EG</i>	23%	22%	34% <i>h</i>
NET: Satisfied (7-10)	354	360	183	252	90	276	127	143	88	103	20	295	40	19	245	104	125	86	129	20	293	51	16	234	123	55	44	69	15	148	26	9	109	73
NET: Satisfied (7-10)	55% <i>ad</i>	53%	60% <i>ef</i>	56% <i>e</i>	45%	52%	58% <i>ae</i>	52%	57%	60%	49%	78% <i>km</i>	22%	22%	89% <i>o</i>	38%	55%	62% <i>r</i>	47%	59%	80% <i>uv</i>	25%	15%	72% <i>x</i>	36%	63%	62%	55%	68%	81% <i>FG</i>	32%	21%	70% <i>l</i>	50%
Mean score	6.55ef	6.45e	6.83bdf	6.60ef	5.88	6.15	6.81ef	6.31	6.76	6.68	6.89	7.66lm	5.26m	3.66	7.34o	5.53	6.46	7.06pr	6.06	7.12r	7.94uv	5.38v	3.39	7.62x	5.36	6.90	7.01	6.60	7.29	7.95FG	5.74G	4.05	7.46i	6.17
Standard error	0.10	0.10	0.14	0.12	0.20	0.12	0.18	0.16	0.20	0.19	0.46	0.10	0.14	0.30	0.12	0.16	0.19	0.20	0.15	0.47	0.10	0.14	0.25	0.12	0.14	0.28	0.24	0.23	0.58	0.14	0.19	0.47	0.19	0.20

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

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 Fieldwork: 5th December 2018 - 14th January 2019

Table 32

**Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?
 The time taken to handle your issue.**

Base: All complained about mobile phone service in past 6 months

	Supplier							THREE					VIRGIN MEDIA					VODAFONE																
								Issue			Satisfaction		Resolved							Issue			Satisfaction		Resolved									
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	645	677	306	450	198	532	219	185	89	149	27	266	120	64	239	205	75	53	52	18	88	63	47	87	107	282	85	124	41	287	137	108	251	267
10 - Extremely satisfied (10)	97	93	45	71	26	70	42	29	14	24	4	69	1	1	60	10	8	10	5	3	25	1	-	21	4	28	19	14	9	64	2	4	54	13
9 - (9)	15%	14%	15%	16%	13%	13%	19%	16%	16%	16%	15%	26%	1%	2%	25%	5%	11%	19%	10%	17%	28%	2%	-	24%	4%	10%	22%	11%	22%	22%	1%	4%	22%	4%
8 - (8)	71	86	46	45	20	53	20	15	10	17	3	40	3	2	35	10	5	9	5	1	17	3	-	16	4	24	9	17	3	48	1	4	41	12
7 - (7)	11%	13%	16%	10%	10%	9%	8%	11%	11%	11%	18%	3%	3%	16%	5%	7%	17%	10%	6%	19%	5%	-	18%	4%	9%	11%	14%	7%	17%	1%	4%	16%	5%	
6 - (6)	92	104	51	69	20	76	37	28	15	22	4	61	6	2	44	23	8	6	5	1	15	5	-	13	6	40	9	24	3	60	12	4	46	30
5 - (5)	14%	15%	17%	15%	10%	14%	17%	15%	17%	15%	15%	23%	5%	3%	18%	11%	11%	11%	10%	6%	17%	8%	-	15%	6%	14%	11%	19%	7%	21%	9%	4%	18%	11%
4 - (4)	94	77	41	67	24	77	28	30	10	22	5	46	19	2	31	36	11	3	6	4	17	6	1	9	14	34	17	17	9	53	21	3	37	39
3 - (3)	15%	11%	13%	15%	12%	14%	13%	16%	11%	15%	19%	17%	16%	3%	13%	18%	15%	6%	12%	22%	19%	10%	2%	10%	13%	12%	20%	14%	22%	18%	15%	3%	15%	15%
2 - (2)	75	75	38	55	20	55	35	15	11	26	3	24	29	3	24	30	10	5	3	2	7	11	2	10	10	28	6	15	6	28	24	3	25	26
1 - Extremely dissatisfied (1)	81	81	32	43	24	56	16	13	15	11	4	12	25	6	21	22	9	4	8	3	6	15	3	6	18	36	8	10	2	17	30	9	19	34
Not applicable	45	56	14	37	17	32	11	24	5	7	1	4	22	11	9	27	4	5	6	2	-	12	5	3	14	20	5	2	2	6	15	11	8	23
NET: Dissatisfied (1-3)	22	38	14	21	15	30	7	8	4	9	-	3	9	8	8	13	7	3	5	-	-	3	12	3	10	15	4	9	2	4	12	14	3	21
NET: Neutral (4-6)	3	6%	5%	5%	8%	9%	5%	4%	4%	6%	4%	1%	8%	14%	3%	6%	10%	12%	11%	-	5%	13%	6%	9%	5%	5%	7%	5%	1%	9%	13%	8%	6%	
NET: Satisfied (7-10)	21	18	8	12	11	29	10	7	2	3	-	2	3	7	5	12	2	3	4	2	-	6	5	3	7	23	2	2	2	4	12	13	5	24
Mean score	41	46	15	26	21	52	11	15	2	7	2	2	3	21	5	20	11	5	5	-	1	1	19	1	20	34	6	11	1	1	8	43	7	45
Standard error	6	3	2	4	-	2	2	1	1	1	1	3	-	1	2	2	-	-	-	-	1%	2%	40%	1%	19%	12%	7%	9%	2%	2	2	-	1	-
NET: Dissatisfied (1-3)	84	102	37	59	47	111	28	30	8	19	2	7	15	37	13	45	20	11	14	2	1	10	36	9	37	72	12	22	5	9	32	70	20	90
NET: Neutral (4-6)	13%	15%	12%	13%	24%	21%	13%	16%	9%	13%	7%	3%	13%	58%	5%	22%	27%	21%	27%	11%	1%	16%	77%	10%	35%	26%	14%	18%	12%	3%	23%	65%	8%	34%
NET: Satisfied (7-10)	201	212	84	135	61	143	62	52	31	44	8	40	76	19	54	79	23	14	17	7	13	38	10	19	42	84	19	30	10	51	69	23	52	83
NET: Satisfied (7-10)	35%	31%	27%	30%	31%	27%	28%	28%	35%	30%	30%	15%	65%	30%	23%	39%	31%	26%	33%	39%	15%	60%	21%	22%	39%	30%	22%	24%	24%	18%	50%	21%	21%	31%
NET: Satisfied (7-10)	354	360	183	252	90	276	127	102	49	85	16	216	29	7	170	79	32	28	21	9	74	15	1	59	28	126	54	72	24	225	36	15	178	94
NET: Satisfied (7-10)	6.55ef	6.45e	6.83bdf	6.60ef	5.88	6.15	6.81ef	6.32	6.81	6.77	6.85	7.97lm	5.34m	3.27	7.89o	5.45	5.64	6.42	5.52	6.33	8.13uv	5.24v	2.53	7.41x	4.60	5.70	6.82A	6.50A	6.90A	7.79FG	5.07G	3.21	7.42i	4.96
Standard error	0.10	0.10	0.14	0.12	0.20	0.12	0.18	0.20	0.25	0.20	0.48	0.11	0.16	0.30	0.14	0.18	0.33	0.42	0.39	0.59	0.19	0.25	0.24	0.26	0.25	0.17	0.30	0.24	0.41	0.11	0.18	0.25	0.15	0.17

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

**Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?
The time taken to handle your issue.**

Base: All complained about mobile phone service in past 6 months

	Supplier							Issue				Satisfaction			Resolved	
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
	Total	645	677	306	450	198	532	219	55*	46*	102	16**	131	64*	24**	116
10 - Extremely satisfied (10)	97 15%	93 14%	45 15%	71 16%	26 13%	70 13%	42 19%	9 16%	12 26%	14 14%	7 44%	39 30% l	2 3%	1 4%	30 26% o	8 8%
9 - (9)	71 11%	86 13%	46 15% dz	45 10%	20 10%	53 10%	20 9%	4 7%	5 11%	11 11%	-	17 13%	3 5%	-	10 9%	10 11%
8 - (8)	92 14%	104 15%	51 17% ae	69 15%	20 10%	76 14%	37 17% ae	9 16%	8 17%	18 18%	2 13%	31 24% l	6 9%	-	24 21%	13 14%
7 - (7)	94 15%	77 11%	41 13%	67 15%	24 12%	77 14%	28 13%	3 5%	8 17%	16 16%	1 6%	18 14%	10 16%	-	10 9%	16 17%
6 - (6)	75 12%	75 11%	38 12%	55 12%	20 10%	55 10%	35 16%	16 29% hi	5 11%	12 12%	2 13%	13 10%	20 31% k	2 8%	15 13%	20 21%
5 - (5)	81 13% z	81 12%	32 10%	43 10%	24 12%	56 11%	16 7%	6 11%	2 4%	5 5%	3 19%	6 5%	7 11%	3 13%	7 6%	8 8%
4 - (4)	45 7%	56 8% c	14 5%	37 8%	17 9%	32 6%	11 5%	3 5%	2 4%	6 4%	-	2 2%	7 11% k	2 8%	6 5%	5 5%
3 - (3)	22 3%	38 6%	14 5%	21 5%	15 8% az	30 6%	7 3%	2 4%	1 2%	4 4%	-	1 1%	5 8% k	1 4%	3 3%	4 4%
2 - (2)	21 3%	18 3%	8 3%	12 3%	11 6% ab	29 5%	10 5%	1 2%	1 2%	8 8%	-	1 1%	2 3%	7 29%	3 3%	7 7%
1 - Extremely dissatisfied (1)	41 6%	46 7%	15 5%	26 6%	21 11% acdz	52 10%	11 5%	1 2%	1 2%	8 8%	1 6%	1 1%	2 3%	8 33%	6 5%	4 4%
Not applicable	6 1%	3 -	2 1%	4 1%	-	2 -	2 1%	1 2%	1 2%	-	-	2 2%	-	-	2 2%	-
NET: Dissatisfied (1-3)	84 13%	102 15%	37 12%	59 13%	47 24% abcdz	111 21%	28 13%	4 7%	3 7%	20 20% gh	1 6%	3 2%	9 14% k	16 67%	12 10%	15 16%
NET: Neutral (4-6)	201 31%	212 31%	84 27%	135 30%	61 31%	143 27%	62 28%	25 45% hi	9 20%	23 23%	5 31%	21 16%	34 53% k	7 29%	28 24%	33 35%
NET: Satisfied (7-10)	354 55% ae	360 53%	183 60% ae	252 56% ae	90 45%	276 52%	127 58% ae	25 45%	33 72% gh	59 58%	10 63%	105 80% l	21 33%	1 4%	74 64% o	47 49%
Mean score	6.55e	6.45e	6.83be	6.60e	5.88	6.15	6.81e	6.78	7.53i	6.39	7.56	6.05i	5.77	2.92	7.21o	6.27
Standard error	0.10	0.10	0.14	0.12	0.20	0.12	0.18	0.30	0.34	0.28	0.68	0.16	0.25	0.47	0.24	0.25

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

Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

Table 34

**Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?
 Getting the issue resolved to your satisfaction.**

Base: All complained about mobile phone service in past 6 months

	Supplier							EE					O2					TESCO MOBILE																
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Issue			Satisfaction			Resolved		Issue			Satisfaction			Resolved		Issue			Satisfaction			Resolved				
								Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	645	677	306	450	198	532	219	277	154	173	41*	375	183	87*	357	274	228	139	276	34*	366	207	104	327	338	88*	71*	125	22**	182	81*	43*	156	145
10 - Extremely satisfied (10)	104	98	55	68	23	83	46	43	22	29	10	99	2	3	90	12	35	24	29	10	92	4	2	84	13	20	11	20	4	50	2	3	45	10
9 -	82	69	40	67	21	55	25	35	23	22	2	74	6	2	59	22	28	18	21	2	65	4	-	48	21	9	11	17	3	38	2	-	28	12
8 -	99	107	51	71	29	66	30	34	26	30	9	85	12	2	72	26	36	24	44	3	88	14	5	68	38	16	9	22	4	39	11	1	28	23
7 -	82	98	41	61	22	69	33	35	19	24	4	54	26	2	44	37	32	19	46	1	61	35	2	48	50	16	12	12	1	23	15	3	19	22
6 -	70	69	33	48	13	54	24	26	21	21	2	25	43	2	33	36	19	18	29	3	23	38	8	24	41	7	11	12	3	12	20	1	12	20
5 -	68	79	27	44	23	49	17	31	16	17	4	18	45	5	26	39	24	13	38	4	18	53	8	26	51	7	6	12	2	5	20	2	8	19
4 -	46	42	16	27	16	30	12	27	8	10	1	9	24	13	16	29	13	9	18	2	7	28	7	10	32	1	5	10	-	5	4	7	6	9
3 -	28	37	11	17	12	33	10	12	8	5	3	2	16	10	7	20	7	8	18	4	2	17	18	7	28	1	3	7	-	3	4	4	4	6
2 -	19	22	7	12	11	29	7	8	4	7	-	3	3	13	2	17	6	2	14	-	5	9	8	6	15	3	1	3	-	3	-	4	1	6
1 - Extremely dissatisfied (1)	40	52	22	33	28	59	11	26	6	6	2	1	4	35	5	35	25	4	18	5	1	5	46	3	48	6	2	10	4	3	2	17	4	18
Not applicable	7	4	3	2	-	5	4	-	1	2	4	5	2	-	3	1	3	-	1	-	4	-	-	3	1	2	-	1	1	1	1	1	1	-
NET: Dissatisfied (1-3)	87	111	40	62	51	121	28	46	18	18	5	6	23	58	14	72	38	14	50	9	8	31	72	16	91	10	6	20	4	9	6	25	9	30
NET: Neutral (4-6)	184	190	76	119	52	133	53	84	45	48	7	52	112	20	75	104	56	40	85	9	48	119	23	60	124	15	22	34	5	22	44	10	26	48
NET: Satisfied (7-10)	367	372	187	267	95	273	134	147	90	105	25	312	46	9	265	97	131	85	140	16	306	57	9	248	122	61	43	71	12	150	30	7	120	67
Mean score	6.86ef	6.43e	6.83bef	6.70ef	5.80	6.15	6.92baf	6.35	6.82	6.91g	7.16	8.12im	5.46m	2.97	7.73o	5.28	6.48	6.96r	6.14	6.24	8.04uv	5.37v	2.94	7.72z	5.23	7.17	6.96	6.58	6.57	8.01FG	6.01G	3.33	7.83i	5.83
Standard error	0.10	0.10	0.15	0.13	0.21	0.13	0.18	0.17	0.20	0.19	0.44	0.09	0.13	0.26	0.11	0.16	0.19	0.20	0.16	0.57	0.09	0.13	0.23	0.12	0.14	0.28	0.28	0.25	0.70	0.15	0.19	0.43	0.18	0.22

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

**Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?
Getting the issue resolved to your satisfaction.**

Base: All complained about mobile phone service in past 6 months

Supplier	THREE											VIRGIN MEDIA								VODAFONE															
	Issue						Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved							
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	645	677	306	450	198	532	219	185	89*	149	27**	266	120	64*	239	205	75*	53*	52*	18**	88*	63*	47*	87*	107	282	85*	124	41*	287	137	108	251	267	
10 - Extremely satisfied	(10)	104	98	55	68	83	46	25	16	21	6	65	2	1	58	10	9	5	7	2	23	-	-	22	1	36	20	17	10	79	-	4	73	8	
9 -	(9)	82	69	40	67	21	55	23	18	23	3	63	1	3	50	16	6	9	5	1	19	1	1	15	6	32	8	13	2	51	2	2	42	12	
8 -	(8)	99	107	51	71	29	66	30	11	22	6	60	9	2	49	22	8	12	6	3	22	6	1	16	12	29	11	22	4	54	12	-	39	27	
7 -	(7)	82	98	41	61	22	69	33	20	11	27	39	18	4	33	28	11	4	5	2	14	7	1	10	12	35	11	14	9	46	22	1	35	34	
6 -	(6)	70	69	33	48	13	54	24	20	12	14	15	32	1	14	32	6	2	3	2	1	11	1	6	6	23	10	16	5	27	27	-	22	29	
5 -	(5)	68	79	27	44	23	49	17	19	12	10	13	28	3	15	29	6	7	8	2	7	14	2	9	14	27	6	13	3	13	29	7	17	28	
4 -	(4)	46	42	16	27	16	30	12	11	5	10	7	13	7	8	18	7	4	3	2	2	12	2	3	12	16	6	7	1	5	17	8	3	25	
3 -	(3)	28	37	11	17	12	33	10	7	1	8	1	-	7	10	5	12	2	4	2	-	6	6	2	10	21	3	7	2	4	16	13	5	27	
2 -	(2)	19	22	7	12	11	29	7	5	2	5	2	3	7	3	8	4	1	5	1	-	5	6	2	9	20	2	7	-	3	3	23	6	23	
1 - Extremely dissatisfied	(1)	40	52	22	33	28	59	11	22	1	9	1	6	26	3	29	16	5	6	1	-	1	27	2	25	43	6	6	4	1	8	50	7	52	
Not applicable		7	4	3	2	-	5	4	1	-	-	1	1	-	1	1	-	-	-	-	-	-	-	-	-	2	2	1	4	1	-	2	2		
NET: Dissatisfied	(1-3)	87	111	40	62	51	121	28	34	4	22	3	16	43	11	49	22	10	15	4	-	12	39	6	44	84	11	20	6	8	27	86	18	102	
NET: Neutral	(4-6)	184	190	76	119	52	133	53	50	29	34	35	73	11	37	79	19	13	14	6	10	37	5	18	32	66	22	36	9	45	73	15	42	82	
NET: Satisfied	(7-10)	367	372	187	267	95	273	134	100	56	93	227	30	10	190	76	34	30	23	8	78	14	3	63	31	132	50	66	25	230	36	7	189	81	
Mean score		6.86of	6.43e	6.83bof	6.70of	5.80	6.15	6.92bof	6.33	7.27g	6.70	7.35	8.14im	5.41m	3.13	7.85o	5.42	5.45	6.36	5.69	5.89	8.23uv	5.06v	2.23	7.56x	4.40	5.70	6.87A	6.48A	6.80A	8.02FG	5.18G	2.47	7.74I	4.66
Standard error		0.10	0.10	0.15	0.13	0.21	0.13	0.18	0.21	0.23	0.21	0.47	0.10	0.17	0.32	0.13	0.18	0.36	0.38	0.42	0.64	0.17	0.23	0.29	0.25	0.26	0.18	0.30	0.24	0.44	0.11	0.16	0.21	0.15	0.17

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

**Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?
Getting the issue resolved to your satisfaction.**

Base: All complained about mobile phone service in past 6 months

	Supplier							Issue				Satisfaction			Resolved	
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	645	677	306	450	198	532	219	55*	46*	102	16**	131	64*	24**	116	95*
10 - Extremely satisfied (10)	104 16%	98 14%	55 18%	68 15%	23 12%	83 16%	46 21% be	11 20%	11 24%	16 16%	8 50%	44 34% l	2 3%	-	38 33% o	4 4%
9 - (9)	82 13%	69 10%	40 13%	67 15% ab	21 11%	55 10%	25 11%	7 13%	6 13%	11 11%	1 6%	22 17% l	3 5%	-	18 16%	7 7%
8 - (8)	99 15%	107 16%	51 17%	71 16%	29 15%	66 12%	30 14%	6 11%	7 15%	15 15%	2 13%	24 18%	6 9%	-	17 15%	12 13%
7 - (7)	82 13%	98 14%	41 13%	61 14%	22 11%	69 13%	33 15%	7 13%	9 20%	17 17%	-	20 15%	10 16%	3 13%	18 16%	15 16%
6 - (6)	70 11%	69 10%	33 11%	48 11%	13 7%	54 10%	24 11%	10 18%	6 13%	8 8%	-	10 8%	13 20% k	1 4%	9 8%	14 15%
5 - (5)	68 11%	79 12%	27 9%	44 10%	23 12%	49 9%	17 8%	6 11%	1 2%	7 7%	3 19%	4 3%	12 19% k	1 4%	5 4%	11 12% n
4 - (4)	46 7%	42 6%	16 5%	27 6%	16 8%	30 6%	12 5%	3 5%	1 2%	8 8%	-	- 13% k	8 17%	4 17%	1 1%	11 12% n
3 - (3)	28 4%	37 5%	11 4%	17 4%	12 6%	33 6%	10 5%	2 4%	4 9%	3 3%	1 6%	2 2%	5 8%	3 13%	2 2%	8 8% n
2 - (2)	19 3%	22 3%	7 2%	12 3%	11 6%	29 5%	7 3%	1 2%	1 2%	5 5%	-	- 8% k	5 8%	2 8%	-	7 7% n
1 - Extremely dissatisfied (1)	40 6%	52 8%	22 7%	33 7%	28 14% abcdz	59 11%	11 5%	1 2%	-	9 9%	1 6%	2 2%	-	9 38%	5 4%	5 5%
Not applicable	7 1%	4 1%	3 1%	2 -	-	5 1%	4 2%	1 2%	-	3 3%	-	3 2%	-	1 4%	3 3%	1 1%
NET: Dissatisfied (1-3)	87 13%	111 16%	40 13%	62 14%	51 26% abcdz	121 23%	28 13%	4 7%	5 11%	17 17%	2 13%	4 3%	10 16% k	14 58%	7 6%	20 21% n
NET: Neutral (4-6)	184 29%	190 28%	76 25%	119 26%	52 26%	133 25%	53 24%	19 35%	8 17%	23 23%	3 19%	14 11%	33 52% k	6 25%	15 13%	36 36% n
NET: Satisfied (7-10)	367 57% e	372 55%	187 61% e	267 59% e	95 48%	273 51%	134 61% e	31 56%	33 72%	59 58%	11 69%	110 84% l	21 33%	3 13%	91 78% o	38 40%
Mean score	6.66e	6.43e	6.83be	6.70e	5.80	6.15	6.92be	7.06	7.43i	6.47	7.75	6.27l	5.63	3.04	7.95o	5.64
Standard error	0.10	0.10	0.15	0.13	0.21	0.13	0.18	0.32	0.33	0.28	0.74	0.16	0.25	0.45	0.21	0.25

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

Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.

