

	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	1933
●	2	2	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	667
●	3	3	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	590
●	4	4	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	581
	5	5	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	95
●	6	6	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about landline service in past 6 months	1933
●	7	7	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	1933
●	8	8	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	938
●	9	9	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	1933
●	10	10	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	852
●	11	11	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	1933

	Page	Table	Title	Base Description	Base
●	12	12	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	1933
●	13	13	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	1933
●	14	14	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	1933
●	15	15	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	1933
●	16	16	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	1933
●	17	17	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 landline service in past 6 months	1933
●	18	18	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	1933
●	19	19	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about landline service in past 6 months	1933
●	20	20	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	1933
●	21	21	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	938
●	22	22	Q15: What is your current employment status?	Base: All complained about landline service in past 6 months	1933
●	23	23	Q16: Approximately, what is your total annual income before tax?	Base: All complained about landline service in past 6 months	1933

	Page	Table	Title	Base Description	Base
●	24	24	Q17: Where do you live?	Base: All complained about landline service in past 6 months	1933
●	25	25	Q18: Are you...?	Base: All complained about landline service in past 6 months	1933
●	26	26	Q19: What is your age?	Base: All complained about landline service in past 6 months	1933
●	27	27	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	1933
●	28	28	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	1933
●	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	2898
●	2	2	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	784
●	3	3	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	1398
●	4	4	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	612
	5	5	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	104
●	6	6	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about fixed broadband internet service in past 6 months	2898

	Page	Table	Title	Base Description	Base
●	7	7	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	2898
●	8	8	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	1280
●	9	9	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	2898
●	10	10	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	1744
●	11	11	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	2898
●	12	12	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	2898
●	13	13	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	2898
●	14	14	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	2898
●	15	15	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	2898
●	16	16	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	2898
●	17	17	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	2898

	Page	Table	Title	Base Description	Base
●	18	18	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	2898
●	19	19	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about fixed broadband internet service in past 6 months	2898
●	20	20	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	2898
●	21	21	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	1280
●	22	22	Q15: What is your current employment status?	Base: All complained about fixed broadband internet service in past 6 months	2898
●	23	23	Q16: Approximately, what is your total annual income before tax?	Base: All complained about fixed broadband internet service in past 6 months	2898
●	24	24	Q17: Where do you live?	Base: All complained about fixed broadband internet service in past 6 months	2898
●	25	25	Q18: Are you...?	Base: All complained about fixed broadband internet service in past 6 months	2898
●	26	26	Q19: What is your age?	Base: All complained about fixed broadband internet service in past 6 months	2898
●	27	27	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	2898
●	28	28	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	2898

	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 cable, satellite or any other Pay TV service in past 6 months	1659
●	2	2	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	587
●	3	3	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	576
●	4	4	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	401
	5	5	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	95
●	6	6	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	1659
●	7	7	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	1659
●	8	8	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	851
●	9	9	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	1659

	Page	Table	Title	Base Description	Base
●	10	10	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	905
●	11	11	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	1659
●	12	12	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	1659
●	13	13	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	1659
●	14	14	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	1659
●	15	15	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	1659
●	16	16	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	1659
●	17	17	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	1659
●	18	18	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	1659
●	19	19	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	1659
●	20	20	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	1659

	Page	Table	Title	Base Description	Base
●	21	21	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	851
●	22	22	Q15: What is your current employment status?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1659
●	23	23	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	1659
●	24	24	Q17: Where do you live?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1659
●	25	25	Q18: Are you...?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1659
●	26	26	Q19: What is your age?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1659
●	27	27	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	1659
●	28	28	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	1659
●	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	3027
●	2	2	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	1190



	Page	Table	Title	Base Description	Base
●	3	3	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	1001
●	4	4	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	637
●	5	5	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	199
●	6	6	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about mobile phone service in past 6 months	3027
●	7	7	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	3027
●	8	8	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	1533
●	9	9	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	3027
●	10	10	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	1206
●	11	11	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	3027
●	12	12	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	3027

	Page	Table	Title	Base Description	Base
●	13	13	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	3027
●	14	14	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	3027
●	15	15	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	3027
●	16	16	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	3027
●	17	17	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	3027
●	18	18	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	3027
●	19	19	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about mobile phone service in past 6 months	3027
●	20	20	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	3027
●	21	21	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	1533
●	22	22	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	3027
●	23	23	Q15: What is your current employment status?	Base: All complained about mobile phone service in past 6 months	3027

	Page	Table	Title	Base Description	Base
●	24	24	Q16: Approximately, what is your total annual income before tax?	Base: All complained about mobile phone service in past 6 months	3027
●	25	25	Q17: Where do you live?	Base: All complained about mobile phone service in past 6 months	3027
●	26	26	Q18: Are you...?	Base: All complained about mobile phone service in past 6 months	3027
●	27	27	Q19: What is your age?	Base: All complained about mobile phone service in past 6 months	3027
●	28	28	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	3027
●	29	29	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	3027

## *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 landline service in past 6 months**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1933	667	581	590	95	998	625	310	938	966
Weighted Base	1933	678	579	583	93*	991	631	311	953	953
Effective base	1797	620	541	548	88	927	583	287	872	899
The service not performing as it should	583	-	-	583	-	292	195	96	271	306
		<b>30%ghj</b>	-	<b>100%Tghj</b>	-	29%	31%	31%	28%	32%
A billing, pricing or payment issue	486	486	-	-	-	257	142	87	249	229
		<b>25%hij</b>	<b>72%Thij</b>	-	-	26%	22%	28%	26%	24%
A problem relating to the installation or set up of your service	301	-	301	-	-	168	100	32	155	143
		<b>16%gijl</b>	<b>52%Tgijl</b>	-	-	<b>17%l</b>	<b>16%l</b>	10%	16%	15%
A problem with a repair to the service	278	-	278	-	-	151	93	34	146	130
		<b>14%gijl</b>	<b>48%Tgijl</b>	-	-	15%	15%	11%	15%	14%
Dissatisfaction with customer service from a previous occasion or contact	192	192	-	-	-	70	79	44	77	114
		<b>10%hijk</b>	<b>28%Thij</b>	-	-	7%	<b>12%k</b>	<b>14%Tk</b>	8%	<b>12%lm</b>
Or something else	93	-	-	-	93	53	22	18	55	30
		<b>5%ghin</b>	-	-	<b>100%Tghij</b>	5%	3%	6%	<b>6%ln</b>	3%
SUMMARY:										
Billing and Customer service	678	678	-	-	-	326	221	131	326	343
		<b>35%hij</b>	<b>100%Thij</b>	-	-	33%	35%	<b>42%TkC</b>	34%	36%
Repairs and Installation	579	-	579	-	-	320	193	66	301	273
		<b>30%gijl</b>	<b>100%Tgijl</b>	-	-	<b>32%l</b>	<b>31%l</b>	21%	32%	29%
Service Issues	583	-	-	583	-	292	195	96	271	306
		<b>30%ghj</b>	-	<b>100%Tghj</b>	-	29%	31%	31%	28%	32%
Something else	93	-	-	-	93	53	22	18	55	30
		<b>5%ghin</b>	-	-	<b>100%Tghij</b>	5%	3%	6%	<b>6%ln</b>	3%

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n  
\* small base

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 2

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	667	667	-	-	-	318	217	132	316	342
Weighted Base	678	678	-**	-**	-**	326	221	131	326	343
Effective base	620	620	-	-	-	295	203	122	294	318
Bill was a lot higher than expected	213 31%	213 31%	-	-	-	105 32%	63 29%	45 34%	97 30%	112 33%
Bill was inaccurate	126 19%	126 19%	-	-	-	65 20%	37 17%	24 18%	66 20%	58 17%
Bill contained items I shouldn't have been charged for	103 15%	103 15%	-	-	-	56 17%	27 12%	21 16%	54 17%	47 14%
Payment issues (including setting up/making a payment, non-direct debit charges)	86 13%	86 13%	-	-	-	45 14%	21 10%	20 15%	46 14%	40 12%
Getting a refund, credit note or cashback	66 10%	66 10%	-	-	-	37 11%	16 7%	13 10%	31 9%	35 10%
The format of the bill	64 9%	64 9%	-	-	-	39 12% <b>l</b>	19 8%	6 4%	32 10%	31 9%
Took too long to resolve issue	56 8%	56 8%	-	-	-	18 5%	22 10%	16 12% <b>k</b>	20 6%	36 10%
Gave incorrect information	52 8%	52 8%	-	-	-	20 6%	18 8%	14 11%	20 6%	32 9%
Unable to get through to anyone	51 7%	51 7%	-	-	-	26 8%	16 7%	9 7%	26 8%	25 7%
Unable to get through to relevant person	50 7%	50 7%	-	-	-	21 6%	18 8%	11 8%	21 6%	28 8%
Didn't do what they said they would do	48 7% <b>k</b>	48 7%	-	-	-	11 3%	20 9% <b>k</b>	17 13% <b>Tk</b>	20 6%	28 8%
Rude/dismissive	48 7% <b>m</b>	48 7%	-	-	-	16 5%	16 7%	16 12% <b>k</b>	12 4%	37 11% <b>m</b>
Costs of international and roaming calls	2 *	2 *	-	-	-	1 *	1 1%	-	1 *	1 *
Pre-pay credit lost or not credited to card	2 *	2 *	-	-	-	2 *	-	-	1 *	1 *
A different issue	29 4%	29 4%	-	-	-	15 5%	8 3%	7 5%	15 5%	13 4%

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

\*\* 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

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	590	-	-	590	-	299	198	93	270	314
Weighted Base	583	-**	-**	583	-**	292	195	96*	271	306
Effective base	548	-	-	548	-	278	184	86	250	292
Complete loss of service	306	-	-	306	-	148	102	57	139	165
	53%	-	-	53%	-	51%	52%	59%	51%	54%
Poor line quality	233	-	-	233	-	117	77	39	109	124
	40%	-	-	40%	-	40%	39%	41%	40%	40%
Service is not consistently available	186	-	-	186	-	85	55	46	71	113
	32%	-	-	32%	-	29%	28%	48%TkC	26%	37%m
Connection speed slower than advertised or led to expect	102	-	-	102	-	40	37	25	37	62
	17%	-	-	17%	-	14%	19%	26%k	14%	20%
Problems with voice over internet (VOIP) telephone calls	39	-	-	39	-	27	5	6	16	22
	7% <b>C</b>	-	-	7%	-	9% <b>C</b>	3%	7%	6%	7%
Poor picture quality	24	-	-	24	-	17	4	3	11	13
	4%	-	-	4%	-	6%	2%	3%	4%	4%
Unable to get certain channels/content	23	-	-	23	-	14	7	2	11	12
	4%	-	-	4%	-	5%	4%	2%	4%	4%
Unable to access 4G service	5	-	-	5	-	4	1	-	2	3
	1%	-	-	1%	-	1%	*	-	1%	1%
Problems with calls being disconnected during a call or not connected at all	4	-	-	4	-	4	-	-	3	1
	1%	-	-	1%	-	1%	-	-	1%	*
Poor indoor reception/coverage	4	-	-	4	-	3	1	-	1	3
	1%	-	-	1%	-	1%	*	-	*	1%
Text or voice mails delivered late	2	-	-	2	-	1	1	-	1	1
	*	-	-	*	-	*	*	-	1%	*
Poor outside reception/ coverage	2	-	-	2	-	1	1	-	1	1
	*	-	-	*	-	*	*	-	1%	*
A different issue (please describe it briefly in your own words)	13	-	-	13	-	6	4	3	5	8
	2%	-	-	2%	-	2%	2%	4%	2%	2%

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

\* 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

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	581	-	581	-	-	324	190	67	295	280
Weighted Base	579	-**	579	-**	-**	320	193	66*	301	273
Effective base	541	-	541	-	-	301	178	62	275	261
Time taken to install the service	115 20%	-	115 20%	-	-	64 20%	36 19%	14 21%	63 21%	51 19%
Time taken to repair a fault	103 18%	-	103 18%	-	-	55 17%	34 18%	14 21%	61 20%	41 15%
Switching issues (e.g. problems trying to switch or problems porting your number)	88 15%	-	88 15%	-	-	50 16%	29 15%	9 14%	46 15%	40 15%
Arranging an appointment for an engineer visit	87 15%	-	87 15%	-	-	45 14%	27 14%	15 23%	50 17%	37 14%
Arranging an installation	84 15%	-	84 15%	-	-	50 16%	29 15%	5 8%	44 15%	39 14%
Missed/ moved installation appointment	75 13%	-	75 13%	-	-	46 14%	23 12%	7 10%	37 12%	37 14%
Missed/moved repair appointment	68 12%	-	68 12%	-	-	49 15% <b>C</b>	13 7%	6 8%	37 12%	30 11%
Damage to property during installation	67 12%	-	67 12%	-	-	39 12%	22 12%	5 8%	41 14%	25 9%
Damage to property during repair	63 11%	-	63 11%	-	-	41 13% <b>I</b>	20 10%	2 3%	34 11%	28 10%
Complaining about an engineer	63 11%	-	63 11%	-	-	37 11%	21 11%	5 7%	34 11%	29 11%
A different issue	10 2%	-	10 2%	-	-	4 1%	3 1%	4 6% <b>TKC</b>	5 2%	6 2%

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n  
\* 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 5

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	95	-	-	-	95	57	20	18	57	30
Weighted Base	93*	..**	..**	..**	93*	53*	22**	18**	55*	30**
Effective base	88	-	-	-	88	53	19	17	53	27
Change to your package or service (upgrading or downgrading your service)	23 25%	-	-	-	23 25%	16 31%	2 11%	5 26%	18 33%	5 16%
Service not performing as advertised or as told in store/over the phone	19 21%	-	-	-	19 21%	12 22%	5 24%	2 12%	11 20%	8 27%
Complaining about the terms of your contract	17 18%	-	-	-	17 18%	10 18%	4 16%	4 21%	10 19%	4 14%
Switching issues (e.g. problems trying to switch or problems porting your number)	14 15%	-	-	-	14 15%	10 19%	2 10%	1 8%	7 14%	3 10%
Keeping your mobile phone number when changing suppliers	1 1%	-	-	-	1 1%	1 1%	-	-	1 1%	-
A different issue (please describe it briefly in your own words)	30 32%	-	-	-	30 32%	13 25%	9 39%	8 45%	15 27%	14 45%

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

\* 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

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

**Base: All complained about landline service in past 6 months**

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	1933	667	581	590	95	998	625	310	938	966	
Weighted Base	1933	678	579	583	93*	991	631	311	953	953	
Effective base	1797	620	541	548	88	927	583	287	872	899	
Only/mainly on the phone	852	329	190	281	51	383	289	180	404	435	
		44%hk	49%h	33%	48%h	55%Th	39%	46%k	58%TkC	42%	46%
Only/mainly via webchat	211	72	64	65	10	111	67	33	111	98	
	11%	11%	11%	11%	11%	11%	11%	11%	12%	10%	
Only/mainly via email	200	73	61	58	7	112	59	29	99	99	
	10%	11%	11%	10%	8%	11%	9%	9%	10%	10%	
Only/mainly by social media	140	49	60	29	2	76	48	16	72	67	
	7%	7%	10%Tij	5%	2%	8%	8%	5%	8%	7%	
Only/mainly via mobile application	132	37	47	44	5	71	43	17	63	69	
	7%	5%	8%	7%	5%	7%	7%	6%	7%	7%	
Only/mainly by letter	124	37	51	33	4	75	39	10	66	57	
	6%	5%	9%gi	6%	4%	8%l	6%	3%	7%	6%	
Only/mainly in store	124	34	50	37	4	77	39	7	65	58	
	6%	5%	9%g	6%	4%	8%l	6%l	2%	7%	6%	
Only/mainly via web form	115	36	48	29	2	71	33	11	57	56	
	6%	5%	8%Tgij	5%	2%	7%l	5%	4%	6%	6%	
Only/mainly via another contact method	11	3	2	4	2	5	2	4	3	8	
	1%	*	*	1%	3%Tgh	*	*	1%	*	1%	
Don't know	24	8	7	4	6	11	11	2	13	6	
	1%	1%	1%	1%	6%Tghi	1%	2%	1%	1%	1%	

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n  
 \* small base

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 7

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1933	667	581	590	95	998	625	310	938	966
Weighted Base	1933	678	579	583	93*	991	631	311	953	953
Effective base	1797	620	541	548	88	927	583	287	872	899
10 - Extremely satisfied (10)	231 12% <b>Cln</b>	80 12%	78 13%	57 10%	16 17% <b>l</b>	231 23% <b>TCI</b>	-	-	192 20% <b>Tn</b>	34 4%
9 - (9)	166 9% <b>Cln</b>	48 7%	50 9%	55 10%	13 14% <b>g</b>	166 17% <b>TCI</b>	-	-	131 14% <b>Tn</b>	34 4%
8 - (8)	288 15% <b>Cln</b>	98 14%	90 16%	83 14%	17 18%	288 29% <b>TCI</b>	-	-	193 20% <b>Tn</b>	94 10%
7 - (7)	305 16% <b>C</b>	100 15%	101 17% <b>j</b>	96 17% <b>j</b>	8 8%	305 31% <b>TCI</b>	-	-	153 16%	151 16%
6 - (6)	254 13% <b>kl</b>	93 14% <b>j</b>	85 15% <b>j</b>	70 12%	6 6%	-	254 40% <b>Tkl</b>	-	102 11%	146 15% <b>m</b>
5 - (5)	230 12% <b>klm</b>	74 11%	68 12%	74 13%	14 16%	-	230 36% <b>Tkl</b>	-	69 7%	156 16% <b>Tm</b>
4 - (4)	147 8% <b>ijklm</b>	54 8% <b>j</b>	40 7%	51 9% <b>j</b>	2 2%	-	147 23% <b>Tkl</b>	-	50 5%	96 10% <b>Tm</b>
3 - (3)	90 5% <b>kCm</b>	41 6%	22 4%	22 4%	5 5%	-	-	90 29% <b>TkC</b>	16 2%	74 8% <b>Tm</b>
2 - (2)	74 4% <b>kCm</b>	32 5%	16 3%	22 4%	4 4%	-	-	74 24% <b>TkC</b>	20 2%	54 6% <b>Tm</b>
1 - Extremely dissatisfied (1)	147 8% <b>hkCm</b>	58 9% <b>h</b>	28 5%	52 9% <b>h</b>	9 10%	-	-	147 47% <b>TkC</b>	28 3%	114 12% <b>Tm</b>
NET: Dissatisfied (1-3)	311 16% <b>hkCm</b>	131 19% <b>h</b>	66 11%	96 16% <b>h</b>	18 19% <b>h</b>	-	-	311 100% <b>TkC</b>	63 7%	242 25% <b>Tm</b>
NET: Neutral (4-6)	631 33% <b>klm</b>	221 33%	193 33%	195 33%	22 24%	-	631 100% <b>Tkl</b>	-	221 23%	398 42% <b>Tm</b>
NET: Satisfied (7-10)	991 51% <b>Cln</b>	326 48%	320 55% <b>g</b>	292 50%	53 57%	991 100% <b>TCI</b>	-	-	669 70% <b>Tn</b>	313 33%
Mean score	6.25 <b>Cln</b>	6.05	6.56 <b>Tgl</b>	6.12	6.56	8.33 <b>TCI</b>	5.17 <b>I</b>	1.82	7.33 <b>Tn</b>	5.18
Standard error	0.06	0.10	0.10	0.11	0.30	0.04	0.03	0.05	0.07	0.08