Base: All complained about mobile phone service in past 6 months

	Supplier							EE						O2						TESCO MOBILE															
								Issue			Satisfaction			Resolved		Issue			Satisfaction			Resolved		Issue			Satisfaction			Resolved					
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	645	677	306	450	198	532	219	277	154	173	41*	375	183	87*	357	274	228	139	276	34*	366	207	104	327	338	88*	71*	125	22**	182	81*	43*	156	145	
10 - Extremely satisfied (10)	113	140	65	100	25	118	53	50	20	29	14	97	11	5	88	25	43	30	56	11	123	10	7	101	36	17	7	34	7	55	2	8	49	16	
	18%	21%ae	21%ae	22%ae	13%	22%ae	24%aa	18%	13%	17%	34%ghj	26%lm	6%	6%	26%o	9%	19%	22%	20%	32%	34%luv	5%	7%	31%cx	11%	19%	10%	27%b	32%	30%F	2%	19%F	31%	11%	
9 -	114	95	38	63	29	62	28	47	28	29	10	89	14	11	70	42	36	18	33	8	79	12	4	64	31	7	13	15	3	34	4	-	25	13	
	18%cd	14%	12%	14%	15%	12%	13%	17%	18%	17%	24%	24%lm	8%	13%	20%	15%	16%	13%	12%	24%	22%luv	6%	4%	20%ax	9%	8%	18%	12%	14%	19%FG	5%	-	16%	9%	
8 -	104	113	62	61	32	93	30	48	30	24	2	78	20	6	69	34	42	28	41	2	84	22	7	63	49	25	15	19	3	43	12	7	30	31	
	16%	17%	20%cd	14%	16%	17%	14%	17%	14%	14%	5%	21%lm	11%	7%	18%co	12%	18%	20%	15%	6%	23%luv	11%	7%	19%	14%	25%	21%	15%	14%	24%	15%	16%	19%	21%	
7 -	93	92	42	61	22	67	26	35	24	31	3	61	27	5	51	41	27	20	41	4	36	45	11	27	65	14	13	15	-	20	19	3	16	26	
	14%	14%	14%	14%	11%	13%	12%	13%	16%	18%	7%	16%km	15%lm	6%	14%	15%	12%	14%	15%	12%	10%	22%tv	11%	8%	19%w	16%	18%	12%	-	11%	23%EG	7%	10%	18%	
6 -	54	70	31	49	15	54	18	19	19	15	1	25	25	4	28	26	25	13	31	1	17	44	9	19	48	6	9	16	-	10	19	2	11	18	
	8%	10%	10%	11%	8%	10%	8%	7%	12%	9%	2%	7%	14%km	5%	8%	9%	11%	9%	11%	3%	5%	21%tv	9%	6%	14%w	7%	13%	13%	-	5%	23%EG	5%	7%	12%	
5 -	64	67	21	56	18	46	20	32	10	17	5	13	41	10	20	40	22	13	29	3	12	44	11	23	41	8	4	7	2	8	10	3	7	14	
	10%	10%	7%	12%cd	9%	9%	9%	12%	6%	10%	12%	3%	22%km	11%kl	6%	18%co	10%	9%	11%	9%	3%	21%tv	11%t	7%	12%w	9%	6%	6%	9%	4%	12%AE	7%	4%	10%	
4 -	36	25	10	13	18	26	14	18	7	9	2	4	25	7	15	20	12	5	7	1	4	9	12	8	16	-	5	5	-	3	6	1	3	7	
	6%cd	4%	3%	3%	9%abcd	5%	6%cd	6%	5%	5%	5%	1%	14%k	8%kl	4%	7%	5%	4%	3%	3%	1%	4%t	12%tu	2%	5%	-	7%A	4%	-	2%	7%E	2%	2%	5%	
3 -	23	28	11	18	9	23	6	12	5	6	-	3	8	12	6	16	8	8	11	1	3	12	13	9	19	4	3	3	1	2	5	4	3	7	
	4%	4%	4%	4%	5%	4%	3%	4%	3%	3%	-	1%	4%k	14%kl	2%	6%lm	4%	6%	4%	3%	1%	6%t	13%tu	3%	6%	5%	4%	2%	5%	1%	6%E	9%E	2%	2%	5%
2 -	16	12	2	8	9	15	7	6	4	6	-	1	5	10	5	11	4	-	8	-	-	5	7	3	9	-	-	2	-	1	1	1	1	1	
	2%	2%	1%	2%	5%abcd	3%cd	3%cd	4%	3%	3%	-	1%	3%k	11%kl	1%	4%lm	2%	-	3%qd	-	-	2%t	7%t	1%	3%	-	-	2%	-	1%	2%E	1%	1%	1%	
1 - Extremely dissatisfied (1)	20	23	14	18	19	18	7	10	6	4	-	1	2	17	3	17	9	2	11	1	1	2	20	4	19	4	2	6	2	1	2	11	5	9	
	3%	3%	5%	4%	10%abcd	3%	3%	4%	4%	2%	-	1%	20%kl	1%	6%lm	4%	1%	4%	3%	1%	1%	19%tu	1%	6%w	5%	3%	5%	9%	1%	2%	26%EF	3%	6%	6%	
Not applicable	8	12	10	3	2	10	10	-	1	3	4	3	5	-	2	2	-	2	8	2	7	2	3	6	5	3	-	3	4	6	1	3	6	3	
	1%	2%	3%ad	1%	1%	2%	5%abcd	-	1%	2%g	10%gh	1%	3%	-	1%	1%	-	1%	3%p	6%p	2%	1%	3%	2%	1%	3%	-	2%	18%	3%	1%	7%	4%	2%	
NET: Dissatisfied (1-3)	59	63	27	44	37	56	20	28	15	16	-	5	15	39	14	44	21	10	30	2	4	19	40	16	47	8	5	11	3	3	8	16	9	17	
	9%	9%	9%	10%	19%abcd	11%	9%	10%j	10%j	9%	-	1%	8%k	48%kl	4%	18%lm	9%	7%	11%	6%	1%	9%t	38%tu	5%	14%w	8	5	9%	2%	10%E	37%EF	6%	12%		
NET: Neutral (4-6)	154	162	62	118	51	126	52	69	36	41	8	42	91	21	63	86	59	31	67	5	33	97	32	50	105	14	18	28	2	21	35	6	21	39	
	24%	24%	20%	26%	26%	24%	24%	25%	23%	24%	20%	11%	50%km	24%kl	18%	31%lm	26%	22%	24%	15%	9%	47%tv	31%t	15%	31%w	16%	25%	22%	9%	12%	43%EC	14%	13%	23%kl	
NET: Satisfied (7-10)	424	440	207	285	108	340	137	180	102	113	29	325	72	27	278	142	148	96	171	25	322	89	29	255	181	63	48	83	13	152	37	18	120	86	
	65%no	65%no	63%no	63%no	55%	64%no	63%	65%	66%	65%	71%	67%lm	39%	31%	73%no	52%	65%	69%	62%	74%	63%luv	43%uv	46%	73%no	54%	72%	68%	66%	59%	64%FG	46%	42%	77%kl	59%	
Mean score	7.14e	7.20e	7.31e	7.15e	6.31	7.14e	7.21e	7.06	7.07	7.09	8.27gh	8.24lm	6.04m	4.68	7.83o	6.29	7.14	7.41	7.06	7.97	8.50uv	6.18v	4.64	8.03x	6.42	7.33	7.08	7.39	7.56	8.29FG	6.15	5.32	7.97l	6.65	
Standard error	0.10	0.09	0.14	0.12	0.20	0.11	0.18	0.15	0.19	0.18	0.33	0.08	0.15	0.32	0.11	0.16	0.16	0.19	0.15	0.42	0.08	0.13	0.28	0.12	0.13	0.25	0.25	0.23	0.74	0.13	0.21	0.55	0.18	0.20	

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

Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

Table 38

Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?
 Courtesy and politeness of advisors.

Base: All complained about mobile phone service in past 6 months

	Supplier							THREE				VIRGIN MEDIA				VODAFONE																			
	Issue							Satisfaction			Resolved		Issue				Satisfaction			Resolved															
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	645	677	306	450	198	532	219	185	89*	149	27**	266	120	64*	239	205	75*	53*	52*	18**	88*	63*	47*	87*	107	282	85*	124	41*	287	137	108	251	267	
10 - Extremely satisfied	(10)	113	140	65	100	25	118	33	25	34	8	91	5	4	74	26	9	9	5	2	23	2	-	22	3	51	22	30	15	99	8	11	82	35	
9 -	(9)	114	95	38	63	29	62	24	7	28	4	56	6	1	42	21	7	10	9	3	24	5	-	18	11	33	10	15	4	49	8	5	41	19	
8 -	(8)	104	113	62	61	32	93	18	12	27	4	47	13	1	38	23	10	10	9	3	16	12	4	15	17	53	6	24	10	54	28	11	44	47	
7 -	(7)	93	92	42	61	22	67	29	13	15	4	33	23	5	29	32	10	3	8	1	13	8	1	11	10	38	15	13	1	36	25	6	28	39	
6 -	(6)	54	70	31	49	15	54	19	12	16	2	17	27	5	24	23	7	7	1	-	4	10	1	6	9	26	7	14	7	23	25	6	22	30	
5 -	(5)	64	67	21	56	18	46	20	26	10	17	13	27	16	16	39	8	1	6	3	3	11	4	5	11	21	11	13	1	11	23	12	12	30	
4 -	(4)	36	25	10	13	18	26	14	5	2	6	2	8	3	3	10	5	7	5	1	3	7	8	5	12	15	6	4	1	2	8	16	5	21	
3 -	(3)	23	28	11	18	9	23	6	9	5	4	3	5	10	7	9	4	2	2	1	-	2	7	1	8	14	4	3	2	3	7	13	9	14	
2 -	(2)	16	12	2	8	9	15	7	-	-	1	-	2	6	2	6	6	2	-	1	1	2	6	3	6	11	2	2	-	1	3	11	3	11	
1 - Extremely dissatisfied	(1)	20	23	14	18	19	18	7	14	2	1	2	3	13	3	14	9	2	7	1	1	2	16	-	19	15	1	2	-	3	1	14	3	15	
Not applicable		8	12	10	3	2	10	1	1	1	-	2	1	-	1	2	-	-	-	2	-	2	-	1	1	5	1	4	-	6	1	3	2	6	
NET: Dissatisfied	(1-3)	59	63	27	44	37	56	20	30	7	5	2	5	10	29	12	19	6	9	3	2	6	29	4	33	40	7	7	2	7	11	38	15	40	
NET: Neutral	(4-6)	154	162	62	118	51	126	50	24	39	5	32	62	24	43	72	20	15	12	4	10	28	13	16	32	62	24	31	9	36	56	34	39	81	
NET: Satisfied	(7-10)	424	440	207	285	108	340	137	104	57	104	20	227	47	11	183	102	36	31	9	76	27	5	66	41	175	53	82	30	238	69	33	195	140	
Mean score		7.14a	7.20a	7.31e	7.15e	6.31	7.14a	7.21e	6.59	7.35g	7.84g	7.63	8.36lm	6.05m	4.20	7.94o	6.32	5.84	6.94p	6.31	6.44	8.17uv	6.10v	3.11	7.78x	5.16	6.85	7.15	7.48A	8.05AB	6.29FG	6.44G	4.95	7.97I	6.37
Standard error		0.10	0.09	0.14	0.12	0.20	0.11	0.18	0.20	0.25	0.17	0.47	0.11	0.17	0.32	0.14	0.18	0.34	0.36	0.40	0.72	0.20	0.27	0.32	0.23	0.28	0.16	0.27	0.20	0.32	0.11	0.17	0.28	0.14	0.16

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

**Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?
Courtesy and politeness of advisors.**

Base: All complained about mobile phone service in past 6 months

	Supplier							Issue				Satisfaction			Resolved	
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
	Total	645	677	306	450	198	532	219	55*	46*	102	16**	131	64*	24**	116
10 - Extremely satisfied (10)	113 18%	140 21% e	65 21% e	100 22% e	25 13%	118 22%	53 24% ae	14 25%	11 24%	20 20%	8 50%	46 35% l	4 6%	3 13%	39 34% o	10 11%
9 - (9)	114 18% ac	95 14%	38 12%	63 14%	29 15%	62 12%	28 13%	6 11%	8 17%	14 14%	-	25 19% l	3 5%	-	21 18% o	7 7%
8 - (8)	104 16%	113 17%	62 20% d	61 14%	32 16%	93 17%	30 14%	9 16%	3 7%	17 17%	1 6%	19 15%	11 17%	-	17 15%	13 14%
7 - (7)	93 14%	92 14%	42 14%	61 14%	22 11%	67 13%	26 12%	6 11%	7 15%	13 13%	-	17 13%	7 11%	2 8%	9 8%	17 18% an
6 - (6)	54 8%	70 10%	31 10%	49 11%	15 8%	54 10%	18 8%	7 13%	3 7%	6 6%	2 13%	5 4%	12 19% k	4 4%	7 6%	10 11%
5 - (5)	64 10%	67 10%	21 7%	56 12% ac	18 9%	46 9%	20 9%	6 11%	6 13%	7 7%	1 6%	6 5%	10 16% k	4 17%	4 3%	16 17% an
4 - (4)	36 6% d	25 4%	10 3%	13 3%	18 9% bcd	26 5%	14 6% d	1 2%	2 4%	9 9%	2 13%	3 2%	8 13% k	3 13%	4 3%	9 9%
3 - (3)	23 4%	28 4%	11 4%	18 4%	9 5%	23 4%	6 3%	2 4%	2 4%	2 2%	-	1 1%	3 3%	3 13%	2 2%	4 4%
2 - (2)	16 2%	12 2%	2 1%	8 2%	9 5% bcd	15 3%	7 3% c	2 4%	2 4%	3 3%	-	2 2%	3 5%	2 8%	4 3%	3 3%
1 - Extremely dissatisfied (1)	20 3%	23 3%	14 5%	18 4%	19 10% abcdz	18 3%	7 3% c	2 4%	1 2%	3 3%	1 6%	2 2%	1 2%	4 17%	4 3%	2 2%
Not applicable	8 1%	12 2%	10 3% ad	3 1%	2 1%	10 2%	10 5% abdo	-	1 2%	8 8%	1 6%	5 4%	3 5%	2 8%	5 4%	4 4%
NET: Dissatisfied (1-3)	59 9%	63 9%	27 9%	44 10%	37 19% abcdz	56 11%	20 9%	6 11%	5 11%	8 8%	1 6%	5 4%	6 9%	9 38%	10 9%	9 9%
NET: Neutral (4-6)	154 24%	162 24%	62 20%	118 26%	51 26%	126 24%	52 24%	14 25%	11 24%	22 22%	5 31%	14 11%	30 47% k	8 33%	15 13%	35 37% an
NET: Satisfied (7-10)	424 66% e	440 65% e	207 68% e	285 63% e	108 55%	340 64%	137 63%	35 64%	29 63%	64 63%	9 56%	107 82% l	25 39%	5 21%	86 74% o	47 49%
Mean score	7.14e	7.31e	7.31e	7.15e	6.31	7.14	7.21e	7.20	7.16	7.18	7.60	8.23l	6.08	4.50	7.87o	6.40
Standard error	0.10	0.09	0.14	0.12	0.20	0.11	0.18	0.34	0.39	0.26	0.78	0.18	0.27	0.62	0.24	0.24

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Table 40

Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.

Base: All complained about mobile phone service in past 6 months

	Supplier							EE					O2					TESCO MOBILE																	
								Issue			Satisfaction		Resolved		Issue			Satisfaction		Resolved		Issue			Satisfaction		Resolved								
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	645	677	306	450	198	532	219	277	154	173	41*	375	183	87*	357	274	228	139	276	34*	366	207	104	327	338	88*	71*	125	22**	182	81*	43*	156	145	
10 - Extremely satisfied (10)	109	125	54	91	25	101	46	52	23	23	12	99	9	1	91	18	44	26	46	9	114	8	3	97	26	17	8	22	7	49	2	3	43	11	
	17%	18%	18%	20% ae	13%	19% ae	21% ae	19%	14%	13%	29% klj	26% lm	5%	1%	25% o	7%	19%	19%	17%	26%	31% uv	4%	3%	30% wx	8%	19%	11%	18%	32%	27% FG	2%	7%	28%	8%	
9 -	91	83	37	56	17	56	26	38	26	23	4	79	9	3	64	25	26	26	26	5	68	9	6	59	24	8	8	18	3	35	1	1	25	12	
	14% ae	12%	12%	12%	9%	11%	12%	14%	17%	13%	10%	21% lm	5%	3%	18% o	9%	11%	19% r	9%	15%	19% uv	4%	6%	18% wx	7%	9%	11%	14%	14%	19% FG	1%	2%	16%	12	
8 -	115	96	52	64	24	78	33	47	25	36	7	94	17	4	77	37	29	19	45	3	75	18	3	52	43	19	14	16	3	40	9	3	31	20	
	18%	14%	17%	14%	12%	15%	15%	17%	16%	21%	17%	25% lm	9%	5%	22% o	14%	13%	14%	16%	9%	20% uv	9%	3%	16%	13%	22%	20%	13%	14%	22% FG	11%	7%	20%	14%	
7 -	76	95	34	64	31	63	28	25	26	24	1	44	22	10	36	40	28	14	51	2	60	31	4	41	53	7	12	15	-	18	14	2	12	22	
	12%	14%	11%	14%	16%	12%	13%	9%	17% qj	14% j	2%	12%	12%	11%	10%	15%	12%	10%	18% qj	6%	16% uv	15% vw	4%	13%	16%	8%	17%	12%	-	10%	14%	5%	8%	16% kl	
6 -	59	73	44	50	23	46	18	23	14	20	2	23	34	2	30	26	20	20	31	2	18	46	9	24	47	12	10	20	2	15	24	5	20	23	
	9%	11%	14% afz	11%	12%	9%	8%	8%	9%	12%	5%	6%	19% km	2%	8%	9%	9%	14%	11%	6%	5%	22% uv	9%	7%	14% w	14%	14%	16%	9%	8%	30% EG	12%	13%	16%	
5 -	61	72	29	43	16	60	17	30	13	15	3	15	38	8	23	35	25	16	26	5	13	51	8	27	43	7	10	12	-	11	14	4	9	20	
	9%	11%	9%	10%	8%	11%	8%	11%	8%	9%	7%	4%	21% km	9% k	6%	13% kl	11%	12%	9%	15%	4%	25% uv	8%	8%	13%	8%	14%	10%	-	6%	17% E	9%	6%	14% kl	
4 -	40	43	11	23	11	29	15	17	9	10	4	8	24	8	14	26	19	8	13	3	6	22	15	8	33	1	5	5	-	4	6	1	2	9	
	6%	6%	4%	5%	6%	5%	7%	6%	6%	6%	10%	2%	13% kl	9% k	4%	9% kl	8%	6%	5%	9%	2%	11% kl	14% t	2%	10% w	1%	7%	4%	-	2%	7% E	2%	1%	6% kl	
3 -	33	22	10	20	12	20	9	14	8	9	2	3	16	14	10	22	8	2	12	-	2	8	12	6	16	2	2	5	1	1	4	5	1	8	
	5%	3%	3%	4%	6%	4%	4%	5%	5%	5%	5%	1%	9% kl	16% kl	3%	8% kl	4%	1%	4%	-	1%	4% t	12% tu	2%	6% w	2%	3%	4%	5%	1%	5% E	12% E	1%	6% kl	
2 -	12	11	9	10	16	24	3	7	2	3	-	1	4	7	1	11	5	2	4	-	1	4	6	2	9	5	1	3	-	1	3	5	3	6	
	2%	2%	3%	2%	8% abcdz	5% abz	3%	3%	1%	2%	-	4	5	26	8	27	24	5	14	2	3	6	36	4	41	6	1	6	3	-	2	2	12	5	11
1 - Extremely dissatisfied (1)	35	45	16	26	20	44	9	21	7	6	1	4	5	26	8	27	24	5	14	2	3	6	36	4	41	6	1	6	3	2	2	12	5	11	
	5%	7%	5%	6%	10% abcdz	8% z	4%	8%	5%	3%	2%	1%	3%	30% kl	2%	10% kl	11% qr	4%	1%	1%	2%	3%	35% tu	1%	12% w	6%	1%	5%	14%	3%	2%	25% EF	3%	8%	
Not applicable	14	12	10	3	3	11	15	3	2	4	5	5	5	4	3	7	-	1	8	3	6	4	2	7	3	4	-	3	3	6	2	2	5	3	
	2% d	2%	3% d	1%	2%	2%	7% abdef	1%	1%	2%	12% ghl	1%	3%	6% k	1%	3%	-	1%	3% p	9% qj	2%	2%	2%	2%	1%	4%	-	2%	14%	3%	2%	5%	3%	2%	
NET: Dissatisfied (1-3)	80	78	35	56	48	88	21	42	17	18	3	8	25	47	19	60	37	9	30	2	6	18	54	12	66	13	4	14	4	4	9	22	9	25	
	12%	12%	11%	12%	24% abcd	17% abcz	10%	15%	11%	10%	7%	2%	14% kl	54% kl	5%	22% op	16% q	6%	11%	6%	2%	9% t	52% tu	4%	20% w	15%	6%	11%	18%	2%	11% E	51% EF	6%	17% kl	
NET: Neutral (4-6)	160	188	84	116	50	135	50	70	36	45	9	46	96	18	67	87	64	44	70	10	37	119	32	59	123	20	25	37	2	30	44	10	31	52	
	25%	28%	27%	26%	25%	25%	23%	25%	23%	26%	22%	12%	52% km	21% k	19%	32% kl	28%	32%	25%	29%	10%	57% uv	31% t	18%	36% w	23%	35%	30%	9%	16%	54% EG	23%	20%	36% kl	
NET: Satisfied (7-10)	391	399	177	275	97	298	133	162	99	106	24	316	57	18	268	120	127	85	168	19	317	66	16	249	146	51	42	71	13	142	26	9	111	65	
	61% ae	59% ae	58%	61% ae	49%	56%	61% ae	58%	64%	61%	59%	84% lm	31%	21%	75% o	44%	56%	61%	61%	58%	87% uv	32% uv	15%	76% wx	43%	58%	59%	57%	59%	78% FG	32%	21%	71% kl	45%	
Mean score	6.87 e	6.82 e	6.91 e	6.91 e	5.96	6.57 e	7.10 ef	6.74	6.95	6.91	7.47	8.16 lm	6.89 m	3.67	7.75 o	5.73	6.50	7.18 p	6.85	7.23	8.28 uv	6.81 v	3.67	7.94 x	5.75	6.86	6.86	6.90	7.32	8.08 FG	5.78 G	4.10	7.77 kl	6.01	
Standard error	0.10	0.10	0.15	0.12	0.21	0.12	0.18	0.17	0.20	0.18	0.44	0.09	0.16	0.28	0.12	0.16	0.19	0.20	0.15	0.49	0.09	0.13	0.27	0.12	0.14	0.30	0.25	0.23	0.77	0.14	0.21	0.47	0.18	0.21	

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Table 41

Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.