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n  
\* small base

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 8

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	938	316	295	270	57	661	215	62	938	-
Weighted Base	953	326	301	271	55*	669	221	63*	953	-**
Effective base	872	294	275	250	53	615	200	57	872	-
10 - Extremely satisfied (10)	192 <b>20%CI</b>	70 22%	63 21%	45 17%	13 24%	192 <b>29%TCI</b>	-	-	192 20%	-
9 - (9)	131 <b>14%CI</b>	45 14%	34 11%	45 17%	7 13%	131 <b>20%TCI</b>	-	-	131 14%	-
8 - (8)	193 <b>20%CI</b>	66 20%	61 20%	52 19%	14 25%	193 <b>29%TCI</b>	-	-	193 20%	-
7 - (7)	153 <b>16%CI</b>	48 15%	53 18%	45 17%	7 12%	153 <b>23%TCI</b>	-	-	153 16%	-
6 - (6)	102 <b>11%kl</b>	39 12%	36 12%	25 9%	3 5%	-	102 <b>46%TKl</b>	-	102 11%	-
5 - (5)	69 <b>7%kl</b>	21 7%	18 6%	22 8%	7 14%	-	69 <b>31%TKl</b>	-	69 7%	-
4 - (4)	50 <b>5%kl</b>	18 6%	16 5%	15 6%	-	-	50 <b>22%TKl</b>	-	50 5%	-
3 - (3)	16 <b>2%kl</b>	5 2%	4 1%	7 2%	-	-	-	16 <b>25%TKC</b>	16 2%	-
2 - (2)	20 <b>2%kC</b>	4 1%	6 2%	9 3%	1 1%	-	-	20 <b>31%TKC</b>	20 2%	-
1 - Extremely dissatisfied (1)	28 <b>3%kC</b>	9 3%	11 3%	5 2%	3 6%	-	-	28 <b>44%TKC</b>	28 3%	-
NET: Dissatisfied (1-3)	63 <b>7%kC</b>	18 6%	20 7%	21 8%	4 7%	-	-	63 <b>100%TKC</b>	63 7%	-
NET: Neutral (4-6)	221 <b>23%kl</b>	78 24%	70 23%	62 23%	10 19%	-	221 <b>100%TKl</b>	-	221 23%	-
NET: Satisfied (7-10)	669 <b>70%CI</b>	229 70%	212 70%	188 69%	40 74%	669 <b>100%TCI</b>	-	-	669 70%	-
Mean score	7.33CI	7.41	7.31	7.23	7.46	8.54TCI	5.24I	1.81	7.33	-
Standard error	0.07	0.13	0.13	0.14	0.32	0.04	0.05	0.10	0.07	-

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n  
 \* 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 9

**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**

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	1933	667	581	590	95	998	625	310	938	966	
Weighted Base	1933	678	579	583	93*	991	631	311	953	953	
Effective base	1797	620	541	548	88	927	583	287	872	899	
10 - Extremely satisfied	(10) 324	109	91	94	30	269	30	25	236	79	
		17% <b>CIn</b>	16%	16%	16%	32% <b>Tghi</b>	27% <b>TCl</b>	5%	8%	25% <b>Tn</b>	8%
9 -	(9) 247	75	79	82	11	205	32	10	170	77	
		13% <b>CIn</b>	11%	14%	12%	21% <b>TCl</b>	5%	3%	18% <b>Tn</b>	8%	
8 -	(8) 279	99	84	87	9	191	66	22	146	129	
		14% <b>Cl</b>	15%	14%	10%	19% <b>TCl</b>	10%	7%	15%	14%	
7 -	(7) 258	88	80	80	9	143	96	19	129	129	
		13% <b>l</b>	13%	14%	10%	14% <b>l</b>	15% <b>l</b>	6%	13%	14%	
6 -	(6) 206	73	80	46	7	82	108	17	80	125	
		11% <b>kl</b>	11%	14% <b>Ti</b>	8%	8%	17% <b>Tkl</b>	5%	8%	13% <b>m</b>	
5 -	(5) 218	88	69	53	8	43	147	29	65	147	
		11% <b>km</b>	13% <b>l</b>	12%	9%	4%	23% <b>Tkl</b>	9% <b>k</b>	7%	15% <b>Tm</b>	
4 -	(4) 140	37	46	52	4	23	89	28	52	87	
		7% <b>k</b>	6%	8%	9% <b>g</b>	2%	14% <b>Tkl</b>	9% <b>k</b>	5%	9% <b>m</b>	
3 -	(3) 86	35	16	30	6	19	32	36	24	61	
		4% <b>km</b>	5% <b>h</b>	3%	5% <b>h</b>	2%	5% <b>k</b>	11% <b>TkC</b>	3%	6% <b>Tm</b>	
2 -	(2) 57	27	12	17	1	5	10	41	16	40	
		3% <b>k</b>	4% <b>h</b>	2%	3%	1%	2% <b>k</b>	13% <b>TkC</b>	2%	4% <b>m</b>	
1 - Extremely dissatisfied	(1) 96	42	18	31	5	7	9	80	25	69	
		5% <b>kCm</b>	6% <b>h</b>	3%	5%	1%	1%	26% <b>TkC</b>	3%	7% <b>Tm</b>	
Not applicable	22	4	4	11	3	4	12	6	10	10	
		1%	1%	2%	3% <b>g</b>	*	2% <b>k</b>	2% <b>k</b>	1%	1%	
NET: Dissatisfied	(1-3) 239	104	46	77	12	31	51	157	66	170	
		12% <b>hkCm</b>	15% <b>h</b>	8%	13% <b>h</b>	3%	8% <b>k</b>	50% <b>TkC</b>	7%	18% <b>Tm</b>	
NET: Neutral	(4-6) 564	198	196	151	19	147	344	73	197	360	
		29% <b>km</b>	29%	34% <b>Tj</b>	26%	15%	54% <b>Tkl</b>	24% <b>k</b>	21%	38% <b>Tm</b>	
NET: Satisfied	(7-10) 1108	372	333	344	59	808	224	75	681	413	
		57% <b>CIn</b>	55%	58%	59%	82% <b>TCl</b>	36% <b>l</b>	24%	71% <b>Tn</b>	43%	
Mean score	6.73 <b>CIn</b>	6.54	6.87 <b>g</b>	6.72	7.27 <b>g</b>	8.04 <b>TCl</b>	5.90 <b>l</b>	4.15	7.53 <b>Tn</b>	5.92	
Standard error	0.06	0.10	0.10	0.11	0.29	0.06	0.08	0.17	0.08	0.08	

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n  
\* small base

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 10

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	852	323	188	288	53	385	286	181	398	441
Weighted Base	852	329	190	281	51*	383	289	180	404	435
Effective base	789	300	174	266	49	356	266	167	368	409
10 - Extremely satisfied (10)	81 10% <b>Cln</b>	28 8%	22 12%	22 8%	9 18% <b>gi</b>	68 18% <b>TCl</b>	8 3%	5 3%	60 15% <b>Tn</b>	20 5%
9 - (9)	76 9% <b>Cln</b>	26 8%	16 8%	26 9%	7 14%	70 18% <b>TCl</b>	6 2%	1 *	59 15% <b>Tn</b>	17 4%
8 - (8)	108 13% <b>Cln</b>	44 13%	28 15%	30 11%	5 11%	83 22% <b>TCl</b>	19 7%	6 3%	70 17% <b>Tn</b>	38 9%
7 - (7)	125 15% <b>l</b>	40 12%	31 16%	47 17%	8 15%	77 20% <b>Tl</b>	43 15% <b>l</b>	5 3%	73 18% <b>n</b>	52 12%
6 - (6)	96 11% <b>l</b>	41 13%	24 13%	27 9%	5 9%	34 9% <b>l</b>	57 20% <b>Tkl</b>	6 3%	42 11%	50 11%
5 - (5)	92 11% <b>k</b>	31 9%	21 11%	36 13%	4 8%	23 6%	59 20% <b>Tkl</b>	11 6%	31 8%	59 14% <b>mn</b>
4 - (4)	78 9% <b>km</b>	41 12% <b>l</b>	13 7%	19 7%	6 13%	6 2%	50 17% <b>Tk</b>	22 12% <b>k</b>	22 6%	56 13% <b>Tm</b>
3 - (3)	59 7% <b>k</b>	21 6%	12 6%	21 8%	5 9%	8 2%	26 9% <b>k</b>	24 14% <b>Tk</b>	18 4%	39 9% <b>mn</b>
2 - (2)	46 5% <b>km</b>	24 7%	6 3%	16 6%	-	1 *	11 4% <b>k</b>	34 19% <b>TkC</b>	8 2%	37 9% <b>Tm</b>
1 - Extremely dissatisfied (1)	83 10% <b>kCm</b>	31 10%	17 9%	32 11%	2 4%	12 3%	5 2%	66 36% <b>TkC</b>	17 4%	63 15% <b>Tm</b>
Not applicable	6 1%	1 *	-	5 2%	-	2 *	4 1%	-	2 *	4 1%
NET: Dissatisfied (1-3)	188 22% <b>kCm</b>	77 23%	34 18%	70 25%	7 14%	21 6%	43 15% <b>k</b>	124 69% <b>TkC</b>	44 11%	139 32% <b>Tm</b>
NET: Neutral (4-6)	267 31% <b>klm</b>	113 34%	58 30%	81 29%	15 29%	62 16%	166 57% <b>Tkl</b>	39 22%	95 24%	164 38% <b>Tm</b>
NET: Satisfied (7-10)	391 46% <b>Cln</b>	139 42%	98 51% <b>g</b>	125 44%	29 57%	298 78% <b>TCl</b>	76 26% <b>l</b>	17 9%	263 65% <b>Tn</b>	127 29%
Mean score	5.85 <b>Cln</b>	5.66	6.19 <b>g</b>	5.67	6.66 <b>Tgj</b>	7.58 <b>TCl</b>	5.38 <b>l</b>	2.91	6.95 <b>Tn</b>	4.85
Standard error	0.09	0.15	0.19	0.16	0.36	0.11	0.11	0.17	0.12	0.12

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n  
\* small base

## *Ofcom - Quality of Customer Service - Complaints 2018*

Fieldwork: 5th December 2018 - 14th January 2019

Table 11

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1933	667	581	590	95	998	625	310	938	966
Weighted Base	1933	678	579	583	93*	991	631	311	953	953
Effective base	1797	620	541	548	88	927	583	287	872	899
10 - Extremely satisfied (10)	241	75	79	66	21	222	12	7	197	39
	<b>12%<i>CIn</i></b>	11%	14%	11%	<b>23%<i>Tghi</i></b>	<b>22%<i>TCI</i></b>	2%	2%	<b>21%<i>Tn</i></b>	4%
9 - (9)	215	81	76	45	12	192	19	4	151	63
	<b>11%<i>iCIn</i></b>	<b>12%<i>i</i></b>	<b>13%<i>i</i></b>	8%	13%	<b>19%<i>TCI</i></b>	3%	1%	<b>16%<i>Tn</i></b>	7%
8 - (8)	265	86	75	91	13	211	48	5	163	101
	<b>14%<i>CIn</i></b>	13%	13%	16%	14%	<b>21%<i>TCI</i></b>	<b>8%<i>i</i></b>	2%	<b>17%<i>Tn</i></b>	11%
7 - (7)	255	94	82	75	4	157	85	13	132	123
	<b>13%<i>j</i></b>	<b>14%<i>j</i></b>	<b>14%<i>j</i></b>	<b>13%<i>j</i></b>	4%	<b>16%<i>i</i></b>	<b>14%<i>i</i></b>	4%	14%	13%
6 - (6)	199	61	71	58	9	79	107	13	90	106
	<b>10%<i>i</i></b>	9%	12%	10%	10%	<b>8%<i>i</i></b>	<b>17%<i>Tkl</i></b>	4%	9%	11%
5 - (5)	231	84	74	61	12	67	143	20	82	143
	<b>12%<i>klm</i></b>	12%	13%	10%	13%	7%	<b>23%<i>Tkl</i></b>	7%	9%	<b>15%<i>Tm</i></b>
4 - (4)	138	56	34	44	4	22	89	27	43	93
	<b>7%<i>km</i></b>	8%	6%	8%	4%	2%	<b>14%<i>Tkl</i></b>	<b>9%<i>k</i></b>	5%	<b>10%<i>Tm</i></b>
3 - (3)	109	42	30	34	3	12	63	34	25	84
	<b>6%<i>km</i></b>	6%	5%	6%	3%	1%	<b>10%<i>Tk</i></b>	<b>11%<i>Tk</i></b>	3%	<b>9%<i>Tm</i></b>
2 - (2)	88	38	18	31	1	12	25	50	26	57
	<b>5%<i>km</i></b>	6%	3%	5%	1%	1%	<b>4%<i>k</i></b>	<b>16%<i>TkC</i></b>	3%	<b>6%<i>m</i></b>
1 - Extremely dissatisfied (1)	176	59	38	68	11	10	30	136	41	132
	<b>9%<i>kCm</i></b>	9%	7%	<b>12%<i>h</i></b>	12%	1%	<b>5%<i>k</i></b>	<b>44%<i>TkC</i></b>	4%	<b>14%<i>Tm</i></b>
Not applicable	17	2	2	10	3	5	9	3	3	12
	<b>1%</b>	*	*	<b>2%<i>gh</i></b>	<b>3%<i>gh</i></b>	1%	1%	1%	*	<b>1%<i>m</i></b>
NET: Dissatisfied (1-3)	373	139	86	132	15	35	118	220	92	273
	<b>19%<i>hkm</i></b>	<b>21%<i>h</i></b>	15%	<b>23%<i>h</i></b>	16%	3%	<b>19%<i>k</i></b>	<b>71%<i>TkC</i></b>	10%	<b>29%<i>Tm</i></b>
NET: Neutral (4-6)	567	200	178	163	25	168	339	60	215	343
	<b>29%<i>klm</i></b>	30%	31%	28%	27%	17%	<b>54%<i>Tkl</i></b>	19%	23%	<b>36%<i>Tm</i></b>
NET: Satisfied (7-10)	976	336	312	277	50	783	164	29	643	325
	<b>50%<i>CIn</i></b>	50%	<b>54%<i>i</i></b>	48%	54%	<b>79%<i>TCI</i></b>	<b>26%<i>i</i></b>	9%	<b>67%<i>Tn</i></b>	34%
Mean score	<b>6.17<i>CIn</i></b>	6.06	<b>6.49<i>Tgi</i></b>	5.90	<b>6.71<i>gj</i></b>	<b>7.82<i>TCI</i></b>	<b>5.23<i>i</i></b>	2.78	<b>7.21<i>Tn</i></b>	5.15
Standard error	<b>0.06</b>	0.11	0.11	0.12	0.31	0.06	0.08	0.13	0.08	0.09

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

\* small base

## *Ofcom - Quality of Customer Service - Complaints 2018*

Fieldwork: 5th December 2018 - 14th January 2019

Table 12

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1933	667	581	590	95	998	625	310	938	966
Weighted Base	1933	678	579	583	93*	991	631	311	953	953
Effective base	1797	620	541	548	88	927	583	287	872	899
10 - Extremely satisfied	(10) 252	87	84	58	23	242	7	4	219	28
		13% <b>Cln</b>	13%	14% <b>il</b>	10%	25% <b>Tghi</b>	24% <b>TCl</b>	1%	23% <b>Tn</b>	3%
9 -	(9) 208	67	51	77	13	181	19	8	145	62
		11% <b>Cln</b>	10%	9%	13% <b>h</b>	14%	18% <b>TCl</b>	3%	15% <b>Tn</b>	7%
8 -	(8) 254	87	91	68	9	214	36	4	154	99
		13% <b>Cln</b>	13%	16%	12%	22% <b>TCl</b>	6% <b>l</b>	1%	16% <b>Tn</b>	10%
7 -	(7) 272	92	90	82	8	157	102	13	146	126
		14% <b>l</b>	14%	15%	14%	16% <b>l</b>	16% <b>l</b>	4%	15%	13%
6 -	(6) 235	83	81	66	5	91	126	18	96	137
		12% <b>kl</b>	12%	14% <b>jl</b>	11%	9%	20% <b>Tkl</b>	6%	10%	14% <b>m</b>
5 -	(5) 219	71	62	76	10	50	152	17	71	141
		11% <b>klm</b>	10%	11%	13%	5%	24% <b>Tkl</b>	5%	7%	15% <b>Tm</b>
4 -	(4) 129	48	40	38	2	29	76	24	47	82
		7% <b>k</b>	7%	7%	2%	3%	12% <b>Tk</b>	8% <b>k</b>	5%	9% <b>m</b>
3 -	(3) 95	35	32	21	7	9	46	40	26	68
		5% <b>km</b>	5%	6%	4%	1%	7% <b>Tk</b>	13% <b>TkC</b>	3%	7% <b>Tm</b>
2 -	(2) 92	42	24	26	-	3	37	51	16	72
		5% <b>jk</b>	6% <b>jl</b>	4%	4% <b>jl</b>	*	6% <b>k</b>	17% <b>TkC</b>	2%	8% <b>Tm</b>
1 - Extremely dissatisfied	(1) 162	63	21	64	14	11	20	130	25	133
		8% <b>hkCm</b>	9% <b>h</b>	4%	11% <b>h</b>	1%	3% <b>k</b>	42% <b>TkC</b>	3%	14% <b>Tm</b>
Not applicable	14	2	3	7	2	4	9	1	7	5
	1%	*	1%	1%	2% <b>g</b>	*	1% <b>k</b>	*	1%	1%
NET: Dissatisfied	(1-3) 349	140	78	111	21	23	104	221	67	273
		18% <b>hkm</b>	21% <b>h</b>	13%	19% <b>h</b>	2%	17% <b>k</b>	71% <b>TkC</b>	7%	29% <b>Tm</b>
NET: Neutral	(4-6) 584	202	183	181	17	171	354	59	214	360
		30% <b>jk</b>	30% <b>jl</b>	32% <b>jl</b>	31% <b>jl</b>	17%	56% <b>Tkl</b>	19%	22%	38% <b>Tm</b>
NET: Satisfied	(7-10) 986	333	315	285	53	793	164	29	665	315
		51% <b>Cln</b>	49%	54%	49%	80% <b>TCl</b>	26% <b>l</b>	9%	70% <b>Tn</b>	33%
Mean score	6.25 <b>Cln</b>	6.09	6.55 <b>Tgl</b>	6.07	6.57	7.91 <b>TCl</b>	5.30 <b>l</b>	2.83	7.41 <b>Tn</b>	5.11
Standard error	0.06	0.11	0.10	0.11	0.33	0.06	0.08	0.13	0.08	0.08

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

\* small base

## *Ofcom - Quality of Customer Service - Complaints 2018*

Fieldwork: 5th December 2018 - 14th January 2019

Table 13

**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**

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	1933	667	581	590	95	998	625	310	938	966	
Weighted Base	1933	678	579	583	93*	991	631	311	953	953	
Effective base	1797	620	541	548	88	927	583	287	872	899	
10 - Extremely satisfied	(10) <b>341</b>	112	99	97	32	288	34	19	262	71	
		<b>18%Cln</b>	17%	17%	<b>35%Tghi</b>	<b>29%TCI</b>	5%	6%	<b>28%Tn</b>	7%	
9 -	(9) <b>248</b>	89	74	75	11	196	39	14	154	95	
		<b>13%Cln</b>	13%	13%	11%	<b>20%TCI</b>	6%	5%	<b>16%Tn</b>	10%	
8 -	(8) <b>298</b>	94	97	93	15	196	85	18	157	141	
		<b>15%l</b>	14%	17%	16%	<b>20%TCI</b>	<b>13%l</b>	6%	16%	15%	
7 -	(7) <b>278</b>	108	73	90	7	149	103	26	121	154	
		<b>14%l</b>	<b>16%j</b>	<b>15%j</b>	7%	<b>15%l</b>	<b>16%l</b>	8%	13%	<b>16%lm</b>	
6 -	(6) <b>220</b>	69	87	60	4	77	110	34	91	127	
		<b>11%jk</b>	10%	<b>15%Tgj</b>	5%	8%	<b>17%Tkl</b>	11%	10%	<b>13%lm</b>	
5 -	(5) <b>206</b>	72	68	58	8	40	134	33	69	132	
		<b>11%km</b>	11%	12%	10%	4%	<b>21%Tkl</b>	<b>11%k</b>	7%	<b>14%Tm</b>	
4 -	(4) <b>115</b>	48	32	34	1	18	61	37	36	78	
		<b>6%km</b>	<b>7%j</b>	6%	1%	2%	<b>10%Tk</b>	<b>12%Tk</b>	4%	<b>8%Tm</b>	
3 -	(3) <b>70</b>	32	22	14	2	5	38	27	24	46	
		<b>4%k</b>	<b>5%l</b>	4%	2%	1%	<b>6%Tk</b>	<b>9%Tk</b>	3%	<b>5%lm</b>	
2 -	(2) <b>40</b>	19	7	14	-	4	10	26	6	34	
		<b>2%km</b>	3%	1%	2%	*	<b>2%k</b>	<b>8%TkC</b>	1%	<b>4%Tm</b>	
1 - Extremely dissatisfied	(1) <b>88</b>	32	17	34	6	7	8	74	18	67	
		<b>5%kCm</b>	5%	3%	<b>6%h</b>	7%	1%	1%	<b>24%TkC</b>	2%	<b>7%Tm</b>
Not applicable	<b>27</b>	4	3	14	6	12	10	5	16	9	
	<b>1%</b>	1%	*	<b>2%gh</b>	<b>7%Tghi</b>	1%	2%	2%	2%	1%	
NET: Dissatisfied	(1-3) <b>198</b>	83	45	62	8	16	55	126	48	146	
		<b>10%km</b>	<b>12%h</b>	8%	11%	2%	<b>9%k</b>	<b>41%TkC</b>	5%	<b>15%Tm</b>	
NET: Neutral	(4-6) <b>542</b>	189	187	152	14	134	305	104	196	337	
		<b>28%jk</b>	<b>28%j</b>	<b>32%ij</b>	<b>26%j</b>	14%	<b>48%Tkl</b>	<b>33%k</b>	21%	<b>35%Tm</b>	
NET: Satisfied	(7-10) <b>1166</b>	403	344	355	64	829	261	76	694	460	
		<b>60%Cln</b>	59%	59%	61%	<b>84%TCI</b>	<b>41%l</b>	25%	<b>73%Tn</b>	48%	
Mean score	<b>6.91Cln</b>	6.76	7.00	6.87	<b>7.72Tghi</b>	<b>8.18TCI</b>	<b>6.12l</b>	4.44	<b>7.73Tn</b>	6.12	
Standard error	<b>0.06</b>	0.10	0.10	0.11	0.28	0.06	0.08	0.16	0.07	0.08	