Base: All complained about mobile phone service in past 6 months

	Supplier							THREE					VIRGIN MEDIA					VODAFONE																		
								Issue			Satisfaction		Resolved							Issue			Satisfaction		Resolved											
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)		
Total	645	677	306	450	198	532	219	185	89*	149	27**	266	120	64*	239	205	75*	53*	52*	18**	88*	63*	47*	87*	107	282	85*	124	41*	287	137	108	251	267		
10 - Extremely satisfied	(10)	109	125	54	91	25	101	46	39	15	30	7	84	3	4	79	12	8	7	3	24	1	-	25	-	42	22	24	13	89	4	8	82	15		
		17%	18%	18%	20%	13%	19%	21%	21%	17%	20%	26%	32%im	3%	6%	33%o	6%	11%	13%	13%	17%	27%uv	2%	-	28%w	-	15%	26%A	19%	32%A	31%FG	3%	7%	33%	6%	
9 -	(9)	91	83	37	56	17	56	26	16	14	23	3	49	5	2	40	16	4	6	6	12	3	2	10	7	31	6	15	4	49	5	2	42	14		
		14%ae	12%	12%	12%	9%	11%	12%	9%	16%	15%	11%	18%im	4%	3%	17%o	8%	5%	11%	12%	6%	14%	5%	4%	11%	7%	11%	10%	10%	17%FG	4%	2%	17%	5%		
8 -	(8)	115	96	52	64	24	78	33	25	8	28	3	54	7	3	36	28	8	11	3	2	18	6	-	14	10	38	15	16	9	58	18	2	41	36	
		18%	14%	17%	14%	12%	15%	15%	14%	9%	19%h	11%	20%im	6%	5%	15%	14%	11%	11%	6%	2	18	6	-	14	10	38	15	16	9	58	18	2	41	36	
7 -	(7)	76	95	34	64	31	63	28	20	19	21	4	42	19	3	28	34	14	5	9	3	16	11	4	13	18	30	14	5	39	19	5	22	39		
		12%	14%	11%	14%	16%	12%	13%	11%	21%g	14%	15%	16%im	16%im	5%	12%	17%	19%	9%	17%	11%	18%	17%	4	15%	17%	11%	16%	11%	12%	14%G	14%G	5%	9%	16%	
6 -	(6)	59	73	44	50	23	46	18	24	11	12	3	18	28	4	25	24	12	4	5	2	8	13	2	8	13	26	6	11	3	19	23	4	19	27	
		9%	11%	14%afz	11%	12%	9%	8%	13%	12%	8%	11%	7%	23%km	6%	10%	12%	16%	8%	10%	11%	9%	21%v	4%	9%	12%	9%	7%	9%	7%	7%	17%EG	4%	8%	10%	
5 -	(5)	61	72	29	43	16	60	17	17	8	13	5	10	29	4	12	31	5	4	5	2	3	11	2	3	11	32	8	16	4	13	37	10	21	35	
		9%	11%	9%	10%	8%	11%	8%	9%	9%	7%	5%	4%	24%km	6%	5%	18%l	7%	4%	5	2	3	11	2	3	10%	11%	9%	13%	10%	5%	27%EG	9%	8%	13%	
4 -	(4)	40	43	11	23	11	29	15	9	6	8	-	3	14	6	7	15	3	5	3	-	4	3	4	5	6	13	7	8	1	9	12	8	7	22	
		6%	6%	4%	5%	6%	5%	7%	5%	-	-	-	1%	12%k	9%k	3%	7%u	4%	9%	6%	-	5%	5%	9%	6%	6%	5%	8%	6%	2%	3%	9%E	7%	3%	8%	
3 -	(3)	33	22	10	20	12	20	9	7	6	6	1	2	7	11	4	16	1	5	6	-	1	7	4	3	9	14	1	5	-	2	8	10	6	14	
		5%	3%	3%	4%	6%	4%	7%	4%	4%	4%	1%	1%	6%k	17%kl	2%	8%u	1%	5	6	-	1%	11%t	9%t	3%	8%	5%	5%	1%	4%	-	1%	6%E	9%E	2%	5%
2 -	(2)	12	11	9	10	16	24	3	6	1	3	-	2	2	6	3	6	10	2	3	1	-	3	13	2	14	20	1	3	-	-	6	18	2	21	
		2%	2%	3%	2%	8%abcdz	5%abz	1%	3%	1%	2%	-	1%	2%	9%kl	1%	3%	13%	4%	6%	6%	-	5%t	28%tu	2%	13%w	7%E	1%	2%	-	-	4%E	17%EF	1%	8%h	
1 - Extremely dissatisfied	(1)	35	45	16	26	20	44	9	22	1	2	1	2	5	19	5	20	9	4	5	2	2	2	16	2	18	30	4	8	2	2	4	38	6	38	
		5%	7%	5%	6%	10%acdz	8%z	4%	12%hj	1%	1%	4%	1%	4%k	30%kl	2%	10%u	12%	8%	10%	11%	2%	3%	34%tu	2%	17%w	11%	5%	6%	5%	1%	3%	35%EF	2%	14%h	
Not applicable		14	12	10	3	3	11	15	-	3	-	-	1	2	-	-	3	1	-	-	2	-	2	1	6	1	4	-	7	1	3	3	6	38		
		2%d	2%	3%d	1%	2%	2%	7%abdef	-	2%	-	-	1%	3%k	-	1%	-	1%	-	-	11%	-	5%t	-	2%	1%	2%	1%	3%	-	2%	1%	3%	1%	2%	
NET: Dissatisfied	(1-3)	80	78	35	56	48	88	21	35	8	11	2	6	14	36	12	42	20	11	14	3	3	12	33	7	41	64	6	16	2	4	18	66	14	73	
		12%	12%	11%	12%	24%abcd	17%abcz	10%	19%hj	9%	7%	7%	2%	12%k	56%kl	5%	20%u	27%	21%	27%	17%	3%	19%t	70%tu	8%	38%w	23%BCD	7%	13%	5%	1%	13%E	61%EF	6%	27%h	
NET: Neutral	(4-6)	160	188	84	116	50	135	50	25	33	8	31	71	14	44	70	20	13	13	4	15	27	8	16	30	71	21	35	8	41	72	22	47	84		
		25%	28%	27%	26%	25%	25%	23%	27%	28%	22%	30%	12%	59%km	22%kl	18%	34%u	27%	25%	25%	22%	17%	43%v	17%	18%	28%	25%	25%	28%	20%	14%	53%EG	20%	19%	31%h	
NET: Satisfied	(7-10)	391	399	177	275	97	298	133	100	56	102	17	229	34	12	183	90	34	29	25	9	70	21	6	62	35	141	57	69	31	235	46	17	187	104	
		61%ae	59%ae	58%	61%ae	49%	56%	61%ae	54%	63%	68%g	63%	86%im	28%	19%	77%o	44%	45%	55%	48%	50%	80%uv	33%v	13%	71%w	33%	50%	67%A	56%	76%AC	82%FG	34%G	16%	75%h	39%	
Mean score		6.87e	6.82e	6.91e	6.91e	5.96	6.57e	7.10ef	6.45	7.01	7.35g	7.26	8.23im	6.57m	3.79	7.93o	5.77	5.66	6.30	5.90	6.38	7.82uv	5.60v	2.94	7.54x	4.71	6.13	7.20A	6.73	7.73AC	8.18FG	5.68G	3.42	7.88i	5.30	
Standard error		0.10	0.10	0.15	0.12	0.21	0.12	0.18	0.22	0.24	0.19	0.46	0.11	0.17	0.36	0.14	0.18	0.34	0.39	0.40	0.75	0.22	0.27	0.34	0.26	0.26	0.18	0.27	0.25	0.37	0.11	0.17	0.28	0.14	0.17	

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

**Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?
Advisor doing what they said they would do.**

Base: All complained about mobile phone service in past 6 months

	Supplier							Issue				Satisfaction			Resolved	
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	645	677	306	450	198	532	219	55*	46*	102	16**	131	64*	24**	116	95*
10 - Extremely satisfied (10)	109 17%	125 18%	54 18%	91 20% ae	25 13%	101 19%	46 21% ie	9 16%	13 28%	18 18%	6 38%	42 32% kl	3 5%	1 4%	35 30% no	8 8%
9 - (9)	91 14% oe	83 12%	37 12%	56 12%	17 9%	56 11%	26 12%	8 15%	6 13%	12 12%	-	22 17% kl	3 5%	1 4%	17 15%	9 9%
8 - (8)	115 18%	96 14%	52 17%	64 14%	24 12%	78 15%	33 15%	12 22% hh	3 7%	17 17%	1 6%	26 20%	7 11%	-	22 19%	11 12%
7 - (7)	76 12%	95 14%	34 11%	64 14%	31 16%	63 12%	28 13%	3 5%	10 22% gg	15 15%	-	19 15%	8 13%	1 4%	9 8%	18 19% nn
6 - (6)	59 9%	73 11%	44 14% az	50 11%	23 12%	46 9%	18 8%	7 13% kl	5 11%	4 4%	2 13%	2 2%	15 23% kl	1 4%	7 6%	11 12%
5 - (5)	61 9%	72 11%	29 9%	43 10%	16 8%	60 11%	17 8%	3 5%	2 4%	11 11%	1 6%	4 3%	12 19% kl	1 4%	5 4%	12 13% nn
4 - (4)	40 6%	43 6%	11 4%	23 5%	11 6%	29 5%	15 7%	5 9%	3 7%	5 5%	2 13%	5 4%	5 8%	5 21%	7 6%	7 7%
3 - (3)	33 5%	22 3%	10 3%	20 4%	12 6%	20 4%	9 4%	4 7%	2 4%	3 3%	-	1 1%	4 6% kl	4 17%	1 1%	8 8% nn
2 - (2)	12 2%	11 2%	9 3%	10 2%	16 8% abcdz	24 5%	3 1%	1 2%	-	2 2%	-	1 1%	-	2 8%	-	3 3%
1 - Extremely dissatisfied (1)	35 5%	45 7%	16 5%	26 6%	20 10% acdz	44 8%	9 4%	2 4%	-	5 5%	2 13%	2 2%	1 2%	6 25%	4 3%	3 3%
Not applicable	14 2% d	12 2%	10 3% d	3 1%	2 2%	11 2%	15 7% abdo	1 2%	2 4%	10 10%	2 13%	7 5%	6 9%	2 8%	9 8%	5 5%
NET: Dissatisfied (1-3)	80 12%	78 12%	35 11%	56 12%	48 24% abcdz	88 17%	21 10%	7 13%	2 4%	10 10%	2 13%	4 3%	5 8%	12 50%	5 4%	14 15% nn
NET: Neutral (4-6)	160 25%	188 28%	84 27%	116 26%	50 25%	135 25%	50 23%	15 27%	10 22%	20 20%	5 31%	11 8%	32 50% kl	7 29%	19 16%	30 32% nn
NET: Satisfied (7-10)	391 61% oe	399 59% oe	177 58%	275 61% oe	97 49%	298 56%	133 61% oe	32 58%	32 70%	62 61%	7 44%	109 83% kl	21 33%	3 13%	83 72% oo	46 48%
Mean score	6.87e	6.82e	6.91e	6.91e	5.96	6.57	7.10e	6.89	7.64	7.02	6.79	6.21l	6.07	3.59	7.89o	6.24
Standard error	0.10	0.10	0.15	0.12	0.21	0.12	0.18	0.35	0.32	0.27	0.91	0.18	0.25	0.55	0.22	0.25

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?
Logging of query details to avoid having to repeat yourself.

Base: All complained about mobile phone service in past 6 months

	Supplier							EE					O2					TESCO MOBILE																
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved										
								Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	645	677	306	450	198	532	219	277	154	173	41*	375	163	87*	357	274	228	139	276	34*	366	207	104	327	338	88*	71*	125	22**	182	81*	43*	156	145
10 - Extremely satisfied (10)	92	92	50	78	22	83	56	42	20	20	10	83	8	1	80	11	32	21	32	7	84	4	4	74	17	14	11	20	5	41	4	5	40	10
	14%	14%	16%	17%	11%	16%	26%abcd	15%	13%	12%	24%	22%	4%	1%	22%	4%	14%	15%	12%	21%	23%	2%	4%	23%	5%	16%	15%	16%	23%	23%	5%	12%	26%	7%
9 -	71	74	36	45	17	60	16	24	25	17	5	67	3	1	47	22	25	23	21	5	68	6	-	54	20	9	8	17	2	34	1	1	28	8
	11%	11%	12%	10%	9%	11%	7%	9%	15%	10%	12%	18%	2%	1%	13%	8%	11%	17%	8%	15%	19%	3%	-	17%	6%	10%	11%	14%	9%	15%	1%	2%	13%	6%
8 -	128	111	48	69	31	72	28	45	31	44	8	95	26	7	76	51	40	23	47	1	88	18	5	63	48	14	9	21	4	35	9	4	19	29
	20%	16%	16%	15%	16%	14%	13%	16%	20%	25%	20%	25%	14%	8%	21%	19%	18%	17%	17%	3%	24%	9%	5%	19%	14%	16%	13%	17%	18%	19%	11%	9%	12%	20%
7 -	95	83	44	58	23	57	25	45	22	28	-	64	26	5	58	37	15	20	44	4	49	29	5	36	45	18	12	13	1	26	14	4	22	21
	15%	12%	14%	13%	12%	11%	11%	16%	14%	16%	-	17%	14%	6%	16%	14%	7%	14%	16%	12%	13%	14%	5%	11%	13%	20%	10%	10%	5%	14%	17%	9%	14%	14%
6 -	51	86	30	57	24	61	23	20	12	15	4	20	25	6	25	26	30	19	36	1	35	44	7	36	48	8	11	11	-	12	16	2	12	17
	8%	13%	10%	13%	12%	11%	11%	7%	8%	9%	10%	5%	14%	7%	7%	9%	13%	14%	13%	3%	10%	21%	7%	11%	14%	9%	15%	9%	-	7%	20%	5%	8%	12%
5 -	60	74	31	49	15	55	19	30	17	10	3	18	36	6	23	32	30	11	30	3	13	50	11	26	45	10	12	9	-	9	18	4	12	19
	9%	11%	10%	11%	8%	10%	9%	11%	11%	6%	7%	5%	20%	7%	6%	12%	13%	8%	11%	9%	4%	24%	11%	8%	13%	11%	17%	7%	-	5%	22%	9%	8%	13%
4 -	47	47	14	24	16	33	18	21	5	19	2	8	27	12	18	28	19	12	12	4	9	28	10	8	37	1	3	7	3	6	7	1	2	12
	7%	7%	5%	5%	8%	6%	8%	8%	3%	11%	5%	2%	14%	4%	5%	10%	8%	9%	4%	12%	2%	14%	10%	2%	11%	1%	4%	6%	14%	3%	9%	2%	1%	6%
3 -	34	34	10	20	8	32	9	18	8	6	2	3	13	18	9	25	10	2	19	3	4	12	18	8	26	1	2	7	-	1	5	4	1	8
	5%	5%	3%	4%	4%	6%	4%	6%	5%	3%	5%	1%	7%	21%	3%	9%	4%	1%	7%	9%	1%	6%	17%	2%	8%	1%	3%	6%	-	1%	6%	9%	1%	6%
2 -	17	18	5	10	10	22	4	7	4	6	-	1	8	8	3	14	8	3	7	-	3	6	9	5	12	-	2	3	-	2	-	3	-	5
	3%	3%	2%	2%	5%	4%	2%	3%	3%	3%	-	4%	8%	3%	1%	5%	4%	2%	3%	-	1%	3%	9%	2%	4%	-	3%	2%	-	1%	-	7%	-	5
1 - Extremely dissatisfied (1)	33	38	15	30	24	42	9	19	8	5	1	5	6	22	10	23	18	3	15	2	1	5	32	6	32	4	1	8	2	2	2	11	6	9
	5%	6%	5%	7%	12%	18%	4%	7%	5%	3%	2%	1%	3%	25%	3%	8%	8%	2%	5%	6%	1	2%	31%	2%	9%	5%	1%	6%	9%	1%	2%	26%	4%	6%
Not applicable	17	20	23	10	8	15	12	6	2	3	6	11	5	1	8	5	1	2	13	4	12	5	3	11	8	9	9	5	14	5	4	14	7	
	3%	3%	8%	2%	4%	3%	5%	2%	1%	2%	15%	3%	3%	1%	2%	2%	1	1%	5%	12%	3%	2%	3%	3%	2%	10%	-	7%	8%	6%	9%	9%	5%	
NET: Dissatisfied (1-3)	84	90	30	60	42	96	22	44	20	17	3	9	27	48	22	62	36	8	41	5	8	23	59	19	70	5	5	18	2	5	7	18	7	22
	13%	13%	10%	13%	21%	18%	10%	16%	13%	10%	7%	2%	15%	55%	6%	23%	16%	6%	15%	15%	2%	11%	57%	6%	21%	6%	7%	14%	3%	9%	42%	4%	15%	
NET: Neutral (4-6)	158	207	75	130	55	149	60	71	34	44	9	46	88	24	66	86	79	42	78	8	57	122	28	70	130	19	26	27	3	27	41	7	26	48
	24%	31%	25%	29%	28%	28%	27%	26%	22%	25%	22%	12%	43%	23%	18%	11%	35%	30%	28%	24%	16%	39%	23%	21%	33%	22%	37%	22%	3	15%	51%	16%	17%	33%
NET: Satisfied (7-10)	386	360	178	250	93	272	125	156	98	109	23	309	63	14	261	121	112	87	144	17	289	57	14	227	130	55	40	71	12	136	28	14	109	68
	60%	53%	58%	56%	47%	51%	57%	56%	64%	63%	56%	83%	24%	16%	72%	44%	49%	63%	52%	50%	79%	23%	13%	83%	38%	63%	56%	57%	55%	75%	35%	33%	70%	47%
Mean score	6.71e1	6.55e	6.93e1	6.67e	5.96	6.38	7.01e1	6.46	6.87	6.78	7.51g	7.96im	5.80m	3.67	7.50o	5.68	6.34	7.10p	6.44	6.63	7.99uv	5.54v	3.52	7.59x	5.59	7.19	6.86	6.78	7.12	7.90FG	5.92G	4.72	7.80i	6.08
Standard error	0.10	0.10	0.15	0.13	0.21	0.12	0.18	0.16	0.20	0.18	0.42	0.09	0.16	0.26	0.12	0.16	0.18	0.19	0.15	0.53	0.09	0.13	0.25	0.12	0.14	0.25	0.26	0.25	0.76	0.15	0.22	0.53	0.19	0.21

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Table 44

**Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?
Logging of query details to avoid having to repeat yourself.**

Base: All complained about mobile phone service in past 6 months

	Supplier							THREE					VIRGIN MEDIA					VODAFONE																	
								Issue			Satisfaction		Resolved		Issue					Satisfaction		Resolved													
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	645	677	306	450	198	532	219	185	89*	149	27**	266	120	64*	239	205	75*	53*	52*	18**	88*	63*	47*	87*	107	282	85*	124	41*	287	137	108	251	267	
10 - Extremely satisfied (10)	92	92	50	78	22	83	56	30	16	24	8	74	1	3	66	12	9	8	4	1	20	2	-	20	2	33	21	19	10	73	2	8	66	15	
	14%	14%	16%	17%	11%	16%	26%abcd	16%	18%	16%	30%	28%lm	1%	5%	28%co	6%	12%	15%	8%	6%	23%tuv	3%	-	23%xt	2%	12%	28%A	15%	24%A	25%FG	1%	7%I	26%J	6%	
9 -	71	74	36	45	17	60	16	22	7	16	-	40	4	1	30	15	4	6	5	2	13	4	-	13	3	28	12	16	4	47	11	2	41	19	
	11%	11%	12%	10%	9%	11%	7%	12%	8%	11%	-	15%km	3%	2%	13%	7%	5%	11%	10%	11%	15%k	6%	-	15%kn	3%	10%	14%	13%	10%	16%FG	5%G	2%	13%I	7%	
8 -	128	111	48	69	31	72	28	17	16	31	5	60	8	1	46	22	14	9	6	2	25	3	3	18	13	40	8	18	6	61	7	4	40	31	
	20%ic	16%	16%	15%	16%	14%	13%	9%	18%ng	21%ie	19%	23%lm	7%	2%	19%co	11%	19%	17%	12%	11%	25%tuv	5%	6%	21%	12%	14%	9%	15%	15%	21%FG	5%	4%	16%	12%	
7 -	95	83	44	58	23	57	25	25	11	21	1	32	21	5	27	31	4	9	7	3	12	10	1	9	14	31	9	9	8	29	22	6	24	31	
	15%kl	12%	14%	13%	12%	11%	11%	14%	12%	14%	4%	12%	18%	8%	11%	15%	5%	17%ng	13%	17%	14%kl	18%uv	1%	2%	10%	13%	11%	11%	7%	20%ic	10%	16%FG	6%	10%	12%
6 -	51	86	30	57	24	61	23	20	15	19	3	23	31	3	22	35	11	4	7	2	7	14	3	7	16	32	6	18	5	27	29	5	29	30	
	8%	13%na	10%	13%na	12%	11%na	11%	11%	17%	13%	11%	9%	28%km	5%	9%	17%km	15%	8%	13%	2%	8%	22%km	2%	6%	8%	15%	11%	7%	15%	12%	9%	21%EG	5%	12%	11%
5 -	60	74	31	49	15	55	19	17	9	20	3	15	25	9	16	32	3	3	8	1	3	9	3	5	9	29	15	9	2	15	30	10	14	38	
	9%	11%	10%	11%	8%	10%	9%	9%	10%	13%	11%	6%	21%km	14%kl	7%	16%km	4%	6%	15%op	6%	3%	14%kl	6%	6%	9%	10%	18%ic	15%ic	9%	2%	5%	22%EG	9%	6%	14%kl
4 -	47	47	14	24	16	33	18	8	8	8	-	6	12	6	10	14	7	5	4	-	2	10	4	6	9	17	7	9	-	11	14	8	13	20	
	7%	7%	5%	5%	8%	6%	8%	4%	9%	5%	-	2%	10%km	9%kl	4%	7%	9%	9%	8%	-	2%	10%kl	4%	7%	8%	17%	8%	7%	9	-	4%	10%kl	7%	5%	7%
3 -	34	34	10	20	8	32	9	13	2	3	2	3	9	8	7	12	2	4	2	-	-	3	5	-	8	20	4	6	2	9	12	11	9	22	
	5%	5%	3%	4%	4%	6%	4%	7%kl	2%	2%	7%	1%	8%kl	13%kl	3%	6%	3%	8%	4%	-	-	5%kl	11%kl	-	7%kl	7%	4%	6%	5%	5%	3%	9%kl	10%kl	4%	6%kl
2 -	17	18	5	10	10	22	4	7	1	2	-	4	2	4	5	4	5	2	2	1	2	2	6	4	6	14	-	7	1	4	5	13	8	14	
	3%	3%	2%	2%	5%ic	4%ic	2%	4%	1%	1%	-	2%	2%	6%kl	2%	2%	7%	4%	4%	6%	2%	2%	3%	13%kl	5%	6%	5%B	-	6%B	4%	1%	4%	12%EF	3%	5%
1 - Extremely dissatisfied (1)	33	38	15	30	24	42	9	23	3	2	2	2	6	22	4	25	11	3	7	3	-	3	21	-	24	31	3	7	1	1	4	37	4	38	
	5%	6%	5%	7%	12%abcdz	8%	4%	12%hi	3%	1%	7%	1%	5%kl	34%kl	2%	12%kl	15%	6%	13%	17%	-	5%kl	45%kl	-	22%kl	11%B	4%	6%	2%	1	3%	3%kl	34%EF	2%	14%kl
Not applicable	17	20	23	10	8	15	12	3	1	3	3	7	1	2	6	3	5	-	-	3	4	3	1	5	3	7	-	6	2	10	1	4	3	9	
	3%	3%	8%abcdi	2%	4%	3%	5%kl	2%	1%	2%	11%	3%	1%	3%	3%	1%	7%	-	-	17%	5%	5%	2%	6%	3%	2%	-	5%B	5%B	3%	1%	4%	1%	3%	
NET: Dissatisfied (1-3)	84	90	30	60	42	96	22	43	6	7	4	9	17	34	16	41	18	9	11	4	2	8	32	4	38	65	7	20	4	14	21	61	21	74	
	13%	13%	10%	13%	21%abcdz	18%abcdz	10%	23%hi	7%	5%	15%	3%	14%kl	53%kl	7%	20%kl	24%	17%	21%	22%	2%	13%kl	68%kl	5%	36%kl	23%B	7%	16%	10%	5%	15%kl	56%EF	8%	28%kl	
NET: Neutral (4-6)	158	207	75	130	55	149	60	45	32	47	6	44	68	18	48	81	21	12	19	3	12	33	10	18	34	78	28	36	7	53	73	23	56	88	
	24%	31%na	25%	29%	28%	27%	24%	33%ng	32%	22%	17%	37%km	23%kl	20%	40%kl	28%	23%	37%	17%	3	14%	33%kl	21%	21%	32%	28%	28%	33%	29%	18%	33%EG	21%	22%	33%kl	
NET: Satisfied (7-10)	386	360	178	250	93	272	125	94	50	92	14	206	34	10	169	80	31	32	22	8	70	19	4	60	32	132	50	62	28	210	42	20	171	96	
	60%bel	53%	58%ef	55%ic	47%	51%	57%kl	51%	56%	62%ic	52%	77%km	28%	16%	71%co	39%	41%	60%kl	44%	8	60%kl	30%kl	9%	68%kl	30%	47%	59%	50%	28	63%AC	73%FG	31%G	19%	63%kl	
Mean score	6.71el	6.55e	6.93bef	6.67e	5.96	6.38	7.01bdm	6.16	6.89g	7.12g	7.00	7.95lm	5.49m	3.60	7.61o	5.66	5.74	6.55	5.71	5.80	7.98uv	5.58v	2.78	7.60x	4.67	5.97	7.05A	6.52	7.41A	7.80FG	5.88G	3.65	7.50I	5.30	
Standard error	0.10	0.10	0.15	0.13	0.21	0.12	0.18	0.22	0.25	0.18	0.60	0.12	0.17	0.34	0.15	0.18	0.36	0.37	0.38	0.81	0.19	0.27	0.33	0.25	0.27	0.17	0.28	0.25	0.38	0.12	0.17	0.28	0.15	0.17	