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

\* small base

\* = Less than .5



## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 14

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1933	667	581	590	95	998	625	310	938	966
Weighted Base	1933	678	579	583	93*	991	631	311	953	953
Effective base	1797	620	541	548	88	927	583	287	872	899
10 - Extremely satisfied (10)	297	103	85	83	27	270	19	8	240	52
	15% <b>Cln</b>	15%	15%	14%	29% <b>Tghi</b>	27% <b>TCl</b>	3%	3%	25% <b>Tn</b>	5%
9 - (9)	213	67	76	62	8	184	22	7	137	76
	11% <b>Cln</b>	10%	13%	11%	9%	19% <b>TCl</b>	4%	2%	14% <b>Tn</b>	8%
8 - (8)	287	108	82	85	12	211	67	9	182	104
	15% <b>Cln</b>	16%	14%	15%	13%	21% <b>TCl</b>	11% <b>l</b>	3%	19% <b>Tn</b>	11%
7 - (7)	253	83	89	72	9	142	88	23	122	131
	13% <b>l</b>	12%	15%	12%	10%	14% <b>l</b>	14% <b>l</b>	7%	13%	14%
6 - (6)	215	72	72	65	6	71	131	13	82	130
	11% <b>klm</b>	11%	12%	11%	7%	7%	21% <b>Tkl</b>	4%	9%	14% <b>m</b>
5 - (5)	226	74	68	72	12	49	152	25	71	150
	12% <b>km</b>	11%	12%	12%	13%	5%	24% <b>Tkl</b>	8% <b>k</b>	7%	16% <b>Tm</b>
4 - (4)	120	42	39	39	-	29	61	30	41	77
	6% <b>jk</b>	6% <b>j</b>	7% <b>j</b>	7% <b>j</b>	-	3%	10% <b>Tk</b>	10% <b>Tk</b>	4%	8% <b>m</b>
3 - (3)	83	34	31	17	-	11	42	30	28	55
	4% <b>jk</b>	5% <b>j</b>	5% <b>j</b>	3%	-	1%	7% <b>Tk</b>	10% <b>Tk</b>	3%	6% <b>m</b>
2 - (2)	68	31	12	24	1	6	20	41	10	55
	4% <b>km</b>	4% <b>h</b>	2%	4%	1%	1%	3% <b>k</b>	13% <b>TkC</b>	1%	6% <b>Tm</b>
1 - Extremely dissatisfied (1)	135	52	23	49	10	7	19	109	27	105
	7% <b>hkCm</b>	8% <b>h</b>	4%	8% <b>h</b>	11% <b>h</b>	1%	3% <b>k</b>	35% <b>TkC</b>	3%	11% <b>Tm</b>
Not applicable	35	13	2	14	6	11	11	14	12	18
	2% <b>h</b>	2% <b>h</b>	*	2% <b>h</b>	7% <b>Tghi</b>	1%	2%	5% <b>TkC</b>	1%	2%
NET: Dissatisfied (1-3)	285	116	67	90	12	24	81	181	65	215
	15% <b>km</b>	17% <b>h</b>	12%	16%	13%	2%	13% <b>k</b>	58% <b>TkC</b>	7%	23% <b>Tm</b>
NET: Neutral (4-6)	561	188	179	176	18	149	344	68	194	357
	29% <b>klm</b>	28%	31% <b>j</b>	30% <b>j</b>	19%	15%	55% <b>Tkl</b>	22% <b>k</b>	20%	37% <b>Tm</b>
NET: Satisfied (7-10)	1051	361	331	302	57	807	196	48	681	362
	54% <b>Cln</b>	53%	57%	52%	61%	81% <b>TCl</b>	31% <b>l</b>	15%	72% <b>Tn</b>	38%
Mean score	6.53 <b>Cln</b>	6.41	6.71 <b>gj</b>	6.38	7.12 <b>Tgi</b>	8.03 <b>TCl</b>	5.66 <b>l</b>	3.34	7.54 <b>Tn</b>	5.53
Standard error	0.06	0.11	0.10	0.11	0.32	0.06	0.08	0.15	0.08	0.08

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n  
\* small base

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 15

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1933	667	581	590	95	998	625	310	938	966
Weighted Base	1933	678	579	583	93*	991	631	311	953	953
Effective base	1797	620	541	548	88	927	583	287	872	899
10 - Extremely satisfied (10)	267	95	79	72	22	241	15	11	206	55
	14% <b>Cln</b>	14%	14%	12%	23% <b>Tghi</b>	24% <b>TCl</b>	2%	4%	22% <b>Tn</b>	6%
9 - (9)	200	63	64	62	11	174	20	6	141	58
	10% <b>Cln</b>	9%	11%	11%	12%	18% <b>TCl</b>	3%	2%	15% <b>Tn</b>	6%
8 - (8)	290	94	97	88	12	231	51	9	187	103
	15% <b>Cln</b>	14%	17%	15%	13%	23% <b>TCl</b>	8% <b>l</b>	3%	20% <b>Tn</b>	11%
7 - (7)	238	75	87	67	9	130	95	13	110	127
	12% <b>l</b>	11%	15% <b>g</b>	12%	9%	13% <b>l</b>	15% <b>l</b>	4%	12%	13%
6 - (6)	213	86	68	54	5	76	120	16	93	117
	11% <b>kl</b>	13% <b>j</b>	12%	9%	5%	8%	19% <b>Tkl</b>	5%	10%	12%
5 - (5)	204	63	68	61	12	47	135	22	67	132
	11% <b>km</b>	9%	12%	10%	12%	5%	21% <b>Tkl</b>	7%	7%	14% <b>Tm</b>
4 - (4)	124	42	41	40	1	26	77	20	38	84
	6% <b>km</b>	6%	7% <b>j</b>	7%	1%	3%	12% <b>Tkl</b>	7% <b>k</b>	4%	9% <b>Tm</b>
3 - (3)	108	46	23	35	3	15	51	41	31	76
	6% <b>km</b>	7% <b>h</b>	4%	6%	3%	2%	8% <b>Tk</b>	13% <b>TkC</b>	3%	8% <b>Tm</b>
2 - (2)	70	30	16	24	1	7	25	38	18	51
	4% <b>km</b>	4%	3%	4%	1%	1%	4% <b>k</b>	12% <b>TkC</b>	2%	5% <b>Tm</b>
1 - Extremely dissatisfied (1)	160	62	30	58	10	17	21	122	34	122
	8% <b>hkCm</b>	9% <b>h</b>	5%	10% <b>h</b>	10%	2%	3%	39% <b>TkC</b>	4%	13% <b>Tm</b>
Not applicable	59	23	5	22	9	25	21	13	28	27
	3% <b>h</b>	3% <b>h</b>	1%	4% <b>h</b>	9% <b>Tghi</b>	3%	3%	4%	3%	3%
NET: Dissatisfied (1-3)	338	138	70	117	13	40	97	201	83	249
	18% <b>hkm</b>	20% <b>h</b>	12%	20% <b>h</b>	14%	4%	15% <b>k</b>	65% <b>TkC</b>	9%	26% <b>Tm</b>
NET: Neutral (4-6)	540	191	177	155	18	150	332	58	198	334
	28% <b>klm</b>	28%	31% <b>j</b>	27%	19%	15%	53% <b>Tkl</b>	19%	21%	35% <b>Tm</b>
NET: Satisfied (7-10)	996	326	327	289	53	776	181	39	643	344
	52% <b>Cln</b>	48%	56% <b>Tgj</b>	50%	57%	78% <b>TCl</b>	29% <b>l</b>	12%	68% <b>Tn</b>	36%
Mean score	6.34 <b>Cln</b>	6.18	6.62 <b>Tgj</b>	6.15	6.92 <b>gj</b>	7.88 <b>TCl</b>	5.45 <b>l</b>	3.14	7.35 <b>Tn</b>	5.34
Standard error	0.06	0.11	0.10	0.12	0.32	0.06	0.08	0.15	0.08	0.09

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n  
\* small base

## *Ofcom - Quality of Customer Service - Complaints 2018*

Fieldwork: 5th December 2018 - 14th January 2019

Table 16

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1933	667	581	590	95	998	625	310	938	966
Weighted Base	1933	678	579	583	93*	991	631	311	953	953
Effective base	1797	620	541	548	88	927	583	287	872	899
10 - Extremely satisfied (10)	229	82	75	56	15	204	20	5	184	39
	12% <b>Cln</b>	12%	13%	10%	17% <b>l</b>	21% <b>TCI</b>	3%	1%	19% <b>Tn</b>	4%
9 - (9)	205	57	75	64	10	171	28	5	142	63
	11% <b>Cln</b>	8%	13% <b>g</b>	11%	10%	17% <b>TCI</b>	5% <b>l</b>	2%	15% <b>Tn</b>	7%
8 - (8)	256	72	110	66	9	192	53	11	160	95
	13% <b>Cln</b>	11%	19% <b>Tgij</b>	11%	10%	19% <b>TCI</b>	8% <b>l</b>	4%	17% <b>Tn</b>	10%
7 - (7)	218	77	64	70	8	124	82	11	108	110
	11% <b>l</b>	11%	11%	12%	8%	13% <b>l</b>	13% <b>l</b>	4%	11%	12%
6 - (6)	188	65	71	48	4	67	104	18	79	108
	10% <b>kl</b>	10%	12% <b>ij</b>	8%	4%	7%	16% <b>Tkl</b>	6%	8%	11% <b>m</b>
5 - (5)	208	78	65	58	7	67	123	18	78	124
	11% <b>klm</b>	11%	11%	10%	8%	7%	20% <b>Tkl</b>	6%	8%	13% <b>m</b>
4 - (4)	121	45	41	31	4	35	66	20	39	80
	6% <b>km</b>	7%	7%	5%	5%	4%	10% <b>Tkl</b>	6% <b>k</b>	4%	8% <b>Tm</b>
3 - (3)	79	31	21	23	4	14	48	17	25	54
	4% <b>k</b>	5%	4%	4%	4%	1%	8% <b>Tk</b>	6% <b>k</b>	3%	6% <b>m</b>
2 - (2)	86	34	17	33	2	15	35	36	21	62
	4% <b>km</b>	5%	3%	6% <b>h</b>	2%	1%	6% <b>k</b>	11% <b>TkC</b>	2%	7% <b>Tm</b>
1 - Extremely dissatisfied (1)	230	91	34	92	13	31	44	155	43	182
	12% <b>hkCm</b>	13% <b>h</b>	6%	16% <b>Th</b>	14% <b>h</b>	3%	7% <b>k</b>	50% <b>TkC</b>	5%	19% <b>Tm</b>
Not applicable	113	46	8	43	17	71	27	15	72	36
	6% <b>hn</b>	7% <b>h</b>	1%	7% <b>h</b>	18% <b>Tghi</b>	7% <b>C</b>	4%	5%	8% <b>n</b>	4%
NET: Dissatisfied (1-3)	395	156	72	149	19	60	127	208	90	298
	20% <b>hkm</b>	23% <b>h</b>	12%	25% <b>Th</b>	20% <b>h</b>	6%	20% <b>k</b>	67% <b>TkC</b>	9%	31% <b>Tm</b>
NET: Neutral (4-6)	517	188	176	137	16	169	293	56	196	312
	27% <b>ijklm</b>	28% <b>j</b>	30% <b>ij</b>	24%	17%	17%	46% <b>Tkl</b>	18%	21%	33% <b>Tm</b>
NET: Satisfied (7-10)	908	288	324	255	42	691	184	32	595	307
	47% <b>Cln</b>	42%	56% <b>Tgj</b>	44%	45%	70% <b>TCI</b>	29% <b>l</b>	10%	62% <b>Tn</b>	32%
Mean score	6.05 <b>iCln</b>	5.79	6.64 <b>Tgj</b>	5.69	6.21	7.57 <b>TCI</b>	5.33 <b>l</b>	2.76	7.20 <b>Tn</b>	4.96
Standard error	0.07	0.12	0.11	0.13	0.37	0.07	0.09	0.14	0.09	0.09

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

\* small base

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 17

**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 landline service in past 6 months**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1933	667	581	590	95	998	625	310	938	966
Weighted Base	1933	678	579	583	93*	991	631	311	953	953
Effective base	1797	620	541	548	88	927	583	287	872	899
10 - Extremely satisfied (10)	308	99	89	92	29	278	24	6	244	57
	16% <b>Cln</b>	15%	15%	16%	31% <b>Tghi</b>	28% <b>TCl</b>	4%	2%	26% <b>Tn</b>	6%
9 - (9)	224	76	75	63	10	180	39	5	154	68
	12% <b>Cln</b>	11%	13%	11%	11%	18% <b>TCl</b>	6% <b>l</b>	2%	16% <b>Tn</b>	7%
8 - (8)	305	107	92	96	10	211	80	14	178	125
	16% <b>l</b>	16%	16%	17%	11%	21% <b>TCl</b>	13% <b>l</b>	5%	19% <b>n</b>	13%
7 - (7)	286	105	89	77	15	165	104	17	140	145
	15% <b>l</b>	15%	15%	13%	17%	17% <b>l</b>	16% <b>l</b>	5%	15%	15%
6 - (6)	229	70	78	78	3	74	128	27	87	141
	12% <b>jk</b>	10% <b>j</b>	13% <b>j</b>	13% <b>j</b>	3%	7%	20% <b>Tkl</b>	9%	9%	15% <b>Tm</b>
5 - (5)	191	64	72	48	7	41	119	31	57	128
	10% <b>km</b>	9%	12% <b>l</b>	8%	7%	4%	19% <b>Tkl</b>	10% <b>k</b>	6%	13% <b>Tm</b>
4 - (4)	106	36	31	37	2	15	65	26	34	70
	5% <b>km</b>	5%	5%	6%	2%	2%	10% <b>Tk</b>	8% <b>k</b>	4%	7% <b>m</b>
3 - (3)	82	40	16	24	2	10	38	34	20	61
	4% <b>km</b>	6% <b>h</b>	3%	4%	2%	1%	6% <b>k</b>	11% <b>TkC</b>	2%	6% <b>Tm</b>
2 - (2)	56	27	11	15	2	3	21	32	8	47
	3% <b>km</b>	4% <b>h</b>	2%	3%	2%	*	3% <b>k</b>	10% <b>TkC</b>	1%	5% <b>Tm</b>
1 - Extremely dissatisfied (1)	127	50	23	45	9	7	9	110	22	101
	7% <b>hkCm</b>	7% <b>h</b>	4%	8% <b>h</b>	10% <b>h</b>	1%	1%	35% <b>TkC</b>	2%	11% <b>Tm</b>
Not applicable	20	5	4	7	3	6	5	9	10	9
	1%	1%	1%	1%	3% <b>Tgh</b>	1%	1%	3% <b>TkC</b>	1%	1%
NET: Dissatisfied (1-3)	264	117	50	85	14	20	68	176	50	210
	14% <b>hkm</b>	17% <b>Th</b>	9%	15% <b>h</b>	15%	2%	11% <b>k</b>	57% <b>TkC</b>	5%	22% <b>Tm</b>
NET: Neutral (4-6)	525	170	181	162	12	130	311	84	178	339
	27% <b>jk</b>	25% <b>j</b>	31% <b>gj</b>	28% <b>j</b>	13%	13%	49% <b>Tkl</b>	27% <b>k</b>	19%	36% <b>Tm</b>
NET: Satisfied (7-10)	1123	386	345	328	64	834	246	43	715	395
	58% <b>Cln</b>	57%	59%	56%	69% <b>Tgi</b>	84% <b>TCl</b>	39% <b>l</b>	14%	75% <b>Tn</b>	41%
Mean score	6.68 <b>Cln</b>	6.49	6.89 <b>g</b>	6.60	7.20 <b>g</b>	8.12 <b>TCl</b>	5.97 <b>l</b>	3.43	7.70 <b>Tn</b>	5.66
Standard error	0.06	0.10	0.10	0.11	0.31	0.06	0.08	0.15	0.07	0.08

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n  
\* small base

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 18

**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**

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	1933	667	581	590	95	998	625	310	938	966	
Weighted Base	1933	678	579	583	93*	991	631	311	953	953	
Effective base	1797	620	541	548	88	927	583	287	872	899	
Courtesy and politeness of advisors	1166	403	344	355	64	829	261	76	694	460	
		60% <b>Cln</b>	59%	59%	61%	69%	84% <b>TCI</b>	41% <b>I</b>	25%	73% <b>Tn</b>	48%
Willingness to help resolve your issue	1123	386	345	328	64	834	246	43	715	395	
		58% <b>Cln</b>	57%	59%	56%	69% <b>Tgl</b>	84% <b>TCI</b>	39% <b>I</b>	14%	75% <b>Tn</b>	41%
Ease of finding provider contact details	1108	372	333	344	59	808	224	75	681	413	
		57% <b>Cln</b>	55%	58%	59%	64%	82% <b>TCI</b>	36% <b>I</b>	24%	71% <b>Tn</b>	43%
Advisor doing what they said they would do	1051	361	331	302	57	807	196	48	681	362	
		54% <b>Cln</b>	53%	57%	52%	61%	81% <b>TCI</b>	31% <b>I</b>	15%	72% <b>Tn</b>	38%
Logging of query details to avoid having to repeat yourself	996	326	327	289	53	776	181	39	643	344	
		52% <b>Cln</b>	48%	56% <b>Tgl</b>	50%	57%	78% <b>TCI</b>	29% <b>I</b>	12%	68% <b>Tn</b>	36%
Getting the issue resolved to your satisfaction	986	333	315	285	53	793	164	29	665	315	
		51% <b>Cln</b>	49%	54%	49%	57%	80% <b>TCI</b>	26% <b>I</b>	9%	70% <b>Tn</b>	33%
The time taken to handle your issue	976	336	312	277	50	783	164	29	643	325	
		50% <b>Cln</b>	50%	54% <b>I</b>	48%	54%	79% <b>TCI</b>	26% <b>I</b>	9%	67% <b>Tn</b>	34%
Offering compensation or a goodwill payment	908	288	324	255	42	691	184	32	595	307	
		47% <b>Cln</b>	42%	56% <b>Tgl</b>	44%	45%	70% <b>TCI</b>	29% <b>I</b>	10%	62% <b>Tn</b>	32%