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

**Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?
Logging of query details to avoid having to repeat yourself.**

Base: All complained about mobile phone service in past 6 months

	Supplier							Issue				Satisfaction			Resolved	
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	645	677	306	450	198	532	219	55*	46*	102	16**	131	64*	24**	116	95*
10 - Extremely satisfied (10)	92 14%	92 14%	50 16%	78 17% de	22 11%	83 16%	56 26% abcde	10 18%	13 28%	26 25%	7 44%	51 39% l	3 5%	2 8%	38 33% o	14 15%
9 -	71 11%	74 11%	36 12%	45 10%	17 9%	60 11%	16 7%	7 13%	3 7%	6 6%	-	15 11% l	1 2%	-	10 9%	6 6%
8 -	128 20% z	111 16%	48 16%	69 15%	31 16%	72 14%	28 13%	7 13%	6 13%	15 15%	-	22 17%	5 8%	1 4%	22 19% o	6 6%
7 -	95 15%	83 12%	44 14%	58 13%	23 12%	57 11%	25 11%	6 11%	6 13%	11 11%	2 13%	14 11%	9 14%	2 8%	8 7%	17 18% n
6 -	51 8%	86 13% a	30 10%	57 13% an	24 12%	61 11%	23 11%	11 20% l	6 13%	5 5%	1 6%	6 5%	16 25% k	1 4%	9 8%	13 14%
5 -	60 9%	74 11%	31 10%	49 11%	15 8%	55 10%	19 9%	6 11%	4 9%	7 7%	2 13%	6 5%	12 19% k	1 4%	3 3%	16 17% n
4 -	47 7%	47 7%	14 5%	24 5%	16 8%	33 6%	18 8%	3 5%	3 7%	11 11%	1 6%	8 6%	7 11%	3 13%	8 7%	9 9%
3 -	34 5%	34 5%	10 3%	20 4%	8 4%	32 6%	9 4%	1 2%	2 4%	6 6%	-	1 1%	5 8% k	3 13%	4 3%	5 5%
2 -	17 3%	18 3%	5 2%	10 2%	10 5% cc	22 4%	4 2%	- 5%	3 7%	1 1%	-	2 1%	2 3%	1 4%	1 1%	3 3%
1 - Extremely dissatisfied (1)	33 5%	38 6%	15 5%	30 7%	24 12% abcdz	42 8%	9 4%	3 5%	- -	5 5%	1 6%	1 1%	1 2%	7 13%	4 3%	4 4%
Not applicable	17 3%	20 3%	23 8% abd	10 2%	10 4%	15 3%	12 5% ad	1 2%	- -	9 9%	2 13%	6 5%	3 5%	3 13%	9 8%	2 2%
NET: Dissatisfied (1-3)	84 13%	90 13%	30 10%	60 13% abcdz	42 21% abcdz	96 18%	22 10%	4 7%	5 11%	12 12%	1 6%	3 2%	8 13% k	11 46%	9 8%	12 13%
NET: Neutral (4-6)	158 24%	207 31% a	75 25%	130 29%	55 28%	149 28%	60 27%	20 36%	13 28%	23 23%	4 25%	20 15%	35 55% k	5 21%	20 17%	38 40% n
NET: Satisfied (7-10)	386 60% be	360 53%	178 58% ae	250 56% ae	93 47%	272 51%	125 57% ae	30 55%	28 61%	58 57%	9 56%	102 78% l	18 28%	5 21%	78 67% o	43 45%
Mean score	6.71e	6.53e	6.33be	6.67e	5.96	6.38	7.01be	6.94	7.11	6.94	7.50	6.18l	5.67	3.95	7.67o	6.24
Standard error	0.10	0.10	0.15	0.13	0.21	0.12	0.18	0.33	0.37	0.29	0.79	0.19	0.25	0.66	0.25	0.26

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Table 46

**Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?
Offering compensation or a goodwill payment.**

Base: All complained about mobile phone service in past 6 months

	Supplier							EE					O2					TESCO MOBILE																
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Issue			Satisfaction			Resolved		Issue			Satisfaction			Resolved		Issue			Satisfaction			Resolved				
								Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	645	677	306	450	198	532	219	277	154	173	41*	375	183	87*	357	274	228	139	276	34*	366	207	104	327	338	88*	71*	125	22**	182	81*	43*	156	145
10 - Extremely satisfied (10)	80	92	50	75	21	50	44	39	18	16	7	76	3	1	75	5	32	22	30	8	85	2	5	80	11	15	9	22	4	45	3	2	46	4
9 - (9)	75	93	32	56	21	47	25	29	22	20	4	66	9	-	54	18	29	24	33	7	79	10	4	64	28	7	7	16	2	27	3	2	20	12
8 - (8)	94	91	38	54	25	54	28	41	27	23	3	76	16	2	58	36	33	24	32	2	68	18	5	57	33	10	14	2	32	5	1	20	17	
7 - (7)	73	69	39	54	22	59	11	23	27	21	2	46	25	2	46	26	23	14	31	1	41	25	3	25	44	15	15	9	-	22	16	1	18	21
6 - (6)	55	78	26	48	17	44	18	17	18	18	2	24	25	6	21	33	24	21	30	3	31	42	5	33	42	10	7	9	-	8	17	1	9	16
5 - (5)	64	57	35	36	22	58	23	32	15	11	6	15	44	5	26	35	19	13	24	1	12	43	2	19	36	7	9	17	2	15	15	5	17	18
4 - (4)	42	40	16	25	9	41	12	17	9	15	1	11	17	14	17	25	9	8	21	2	7	19	14	13	26	6	4	6	-	5	5	6	4	12
3 - (3)	26	42	18	17	12	24	17	11	8	7	-	9	12	5	10	15	13	5	20	4	12	19	11	13	29	5	2	10	1	5	8	5	4	13
2 - (2)	25	25	13	10	9	32	7	13	3	8	1	6	11	8	7	17	8	4	13	-	7	8	10	5	20	1	3	7	2	3	6	4	1	11
1 - Extremely dissatisfied (1)	67	69	18	47	28	79	21	39	5	18	5	12	14	41	14	53	31	2	32	4	11	16	42	9	59	6	1	8	3	2	2	14	4	14
Not applicable	44	21	21	28	12	44	13	16	2	16	10	34	7	3	29	11	7	2	10	2	3	5	3	9	10	6	-	9	6	18	1	2	13	7
NET: Dissatisfied (1-3)	118	136	49	74	49	135	45	63	16	33	6	27	37	54	31	85	52	11	65	8	30	43	63	27	108	12	6	25	6	10	16	23	9	38
NET: Neutral (4-6)	161	175	77	109	48	143	53	66	42	44	9	50	86	25	64	93	52	42	75	6	50	104	21	65	104	23	20	32	2	28	37	12	30	46
NET: Satisfied (7-10)	322	345	159	239	89	210	108	132	94	80	16	264	53	5	233	85	117	84	126	18	273	55	17	226	116	47	45	59	8	126	27	6	104	54
Mean score	6.24f	6.29f	6.82ef	6.52ef	5.82	5.53	6.42ef	6.01	6.82gj	6.04	6.35	7.00lm	2.90m	2.73	7.33o	4.89	6.19	7.11pr	5.91	6.66	7.73uv	5.25v	3.35	7.58x	5.05	6.59	6.85	6.36	5.88	7.74FG	5.55G	3.54	7.69I	5.36
Standard error	0.12	0.11	0.16	0.14	0.22	0.13	0.21	0.19	0.19	0.23	0.58	0.12	0.17	0.23	0.14	0.17	0.20	0.20	0.18	0.58	0.12	0.15	0.28	0.13	0.15	0.29	0.26	0.27	0.93	0.17	0.23	0.42	0.20	0.22

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

Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

**Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?
 Offering compensation or a goodwill payment.**

Base: All complained about mobile phone service in past 6 months

	Supplier							THREE				VIRGIN MEDIA				VODAFONE																		
								Issue		Satisfaction		Resolved		Issue		Satisfaction		Resolved		Issue		Satisfaction		Resolved										
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	645	677	306	450	198	532	219	185	89*	149	27**	266	120	64*	239	205	75*	53*	52*	18**	88*	63*	47*	87*	107	282	85*	124	41*	287	137	108	251	267
10 - Extremely satisfied (10)	80	92	50	75	21	50	44	27	18	23	7	65	4	6	63	11	7	10	3	1	18	3	-	16	5	15	14	11	10	46	1	3	46	3
	12%	14%	16%	17%	11%	9%	20%	15%	20%	15%	26%	24%	3%	9%	26%	5%	9%	19%	6%	6%	20%	5%	-	18%	5%	5%	16%	9%	24%	16%	1%	3%	18%	1%
9 -	75	93	32	56	21	47	25	24	15	17	-	49	5	2	36	20	7	5	8	1	19	1	1	15	6	25	8	12	2	40	3	4	38	9
	12%	14%	10%	12%	11%	9%	11%	13%	17%	11%	-	18%	4%	3%	15%	10%	9%	9%	15%	6%	22%	2%	2%	17%	6%	9%	9%	10%	5%	14%	2%	4%	35	9
8 -	94	91	38	54	25	54	28	16	10	24	4	47	6	1	33	21	6	8	9	2	18	4	3	15	10	30	11	8	5	39	13	2	35	18
	15%	13%	12%	12%	13%	10%	13%	9%	11%	16%	15%	18%	5%	2%	14%	10%	8%	15%	17%	11%	20%	6%	6%	17%	9%	11%	13%	6%	12%	14%	9%	2%	14%	7%
7 -	73	69	39	54	22	59	11	18	16	19	1	29	25	-	28	26	8	7	6	1	12	8	2	9	12	25	12	18	4	40	14	5	27	31
	11%	10%	13%	12%	11%	11%	5%	10%	18%	13%	4%	11%	21%	-	12%	13%	11%	13%	12%	6%	14%	13%	4%	10%	11%	11%	9%	15%	10%	5%	11%	5%	11%	12%
6 -	55	78	26	48	17	44	18	17	16	15	-	20	22	6	25	22	8	3	4	2	4	12	1	7	9	23	9	9	3	20	21	3	16	27
	9%	12%	8%	11%	9%	8%	8%	9%	18%	10%	-	8%	16%	9%	10%	11%	11%	6%	8%	11%	5%	19%	2%	8%	8%	8%	11%	7%	7%	7%	15%	3%	6%	10%
5 -	64	57	35	36	22	58	23	20	3	9	4	9	21	6	11	24	7	5	7	3	6	12	4	6	15	27	11	16	4	24	27	7	25	30
	10%	8%	11%	8%	11%	11%	11%	11%	3%	6%	15%	3%	16%	9%	5%	12%	9%	9%	13%	17%	7%	19%	4	7%	14%	10%	13%	10%	8%	20%	6%	6%	10%	
4 -	42	40	16	25	9	41	12	11	4	10	-	7	11	7	11	14	5	3	1	-	4	5	-	4	5	23	6	10	2	15	18	8	13	27
	7%	6%	5%	6%	5%	8%	6%	6%	4%	7%	-	3%	9%	11%	3%	7%	7%	6%	2%	-	5%	8%	-	5%	5%	8%	7%	8%	5%	13%	8%	7%	5%	10%
3 -	26	42	18	17	12	24	17	7	7	1	8	4	5	8	3	13	4	5	2	1	1	8	3	4	8	14	3	6	1	7	8	9	6	17
	4%	6%	6%	4%	6%	5%	5%	4%	1%	5%	4%	2%	4%	13%	1%	6%	5%	9%	4%	6%	1%	13%	6%	5%	7%	5%	4%	5%	2%	2%	6%	8%	2%	6%
2 -	25	25	13	10	9	32	7	4	-	5	1	5	2	3	2	8	4	3	2	-	-	3	6	-	8	26	2	4	-	4	14	14	6	25
	4%	4%	4%	2%	5%	6%	3%	2%	-	3%	4%	2%	2%	3%	2	8	4	3	2	-	-	3	6	-	8	26	2	4	-	4	14	14	6	25
1 - Extremely dissatisfied (1)	67	69	18	47	28	79	21	29	4	12	2	11	13	23	8	38	14	3	9	2	1	2	25	3	25	51	7	17	4	18	15	46	14	65
	10%	10%	6%	10%	14%	15%	10%	16%	4%	8%	7%	4%	11%	23	3%	19%	15%	6%	17%	11%	1%	2	25	3	25	51	7	17	4	18	15	46	14	65
Not applicable	44	21	21	28	12	44	13	12	2	7	7	20	6	2	19	8	5	1	1	5	5	5	2	8	4	23	2	13	6	34	3	7	25	15
	7%	3%	7%	6%	6%	8%	6%	6%	2%	5%	26%	8%	5%	3%	8%	4%	7%	2%	2%	28%	6%	8%	4%	9%	4%	8%	2%	10%	15%	12%	2%	6%	10%	6%
NET: Dissatisfied (1-3)	118	136	49	74	49	135	45	40	5	25	4	20	20	34	13	59	22	11	13	3	2	13	34	7	41	91	12	27	5	29	37	69	26	107
	18%	20%	16%	16%	25%	25%	21%	22%	6%	17%	15%	8%	17%	53%	5%	28%	29%	21%	25%	17%	2%	21%	72%	8%	38%	32%	14%	22%	12%	10%	27%	64%	10%	40%
NET: Neutral (4-6)	161	175	77	109	48	143	53	48	23	34	4	36	54	19	47	60	20	11	12	5	14	29	5	17	29	73	26	35	9	59	66	18	54	84
	25%	26%	25%	24%	24%	27%	24%	26%	26%	23%	15%	14%	46%	30%	20%	28%	27%	21%	23%	28%	16%	46%	11%	20%	27%	26%	31%	28%	22%	21%	48%	17%	22%	31%
NET: Satisfied (7-10)	322	345	159	239	89	210	108	85	59	83	12	190	40	9	160	78	28	30	26	5	67	16	6	55	33	95	45	49	21	165	31	14	146	61
	50%	51%	52%	53%	45%	39%	49%	46%	56%	44%	44%	71%	33%	14%	67%	38%	37%	57%	50%	28%	76%	25%	13%	63%	31%	34%	53%	40%	51%	57%	23%	13%	58%	23%
Mean score	6.24f	6.29f	6.52ef	6.52ef	5.82	5.53	6.42ef	6.03	7.37gj	6.54	6.80	7.71lm	5.45m	3.76	7.65o	5.28	5.34	6.48p	5.84	5.69	7.87uv	5.36v	2.64	7.36x	4.68	5.02	6.47AC	5.63	6.83AC	6.95FG	4.77G	3.00	7.03i	4.20
Standard error	0.12	0.11	0.16	0.14	0.22	0.13	0.21	0.24	0.24	0.23	0.72	0.15	0.21	0.38	0.16	0.21	0.37	0.40	0.42	0.78	0.21	0.28	0.37	0.27	0.29	0.19	0.30	0.27	0.50	0.16	0.19	0.26	0.18	0.17

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Table 48

**Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?
Offering compensation or a goodwill payment.**

Base: All complained about mobile phone service in past 6 months

	Supplier							Issue				Satisfaction			Resolved	
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	645	677	306	450	198	532	219	55*	46*	102	16**	131	64*	24**	116	95*
10 - Extremely satisfied (10)	80 12%	92 14%	50 16%	75 17% a	21 11%	50 9%	44 20% a	9 16%	12 26%	17 17%	6 38%	41 31% i	2 3%	1 4%	31 27% o	10 11%
9 - (9)	75 12%	93 14%	32 10%	56 12%	21 11%	47 9%	25 11%	9 16%	5 11%	10 10%	1 6%	24 18% i	1 2%	-	16 14%	9 9%
8 - (8)	94 15%	91 13%	38 12%	54 12%	25 13%	54 10%	28 13%	11 20% i	8 17%	9 9%	-	20 15%	8 13%	-	15 13%	13 14%
7 - (7)	73 11% z	69 10% z	39 13% z	54 12% z	22 11% z	59 11%	11 5%	2 4%	4 9%	5 5%	-	8 6%	3 5%	-	3 3%	7 7%
6 - (6)	55 9%	78 12%	26 8%	48 11%	17 9%	44 8%	18 8%	6 11%	4 9%	7 7%	1 6%	13 20% k	1 4%	1 4%	7 6%	11 12%
5 - (5)	64 10%	57 8%	35 11%	36 8%	22 11%	58 11%	23 11%	6 11%	2 4%	12 12%	3 19%	7 5%	14 22% k	2 8%	9 8%	14 15%
4 - (4)	42 7%	40 6%	16 5%	25 6%	9 5%	41 8%	12 5%	3 5%	4 9%	4 4%	1 6%	3 2%	6 9% k	3 13%	4 3%	7 7%
3 - (3)	26 4%	42 6%	18 6%	17 4%	12 6%	24 5%	17 8% d	3 5%	3 7%	11 11%	-	8 6%	7 11%	2 8%	7 6%	10 11%
2 - (2)	25 4%	25 4%	13 4%	10 2%	9 5%	32 6%	7 3%	-	1 2%	6 6%	-	1 1%	1 2%	5 21%	2 2%	5 5%
1 - Extremely dissatisfied (1)	67 10% c	69 10% c	18 6%	47 10% c	28 14% c	79 15%	21 10%	5 9%	1 2%	13 13% h	2 13%	7 5%	6 9%	8 33%	12 10%	7 7%
Not applicable	44 7% b	21 3%	21 7% b	28 6% b	12 6%	44 8%	13 6%	1 2%	2 4%	8 8%	2 13%	8 6%	3 5%	2 8%	10 9% o	2 2%
NET: Dissatisfied (1-3)	118 18%	136 20%	49 16%	74 16%	49 25% a	135 25%	45 21%	8 15%	5 11%	30 29% g	2 13%	16 12%	14 22%	15 63%	21 18%	22 23%
NET: Neutral (4-6)	161 25%	175 26%	77 25%	109 24%	48 24%	143 27%	53 24%	15 27%	10 22%	23 23%	5 31%	14 11%	33 52% k	6 25%	20 17%	32 34% n
NET: Satisfied (7-10)	322 50%	345 51%	159 52%	239 53%	89 45%	210 39%	108 49%	31 56%	29 63% i	41 40%	7 44%	93 71% i	14 22%	1 4%	65 56% o	39 41%
Mean score	6.24	6.29	6.52 e	6.52 e	5.82	5.53	6.42 e	6.76	7.25 i	5.78	6.86	7.91 i	5.16	2.82	6.93 o	5.86
Standard error	0.12	0.11	0.16	0.14	0.22	0.13	0.21	0.38	0.39	0.33	0.91	0.24	0.29	0.48	0.30	0.28

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Table 49

Q101: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.

Base: All complained about mobile phone service in past 6 months

	Supplier							EE				O2				TESCO MOBILE																				
								Issue		Satisfaction		Resolved		Issue		Satisfaction		Resolved		Issue		Satisfaction		Resolved												
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)		
Total	645	677	306	450	198	532	219	277	154	173	41*	375	183	87*	357	274	228	139	276	34*	366	207	104	327	338	88*	71*	125	22**	182	81*	43*	156	145		
10 - Extremely satisfied	(10)	113	133	63	87	24	109	62	51	26	25	11	105	6	2	95	18	45	23	53	12	123	6	4	104	28	21	10	24	8	2	53	10			
		18%	20%	21%	19%	12%	20%	28%abcd	18%	17%	14%	27%	28%lm	3%	2%	27%	7%	20%	17%	19%	35%opqr	34%uv	3%	4%	32%	8%	24%	14%	19%	36%	32%FG	4%	5%	34%	7%	
9 -	(9)	88	97	44	64	22	68	27	30	26	26	6	80	6	2	66	20	34	24	33	6	79	14	4	69	27	8	11	22	3	38	5	1	27	17	
		14%	14%	14%	14%	11%	13%	12%	11%	17%	15%	15%	21%lm	3%	2%	18%no	7%	15%	17%	12%	16%	22%uv	7%	4%	21%wx	8%	9%	15%	18%	14%	21%FG	6%	2%	17%	12%	
8 -	(8)	122	107	45	73	23	71	32	51	29	36	6	87	30	5	79	41	31	26	48	2	78	26	3	60	46	16	15	12	2	36	7	2	28	17	
		19%ad	16%	15%	16%	12%	13%	15%	18%	19%	21%	15%	23%lm	15%km	6%	22%no	15%	14%	19%	17%	6%	21%uv	13%vw	3%	18%	14%	18%	10%	9%	20%FG	9%	5%	16%	12%		
7 -	(7)	78	79	43	58	28	62	22	32	17	26	3	62	21	5	40	38	26	20	31	2	40	33	6	34	44	11	12	19	1	17	22	4	12	31	
		12%	12%	14%	13%	14%	12%	10%	12%	11%	15%	7%	14%lm	11%	6%	11%no	14%	11%	14%	11%	6%	11%	16%vw	6%	10%	13%	13%	17%	15%	5%	9%	27%EG	9%	8%	21%ad	
6 -	(6)	65	63	33	65	18	50	21	26	16	23	-	27	36	2	31	32	21	10	30	2	20	36	7	15	46	12	8	13	-	13	18	2	12	18	
		10%	9%	11%	14%abhi	9%	9%	10%	9%	10%	13%ij	-	7%	20%klmn	2%	9%	12%	9%	7%	11%	6%	5%	17%opqr	7%	5%	14%stuv	14%	11%	10%	-	7%	22%EG	5%	8%	12%	
5 -	(5)	69	71	27	28	26	49	16	33	18	15	3	11	45	13	19	47	21	14	31	5	15	41	15	28	41	10	6	10	1	8	14	5	10	17	
		11%ad	10%ad	9%	6%	13%def	9%	7%	12%	12%	9%	7%	3%	25%ghijkl	15%kl	5%	17%lmno	9%	10%	11%	15%	4%	20%opqr	14%rs	28%	41%	10%	6%	8%	5%	4%	17%EG	12%FG	3%	6%	12%
4 -	(4)	32	49	17	26	4	27	12	15	9	4	4	4	17	11	11	21	16	12	20	1	8	31	10	7	41	3	4	9	1	2	10	5	4	13	
		5%	7%bc	6%	6%de	2%	5%	5%	5%	6%	2%	10%hi	1%	9%ijkl	13%klm	3%	6%nop	7%	9%	7%	3%	2%	15%qrst	10%uv	2%	12%vwxy	3%	3%	4%	1%	2	10%EG	12%FG	3%	9%ad	
3 -	(3)	21	19	7	21	14	31	9	10	4	7	-	2	9	10	8	12	7	4	7	1	1	9	9	3	15	1	3	2	1	4	-	3	3	3	
		3%	3%	2%	5%	7%abc	6%abcd	4%	4%	3%	4%	-	1%	9%kl	11%lmn	2%	4%	3%	3%	3%	3%	1	4%	9%	1%	4%vw	1%	3%	2%	5%	2%	-	7%EG	2%	2%	
2 -	(2)	9	18	5	8	10	19	5	3	3	2	1	1	2	6	1	8	11	1	6	-	2	3	13	2	16	1	1	3	-	1	-	4	1	4	
		1%	3%	2%	2%	5%acd	4%ac	2%	1%	2%	1%	2%	1	2%	7%hij	1	3%klm	2%	1%	2%	-	1%	3%	13%nop	1%	3%vw	1%	1%	2%	-	1%	-	4%EG	1%	3%	
1 - Extremely dissatisfied	(1)	37	37	17	15	24	37	9	25	5	5	2	2	5	30	4	33	15	5	15	2	-	6	31	4	33	4	1	9	3	1	2	14	3	14	
		6%	5%	6%	3%	24%abcd	7%cd	4%	9%ghij	3%	3%	5%	1%	3%kl	34%lmn	1%	12%opqr	7%	4%	5%	6%	-	3%stuv	30%vw	1%	10%xy	5%	1%	7%	14%	1%	2%	33%EG	2%	10%ad	
Not applicable		11	4	5	5	5	9	4	1	1	4	5	4	6	1	3	4	1	-	2	1	-	2	2	1	1	-	2	2	4	-	1	3	1		
		2%	1%	2%	1%	3%bc	2%	2%	-	1%	2%	1%	1%	1%	3%	1%	1%	1%	-	-	1%	-	2%	2%	-	1%	-	-	2%	2%	2%	-	2%	2%	1%	
NET: Dissatisfied	(1-3)	67	74	29	44	48	87	23	38	12	14	3	5	16	46	13	53	33	10	28	3	3	18	53	9	64	6	5	14	4	6	2	21	7	21	
		10%	11%	9%	10%	24%abcd	15%abcd	11%	14%	8%	8%	7%	1%	9%kl	53%lmn	4%	19%opqr	14%rs	7%	10%	9%	1%	9%stuv	51%vw	3%	13%xy	6%	7%	11%	18%	3%	2%	49%EG	4%	14%ad	
NET: Neutral	(4-6)	166	183	77	119	48	126	49	74	43	42	7	42	98	26	61	100	58	36	81	8	43	108	32	50	128	25	18	32	2	23	42	12	26	48	
		26%	27%	25%	26%	24%	24%	22%	27%	28%	24%	17%	11%	54%klm	30%kl	17%	36%lmn	25%	26%	29%	24%	12%	52%opqr	31%rs	15%	38%stuv	28%	25%	26%	9%	13%	52%EG	26%FG	17%	33%ad	
NET: Satisfied	(7-10)	401	416	195	282	97	310	143	164	98	113	26	324	63	14	280	117	136	93	165	22	320	79	17	267	145	56	48	37	9	149	37	9	120	75	
		62%de	61%de	64%de	63%de	49%	55%de	65%de	59%	64%	65%	63%	86%lmn	34%lm	16%	78%opqr	43%	60%	67%	60%	65%	87%stuv	38%vw	16%	82%xy	43%	64%	68%	62%	64%	82%FG	46%G	21%	77%ad	52%	
Mean score		6.58e	6.54e	7.10e	7.11e	6.00	6.74e	7.32e	6.72	7.12	7.18	7.44	8.29im	5.91im	3.56	7.94e	5.74	6.78	7.13	6.90	7.58	8.41tuv	5.90v	3.75	8.14x	5.80	7.24	7.17	6.93	7.25	8.26FG	6.23G	3.83	6.06i	6.13	
Standard error		0.10	0.10	0.15	0.11	0.21	0.12	0.18	0.16	0.19	0.17	0.46	0.08	0.14	0.28	0.11	0.16	0.18	0.20	0.15	0.48	0.09	0.14	0.26	0.11	0.14	0.26	0.26	0.24	0.76	0.14	0.19	0.43	0.17	0.21	

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

Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

Q101: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.

Base: All complained about mobile phone service in past 6 months

	Supplier							THREE							VIRGIN MEDIA							VODAFONE													
	Supplier							Issue			Satisfaction			Resolved		Issue			Satisfaction			Resolved		Issue			Satisfaction			Resolved					
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	645	677	306	450	198	532	219	185	89*	149	27**	266	120	64*	239	205	75*	53*	52*	18**	88*	63*	47*	87*	107	282	85*	124	41*	287	137	108	251	267	
10 - Extremely satisfied (10)	113	133	63	87	24	109	62	28	20	31	8	78	4	5	70	17	9	8	4	3	21	3	-	21	2	44	20	31	14	99	6	4	88	19	
	18%	20%	21%	19%	12%	20%	28%	15%	22%	21%	30%	29%	3%	8%	29%	8%	12%	15%	8%	17%	24%	5%	-	24%	2%	16%	24%	25%	34%	34%	4%	4%	35%	7%	
9 - (9)	88	97	44	64	22	68	27	25	14	21	4	55	7	2	49	15	10	6	4	2	17	3	2	14	8	39	10	16	3	56	8	4	43	24	
	14%	14%	14%	14%	11%	13%	12%	14%	16%	14%	15%	21%	6%	3%	21%	7%	13%	11%	8%	11%	19%	5%	4%	16%	7%	14%	12%	13%	7%	20%	6%	4%	17%	9%	
8 - (8)	122	107	45	73	23	71	32	28	12	31	2	60	11	2	47	26	8	10	5	-	15	8	-	11	12	35	11	20	5	47	19	5	45	25	
	19%	16%	15%	16%	12%	13%	15%	15%	13%	21%	7%	23%	9%	3%	20%	13%	11%	19%	10%	-	17%	13%	-	13%	11%	12%	13%	16%	12%	16%	14%	5%	15%	9%	
7 - (7)	78	79	43	58	28	62	22	21	15	20	2	35	20	3	26	32	8	8	7	5	19	8	1	19	9	33	11	14	4	30	26	6	23	38	
	12%	12%	14%	13%	14%	12%	10%	11%	17%	13%	7%	13%	17%	5%	11%	16%	11%	15%	13%	28%	22%	13%	2%	22%	8%	12%	13%	11%	10%	10%	11%	6%	9%	14%	
6 - (6)	65	63	33	65	18	50	21	29	10	20	6	17	40	8	22	43	9	4	4	1	7	11	-	8	10	25	8	14	3	23	23	4	17	31	
	10%	9%	11%	14%	9%	9%	10%	16%	11%	13%	22%	6%	33%	13%	9%	21%	12%	8%	8%	6%	8%	17%	-	9%	9%	9%	9%	11%	7%	8%	17%	4%	4%	7%	12%
5 - (5)	69	71	27	28	26	49	16	16	6	4	2	8	16	4	7	19	6	6	13	1	4	17	5	5	19	22	10	10	7	13	28	8	18	28	
	11%	10%	9%	6%	13%	9%	7%	9%	7%	3%	7%	3%	13%	6%	3%	9%	8%	11%	25%	6%	5%	27%	11%	6%	18%	8%	12%	8%	17%	5%	20%	8%	7%	10%	
4 - (4)	32	49	17	26	4	27	12	12	5	9	-	4	15	7	6	19	3	-	1	-	3	1	-	1	3	17	6	4	-	7	10	10	4	22	
	5%	7%	6%	6%	2%	5%	5%	6%	6%	6%	-	2%	13%	11%	3%	9%	4%	-	2%	-	3%	2%	-	1	3	6%	4	3%	-	2%	7%	9%	2%	6%	
3 - (3)	21	19	7	21	14	31	9	8	4	8	1	4	4	13	7	12	4	5	4	1	2	4	8	4	9	23	1	5	2	2	9	20	3	28	
	3%	3%	2%	5%	7%	6%	4%	4%	4%	5%	4%	2%	3%	20%	3%	6%	5%	9%	8%	6%	2%	6%	17%	5%	8%	6%	1%	4%	5%	1%	7%	19%	1%	10%	
2 - (2)	9	18	5	8	10	19	5	3	2	3	-	2	1	5	1	6	5	1	3	1	-	2	8	2	8	12	2	4	1	1	4	14	2	16	
	1%	3%	2%	2%	5%	4%	2%	2%	2%	2%	-	1%	1%	5%	1	3%	7%	2%	6%	6%	-	3%	17%	2%	7%	4%	2%	3%	2%	*	3%	13%	1%	6%	
1 - Extremely dissatisfied (1)	37	37	17	15	24	37	9	13	-	1	1	-	2	13	1	14	13	3	7	1	-	1	23	1	23	28	5	3	1	3	4	30	6	31	
	6%	5%	6%	3%	24%	7%	4%	7%	-	1%	4%	-	2%	12%	20%	7%	17%	6%	13%	6%	-	2%	48%	1%	21%	10%	6%	2%	2%	1%	3%	28%	2%	12%	
Not applicable	11	4	5	5	5	9	4	2	1	1	1	3	-	2	3	2	-	2	-	3	-	5	-	1	4	4	1	3	1	6	-	3	2	5	
	2%	1%	2%	1%	3%	2%	2%	1%	1%	1%	4%	1%	-	3%	1%	1%	-	4%	-	17%	-	3%	-	1%	4%	1%	1%	2%	2%	2%	-	3%	1%	2%	
NET: Dissatisfied (1-3)	67	74	29	44	48	87	23	24	6	12	2	6	7	31	9	32	22	9	14	3	2	7	39	7	40	63	8	12	4	6	17	64	11	75	
	10%	11%	9%	10%	24%	15%	11%	13%	7%	8%	7%	2%	6%	43%	4%	16%	29%	17%	27%	17%	2%	11%	33%	8%	37%	22%	9%	10%	10%	2%	12%	53%	4%	26%	
NET: Neutral (4-6)	166	183	77	119	48	126	49	57	21	33	8	29	71	19	35	81	18	10	18	2	14	29	5	14	32	64	24	28	10	43	61	22	39	81	
	26%	27%	25%	26%	24%	24%	22%	31%	24%	22%	30%	11%	59%	30%	15%	40%	24%	19%	35%	11%	16%	48%	11%	16%	30%	28%	28%	23%	24%	15%	45%	20%	16%	30%	
NET: Satisfied (7-10)	401	416	195	282	97	310	143	102	61	103	16	228	42	12	192	90	35	32	20	10	72	22	3	65	31	151	52	81	26	232	50	19	199	106	
	62%	61%	64%	63%	49%	58%	65%	55%	69%	69%	59%	86%	35%	19%	30%	44%	47%	80%	38%	56%	82%	35%	6%	75%	29%	54%	61%	65%	63%	81%	43%	18%	79%	40%	
Mean score	6.88e	6.94e	7.10e	7.11e	6.00	6.74e	7.32e	6.67	7.42g	7.39g	7.54	8.27im	6.66m	4.24	8.11o	6.05	5.75	6.75r	5.44	6.67	7.91uv	6.02v	2.40	7.57x	4.70	6.30	7.01A	7.34A	7.43A	8.26FG	6.01G	3.62	6.05j	5.47	
Standard error	0.10	0.10	0.15	0.11	0.21	0.12	0.18	0.19	0.24	0.18	0.48	0.10	0.16	0.35	0.12	0.17	0.36	0.37	0.38	0.74	0.19	0.26	0.30	0.24	0.28	0.18	0.29	0.22	0.41	0.11	0.18	0.26	0.14	0.17	

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

**Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?
Willingness to help resolve your issue.**

Base: All complained about mobile phone service in past 6 months

		Supplier							Issue				Satisfaction			Resolved	
		EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total		645	677	306	450	198	532	219	55*	46*	102	16**	131	64*	24**	116	95*
10 - Extremely satisfied	(10)	113	133	63	87	24	109	62	11	13	30	8	51	8	3	48	10
		18%	20% e	21% e	19% e	12%	20%	28% abcde	20%	28%	29%	50%	39% l	13%	13%	41% o	11%
9 -	(9)	88	97	44	64	22	68	27	8	6	12	1	22	4	1	20	7
		14%	14%	14%	14%	11%	13%	15%	15%	13%	12%	6%	17% l	6%	4%	17% o	7%
8 -	(8)	122	107	45	73	23	71	32	12	7	12	1	26	6	-	18	14
		19% oe	16%	15%	16%	12%	13%	15%	22%	15%	12%	6%	20%	9%	-	16%	15%
7 -	(7)	78	79	43	58	28	62	22	4	7	11	-	13	9	-	7	14
		12%	12%	14%	13%	14%	12%	10%	7%	15%	11%	-	10%	14%	-	6%	15% ln
6 -	(6)	65	63	33	65	18	50	21	9	4	6	2	9	10	2	8	13
		10%	9%	11%	14% anb	9%	9%	10%	16% kl	9%	6%	13%	7%	16%	8%	7%	14%
5 -	(5)	69	71	27	28	26	49	16	1	4	10	1	16	12	1	2	14
		11% cd	10% ld	9%	6%	13% cdz	9%	7%	2%	9%	10%	6%	2%	19% kl	4%	2%	15% ln
4 -	(4)	32	49	17	26	4	27	12	2	7	1	-	-	8	4	4	7
		5%	7% e	6%	6% oe	2%	5%	4%	5%	4%	7%	6%	-	13% kl	17%	3%	7%
3 -	(3)	21	19	7	21	14	31	9	6	-	3	-	2	3	4	3	6
		3%	3%	2%	5%	7% abc	6%	4%	11% kl	-	3%	-	2%	5%	17%	3%	6%
2 -	(2)	9	18	5	8	10	19	5	-	2	3	-	1	2	2	1	4
		1%	3%	2%	2%	5% acd	4%	2%	-	4%	3%	-	1%	3%	2	1%	4%
1 - Extremely dissatisfied	(1)	37	37	17	15	24	37	9	2	-	6	1	3	1	5	4	4
		6%	5%	6%	3%	12% abcdz	7%	4%	4%	-	6%	6%	2%	2%	21%	3%	4%
Not applicable		11	4	5	5	5	9	4	-	1	2	1	1	1	2	1	2
		2%	1%	2%	1%	3% ab	2%	2%	-	2%	2%	6%	1%	2%	8%	1%	2%
NET: Dissatisfied	(1-3)	67	74	29	44	48	87	23	8	2	12	1	6	6	11	8	14
		10%	11%	9%	10%	24% abcdz	16%	11%	15%	4%	12%	6%	5%	9%	46%	7%	15%
NET: Neutral	(4-6)	166	183	77	119	48	126	49	12	10	23	4	12	30	7	14	34
		26%	27%	25%	26%	24%	24%	22%	22%	22%	23%	25%	9%	47% kl	29%	12%	36% ln
NET: Satisfied	(7-10)	401	416	195	282	97	310	143	35	33	65	10	112	27	4	93	45
		62% oe	61% oe	64% oe	63% oe	49%	58%	65% oe	64%	72%	64%	63%	85% l	42%	17%	80% o	47%
Mean score		6.98 e	6.91 oe	7.10 e	7.11 e	6.00	6.74	7.32 e	7.15	7.67	7.16	7.93	8.36 l	6.24	4.23	8.19 o	6.23
Standard error		0.10	0.10	0.15	0.11	0.21	0.12	0.18	0.34	0.33	0.28	0.74	0.18	0.29	0.65	0.22	0.25

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

Ofcom - Quality of Customer Service - Complaints 2018
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Table 52

Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?
SUMMARY : Satisfied

Base: All complained about mobile phone service in past 6 months

	Supplier							EE						O2						TESCO MOBILE														
								Issue			Satisfaction			Resolved								Issue			Satisfaction			Resolved						
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	645	677	306	450	198	532	219	277	154	173	41*	375	183	87*	357	274	228	139	276	34*	366	207	104	327	338	88*	71*	125	22**	182	81*	43*	156	145
Courtesy and politeness of advisors	424	440	207	285	108	340	137	180	102	113	29	325	72	27	278	142	148	96	171	25	322	89	29	255	181	63	48	83	13	152	37	18	120	86
Willingness to help resolve your issue	401	416	195	282	97	310	143	164	98	113	26	324	63	14	280	117	136	93	165	22	320	79	17	267	145	56	48	77	14	149	37	9	120	75
Ease of finding provider contact details	394	422	191	294	102	339	130	167	94	105	28	310	61	23	259	128	145	83	172	22	309	81	32	244	174	59	44	72	16	144	34	13	121	68
Advisor doing what they said they would do	391	399	177	275	97	298	133	162	99	106	24	316	57	18	268	120	127	85	168	19	317	66	16	249	146	51	42	71	13	142	26	9	111	65
Logging of query details to avoid having to repeat yourself	386	360	178	250	93	272	125	156	98	109	23	309	63	14	261	121	112	87	144	17	289	57	14	227	130	55	40	71	12	136	28	14	109	68
Getting the issue resolved to your satisfaction	367	372	187	267	95	273	134	147	90	105	25	312	46	9	265	97	131	85	140	16	306	57	9	248	122	61	43	71	12	150	30	7	120	67
The time taken to handle your issue	354	360	183	252	90	276	127	143	88	103	20	295	40	19	245	104	125	86	129	20	293	51	16	234	123	55	44	69	15	148	26	9	109	73
Offering compensation or a goodwill payment	322	345	159	239	89	210	108	132	94	80	16	264	53	5	233	85	117	84	126	18	273	55	17	226	116	47	45	59	8	126	27	6	104	54

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?
SUMMARY : Satisfied

Base: All complained about mobile phone service in past 6 months

Supplier	THREE												VIRGIN MEDIA												VODAFONE											
	Issue						Satisfaction			Resolved			Issue						Satisfaction			Resolved			Issue						Satisfaction			Resolved		
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)		
Total	645	677	306	450	198	532	219	185	89*	149	27**	266	120	64*	239	205	75*	53*	52*	18**	88*	63*	47*	87*	107	282	85*	124	41*	287	137	108	251	267		
Courtesy and politeness of advisors	424	440	207	285	108	340	137	104	57	104	20	227	47	11	183	102	36	32	31	9	76	27	5	66	41	175	53	82	30	238	69	33	195	140		
Willingness to help resolve your issue	401	416	195	282	97	310	143	102	61	103	16	228	42	12	192	90	48%	60%	60%	50%	86%uv	45%v	11%	76%w	38%	62%	62%	66%	73%	83%FG	50%G	31%	78%	52%		
Ease of finding provider contact details	394	422	191	294	102	339	130	117	53	104	20	226	48	20	177	117	47%	60%r	38%	56%	82%uv	35%v	6%	75%w	29%	54%	61%	65%A	63%	81%FG	43%G	18%	79%	106		
Advisor doing what they said they would do	391	399	177	275	97	298	133	100	56	102	17	229	34	12	183	90	34	29	25	9	70	21	6	62	35	63%	56%	67%	73%	84%FG	41%	40%	82%	49%		
Logging of query details to avoid having to repeat yourself	386	360	178	250	93	272	125	94	50	92	14	206	34	10	169	80	31	32	22	8	70	19	4	60	32	50%	50%	62	28	210	42	20	171	96		
Getting the issue resolved to your satisfaction	367	372	187	267	95	273	134	100	56	93	18	227	30	10	190	76	34	30	23	8	78	14	3	63	31	132	50	66	25	230	36	7	189	81		
The time taken to handle your issue	354	360	183	252	90	276	127	102	49	85	16	216	29	7	170	79	32	28	21	9	74	15	1	59	28	126	54	72	24	225	36	15	178	94		
Offering compensation or a goodwill payment	322	345	159	239	89	210	108	85	59	83	12	190	40	9	160	78	28	30	26	5	67	16	6	55	33	95	45	49	21	165	31	14	146	61		

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?
SUMMARY : Satisfied

Base: All complained about mobile phone service in past 6 months

	Supplier							Issue				Satisfaction			Resolved	
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	645	677	306	450	198	532	219	55*	46*	102	16**	131	64*	24**	116	95*
Courtesy and politeness of advisors	424	440	207	285	108	340	137	35	29	64	9	107	25	5	86	47
	66% <i>ae</i>	65% <i>ae</i>	68% <i>ae</i>	63% <i>ae</i>	58%	64%	63%	64%	63%	56%	82% <i>li</i>	39%	21%	74% <i>ao</i>	49%	
Willingness to help resolve your issue	401	416	195	282	97	310	143	35	33	65	10	112	27	4	93	45
	62% <i>ae</i>	61% <i>ae</i>	64% <i>ae</i>	63% <i>ae</i>	49%	58%	65% <i>ae</i>	64%	72%	64%	63%	85% <i>li</i>	42%	17%	80% <i>ao</i>	47%
Ease of finding provider contact details	394	422	191	294	102	339	130	34	27	57	12	109	20	1	81	44
	61% <i>ae</i>	62% <i>ae</i>	62% <i>ae</i>	65% <i>ae</i>	52%	64%	59%	62%	59%	56%	75%	83% <i>li</i>	31%	4%	70% <i>ao</i>	46%
Advisor doing what they said they would do	391	399	177	275	97	298	133	32	32	62	7	109	21	3	83	46
	61% <i>ae</i>	59% <i>ae</i>	58%	61% <i>ae</i>	49%	56%	61% <i>ae</i>	58%	70%	61%	44%	83% <i>li</i>	33%	13%	72% <i>ao</i>	48%
Logging of query details to avoid having to repeat yourself	386	360	178	250	93	272	125	30	28	58	9	102	18	5	78	43
	60% <i>abe</i>	53%	58% <i>ae</i>	56% <i>ae</i>	47%	51%	57% <i>ae</i>	55%	61%	57%	56%	78% <i>li</i>	28%	21%	67% <i>ao</i>	45%
Getting the issue resolved to your satisfaction	367	372	187	267	95	273	134	31	33	59	11	110	21	3	91	38
	57% <i>ae</i>	55%	61% <i>ae</i>	59% <i>ae</i>	48%	51%	61% <i>ae</i>	56%	72%	58%	69%	84% <i>li</i>	33%	13%	78% <i>ao</i>	40%
The time taken to handle your issue	354	360	183	252	90	276	127	25	33	59	10	105	21	1	74	47
	55% <i>ae</i>	53%	60% <i>ae</i>	56% <i>ae</i>	45%	52%	58% <i>ae</i>	45%	72% <i>ag</i>	58%	63%	80% <i>li</i>	33%	4%	64% <i>ao</i>	49%
Offering compensation or a goodwill payment	322	345	159	239	89	210	108	31	29	41	7	93	14	1	65	39
	50%	51%	52%	53%	45%	39%	49%	56%	63% <i>ai</i>	40%	44%	71% <i>li</i>	22%	4%	56% <i>ao</i>	41%

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

Ofcom - Quality of Customer Service - Complaints 2018
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Q11: In your opinion, was [Provider] able to successfully resolve your complaint?

Base: All complained about mobile phone service in past 6 months

	Supplier							EE				O2				TESCO MOBILE																			
	Issue							Satisfaction			Resolved		Issue				Satisfaction			Resolved															
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	645	677	306	450	198	532	219	277	154	173	41*	375	183	87*	357	274	228	139	276	34*	366	207	104	327	338	88*	71*	125	22**	182	81*	43*	156	145	
Completely resolved	357	327	156	239	87	251	116	148	92	92	25	271	73	13	357	-	112	71	127	17	250	61	16	327	-	52	33	58	13	126	22	8	156	-	
	55% <i>bd</i>	48%	51%	53% <i>a</i>	44%	47%	53%	53%	60%	53%	61%	72% <i>lm</i>	40% <i>sm</i>	15%	100% <i>od</i>	-	49%	51%	46%	50%	69% <i>tv</i>	29% <i>uv</i>	15%	100% <i>ca</i>	-	59%	46%	46%	59%	69% <i>fc</i>	27%	19%	100% <i>ia</i>	-	
Partly resolved	203	255	116	149	72	187	77	86	44	65	8	90	81	32	-	203	76	59	113	7	102	119	34	-	255	26	33	52	5	48	51	17	-	116	
	31%	38% <i>a</i>	38% <i>a</i>	33%	36%	35%	35%	31%	29%	38% <i>a</i>	20%	24%	44% <i>kl</i>	37% <i>kn</i>	-	74% <i>ln</i>	33%	42% <i>o</i>	41% <i>os</i>	21%	28%	37% <i>tu</i>	33%	-	75% <i>uv</i>	30%	40% <i>a</i>	42%	23%	26%	63% <i>fc</i>	40%	-	30% <i>ia</i>	
Not resolved at all	71	83	29	56	35	80	18	37	16	12	6	9	21	41	-	71	38	9	31	5	11	22	50	-	83	9	4	13	3	7	6	16	-	29	
	11%	12%	9%	12%	18% <i>ac</i> <i>z</i>	15% <i>ac</i> <i>z</i>	8%	13% <i>d</i>	10%	7%	15%	2%	11% <i>k</i>	47% <i>kl</i>	-	26% <i>ln</i>	17% <i>nd</i>	6%	11%	15%	3%	11% <i>st</i>	48% <i>sv</i>	-	25% <i>uv</i>	10%	6%	10%	14%	4%	7%	37% <i>fc</i>	20% <i>ia</i>	-	29% <i>ia</i>
Don't know	14	12	5	6	4	14	8	6	2	4	2	5	8	1	-	2	-	5	5	5	3	5	4	-	-	1	1	2	1	2	2	-	-		
	2%	2%	2%	1%	2%	3%	4% <i>d</i>	2%	1%	2%	5%	1%	4% <i>k</i>	1%	-	-	1%	-	2%	15% <i>pt</i>	1%	2%	4% <i>k</i>	-	-	1%	1%	2%	5%	1%	2%	4% <i>ie</i>	-	-	

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q11: In your opinion, was [Provider] able to successfully resolve your complaint?