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

\* small base

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 19

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

**Base: All complained about landline service in past 6 months**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1933	667	581	590	95	998	625	310	938	966
Weighted Base	1933	678	579	583	93*	991	631	311	953	953
Effective base	1797	620	541	548	88	927	583	287	872	899
Completely resolved	953	326	301	271	55	669	221	63	953	-
		49% <b>Clh</b>	48%	52%	46%	59% <b>i</b>	67% <b>TCI</b>	35% <b>l</b>	20%	100% <b>Tn</b>
Partly resolved	725	242	235	233	16	284	336	106	-	725
		38% <b>km</b>	36% <b>j</b>	41% <b>j</b>	40% <b>j</b>	29%	53% <b>Tkl</b>	34%	-	76% <b>Tm</b>
Not resolved at all	228	102	38	74	14	29	62	136	-	228
		12% <b>hkm</b>	15% <b>Th</b>	7%	13% <b>h</b>	16% <b>h</b>	3%	10% <b>k</b>	44% <b>TkC</b>	24% <b>Tm</b>
Don't know	27	9	5	6	8	9	12	6	-	-
		1% <b>mn</b>	1%	1%	1%	8% <b>Tghi</b>	1%	2%	2%	-

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

\* small base

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 20

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1933	667	581	590	95	998	625	310	938	966
Weighted Base	1933	678	579	583	93*	991	631	311	953	953
Effective base	1797	620	541	548	88	927	583	287	872	899
Yes	745	269	242	193	40	569	139	37	745	-
		39% <i>i</i> C <i>i</i> n	40% <i>i</i>	42% <i>i</i>		57% <i>T</i> C <i>i</i>	22% <i>i</i>	12%	78% <i>T</i> n	-
No	194	57	57	70	10	95	73	25	194	-
		10% <i>n</i>	8%	10%	12% <i>g</i>	10%	12%	8%	20% <i>T</i> n	-
Don't know	14	-	2	7	4	4	9	1	14	-
		1% <i>g</i> n	-	*	1% <i>g</i>	5% <i>T</i> g <i>h</i> i	1% <i>k</i>	*	1% <i>n</i>	-

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n  
\* small base

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 21

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	938	316	295	270	57	661	215	62	938	-
Weighted Base	953	326	301	271	55*	669	221	63*	953	-**
Effective base	872	294	275	250	53	615	200	57	872	-
Yes	745	269	242	193	40	569	139	37	745	-
		<b>78%<i>CI</i></b>	<b>83%<i>I</i></b>	<b>80%<i>I</i></b>	71%	<b>85%<i>TCI</i></b>	63%	59%	78%	-
No	194	57	57	70	10	95	73	25	194	-
		<b>20%<i>k</i></b>	17%	<b>26%<i>g</i></b>	18%	14%	<b>33%<i>Tk</i></b>	<b>40%<i>Tk</i></b>	20%	-
Don't know	14	-	2	7	4	4	9	1	14	-
		<b>1%<i>g</i></b>	1%	<b>3%<i>g</i></b>	<b>8%<i>Tgh</i></b>	1%	<b>4%<i>Tk</i></b>	1%	1%	-

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

\* 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

### Q15: What is your current employment status?

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1933	667	581	590	95	998	625	310	938	966
Weighted Base	1933	678	579	583	93*	991	631	311	953	953
Effective base	1797	620	541	548	88	927	583	287	872	899
Employed or self-employed (full-time - 30hrs/wk+)	1031	356	321	309	45	582	300	149	567	451
	<b>53%<i>Cn</i></b>	53%	55%	53%	48%	<b>59%<i>TCI</i></b>	48%	48%	<b>60%<i>Tn</i></b>	47%
Employed or self-employed (part-time - 8-29 hrs/wk+)	366	126	136	96	8	155	148	63	144	220
	<b>19%<i>km</i></b>	<b>19%<i>j</i></b>	<b>23%<i>Tgij</i></b>	16%	9%	16%	<b>24%<i>Tk</i></b>	20%	15%	<b>23%<i>Tm</i></b>
Homemaker	184	72	47	53	11	75	69	39	74	105
	<b>10%</b>	11%	8%	9%	12%	8%	<b>11%<i>k</i></b>	<b>13%<i>k</i></b>	8%	<b>11%<i>m</i></b>
Student / under education	150	50	44	54	2	77	55	18	61	87
	<b>8%</b>	7%	8%	<b>9%<i>j</i></b>	2%	8%	9%	6%	6%	<b>9%<i>m</i></b>
Temporarily not working (unemployed / illness)	101	40	16	36	10	46	35	20	44	54
	<b>5%<i>h</i></b>	<b>6%<i>h</i></b>	3%	<b>6%<i>h</i></b>	<b>10%<i>Th</i></b>	5%	6%	6%	5%	6%
Retired	100	34	15	35	16	56	23	21	63	36
	<b>5%<i>h</i></b>	<b>5%<i>h</i></b>	3%	<b>6%<i>h</i></b>	<b>18%<i>Tgih</i></b>	6%	4%	<b>7%<i>C</i></b>	<b>7%<i>n</i></b>	4%
NET: Employed	1397	482	457	405	53	737	449	212	711	671
	<b>72%<i>j</i></b>	<b>71%<i>j</i></b>	<b>79%<i>Tgij</i></b>	<b>69%<i>j</i></b>	57%	<b>74%<i>l</i></b>	71%	68%	<b>75%<i>n</i></b>	70%

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

\* small base

## ***Ofcom - Quality of Customer Service - Complaints 2018***

**Fieldwork: 5th December 2018 - 14th January 2019**

Table 23

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

**Base: All complained about landline service in past 6 months**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1933	667	581	590	95	998	625	310	938	966
Weighted Base	1933	678	579	583	93*	991	631	311	953	953
Effective base	1797	620	541	548	88	927	583	287	872	899
Up to 10,399 Pounds	254 13%	93 14%	80 14%	67 11%	15 16%	120 12%	79 12%	56 18% <b>TkC</b>	129 14%	121 13%
10,400-15,599 Pounds	232 12%	88 13%	57 10%	76 13%	12 12%	106 11%	84 13%	42 14%	112 12%	118 12%
15,600-25,999 Pounds	405 21% <b>m</b>	148 22%	124 21%	111 19%	23 24%	195 20%	151 24% <b>k</b>	59 19%	166 17%	231 24% <b>Tm</b>
26,000-36,399 Pounds	384 20%	145 21%	103 18%	123 21%	12 13%	204 21%	117 19%	63 20%	185 19%	197 21%
36,400-51,999 Pounds	315 16%	90 13%	120 21% <b>Tgj</b>	97 17%	8 9%	173 17% <b>l</b>	104 16%	39 12%	168 18%	143 15%
52,000+	223 12% <b>Cn</b>	74 11%	73 13%	64 11%	12 13%	143 14% <b>TCI</b>	51 8%	29 9%	136 14% <b>Tn</b>	85 9%
Don't know	27 1%	6 1%	6 1%	13 2%	4 4% <b>gh</b>	7 1%	13 2% <b>k</b>	7 2% <b>k</b>	15 2%	12 1%
Would rather not say	93 5%	36 5% <b>h</b>	16 3%	32 5% <b>h</b>	8 9% <b>h</b>	43 4%	33 5%	17 5%	42 4%	46 5%

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n  
\* small base

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

Table 24

**Q17: Where do you live?****Base: All complained about landline service in past 6 months**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1933	667	581	590	95	998	625	310	938	966
Weighted Base	1933	678	579	583	93*	991	631	311	953	953
Effective base	1797	620	541	548	88	927	583	287	872	899
East Midlands	166 9%	52 8%	52 9%	54 9%	8 8%	77 8%	54 9%	34 11%	83 9%	79 8%
East of England	131 7%	51 8%	36 6%	38 6%	7 7%	69 7%	36 6%	26 8%	65 7%	64 7%
London	457 24%	143 21%	148 25%	148 25%	18 19%	265 27%	144 23%	48 15%	246 26%	206 22%
North East	108 6%	41 6%	28 5%	31 5%	7 8%	52 5%	45 7%	10 3%	52 5%	53 6%
North West	231 12%	67 10%	73 13%	77 13%	14 15%	108 11%	82 13%	41 13%	102 11%	122 13%
Scotland	115 6%	44 6%	34 6%	34 6%	3 3%	54 5%	41 7%	21 7%	58 6%	57 6%
South East	211 11%	81 12%	59 10%	60 10%	12 12%	107 11%	63 10%	40 13%	93 10%	116 12%
South West	135 7%	61 9%	29 5%	39 7%	5 5%	69 7%	45 7%	21 7%	71 8%	61 6%
Ulster / Northern Ireland	32 2%	19 3%	7 1%	5 1%	1 1%	16 2%	11 2%	5 2%	16 2%	15 2%
Wales	78 4%	22 3%	30 5%	25 4%	2 2%	40 4%	26 4%	12 4%	31 3%	47 5%
West Midlands	157 8%	54 8%	46 8%	48 8%	10 10%	76 8%	54 9%	27 9%	78 8%	78 8%
Yorks & Humber	112 6%	44 6%	37 6%	24 4%	8 8%	57 6%	30 5%	25 8%	56 6%	55 6%

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n  
 \* small base

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

Table 25

**Q18: Are you...?****Base: All complained about landline service in past 6 months**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1933	667	581	590	95	998	625	310	938	966
Weighted Base	1933	678	579	583	93*	991	631	311	953	953
Effective base	1797	620	541	548	88	927	583	287	872	899
Male	895	316	287	251	41	483	266	146	472	411
	46%	47%	50% <b>l</b>	43%	45%	49% <b>C</b>	42%	47%	50% <b>n</b>	43%
Female	1038	362	292	332	51	508	365	165	480	542
	54%	53%	50%	57% <b>h</b>	55%	51%	58% <b>k</b>	53%	50%	57% <b>m</b>