Base: All complained about mobile phone service in past 6 months

Supplier	THREE												VIRGIN MEDIA												VODAFONE											
	Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved										
	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)									
Total	645	677	306	450	198	532	219	185	89*	149	27**	266	120	64*	239	205	75*	53*	52*	18**	88*	63*	47*	87*	107	282	85*	124	41*	287	137	108	251	267		
Completely resolved	357	327	156	239	87	251	116	94	51	77	17	180	42	17	239	-	35	24	20	8	62	20	5	87	-	125	52	52	22	190	39	22	251	-		
	55% <i>bel</i>	48%	51%	53% <i>cd</i>	44%	47%	53%	51%	57%	52%	63%	65% <i>lm</i>	35%	27%	100% <i>od</i>	-	47%	45%	38%	44%	70% <i>lv</i>	32% <i>nv</i>	11%	100% <i>ox</i>	-	44%	51% <i>ac</i>	42%	54%	66% <i>fg</i>	28%	20%	100% <i>il</i>	-		
Partly resolved	203	255	116	149	72	187	77	61	32	50	6	76	58	15	-	149	24	21	21	6	24	38	10	-	72	104	27	47	9	85	69	33	-	187		
	31%	38% <i>la</i>	38% <i>la</i>	33%	36%	35%	35%	33%	36%	34%	22%	29%	43% <i>km</i>	23%	-	72% <i>ln</i>	32%	40%	40%	33%	27%	60% <i>ln</i>	21%	-	67% <i>lv</i>	37%	32%	38%	22%	30%	50% <i>fg</i>	31%	-	17% <i>kl</i>		
Not resolved at all	71	83	29	56	35	80	18	27	4	21	4	8	19	29	-	56	16	7	10	2	1	2	32	-	35	48	5	23	4	6	22	52	-	80		
	11%	12%	9%	12%	18% <i>aczz</i>	15% <i>aczz</i>	8%	13% <i>ah</i>	4%	14% <i>il</i>	15%	3%	16% <i>kl</i>	45% <i>km</i>	-	27% <i>ln</i>	21%	13%	19%	11%	1%	3%	68% <i>lv</i>	-	33% <i>lv</i>	17% <i>lv</i>	6%	13% <i>lv</i>	10%	2%	16% <i>lv</i>	43% <i>lv</i>	52%	-	30% <i>kl</i>	
Don't know	14	12	5	6	4	14	8	3	2	1	-	2	1	3	-	-	-	1	1	2	1	3	-	-	-	5	1	2	6	6	7	1	-	-		
	2%	2%	2%	1%	2%	3%	4% <i>cd</i>	2%	2%	1%	-	1%	1%	5% <i>kl</i>	-	-	-	2%	2%	11%	1%	5%	-	-	-	2%	1%	2%	1% <i>ABC</i>	2%	5%	1%	-	-		

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q11: In your opinion, was [Provider] able to successfully resolve your complaint?

Base: All complained about mobile phone service in past 6 months

	Supplier							GIFFGAFF								
								Issue				Satisfaction			Resolved	
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	645	677	306	450	198	532	219	55*	46*	102	16**	131	64*	24**	116	95*
Completely resolved	357 55% bc	327 48%	156 51%	239 53% ap	87 44%	251 47%	116 53%	32 58%	23 50%	53 52%	8 50%	85 65% kl	21 33%	10 42%	116 100% op	-
Partly resolved	203 31%	255 38% ba	116 38% ca	149 33%	72 36%	187 35%	77 35%	19 35%	17 37%	38 37%	3 19%	38 29%	31 48% kl	8 33%	-	77 81% un
Not resolved at all	71 11%	83 12%	29 9%	56 12%	35 18% acoz	80 15%	18 8%	4 7%	4 9%	10 10%	-	3 2%	10 16% kl	5 21%	-	18 19% un
Don't know	14 2%	12 2%	5 2%	6 1%	4 2%	14 3%	8 4% cd	-	2 4%	1 1%	5 31%	5 4%	2 3%	1 4%	-	-

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about mobile phone service in past 6 months

	Supplier							EE				O2				TESCO MOBILE																		
	Issue							Satisfaction			Resolved		Issue				Satisfaction			Resolved														
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	645	677	306	450	198	532	219	277	154	173	41*	375	183	67*	357	274	228	139	276	34*	366	207	104	327	338	88*	71*	125	22**	182	81*	43*	156	145
Yes	308	264	127	200	67	196	99	127	79	83	19	241	54	13	308	-	92	61	99	12	209	43	12	264	-	43	30	45	9	103	18	6	127	-
	48%	39%	42%	44%	34%	37%	45%	46%	51%	48%	46%	61%	30%	15%	63%	-	40%	44%	36%	35%	57%	21%	12%	61%	-	49%	42%	36%	41%	57%	22%	14%	61%	-
No	42	61	25	38	18	53	15	20	11	8	3	24	18	-	42	-	19	10	27	5	40	17	4	61	-	8	1	12	4	19	4	2	25	-
	7%	9%	8%	8%	9%	10%	7%	7%	7%	5%	7%	6%	10%	-	12%	-	8%	7%	10%	15%	11%	8%	4%	13%	-	9%	1%	10%	18%	10%	5%	5%	10%	-
Don't know	7	2	4	1	2	2	2	1	2	1	3	6	1	-	7	-	1	-	1	-	1	1	-	2	-	1	2	1	-	4	-	-	4	-
	1%	*	1%	*	1%	*	1%	*	1%	1%	7%	2%	1%	-	2%	-	*	-	*	-	*	*	-	1%	-	1%	3%	1%	-	2%	-	-	3%	-

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about mobile phone service in past 6 months

	Supplier							THREE				VIRGIN MEDIA				VODAFONE																		
	Issue							Satisfaction				Resolved				Issue				Satisfaction				Resolved										
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	645	677	306	450	198	532	219	185	89*	149	27**	266	120	64*	238	205	75*	53*	52*	18**	88*	63*	47*	87*	107	282	85*	124	41*	287	137	108	251	267
Yes	308	264	127	200	67	196	99	75	47	63	15	157	31	12	200	-	27	19	16	5	52	14	1	67	-	92	42	44	18	152	33	11	196	-
	48% bcd	39%	42%	44% ed	34%	37%	45% kl	41%	53%	42%	56%	59% lm	26%	19%	84% o	-	36%	36%	31%	28%	59% tu	23% v	2%	77% wx	-	33%	49% AC	35%	44%	53% FG	24% C	10%	73% I	-
No	42	61	25	38	18	53	15	19	4	13	2	22	11	5	38	-	8	5	4	1	10	4	4	18	-	32	10	8	3	36	6	11	53	-
	7%	9%	8%	8%	9%	10% ad	7%	10%	4%	9%	7%	8%	9%	8%	16% o	-	11%	9%	8%	6%	11%	6%	9%	21% wx	-	11%	12%	6%	7%	13% F	4%	10%	21% I	-
Don't know	7	2	4	1	2	2	2	-	-	1	-	1	-	-	1	-	-	-	-	2	-	2	-	2	-	1	-	-	1	2	-	2	-	
	1%	*	1%	*	1%	*	1%	-	-	1%	-	*	-	-	*	-	-	-	-	11%	-	3%	-	2%	-	*	-	-	2%	1%	-	-	1%	-

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

Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about mobile phone service in past 6 months

	Supplier							GIFFGAFF								
								Issue				Satisfaction			Resolved	
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	645	677	306	450	198	532	219	55*	46*	102	16**	131	64*	24**	116	95*
Yes	308 48% ^{bc}	264 39%	127 42%	200 44% ^{de}	67 34%	196 37%	99 45% ^{ef}	29 53%	21 46%	41 40%	8 50%	75 57% ^{kl}	18 28%	6 25%	99 85% ^{no}	-
No	42 7%	61 9%	25 8%	38 8%	18 9%	53 10%	15 7%	3 5%	2 4%	10 10%	-	9 7%	2 3%	4 17%	15 13% ^{no}	-
Don't know	7 1%	2 *	4 1%	1 *	2 1%	2 *	2 1%	-	-	2 2%	-	1 1%	1 2%	-	2 2%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o
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Ofcom - Quality of Customer Service - Complaints 2018
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Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved

	Supplier							EE				O2				TESCO MOBILE																		
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaf (z)	Issue				Satisfaction				Resolved																		
								Billing and Customer service (g)	Repairs and Install ation (h)	Service issues (i)	Somethi ng else (j)	Satisfi ed (k)	Neutra l (l)	Dissati sfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Install ation (q)	Service issues (r)	Somethi ng else (s)	Satisfi ed (t)	Neutra l (u)	Dissati sfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Install ation (B)	Service issues (C)	Somethi ng else (D)	Satisfi ed (E)	Neutra l (F)	Dissati sfied (G)	Yes (H)	No (I)
Total	357	327	156	238	87*	251	116	148	92*	92*	25**	271	73*	13**	357	--	112	71*	127	17**	250	61*	16**	327	--	52*	33*	58*	13**	126	22**	8**	156	--
Yes	308	264	127	200	67	196	99	127	79	83	19	241	54	13	308	-	92	61	99	12	209	43	12	264	-	43	30	45	9	103	18	6	127	-
	86%	81%	81%	84%	77%	78%	85%	86%	86%	90%	76%	80%	74%	100%	86%	-	82%	86%	78%	71%	84%	70%	75%	81%	-	83%	91%	78%	69%	82%	82%	75%	81%	-
No	42	61	25	38	18	53	15	20	11	8	3	24	18	-	42	-	19	10	27	5	40	17	4	61	-	8	1	12	4	19	4	2	25	-
	12%	19%	16%	16%	21%	21%	13%	14%	12%	9%	12%	9%	25%	-	12%	-	17%	14%	21%	29%	16%	28%	25%	19%	-	15%	3%	21%	31%	15%	16%	25%	16%	-
Don't know	7	2	4	1	2	2	2	1	2	1	3	6	1	-	7	-	1	-	1	-	1	1	-	2	-	1	2	1	-	4	-	-	4	-
	2%	1%	3%	*	2%	1%	2%	1%	2%	1%	12%	2%	1%	-	2%	-	1%	-	1%	-	*	2%	-	1%	-	2%	6%	2%	-	3%	-	-	3%	-

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved

	Supplier							THREE				VIRGIN MEDIA				VODAFONE																		
								Issue				Issue				Issue																		
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	357	327	156	238	87*	251	116	94*	51*	77*	17**	180	42*	17**	238	--	35*	24**	20**	8**	62*	20**	5**	87*	--	125	52*	52*	22**	190	39*	22**	251	--
Yes	308	264	127	200	67	196	99	75	47	63	15	157	31	12	200	-	27	19	16	5	52	14	1	67	-	92	42	44	18	152	33	11	196	-
	86%	81%	81%	84%	77%	78%	85%	80%	92%	82%	88%	87%	74%	71%	84%	-	77%	79%	80%	63%	84%	70%	20%	77%	-	74%	81%	85%	82%	80%	85%	50%	78%	-
No	42	61	25	38	18	53	15	19	4	13	2	22	11	5	38	-	8	5	4	1	10	4	4	18	-	32	10	8	3	36	6	11	53	-
	12%	19%	16%	16%	21%	21%	13%	20%	8%	17%	12%	12%	25%	29%	16%	-	23%	21%	20%	13%	16%	20%	80%	21%	-	26%	19%	15%	14%	19%	15%	50%	21%	-
Don't know	7	2	4	1	2	2	2	-	-	1	-	1	-	-	1	-	-	-	2	2	-	2	-	2	-	1	-	-	1	2	-	2	-	
	2%	1%	3%	*	2%	1%	2%	-	-	1%	-	1%	-	-	*	-	-	-	25%	-	2	-	2%	-	-	1%	-	-	5%	1%	-	-	1%	-

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

Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved

	Supplier							GIFFGAFF								
								Issue				Satisfaction			Resolved	
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	357	327	156	239	87*	251	116	32*	23**	53*	8**	85*	21**	10**	116	-**
Yes	308 86%	264 81%	127 81%	200 84%	67 77%	196 78%	99 85%	29 91%	21 91%	41 77%	8 100%	75 88%	18 86%	6 60%	99 85%	-
No	42 12%	61 19%	25 16%	38 16%	18 21%	53 21%	15 13%	3 9%	2 9%	10 19%	-	9 11%	2 10%	4 40%	15 13%	-
Don't know	7 2%	2 1%	4 3%	1 *	2 2%	2 1%	2 2%	-	-	2 4%	-	1 1%	1 5%	-	2 2%	-

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q14: Is your personal mobile phone on a contract or pay as you go?

Base: All complained about mobile phone service in past 6 months

	Supplier							EE							O2							TESCO MOBILE												
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	645	677	306	450	198	532	219	277	154	173	41*	375	183	87*	357	274	228	139	276	34*	366	207	104	327	338	88*	71*	125	22**	182	81*	43*	156	145
Contract (with monthly bills)	499	543	239	373	154	431	60	212	119	139	29	295	133	71	284	208	188	96	233	26	292	169	82	266	266	68	53	103	15	140	63	36	125	111
	77% <i>az</i>	80% <i>az</i>	77% <i>az</i>	83% <i>az</i>	77% <i>az</i>	81% <i>az</i>	27%	77%	77%	80%	71%	79%	73%	82%	80%	76%	82% <i>aq</i>	69%	81% <i>aq</i>	76%	80%	82%	79%	81%	79%	77%	75%	82%	68%	77%	78%	84%	80%	77%
Pay as you go	143	190	65	76	42	97	158	65	35	33	10	78	50	15	72	64	39	42	42	7	73	37	20	60	69	19	18	21	7	40	18	7	29	34
	22% <i>ad</i>	19%	21%	17%	21%	18%	72% <i>ad</i>	23%	23%	19%	24%	21%	27%	17%	20%	23%	17%	30% <i>aq</i>	15%	21%	20%	18%	19%	18%	20%	22%	25%	17%	32%	22%	22%	16%	19%	23%
Don't know	3	4	2	1	2	4	1	-	-	1	2	2	-	1	2	1	1	1	1	1	1	1	2	1	3	1	-	1	-	2	-	-	2	-
	*	1%	1%	*	1%	1%	*	-	-	1%	5% <i>ah</i>	1%	-	1%	1%	*	1%	*	3%	*	*	2%	*	1%	1%	1%	-	1%	-	1%	-	-	1%	-

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q14: Is your personal mobile phone on a contract or pay as you go?

Base: All complained about mobile phone service in past 6 months

	Supplier							THREE					VIRGIN MEDIA					VODAFONE																	
								Issue			Satisfaction		Resolved		Issue				Satisfaction		Resolved		Issue			Satisfaction		Resolved							
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	645	677	306	450	198	532	219	185	89*	149	27**	266	120	64*	239	205	75*	53*	52*	18**	88*	63*	47*	87*	107	282	85*	124	41*	287	137	108	251	267	
Contract (with monthly bills)	499	543	239	373	154	431	60	157	76	118	22	221	99	53	203	166	53	41	44	16	71	45	38	74	78	236	69	92	34	228	116	87	205	218	
	77%az	80%az	77%az	83%az	73%az	81%az	27%	85%	85%	79%	81%	83%	83%	85%	81%	71%	77%	85%	89%	81%	81%	71%	81%	83%ax	73%	81%az	81%	74%	83%	79%	85%	81%	82%	82%	
Pay as you go	143	190	65	76	42	97	158	28	12	31	5	45	21	10	35	39	21	11	8	2	16	17	9	13	28	46	15	30	6	56	20	21	45	47	
	22%ad	19%	21%	17%	21%	18%	72%abedaf	15%	13%	21%	19%	17%	18%	16%	15%	19%	28%	21%	15%	11%	18%	27%	19%	15%	26%	16%	18%	24%	15%	20%	15%	19%	18%	18%	
Don't know	3	4	2	1	2	4	1	-	1	-	-	-	-	1	-	-	1	1	-	-	1	1	-	-	1	-	1	2	1	3	1	-	1	2	
	*	1%	1%	*	1%	1%	*	-	1%	-	-	-	-	2%ak	*	-	1%	2%	-	-	1%	2%	-	-	1%	-	-	1%	2%A	2%A	1%	1%	-	*	1%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q14: Is your personal mobile phone on a contract or pay as you go?

Base: All complained about mobile phone service in past 6 months

	Supplier							GIFFGAFF								
								Issue				Satisfaction			Resolved	
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	645	677	306	450	198	532	219	55*	46*	102	16**	131	64*	24**	116	95*
Contract (with monthly bills)	499	543	239	373	154	431	60	20	18	20	2	40	15	5	27	33
	77% <i>z</i>	80% <i>z</i>	78% <i>z</i>	83% <i>z</i>	77% <i>z</i>	81%	27%	36% <i>l</i>	39% <i>l</i>	20%	13%	31%	23%	21%	23%	38%
Pay as you go	143	130	65	76	42	97	158	35	28	81	14	90	49	19	88	62
	22% <i>z</i>	19%	21%	17%	21%	18%	72% <i>abz</i>	64%	61%	72% <i>g</i>	88%	69%	77%	79%	76%	65%
Don't know	3	4	2	1	2	4	1	-	-	1	-	1	-	-	1	-
	*	1%	1%	*	1%	1%	*	-	-	1%	-	1%	-	-	1%	-

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

Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

Q15: What is your current employment status?

Base: All complained about mobile phone service in past 6 months

	Supplier							EE							O2							TESCO MOBILE													
	Issue							Satisfaction			Resolved				Issue							Satisfaction			Resolved										
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	645	677	306	450	198	532	219	277	154	173	41*	375	183	87*	357	274	228	139	276	34*	366	207	104	327	338	88*	71*	125	22**	182	81*	43*	156	145	
Employed or self-employed (full-time - 30hrs/wk+)	377	398	149	247	100	268	91	160	96	107	14	235	92	50	229	144	140	77	169	12	226	109	63	212	182	38	40	63	8	89	41	19	89	58	
Employed or self-employed (part-time - 8-29 hrs/wk+)	19%	19%	22%	20%	21%	19%	19%	20%	21%	18%	7%	17%	23%	17%	17%	22%	20%	18%	18%	7	17%	24%	16%	15%	22%	22%	43%	56%	50%	36%	49%	51%	44%	37%	40%
Homemaker	45	52	28	36	20	48	25	21	8	10	6	17	21	7	14	30	14	14	20	4	22	24	6	19	32	9	11	5	3	15	9	4	8	20	
Student / under education	52	47	28	42	15	53	30	20	13	12	7	29	18	5	27	24	13	16	15	3	30	11	6	22	25	12	6	9	1	18	6	4	13	14	
Temporarily not working (unemployed / illness)	32	44	17	27	15	42	27	15	4	7	6	16	6	10	13	14	13	6	19	6	20	13	11	18	21	2	1	11	3	12	1	4	9	8	
Retired	17	8	18	6	6	20	5	5	1	6	5	16	1	-	15	2	3	1	2	2	6	1	1	6	2	5	-	9	4	10	5	3	9	8	
NET: Employed	499	526	215	339	142	369	132	216	128	138	17	297	137	65	288	204	185	102	220	19	288	158	80	262	258	60	53	91	11	127	60	28	117	95	
	77%cfz	78%cfz	70%z	75%tz	72%z	69%z	60%	78%j	63%j	60%j	41%	79%	75%	75%	81%	74%	81%e	73%e	60%e	56%	79%	76%	77%	80%	76%	68%	75%	73%	50%	70%	74%	65%	75%	66%	

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

Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

Q15: What is your current employment status?

Base: All complained about mobile phone service in past 6 months

	Supplier							THREE							VIRGIN MEDIA							VODAFONE												
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	645	677	306	450	198	532	219	185	89*	149	27**	266	120	64*	239	205	75*	53*	52*	18**	88*	63*	47*	87*	107	282	85*	124	41**	287	137	108	251	267
Employed or self-employed (full-time - 30hrs/wk+)	377	398	149	247	100	268	91	101	52	86	8	160	53	34	136	108	41	27	27	5	48	30	22	51	49	143	50	64	11	135	74	59	130	136
Employed or self-employed (part-time - 8-29 hrs/wk+)	122	128	66	92	42	101	41	43	17	26	6	47	30	15	48	44	16	14	10	2	22	11	9	20	22	51	19	20	11	55	27	19	49	52
Homemaker	45	52	28	36	20	48	25	8	9	13	6	21	10	5	21	15	9	5	3	3	9	6	5	7	13	22	5	16	5	24	12	12	19	24
Student / under education	52	47	28	42	15	53	30	15	8	15	4	20	15	7	19	22	6	6	3	-	2	10	3	2	12	31	5	11	6	38	11	4	26	23
Temporarily not working (unemployed / illness)	32	44	17	27	15	42	27	15	2	9	1	15	9	3	13	12	2	1	7	5	5	5	7	7	22	4	10	6	23	11	8	14	27	
Retired	17	8	18	6	6	20	5	3	1	-	2	3	3	-	2	4	1	-	2	3	2	1	3	-	4	13	2	3	2	12	2	6	13	5
NET: Employed	499	526	215	339	142	369	132	144	69	112	14	207	83	49	184	152	57	41	37	7	70	41	31	71	71	194	69	84	22	190	101	78	179	188
	77%cfz	78%cfz	70%cz	75%fz	72%cz	69%cz	60%	78%	78%	75%	52%	78%	69%	77%	77%	74%	76%	77%	71%	39%	80%tu	65%	66%	62%ux	66%	69%	61%ACD	68%	64%	66%	74%	72%	71%	70%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q15: What is your current employment status?

Base: All complained about mobile phone service in past 6 months

	Supplier							GIFFGAFF								
								Issue				Satisfaction			Resolved	
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	645	677	306	450	198	532	219	55*	46*	102	16**	131	64*	24**	116	95*
Employed or self-employed (full-time - 30hrs/wk+)	377	398	149	247	100	268	91	25	24	40	2	63	24	4	47	43
	58% <i>coz</i>	59% <i>coz</i>	49%	55% <i>z</i>	51%	50%	42%	45%	52%	39%	13%	48%	38%	17%	41%	45%
Employed or self-employed (part-time - 8-29 hrs/wk+)	122	128	66	92	42	101	41	10	10	21	-	20	13	8	20	21
	19%	19%	22%	20%	21%	19%	19%	18%	22%	21%	-	15%	20%	33%	17%	22%
Homemaker	45	52	28	36	20	48	25	8	2	8	7	13	9	3	14	8
	7%	8%	9%	8%	10%	9%	11% <i>sa</i>	15%	4%	8%	44%	10%	14%	13%	12%	8%
Student / under education	52	47	28	42	15	53	30	7	5	17	1	17	9	4	15	15
	8%	7%	9%	9%	8%	10%	14% <i>abde</i>	13%	11%	17%	6%	13%	14%	17%	13%	16%
Temporarily not working (unemployed / illness)	32	44	17	27	15	42	27	5	5	13	4	16	8	3	17	7
	5%	6%	6%	6%	8%	8%	12% <i>abed</i>	9%	11%	13%	25%	12%	13%	13%	15%	7%
Retired	17	8	18	6	6	20	5	-	-	3	2	2	1	2	3	1
	3%	1%	6% <i>abdz</i>	1%	3%	4%	2%	-	-	3%	13%	2%	2%	8%	3%	1%
NET: Employed	499	526	215	339	142	369	132	35	34	61	2	83	37	12	67	64
	77% <i>sz</i>	78% <i>cz</i>	70% <i>z</i>	75% <i>z</i>	72% <i>z</i>	69%	60%	64%	74%	60%	13%	63%	58%	50%	58%	67%

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

Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

Q16: Approximately, what is your total annual income before tax?

Base: All complained about mobile phone service in past 6 months

	Supplier							EE				O2				TESCO MOBILE																			
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved											
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	645	677	306	450	198	532	219	277	154	173	41*	375	183	87*	357	274	228	139	276	34*	366	207	104	327	338	88*	71*	125	22**	182	81*	43*	156	145	
Up to 10,399 Pounds	80	81	41	66	24	70	51	29	19	22	10	40	23	17	37	39	31	18	26	6	39	28	14	39	38	13	7	15	6	24	9	8	18	23	
	12%	12%	13%	15%	12%	13%	23% ^{hcd}	10%	12%	13%	24% ^{gh}	11%	13%	20% ^{km}	10%	14%	14%	13%	9%	16%	11%	14%	13%	12%	11%	16%	10%	12%	27%	13%	11%	19%	12%	16%	
10,400-15,599 Pounds	75	86	47	63	32	77	32	35	18	18	4	40	22	13	44	30	31	16	34	5	47	26	13	44	42	13	6	22	6	31	9	7	27	20	
	12%	13%	15%	14%	16%	14%	15%	13%	12%	10%	10%	11%	12%	15%	12%	11%	14%	12%	12%	15%	13%	13%	13%	12%	12%	15%	8%	18%	27%	17%	11%	16%	17%	14%	
15,600-25,999 Pounds	122	164	70	103	37	122	50	62	27	29	4	67	41	14	60	60	51	36	68	9	84	56	24	71	89	19	18	30	3	39	22	9	30	39	
	19%	24% ^{am}	23%	23%	19%	23%	23%	22%	18%	17%	10%	18%	22%	16%	17%	22%	22%	26%	25%	26%	23%	27%	23%	22%	26%	22%	25%	24%	14%	21%	27%	21%	19%	27%	
26,000-36,399 Pounds	149	136	50	73	42	94	37	57	43	45	4	83	46	20	78	71	48	25	58	5	78	37	21	71	65	15	13	20	2	24	19	7	26	24	
	23% ^{cdl}	20%	16%	16%	21%	18%	17%	21%	26% ^h	26% ^{gh}	10%	22%	25%	23%	22%	26%	21%	18%	21%	15%	21%	18%	20%	22%	19%	17%	18%	16%	9%	13%	23% ^h	16%	17%	17%	
36,400-51,999 Pounds	107	89	43	70	32	67	17	45	24	35	3	69	25	13	63	44	31	19	38	1	50	31	8	43	45	13	15	14	1	27	10	6	20	22	
	17% ^z	13% ^z	14% ^z	18% ^z	16% ^z	13%	8%	16%	16%	20%	7%	18%	14%	15%	18%	16%	14%	14%	14%	3%	14%	15%	8%	13%	13%	15%	21%	11%	5%	15%	12%	14%	13%	15%	
52,000+	62	83	40	44	20	56	15	30	15	14	3	44	9	9	45	15	25	21	35	2	50	18	15	41	40	7	12	20	1	27	7	6	25	13	
	10%	12% ^z	13% ^z	10%	10%	11%	7%	11%	10%	8%	7%	12% ^h	5%	10%	13% ^{cd}	5%	11%	15%	13%	6%	14%	9%	14%	13%	12%	8%	17%	16%	5%	15%	9%	14%	16%	9%	
Don't know	14	13	2	11	5	19	6	4	1	4	5	10	4	-	10	2	1	2	9	1	7	3	3	9	4	-	-	-	2	1	1	-	2	-	
	2%	2%	1%	2%	3%	4% ^{cd}	3%	1%	1%	2%	12% ^{gh}	3%	2%	-	3%	1%	-	1%	3% ^h	3%	2%	1%	3%	1%	3%	1%	-	-	-	9%	1%	1%	-	1%	-
Would rather not say	36	25	13	20	6	27	11	15	7	6	8	22	13	1	20	13	10	2	6	5	11	8	6	9	15	8	-	4	1	9	4	-	8	4	
	6%	4%	4%	4%	3%	5%	5%	5%	5%	3%	20% ^{gh}	6%	7% ^{km}	1%	6%	5%	4%	1%	3%	15% ^{gh}	3%	4%	6%	3%	4%	9% ^h	-	3%	5%	5%	5%	-	5%	3%	

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

Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

Q16: Approximately, what is your total annual income before tax?

Base: All complained about mobile phone service in past 6 months

	Supplier							THREE				VIRGIN MEDIA				VODAFONE																			
								Issue				Satisfaction				Resolved				Issue				Satisfaction				Resolved							
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	645	677	306	450	198	532	219	185	89*	149	27**	266	120	64*	238	205	75*	53*	52*	18**	88*	63*	47*	87*	107	282	85*	124	41*	287	137	108	251	267	
Up to 10,399 Pounds	80	81	41	66	24	70	51	26	10	24	6	38	20	8	40	24	8	4	9	3	9	8	7	10	13	34	9	21	6	43	13	14	34	34	
	12%	12%	13%	15%	12%	13%	23% abcd	14%	11%	16%	22%	14%	17%	13%	17%	12%	11%	8%	17%	17%	10%	13%	15%	11%	12%	12%	11%	17%	15%	15%	15%	9%	13%	14%	13%
10,400-15,599 Pounds	75	86	47	63	32	77	32	22	15	23	3	38	20	5	32	30	12	9	8	3	17	11	4	15	16	46	12	14	5	47	18	12	37	38	
	12%	13%	15%	14%	16%	14%	15%	12%	17%	15%	11%	14%	17%	8%	13%	15%	16%	17%	15%	17%	19%	17%	9%	17%	15%	16%	14%	11%	12%	16%	13%	11%	15%	14%	
15,600-25,999 Pounds	122	164	70	103	37	122	50	50	17	32	4	63	25	15	55	48	15	11	6	5	16	15	6	18	18	66	16	29	11	53	34	35	54	64	
	19%	24% ab	23%	23%	19%	23%	23%	27%	19%	21%	15%	24%	21%	23%	23%	23%	20%	21%	12%	28%	18%	24%	13%	21%	17%	23%	19%	23%	27%	18%	25%	32% de	22%	24%	
26,000-36,399 Pounds	149	136	50	73	42	94	37	28	15	25	5	44	19	10	37	36	15	12	15	-	18	11	13	17	25	49	18	18	9	50	23	21	49	45	
	23% abcd	20%	16%	16%	21%	18%	17%	15%	17%	17%	19%	17%	16%	16%	15%	18%	20%	23%	29%	-	20%	17%	28%	20%	23%	17%	21%	15%	22%	17%	17%	19%	20%	17%	
36,400-51,999 Pounds	107	89	43	70	32	67	17	23	19	25	3	43	17	10	41	28	13	9	8	2	19	8	5	14	17	26	20	18	3	40	19	8	33	34	
	17% z	13% z	14% z	18% z	16% z	13%	8%	12%	21%	17%	11%	16%	14%	16%	17%	14%	17%	17%	15%	11%	22%	13%	11%	16%	16%	9%	24% AD	15%	7%	14%	14%	7%	13%	13%	
52,000+	62	83	40	44	20	56	15	21	9	12	2	30	8	6	26	18	6	7	5	2	7	8	5	8	12	38	4	13	1	28	20	8	25	30	
	10%	12% z	13% z	10%	10%	11%	7%	11%	10%	8%	7%	11%	7%	9%	11%	9%	8%	13%	10%	11%	8%	13%	11%	9%	11%	13% BD	5%	10%	2%	10%	15%	7%	10%	11%	
Don't know	14	13	2	11	5	19	6	4	3	3	1	6	2	3	6	4	3	-	1	1	-	1	4	2	3	10	-	5	4	11	6	2	6	10	
	2%	2%	1%	2%	3%	3% bc	3%	2%	3%	2%	4%	2%	2%	5%	3%	2%	4%	-	2%	6%	-	2%	3% d	2%	3%	4%	-	4%	10% de	4%	4%	2%	2%	4%	
Would rather not say	36	25	13	20	6	27	11	11	1	5	3	4	9	7	2	17	3	1	-	2	2	1	3	3	3	13	6	6	2	15	4	8	13	12	
	6%	4%	4%	4%	3%	5%	5%	6%	1%	3%	11%	2%	8% k	11% kl	1%	6% n	4%	2%	-	11%	2%	2%	6%	3%	3%	5%	7%	5%	5%	5%	3%	3%	7%	5%	4%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q16: Approximately, what is your total annual income before tax?

Base: All complained about mobile phone service in past 6 months

	Supplier							Issue				Satisfaction			Resolved	
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
	Total	645	677	306	450	198	532	219	55*	46*	102	16**	131	64*	24**	116
Up to 10,399 Pounds	80 12%	81 12%	41 13%	66 15%	24 12%	70 13%	51 23% ab	7 13%	9 20%	29 23% g	6 38%	27 21%	14 22%	10 42%	33 23% o	14 15%
10,400-15,999 Pounds	75 12%	86 13%	47 15%	63 14%	32 16%	77 14%	32 15%	10 18%	3 7%	18 18%	1 6%	17 13%	10 16%	5 21%	16 14%	15 16%
15,600-25,999 Pounds	122 19%	164 24% a	70 23%	103 23%	37 19%	122 23%	50 23%	11 20%	13 28%	22 22%	4 25%	34 26%	15 23%	1 4%	26 22%	23 24%
26,000-36,399 Pounds	149 23% cd	136 20%	50 16%	73 16%	42 21%	94 18%	37 17%	10 18%	11 24%	14 14%	2 13%	22 17%	12 19%	3 13%	13 11%	23 24% n
36,400-51,999 Pounds	107 17% z	89 13% z	43 14% z	70 16% z	32 16% z	67 13%	17 8%	4 7%	3 7%	10 10%	-	14 11%	3 5%	-	10 9%	7 7%
52,000+	62 10%	83 12% z	40 13% z	44 10%	20 10%	56 11%	15 7%	6 11% l	6 13% l	3 3%	-	12 9%	2 3%	1 4%	8 7%	6 6%
Don't know	14 2%	13 2%	2 1%	11 2%	5 3%	19 4%	6 3%	2 4%	-	2 2%	2 13%	2 2%	3 5%	1 4%	4 3%	2 2%
Would rather not say	36 6%	25 4%	13 4%	20 4%	6 3%	27 5%	11 5%	5 9%	1 2%	4 4%	1 6%	3 2%	5 8%	3 13%	6 5%	5 5%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q17: Where do you live?

Base: All complained about mobile phone service in past 6 months

Supplier	EE												O2						TESCO MOBILE															
	Issue				Satisfaction			Resolved					Issue			Satisfaction			Resolved		Issue				Satisfaction			Resolved						
	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)							
Total	645	677	306	450	198	532	210	277	154	173	411	375	183	87	357	274	228	139	276	34	366	207	104	327	338	88	71	125	22	182	81	43	156	145
East Midlands	51	53	21	45	25	28	17	20	11	16	4	30	14	7	36	14	21	16	16	-	24	22	7	23	30	8	5	6	2	14	4	3	13	8
East of England	42	45	22	19	15	27	10	19	12	9	2	23	15	4	25	17	16	6	23	-	24	14	7	24	19	6	4	9	3	12	8	2	8	13
London	164	142	49	100	40	102	35	61	45	52	6	107	40	17	103	59	45	36	53	8	83	37	22	67	73	11	17	19	2	29	15	5	27	21
North East	34	34	19	19	13	36	9	17	10	3	4	20	8	6	17	16	10	7	16	1	9	21	4	12	21	8	5	6	-	12	4	3	11	8
North West	64	86	39	56	26	64	42	34	16	10	4	33	25	6	30	34	43	16	32	5	49	32	15	46	49	9	10	20	-	19	13	7	15	22
Scotland	28	39	29	31	11	36	15	13	5	8	2	16	8	4	16	12	10	7	17	5	21	11	7	14	24	6	6	14	3	14	9	6	15	14
South East	70	81	39	56	15	61	20	31	16	17	6	36	21	13	30	35	23	16	36	6	50	19	12	40	40	11	6	17	5	23	8	8	23	15
South West	45	40	29	27	11	50	11	15	6	17	7	29	9	7	23	20	11	8	18	3	21	9	10	22	16	6	6	13	4	19	7	3	14	15
Ulster / Northern Ireland	4	22	3	4	2	7	1	3	1	-	-	1	2	1	-	4	8	4	9	1	12	5	5	10	12	-	1	1	1	2	1	-	2	1
Wales	32	22	18	14	3	24	12	17	6	8	1	18	10	4	14	18	8	1	12	1	13	7	2	14	8	8	5	5	-	10	5	3	10	8
West Midlands	57	52	22	46	20	46	28	19	16	19	3	34	18	5	34	23	19	11	21	1	36	10	6	30	21	11	4	6	1	14	6	2	9	13
Yorks & Humber	54	51	16	33	17	51	19	28	10	14	2	28	13	13	29	22	14	11	23	3	24	20	7	25	25	4	2	9	1	14	1	1	9	7

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q17: Where do you live?

Base: All complained about mobile phone service in past 6 months

Supplier	THREE												VIRGIN MEDIA										VODAFONE													
	Issue				Satisfaction				Resolved				Issue				Satisfaction				Resolved				Issue				Satisfaction				Resolved			
	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)									
Total	645	677	306	450	198	532	210	185	89*	149	27**	266	120	64*	239	205	75*	53*	52*	18**	88*	63*	47*	87*	107	282	85*	124	41*	287	137	108	251	267		
East Midlands	51	53	21	45	25	28	17	16	13	14	2	26	9	10	25	20	8	5	1	10	8	7	10	13	10	5	8	5	14	8	6	13	15			
East of England	42	45	22	19	15	27	10	7	6	4	2	12	4	3	12	7	5	4	3	5	6	4	7	8	14	5	6	2	14	8	5	12	13			
London	164	142	49	100	40	102	35	36	22	38	4	57	28	15	48	51	12	11	14	3	21	11	8	17	23	53	20	25	4	58	25	19	54	47		
North East	34	34	19	19	13	36	9	5	6	8	-	10	6	3	9	10	5	4	2	7	3	3	7	6	25	3	5	3	19	8	9	15	17			
North West	64	86	39	56	26	64	42	28	10	16	2	39	11	6	26	29	9	4	9	4	9	12	5	10	15	38	8	12	6	30	21	13	30	31		
Scotland	28	39	29	31	11	36	15	12	4	11	4	21	5	5	19	12	5	1	5	-	2	5	4	3	8	16	9	9	2	22	5	9	18	17		
South East	70	81	39	56	15	61	20	23	8	20	5	31	14	11	33	23	9	3	1	2	10	2	3	8	6	28	11	20	2	33	16	12	27	34		
South West	45	40	29	27	11	50	11	18	1	8	-	11	14	2	13	13	5	2	4	-	4	4	3	5	6	24	5	14	7	32	10	8	29	21		
Ulster / Northern Ireland	4	22	3	4	2	7	1	-	1	3	-	3	1	-	2	2	1	-	1	-	-	2	-	1	1	1	-	-	5	1	4	3	-	4	3	
Wales	32	22	18	14	3	24	12	9	1	2	2	10	4	-	7	6	1	2	-	-	1	2	-	-	3	11	7	5	1	10	8	6	8	14		
West Midlands	57	52	22	46	20	46	28	17	10	16	3	29	11	6	26	19	9	5	4	2	12	5	3	14	6	25	7	9	5	20	17	9	18	27		
Yorks & Humber	54	51	16	33	17	51	19	14	7	9	3	17	13	3	19	13	6	6	4	1	7	3	7	5	12	37	5	6	3	31	8	12	23	28		

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q17: Where do you live?

Base: All complained about mobile phone service in past 6 months

	Supplier							Issue				Satisfaction			Resolved	
	EE	O2	Tesco Mobile	Three	Virgin Media	Vodafone	GiffGaff	Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No
	(a)	(b)	(c)	(d)	(e)	(f)	(z)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)
Total	645	677	306	450	198	532	219	55*	46*	102	16**	131	64*	24**	116	95*
East Midlands	51 8%	53 8%	21 7%	45 10%	25 13% abc	28 5%	17 8%	4 7%	6 13%	6 6%	1 6%	8 6%	6 9%	3 13%	12 10%	4 4%
East of England	42 7%	45 7%	22 7%	19 4%	15 8%	27 5%	10 5%	3 5%	3 7%	3 3%	1 6%	8 6%	2 3%	-	2 2%	7 7% n
London	164 25% zz	142 21%	49 16%	100 22% cc	40 20%	102 19%	35 16%	8 15%	9 20%	15 15%	3 19%	23 18%	10 16%	2 8%	18 16%	15 16%
North East	34 5%	34 5%	19 6%	19 4%	13 7%	36 7%	9 4%	-	6 13% pl	2 2%	1 6%	5 4%	3 5%	1 4%	6 5%	3 3%
North West	64 10%	96 14% a	39 13%	56 12%	26 13%	64 12%	42 19% acc	12 22%	6 13%	19 19%	5 31%	30 23%	10 16%	2 8%	24 21%	17 18%
Scotland	28 4%	39 6%	29 9% ab	31 7%	11 6%	36 7%	15 7%	4 7%	2 4%	8 8%	1 6%	10 8% l	-	5 21%	7 6%	6 6%
South East	70 11%	81 12%	39 13%	56 12%	15 8%	61 11%	20 9%	5 9%	2 4%	11 11%	2 13%	11 8%	7 11%	2 8%	12 10%	7 7%
South West	45 7%	40 6%	29 9% b	27 6%	11 6%	50 9%	11 5%	4 7%	2 4%	4 4%	1 6%	5 4%	4 6%	2 8%	6 5%	5 5%
Ulster / Northern Ireland	4 1%	22 3% acdd	3 1%	4 1%	2 1%	7 1%	1 +	-	-	1 1%	-	-	1 2%	-	-	1 1%
Wales	32 5% a	22 3%	18 6% a	14 3%	3 2%	24 5%	12 5% a	5 9%	1 2%	6 6%	-	6 5%	4 6%	2 8%	4 3%	8 8%
West Midlands	57 9%	52 8%	22 7%	46 10%	20 10%	46 9%	28 13% abc	7 13%	6 13%	14 14%	1 6%	11 8%	14 22% kk	3 13%	12 10%	16 17%
Yorks & Humber	54 8%	51 8%	16 5%	33 7%	17 9%	51 10%	19 9%	3 5%	3 7%	13 13%	-	14 11%	3 5%	2 8%	13 11%	6 6%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q18: Are you...?

Base: All complained about mobile phone service in past 6 months

	Supplier							EE				O2				TESCO MOBILE																		
	Issue							Satisfaction			Resolved		Issue				Satisfaction			Resolved														
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (g)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	645	677	306	450	198	532	219	277	154	173	41*	375	183	67*	357	274	228	139	276	34*	366	207	104	327	338	88*	71*	125	22**	182	81*	43*	156	145
Male	303	282	130	196	101	190	86	124	76	85	18	183	82	38	179	118	97	70	104	11	165	77	40	144	133	39	35	50	6	77	37	16	77	50
	47%	42%	42%	44%	51%	36%	39%	45%	49%	49%	44%	49%	45%	44%	50%	43%	50%	38%	32%	45%	37%	38%	44%	39%	44%	44%	49%	40%	27%	42%	46%	37%	43%	34%
Female	342	395	176	254	97	342	133	153	78	88	23	192	101	49	178	156	131	69	172	23	201	130	64	183	205	49	36	75	16	105	44	27	79	95
	53%	58%	58%	56%	49%	64%	61%	55%	51%	51%	56%	51%	55%	56%	50%	57%	57%	50%	62%	55%	63%	62%	56%	61%	56%	51%	60%	73%	58%	54%	63%	51%	65%	

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q18: Are you...?

Base: All complained about mobile phone service in past 6 months

	Supplier							THREE							VIRGIN MEDIA							VODAFONE												
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	645	677	306	450	198	532	219	185	89*	149	27**	266	120	64*	238	205	75*	53*	52*	18**	88*	63*	47*	87*	107	282	85*	124	41*	287	137	108	251	267
Male	303	282	130	196	101	190	86	73	43	64	16	115	52	29	104	91	35	26	33	7	42	35	24	42	57	95	41	48	6	107	45	38	105	63
	47% fz	42% i	42%	44% fd	51% bfz	36%	39%	48%	43%	43%	59%	43%	43%	45%	44%	44%	47%	49%	63%	39%	48%	56%	51%	48%	53%	34% D	48% AD	33% AD	15%	37%	33%	35%	42% h	31%
Female	342	395	176	254	97	342	133	112	46	85	11	151	68	35	135	114	40	27	19	11	46	28	23	45	50	187	44	76	35	180	92	70	146	184
	53%	58% h	58%	56%	49%	64% abde	61%	52%	57%	41%	57%	57%	55%	56%	56%	53%	51%	37%	61%	52%	44%	49%	52%	47%	66% h	52%	61%	63% ABCD	63%	67%	65%	58%	69% h	

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

Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

Q18: Are you...?

Base: All complained about mobile phone service in past 6 months

	Supplier							GIFFGAFF								
								Issue				Satisfaction			Resolved	
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	645	677	306	450	198	532	219	55*	46*	102	16**	131	64*	24**	116	95*
Male	303 47% ^{a,z}	282 42%	130 42%	196 44%	101 51% ^{b,z}	190 36%	86 39%	23 42%	19 41%	42 41%	2 13%	45 34%	27 42%	14 58%	39 34%	46 48% ^{a,n}
Female	342 53%	395 58% ^a	176 58%	254 56%	97 49%	342 64%	133 61% ^{a,z}	32 58%	27 59%	60 59%	14 89%	86 66%	37 58%	10 42%	77 66% ^a	49 52%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q19: What is your age?

Base: All complained about mobile phone service in past 6 months

	Supplier							EE				O2				TESCO MOBILE																		
	Supplier							Issue				Satisfaction				Resolved				Issue				Satisfaction				Resolved						
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	645	677	306	450	198	532	219	277	154	173	41*	375	183	67*	357	274	228	139	276	34*	366	207	104	327	338	88*	71*	125	22**	182	81*	43*	156	145
16 - 17	3	-	1	1	1	-	-	1	-	-	2	3	-	-	2	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	1
18 - 24	156	170	92	107	42	144	98	66	42	42	6	89	52	15	90	63	54	46	64	6	89	61	20	73	95	26	27	39	-	54	30	8	44	47
25 - 34	249	276	91	188	70	179	69	99	67	70	13	149	71	29	142	104	93	57	111	15	151	78	47	141	130	22	26	40	3	51	23	17	45	44
35 - 44	133	138	50	101	44	113	29	67	24	35	7	73	42	18	71	58	43	28	61	6	74	42	22	64	71	18	13	13	6	30	14	6	26	23
45 - 54	57	63	30	33	23	56	19	27	14	12	4	30	9	18	24	33	25	6	28	4	31	21	11	32	30	7	3	16	4	23	3	4	19	11
55 - 64	27	21	18	17	12	24	3	9	7	7	4	16	6	5	14	11	11	-	8	2	13	4	4	13	7	6	1	8	3	9	6	3	7	11
65 +	20	9	24	3	6	16	1	8	-	7	5	15	3	2	14	4	2	2	4	1	8	1	-	4	5	9	1	9	5	15	4	5	15	8
NET: 16-34	408	446	184	296	113	323	167	166	109	112	21	241	123	44	234	168	147	103	175	21	240	139	67	214	225	48	53	79	4	105	54	25	89	92
NET: 36-54	190	201	80	134	67	169	48	94	38	47	11	103	51	36	95	91	68	34	89	10	105	63	33	96	101	25	16	29	10	53	17	10	45	34
NET: 55+	47	30	42	20	18	40	4	17	7	14	9	31	9	7	28	15	13	2	12	3	21	5	4	17	12	15	2	17	8	24	10	8	22	19

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

Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

Q19: What is your age?

Base: All complained about mobile phone service in past 6 months

	Supplier							THREE							VIRGIN MEDIA							VODAFONE													
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	645	677	306	450	198	532	219	185	89*	149	27**	266	120	64*	239	205	75*	53*	52*	18**	88*	63*	47*	87*	107	282	85*	124	41*	287	137	108	251	267	
16 - 17	3	-	1	1	1	-	-	-	-	-	-	1	-	-	1	-	1	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-
18 - 24	156	170	92	107	42	144	98	39	23	37	8	68	30	9	58	48	14	16	9	3	14	18	10	11	29	74	24	36	10	86	42	16	70	68	
	24%	25%	30% ab	24%	21%	27%	45% abcd	21%	26%	25%	30%	26%	25%	14%	24%	23%	19%	30%	17%	17%	16%	29%	21%	13%	27% ab	26%	28%	29%	24%	30% G	31% C	15%	28%	25%	
25 - 34	249	276	91	188	70	179	69	80	43	59	6	106	52	30	102	83	29	21	17	3	42	19	9	42	27	94	28	42	15	103	47	29	89	86	
	39% ac	41% cd	30%	42% cd	35%	34%	32%	43%	46%	40%	22%	40%	43%	47%	43%	40%	39%	40%	33%	17%	48% ab	30%	19%	48% ac	25%	33%	33%	34%	37%	36%	34%	27%	35%	32%	
35 - 44	133	138	50	101	44	113	29	47	15	33	6	62	24	15	55	45	20	10	12	2	19	14	11	23	21	57	25	26	5	56	28	29	53	57	
	21% az	20% az	16%	22% az	22% az	21% az	13%	25%	17%	22%	22%	23%	20%	23%	23%	22%	27%	19%	23%	11%	22%	22%	23%	26%	20%	20%	25% ab	21%	12%	20%	20%	27%	21%	21%	
45 - 54	57	63	30	33	23	56	19	12	5	15	1	20	6	7	15	17	6	4	8	5	4	10	9	4	19	35	6	10	5	21	14	21	18	38	
	9%	9%	10%	7%	12%	11%	9%	6%	6%	10%	4%	8%	5%	11%	6%	8%	6%	8%	15%	28%	5%	18% ab	19% ab	5%	18% ab	12%	7%	8%	12%	7%	10%	19% EF	7%	14% ab	
55 - 64	27	21	18	17	12	24	3	6	1	5	5	8	6	3	8	9	2	2	4	4	6	2	4	5	7	11	1	7	5	12	3	9	11	13	
	4% cd	3%	6% abz	4%	6% az	5% az	1%	3%	1%	3%	19%	3%	4%	5%	3%	4%	3%	4%	8%	22%	7%	3%	9%	6%	7%	4%	1%	6%	12% ab	4%	2%	8% EF	4%	5%	
65 +	20	9	24	3	6	16	1	1	1	-	1	1	2	-	1	2	3	-	2	1	2	-	4	1	4	11	1	3	1	9	3	4	10	5	
	3% bdz	1%	8% abcd	1%	3% dz	3% bdz	-	1%	1%	-	4%	1	2%	-	1	1%	4%	-	4%	6%	2%	-	9% ab	1%	4%	4%	1%	1%	2%	3%	2%	4%	4%	2%	
NET: 16-34	408	446	184	296	113	323	167	119	67	96	14	175	82	39	160	132	44	37	26	6	57	37	19	54	56	168	52	78	25	189	89	45	159	154	
	63%	66% ab	60%	66% ab	57%	61%	76% abcd	64%	75%	64%	52%	66%	68%	61%	67%	64%	59%	70% cd	50%	33%	65% ab	59%	40%	62%	52%	60%	61%	63%	61%	66% G	65% C	42%	63%	58%	
NET: 36-54	190	201	80	134	67	169	48	59	20	48	7	82	30	22	70	62	26	14	20	7	23	24	20	27	40	92	31	36	10	77	42	50	71	95	
	29% az	30% az	26%	30% az	34% az	32% az	22%	32%	22%	32%	26%	31%	25%	34%	29%	30%	32%	26%	38%	39%	26%	36%	43%	31%	37%	33%	36%	29%	24%	27%	31%	46% EF	28%	36%	
NET: 55+	47	30	42	20	18	40	4	7	2	5	6	9	8	3	9	11	5	2	6	5	8	2	8	6	11	22	2	10	6	21	6	13	21	18	
	7% abz	4%	14% abcd	4%	9% bdz	8% bdz	2%	4%	2%	3%	22%	3%	7%	5%	4%	5%	7%	4%	12%	28%	9%	3%	17% ab	7%	10%	8%	2%	8%	15% B	7%	4%	12% EF	8%	7%	

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q19: What is your age?

Base: All complained about mobile phone service in past 6 months

	Supplier						Issue				Satisfaction			Resolved		
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
	Total	645	677	306	450	198	532	219	55*	46*	102	16**	131	64*	24**	116
16 - 17	3	-	1	1	1	-	-	-	-	-	-	-	-	-	-	-
18 - 24	156 24%	170 25%	92 30% bc	107 24%	42 21%	144 27%	88 40% abcd	30 55%	20 43%	42 41%	6 38%	54 41%	33 52%	11 46%	56 48%	40 42%
25 - 34	249 39% c	276 41% cz	91 30%	188 42% cz	70 35%	179 34%	69 32%	15 27%	16 35%	30 29%	8 50%	43 33%	20 31%	6 25%	31 27%	33 35%
35 - 44	133 21% z	138 20% z	50 16%	101 22% cz	44 22% z	113 21%	29 13%	8 15%	6 13%	13 13%	2 13%	19 15%	6 9%	4 17%	16 14%	12 13%
45 - 54	57 9%	63 9%	30 10%	33 7%	23 12%	56 11%	19 9%	2 4%	4 9%	13 13%	-	13 10%	4 6%	2 8%	11 9%	8 8%
55 - 64	27 4% z	21 3%	18 6% bz	17 4%	12 6% z	24 5%	3 1%	-	-	3 3%	-	1 1%	1 2%	1 4%	2 2%	1 1%
65 +	20 3% bdz	9 1%	24 8% abdez	3 1%	6 3% dz	16 3%	1 *	-	-	1 1%	-	1 1%	-	-	-	1 1%
NET: 16-34	408 63%	446 66% a	184 60%	296 66% a	113 57%	323 61%	167 76% abcd	45 82%	36 78%	72 71%	14 88%	97 74%	53 83%	17 71%	87 75%	73 77%
NET: 36-54	190 29% z	201 30% z	80 26%	134 30% z	67 34% z	169 32%	48 22%	10 18%	10 22%	26 25%	2 13%	32 24%	10 16%	6 25%	27 23%	20 21%
NET: 55+	47 7% bz	30 4%	42 14% abdz	20 4%	18 9% bdz	40 8%	4 2%	-	-	4 4%	-	2 2%	1 2%	1 4%	2 2%	2 2%

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

Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

Q20: And which of the following best describes the main income earner in your household?

Base: All complained about mobile phone service in past 6 months

	Supplier							EE							O2							TESCO MOBILE												
								Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved		Issue				Satisfaction			Resolved	
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	645	677	306	450	198	532	219	277	154	173	41*	375	183	87*	357	274	228	139	276	34*	366	207	104	327	338	88*	71*	125	22**	182	81*	43*	156	145
A	104	78	41	53	23	45	25	42	32	27	3	60	26	18	61	40	19	29	28	2	51	20	7	44	33	12	10	17	2	26	10	5	28	12
	16% bf	12%	13% af	12%	12%	8%	11%	15%	21% af	16%	7%	16%	14%	21%	17%	15%	8%	21% pr	10%	6%	14% af	10%	7%	13%	10%	14%	14%	14%	9%	14%	12%	12%	18%	8%
B	150	161	70	117	50	127	30	68	37	42	3	85	49	16	87	61	59	31	66	5	92	44	25	80	81	17	26	26	1	30	26	14	26	43
	23% az	24% az	23% az	26% az	25% az	24% az	14%	25% az	24% az	24% az	7%	23%	27%	18%	24%	22%	26%	22%	24%	15%	25%	21%	24%	24%	24%	19%	37% AC	21%	5%	16%	32% AE	33% AE	17%	30% AE
C1	169	201	75	114	49	161	61	80	35	41	13	95	51	23	91	76	78	37	79	7	106	63	32	94	103	29	13	29	4	49	20	6	45	29
	26%	30%	25%	25%	25%	30%	28%	29%	23%	24%	32%	25%	28%	26%	25%	28%	34%	27%	29%	21%	29%	30%	31%	29%	30%	33% BD	18%	23%	18%	27%	25%	14%	29%	20%
C2	119	126	54	71	44	104	42	46	31	34	8	77	29	13	71	47	38	24	55	9	71	37	18	65	59	13	15	21	5	34	14	6	27	26
	18%	19%	18%	16%	22% AD	20%	19%	17%	20%	20%	20%	21%	16%	15%	20%	17%	17%	17%	20%	26%	19%	18%	17%	20%	17%	15%	21%	17%	23%	19%	17%	14%	17%	18%
D	37	37	29	46	16	45	18	16	7	12	2	22	9	6	17	20	11	6	16	4	18	15	4	17	20	5	5	15	4	19	8	2	12	16
	6%	5%	9% AB	10% AB	8%	8% AB	8%	6%	5%	7%	5%	6%	5%	7%	5%	7%	5%	4%	6%	12%	5%	7%	4%	5%	6%	6%	5	15	4	10%	10%	5%	8%	11%
E	66	74	37	49	16	50	43	25	12	17	12	36	19	11	30	30	23	12	32	7	28	28	18	27	42	12	2	17	6	24	3	10	18	19
	10%	11%	12%	11%	8%	9%	20% ABCD	9%	8%	10%	29% AD	10%	10%	13%	8%	11%	10%	9%	12%	21% AD	8%	14% AD	17% AD	8%	12%	14% AD	3%	14% AD	27%	13% AD	4%	23% AD	12%	13%
NET: AB	254	239	111	170	73	172	55	110	69	69	6	145	75	34	148	101	78	60	94	7	143	64	32	124	114	29	36	43	3	56	36	19	54	55
	39% tz	35% z	36% z	38% z	37% z	32%	25%	40% z	45% z	40% z	15%	39%	41%	39%	41%	37%	34%	43% z	34%	21%	39%	31%	31%	38%	34%	33%	51% AC	34%	14%	31%	44% AE	44%	35%	38%
NET: ABC1	423	440	186	284	122	333	116	190	104	110	19	240	126	57	239	177	156	97	173	14	249	127	64	218	217	58	49	72	7	105	56	25	99	84
	66% z	65% z	61% z	63% z	62%	63% z	63%	69% z	68% z	64% z	46%	64%	69%	66%	67%	65%	69% z	70% z	63% z	41%	68%	61%	62%	67%	64%	66%	69%	58%	32%	58%	69%	58%	63%	58%
NET: C2DE	222	237	120	166	76	199	103	87	50	63	22	135	57	30	118	97	72	42	103	20	117	80	40	109	121	30	22	53	15	77	25	18	57	61
	34%	35%	39%	37%	38%	37%	42% ABDF	31%	32%	36%	54% AD	36%	31%	34%	33%	35%	32%	30%	37%	69% AD	32%	39%	38%	33%	36%	34%	31%	42%	68%	42%	31%	42%	37%	42%
NET: DE	103	111	66	95	32	95	61	41	19	29	14	58	28	17	47	50	34	18	48	11	46	43	22	44	62	17	7	32	10	43	11	12	30	35
	16%	16%	22% AB	21% AB	16%	16%	28% ABDF	15%	12%	17%	34% AD	15%	15%	20%	13%	18%	15%	13%	17%	32% AD	13%	21% AD	21% AD	13%	18%	19%	10%	35% AD	45%	24%	14%	28%	19%	24%

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

Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

Q20: And which of the following best describes the main income earner in your household?

Base: All complained about mobile phone service in past 6 months

	Supplier							THREE				VIRGIN MEDIA				VODAFONE																			
								Issue				Satisfaction				Resolved				Issue				Satisfaction				Resolved							
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	645	677	306	450	198	532	219	185	89*	149	27**	266	120	64*	238	205	75*	53*	52*	18**	88*	63*	47*	87*	107	282	85*	124	41*	287	137	108	251	267	
A	104	78	41	53	23	45	25	23	15	14	1	36	10	7	34	17	9	8	6	-	15	7	1	19	4	19	12	9	5	24	14	7	26	19	
	16% <i>bcd</i>	12%	13% <i>cd</i>	12%	12%	8%	11%	12%	15%	9%	4%	14%	8%	11%	14%	8%	12%	15%	12%	-	17% <i>uv</i>	11%	2%	23% <i>xyz</i>	4%	7%	14% <i>ab</i>	9%	12%	8%	10%	6%	10%	7%	
B	150	161	70	117	50	127	30	47	25	42	3	68	33	16	60	57	15	12	19	4	21	17	12	19	30	67	21	36	3	63	34	30	53	72	
	23% <i>xyz</i>	24% <i>xyz</i>	23% <i>xyz</i>	23% <i>xyz</i>	25% <i>xyz</i>	24% <i>xyz</i>	14%	25%	28%	28%	11%	26%	26%	25%	25%	26%	20%	23%	17% <i>ab</i>	22%	24%	27%	26%	22%	26%	24% <i>D</i>	15% <i>D</i>	25% <i>CD</i>	7%	22%	25%	28%	21%	27%	
C1	169	201	75	114	49	161	61	42	22	39	11	64	29	21	57	56	21	14	11	3	19	14	16	18	30	88	27	31	15	92	40	29	80	66	
	26%	30%	25%	29%	25%	30%	28%	23%	25%	26%	41%	24%	24%	33%	24%	27%	28%	26%	21%	17%	22%	22%	34%	21%	28%	31%	32%	25%	37%	32%	29%	27%	33% <i>cd</i>	25%	
C2	119	126	54	71	44	104	42	29	11	27	4	36	24	11	38	33	13	13	12	6	18	14	12	18	26	53	19	24	8	60	25	19	49	53	
	18%	19%	18%	16%	22% <i>cd</i>	20%	16%	12%	18%	15%	15%	14%	20%	17%	16%	16%	17%	25%	23%	33%	20%	22%	26%	21%	24%	19%	22%	19%	20%	21%	18%	18%	20%	20%	20%
D	37	37	29	46	16	45	18	24	6	10	6	32	9	5	24	21	9	5	1	1	9	6	1	5	10	24	4	12	5	23	13	9	19	25	
	6%	5%	9% <i>ab</i>	10% <i>ab</i>	8%	8% <i>ab</i>	8%	13%	7%	7%	22%	12%	8%	8%	10%	10%	12% <i>cd</i>	9%	2%	6%	10%	10%	2%	6%	9%	2%	4%	5%	10%	12%	8%	9%	8%	8%	9%
E	66	74	37	49	16	50	43	20	10	17	2	30	15	4	26	21	8	1	3	4	6	5	5	8	7	31	2	12	5	25	11	14	14	32	
	10%	11%	12%	11%	8%	9%	20% <i>abcd</i>	11%	11%	11%	7%	11%	13%	6%	11%	10%	11%	2%	6%	22%	7%	8%	11%	9%	7%	11% <i>ab</i>	2%	10% <i>B</i>	12% <i>cd</i>	9%	8%	13%	6%	12% <i>cd</i>	
NET: AB	254	239	111	170	73	172	55	70	40	56	4	104	43	23	94	74	24	20	25	4	36	24	13	38	34	86	33	45	8	87	48	37	79	91	
	39% <i>tz</i>	35% <i>z</i>	36% <i>z</i>	38% <i>z</i>	37% <i>z</i>	32%	38%	45%	38%	15%	15%	39%	36%	36%	32%	38%	32%	38%	48%	22%	41%	38%	28%	44%	32%	30%	38% <i>D</i>	36% <i>D</i>	20%	30%	35%	34%	31%	34%	
NET: ABC1	423	440	186	284	122	333	116	112	62	95	15	168	72	44	151	130	45	34	36	7	55	38	29	56	64	174	60	76	23	179	88	66	169	157	
	66% <i>z</i>	65% <i>z</i>	61%	63% <i>z</i>	62%	63% <i>z</i>	53%	61%	70%	64%	56%	63%	60%	69%	63%	63%	60%	64%	69%	39%	63%	60%	62%	64%	60%	62%	64%	60%	61%	56%	62%	64%	61%	63% <i>z</i>	59%
NET: C2DE	222	237	120	166	76	199	103	73	27	54	12	98	48	20	88	75	30	19	16	11	33	25	18	31	43	108	25	48	18	108	49	42	82	110	
	34%	35%	39%	37%	38%	37%	47% <i>abcd</i>	39%	30%	36%	44%	37%	40%	31%	37%	37%	40%	36%	31%	61%	38%	40%	38%	36%	40%	38%	29%	39%	44%	38%	36%	38%	38%	33%	41% <i>cd</i>
NET: DE	103	111	66	95	32	95	61	44	16	27	8	62	24	9	50	42	17	6	4	5	15	11	6	13	17	55	6	24	10	48	24	23	33	57	
	16%	16%	22% <i>ab</i>	21% <i>ab</i>	16%	18%	23% <i>abcd</i>	24%	18%	18%	30%	23%	20%	14%	21%	20%	23% <i>z</i>	11%	8%	28%	17%	17%	13%	15%	16%	20% <i>ab</i>	7%	19% <i>B</i>	24% <i>B</i>	17%	18%	21%	13%	21% <i>cd</i>	

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q20: And which of the following best describes the main income earner in your household?

Base: All complained about mobile phone service in past 6 months

	Supplier							GIFFGAFF								
								Issue				Satisfaction			Resolved	
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	645	677	306	450	198	532	219	55*	46*	102	16**	131	64*	24**	116	95*
A	104 16%bd	78 12%	41 13%	53 12%	23 12%	45 8%	25 11%	6 11%	10 22%id	7 7%	2 13%	15 11%	7 11%	3 13%	14 12%	9 9%
B	150 23%z	161 24%z	70 23%z	117 26%z	60 30%z	127 24%	30 14%	7 13%	9 20%	14 14%	- -	19 15%	7 11%	4 17%	13 11%	17 18%
C1	169 26%	201 30%	75 25%	114 25%	49 25%	161 30%	61 28%	13 24%	11 24%	32 31%	5 31%	37 28%	21 33%	3 13%	37 32%	23 24%
C2	119 18%	126 19%	54 18%	71 16%	44 22%id	104 20%	42 19%	11 20%	8 17%	21 21%	2 13%	25 19%	9 14%	8 33%	17 15%	24 25%
D	37 6%	37 5%	29 9%ab	46 10%ab	16 8%	45 8%	18 8%	6 11%	1 2%	10 10%	1 6%	10 8%	6 9%	2 8%	9 8%	8 8%
E	66 10%	74 11%	37 12%	49 11%	16 8%	50 9%	43 20%abceid	12 22%	7 15%	18 18%	6 38%	25 19%	14 22%	4 17%	26 22%	14 15%
NET: AB	254 39%z	239 35%z	111 36%z	170 38%z	73 37%z	172 32%	55 25%	13 24%	19 41%id	21 21%	2 13%	34 26%	14 22%	7 29%	27 23%	26 27%
NET: ABC1	423 66%z	440 65%z	186 61%	284 63%z	122 62%	333 63%	116 53%	26 47%	30 65%	53 52%	7 44%	71 54%	35 55%	10 42%	64 55%	49 52%
NET: C2DE	222 34%	237 35%	120 39%	166 37%	76 38%	199 37%	103 47%abtd	29 53%	16 35%	49 48%	9 56%	60 46%	29 45%	14 58%	52 45%	46 48%
NET: DE	103 16%	111 16%	66 22%a	95 21%ab	32 16%	95 18%	61 28%abtd	18 33%	8 17%	28 27%	7 44%	35 27%	20 31%	6 25%	35 30%	22 23%

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

Ofcom - Quality of Customer Service - Complaints 2018
Fieldwork: 5th December 2018 - 14th January 2019

Q21: Finally, which of these best describes the place you live most of the time?

Base: All complained about mobile phone service in past 6 months

Supplier	EE												O2												TESCO MOBILE											
	Issue				Satisfaction				Resolved				Issue				Satisfaction				Resolved				Issue				Satisfaction				Resolved			
	Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)	Billing and Customer service (j)	Repairs and Installation (k)	Service issues (l)	Something else (m)	Satisfied (n)	Neutral (o)	Dissatisfied (p)	Yes (q)	No (r)	Billing and Customer service (s)	Repairs and Installation (t)	Service issues (u)	Something else (v)	Satisfied (w)	Neutral (x)	Dissatisfied (y)	Yes (z)	No (aa)	Billing and Customer service (ab)	Repairs and Installation (ac)	Service issues (ad)	Something else (ae)	Satisfied (af)	Neutral (ag)	Dissatisfied (ah)	Yes (ai)	No (aj)
Total	645	677	306	450	198	532	219	277	154	173	41*	375	183	87*	357	274	228	139	276	34*	366	207	104	327	338	88*	71*	125	22**	182	81*	43*	156	145		
A city or large town (including suburbs)	382	401	156	276	127	306	128	164	98	103	17	225	116	41	231	147	128	87	169	17	237	108	56	208	189	51	37	58	10	94	41	21	84	70		
A small town	196	216	99	134	56	159	76	87	46	48	15	115	51	30	94	97	84	38	85	9	95	88	33	85	127	22	26	43	8	56	27	16	42	55		
A village, hamlet or isolated dwelling in the countryside	59	56	46	36	13	62	12	22	10	21	6	31	15	13	28	29	15	14	21	6	32	11	13	33	21	13	8	23	2	29	11	6	26	20		
Prefer not to say	8	4	5	4	2	5	3	4	-	1	3	4	1	3	4	1	1	-	1	2	2	-	2	1	1	2	-	1	2	3	2	-	4	-		
NET: Urban	578	617	255	410	183	465	204	251	144	151	32	340	167	71	325	244	212	125	254	26	332	196	89	293	316	73	63	101	18	150	68	37	126	125		
NET: Rural	59	56	46	36	13	62	12	22	10	21	6	31	15	13	28	29	15	14	21	6	32	11	13	33	21	13	8	23	2	29	11	6	26	20		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
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Ofcom - Quality of Customer Service - Complaints 2018
 Fieldwork: 5th December 2018 - 14th January 2019

Q21: Finally, which of these best describes the place you live most of the time?

Base: All complained about mobile phone service in past 6 months

Supplier	THREE											VIRGIN MEDIA											VODAFONE											
	Issue				Satisfaction			Resolved				Issue				Satisfaction			Resolved				Issue				Satisfaction			Resolved				
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	645	677	306	450	198	532	210	185	89*	149	27**	266	120	64*	238	205	75*	53*	52*	18**	88*	63*	47*	87*	107	282	85*	124	41*	287	137	108	251	267
A city or large town (including suburbs)	382	401	156	276	127	306	128	107	58	96	15	170	68	38	144	129	48	32	36	11	57	36	34	59	67	164	56	66	20	176	75	55	163	136
A small town	196	216	99	134	56	159	76	59	21	44	10	79	38	17	77	56	22	17	13	4	25	20	11	23	32	81	26	41	11	84	41	34	64	91
A village, hamlet or isolated dwelling in the countryside	59	56	46	36	13	62	12	18	10	7	1	15	13	8	17	17	4	4	3	2	6	6	1	5	7	34	3	16	9	23	21	18	23	38
Prefer not to say	8	4	5	4	2	5	3	1	-	2	1	2	1	1	3	1	-	-	1	-	1	1	-	1	3	-	-	1	4	-	1	1	2	
NET: Urban	578	617	255	410	183	465	204	166	79	140	25	249	106	55	221	185	70	49	49	15	82	56	45	82	99	245	82	107	31	260	116	89	227	227
NET: Rural	59	56	46	36	13	62	12	18	10	7	1	15	13	8	17	17	4	4	3	2	6	6	1	5	7	34	3	16	9	23	21	18	23	38

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/ef/iz - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
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	Supplier							GIFFGAFF								
								Issue				Satisfaction			Resolved	
	EE (a)	O2 (b)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	GiffGaff (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	645	677	306	450	198	532	219	55*	46*	102	16**	131	64*	24**	116	95*
A city or large town (including suburbs)	382	401	156	276	127	306	128	31	32	60	5	78	39	11	69	56
	59% <i>c</i>	59% <i>c</i>	51%	61% <i>c</i>	64% <i>c</i>	58%	58%	56%	70%	59%	31%	60%	61%	46%	59%	59%
A small town	196	216	99	134	56	159	76	20	14	33	9	48	19	9	40	32
	30%	32%	32%	30%	28%	30%	35%	36%	30%	32%	56%	37%	30%	38%	34%	34%
A village, hamlet or isolated dwelling in the countryside	59	56	46	36	13	62	12	4	-	8	-	4	5	3	6	6
	9%	8%	15% <i>abde</i>	8%	7%	12%	5%	7%	-	8%	-	3%	8%	13%	5%	6%
Prefer not to say	8	4	5	4	2	5	3	-	-	1	2	1	1	1	1	1
	1%	1%	2%	1%	1%	1%	1%	-	-	1%	13%	1%	2%	4%	1%	1%
NET: Urban	578	617	255	410	183	465	204	51	46	93	14	126	58	20	109	88
	90% <i>c</i>	91% <i>c</i>	83%	91% <i>c</i>	92% <i>c</i>	87%	93% <i>c</i>	93%	100% <i>i</i>	91%	88%	96%	91%	83%	94%	93%
NET: Rural	59	56	46	36	13	62	12	4	-	8	-	4	5	3	6	6
	9%	8%	15% <i>abde</i>	8%	7%	12%	5%	7%	-	8%	-	3%	8%	13%	5%	6%

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