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

\* small base

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

Table 26

**Q19: What is your age?****Base: All complained about landline service in past 6 months**

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	1933	667	581	590	95	998	625	310	938	966	
Weighted Base	1933	678	579	583	93*	991	631	311	953	953	
Effective base	1797	620	541	548	88	927	583	287	872	899	
16 - 17	4 *	1 *	2 *	1 *	- -	2 *	1 *	1 *	1 *	3 *	
18 - 24	490	153	167	158	12	241	193	57	226	261	
		25% <b>l</b>	23% <b>j</b>	29% <b>g</b>	27% <b>j</b>	12%	24% <b>l</b>	31% <b>Tk</b>	18%	24%	27%
25 - 34	661	220	239	180	22	360	208	92	351	301	
		34% <b>g</b>	32%	41% <b>Tg</b>	31%	23%	36% <b>l</b>	33%	30%	37% <b>n</b>	32%
35 - 44	390	154	101	114	21	203	122	65	177	206	
		20%	23% <b>h</b>	17%	20%	21%	19%	21%	19%	22%	
45 - 54	182	71	39	57	15	80	56	46	89	90	
		9%	10% <b>h</b>	7%	10%	8%	9%	15% <b>Tk</b>	9%	9%	
55 - 64	110	46	12	42	9	53	30	27	58	49	
		6% <b>h</b>	7% <b>h</b>	2%	7% <b>h</b>	10% <b>h</b>	5%	5%	9% <b>Tk</b>	6%	5%
65 +	96	32	18	31	14	52	21	23	51	44	
		5%	5%	3%	5%	15% <b>Tg</b>	15% <b>Tg</b>	3%	7% <b>C</b>	5%	5%
NET: 16-34	1155	375	408	338	33	603	402	150	579	564	
		60% <b>l</b>	55% <b>j</b>	71% <b>Tg</b>	58% <b>j</b>	36%	61% <b>l</b>	64% <b>l</b>	48%	61%	59%
NET: 36-54	572	224	140	172	36	283	178	111	265	296	
		30% <b>h</b>	33% <b>h</b>	24%	29% <b>h</b>	39% <b>h</b>	29%	28%	36% <b>Tk</b>	28%	31%
NET: 55+	206	79	31	73	23	105	51	50	109	93	
		11% <b>h</b>	12% <b>h</b>	5%	13% <b>h</b>	25% <b>Tg</b>	11%	8%	16% <b>Tk</b>	11%	10%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

\* small base

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 27

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1933	667	581	590	95	998	625	310	938	966
Weighted Base	1933	678	579	583	93*	991	631	311	953	953
Effective base	1797	620	541	548	88	927	583	287	872	899
A	313	88	129	86	11	193	84	36	192	118
	16% <sub>n</sub>	13%	22% <sub>Tgij</sub>	15%	11%	19% <sub>TCI</sub>	13%	12%	20% <sub>Tn</sub>	12%
B	467	161	154	140	12	231	172	64	233	229
	24% <sub>j</sub>	24% <sub>j</sub>	27% <sub>j</sub>	24% <sub>j</sub>	13%	23%	27% <sub>l</sub>	21%	24%	24%
C1	472	176	116	150	30	230	144	98	235	229
	24% <sub>h</sub>	26% <sub>h</sub>	20%	26% <sub>h</sub>	33% <sub>h</sub>	23%	23%	32% <sub>TKC</sub>	25%	24%
C2	348	123	110	100	15	184	113	51	160	185
	18%	18%	19%	17%	17%	19%	18%	16%	17%	19%
D	138	52	31	50	5	66	44	28	48	90
	7% <sub>m</sub>	8%	5%	9% <sub>h</sub>	6%	7%	7%	9%	5%	9% <sub>Tm</sub>
E	194	79	40	57	19	87	74	33	85	101
	10% <sub>h</sub>	12% <sub>h</sub>	7%	10%	20% <sub>Tghi</sub>	9%	12%	11%	9%	11%
NET: AB	780	249	283	226	23	424	256	101	425	347
	40% <sub>jin</sub>	37% <sub>j</sub>	49% <sub>Tgij</sub>	39% <sub>j</sub>	24%	43% <sub>l</sub>	41% <sub>l</sub>	32%	45% <sub>Tn</sub>	36%
NET: ABC1	1253	425	398	377	53	654	400	199	660	577
	65% <sub>n</sub>	63%	69% <sub>gj</sub>	65%	57%	66%	63%	64%	69% <sub>Tn</sub>	60%
NET: C2DE	680	254	181	206	40	337	231	112	293	376
	35% <sub>m</sub>	37% <sub>h</sub>	31%	35%	43% <sub>h</sub>	34%	37%	36%	31%	40% <sub>Tm</sub>
NET: DE	332	130	71	107	24	153	118	62	133	191
	17% <sub>hm</sub>	19% <sub>h</sub>	12%	18% <sub>h</sub>	26% <sub>Th</sub>	15%	19%	20%	14%	20% <sub>m</sub>

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

\* small base

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 28

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1933	667	581	590	95	998	625	310	938	966
Weighted Base	1933	678	579	583	93*	991	631	311	953	953
Effective base	1797	620	541	548	88	927	583	287	872	899
A city or large town (including suburbs)	1109	376	340	341	52	609	339	161	613	485
	57%	55%	59%	59%	56%	61%TCI	54%	52%	64%Tn	51%
A small town	595	221	174	174	26	275	223	97	241	345
	31% <b>m</b>	33%	30%	30%	28%	28%	35% <b>Tk</b>	31%	25%	36% <b>Tm</b>
A village, hamlet or isolated dwelling in the countryside	216	77	64	64	11	100	66	49	92	117
	11%	11%	11%	11%	12%	10%	11%	16% <b>TkC</b>	10%	12%
Prefer not to say	14	4	1	5	4	7	3	4	7	6
	1%	1%	*	1%	4% <b>Tghi</b>	1%	*	1%	1%	1%
NET: Urban	1703	598	514	515	78	883	562	258	854	830
	88% <b>l</b>	88%	89%	88%	84%	89% <b>l</b>	89% <b>l</b>	83%	90%	87%
NET: Rural	216	77	64	64	11	100	66	49	92	117
	11%	11%	11%	11%	12%	10%	11%	16% <b>TkC</b>	10%	12%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

\* small base

## 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**

	Issue				Satisfaction			Resolved		
	Total (T)	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)
Unweighted Base	2898	784	612	1398	104	1407	917	574	1280	1576
Weighted Base	2898	792	616	1384	106*	1410	922	566	1289	1567
Effective base	2745	744	577	1326	99	1334	869	542	1214	1492
The service not performing as it should	1384	-	-	1384	-	622	475	287	563	803
	48%abdeh	-	-	100%Tabd	-	44%	52%e	51%e	44%	51%Th
A billing, pricing or payment issue	611	611	-	-	-	318	172	121	297	308
	21%bcd	77%Tbcd	-	-	-	23%f	19%	21%	23%l	20%
A problem relating to the installation or set up of your service	308	-	308	-	-	173	88	46	156	149
	11%acd	-	50%Tacd	-	-	12%g	10%	8%	12%l	10%
A problem with a repair to the service	308	-	308	-	-	169	100	39	153	153
	11%acd	-	50%Tacd	-	-	12%g	11%g	7%	12%	10%
Dissatisfaction with customer service from a previous occasion or contact	182	182	-	-	-	67	63	52	69	107
	6%bcd	23%Tbcd	-	-	-	5%	7%e	9%Te	5%	7%
Or something else	106	-	-	-	106	61	24	22	50	47
	4%abc	-	-	-	100%Tabc	4%f	3%	4%	4%	3%
SUMMARY:										
Billing and Customer service	792	792	-	-	-	385	235	173	367	415
	27%bcd	100%Tbcd	-	-	-	27%	25%	30%f	28%	26%
Repairs and Installation	616	-	616	-	-	342	188	85	309	303
	21%acd	-	100%Tacd	-	-	24%Tfg	20%g	15%	24%l	19%
Service Issues	1384	-	-	1384	-	622	475	287	563	803
	48%abdeh	-	-	100%Tabd	-	44%	52%e	51%e	44%	51%Th
Something else	106	-	-	-	106	61	24	22	50	47
	4%abc	-	-	-	100%Tabc	4%f	3%	4%	4%	3%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i  
\* small base



## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 2

**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**

	Total (T)	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)
Unweighted Base	784	784	-	-	-	379	235	170	362	410
Weighted Base	792	792	..**	..**	..**	385	235	173	367	415
Effective base	744	744	-	-	-	359	222	162	343	390
Bill was a lot higher than expected	291 37%	291 37%	-	-	-	140 36%	83 35%	67 39%	134 36%	154 37%
Bill was inaccurate	157 20%	157 20%	-	-	-	80 21%	43 18%	34 20%	74 20%	81 20%
Bill contained items I shouldn't have been charged for	116 15%	116 15%	-	-	-	60 16%	27 11%	29 17%	58 16%	58 14%
Payment issues (including setting up/making a payment, non-direct debit charges)	106 13%	106 13%	-	-	-	52 13%	29 12%	26 15%	42 11%	64 16%
Getting a refund, credit note or cashback	89 11%	89 11%	-	-	-	50 13%	24 10%	15 9%	43 12%	45 11%
The format of the bill	64 8%g	64 8%	-	-	-	39 10%g	18 8%	6 4%	36 10%	28 7%
Took too long to resolve issue	63 8%	63 8%	-	-	-	19 5%	21 9%	23 13%Te	24 6%	38 9%
Gave incorrect information	52 7%	52 7%	-	-	-	21 5%	17 7%	14 8%	19 5%	33 8%
Unable to get through to relevant person	52 7%	52 7%	-	-	-	19 5%	19 8%	14 8%	19 5%	31 7%
Didn't do what they said they would do	49 6%e	49 6%	-	-	-	12 3%	21 9%e	16 10%e	19 5%	27 7%
Unable to get through to anyone	44 6%	44 6%	-	-	-	23 6%	11 5%	9 6%	27 7%l	16 4%
Rude/dismissive	40 5%	40 5%	-	-	-	10 3%	12 5%	18 10%Te	10 3%	28 7%h
Pre-pay credit lost or not credited to card	2 *	2 *	-	-	-	1 *	1 *	-	2 1%	-
Costs of international and roaming calls	1 *	1 *	-	-	-	1 *	-	-	1 *	-
A different issue	46 6%	46 6%	-	-	-	22 6%	13 6%	11 6%	22 6%	24 6%

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

Table 3

**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**

	Total (T)	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)
Unweighted Base	1398	-	-	1398	-	632	471	295	563	817
Weighted Base	1384	-**	-**	1384	-**	622	475	287	563	803
Effective base	1326	-	-	1326	-	600	447	278	536	773
Connection speed slower than advertised or led to expect	711	-	-	711	-	301	252	158	259	443
	51%h	-	-	51%	-	48%	53%	55%	46%	55%h
Complete loss of service	578	-	-	578	-	264	187	127	247	321
	42%	-	-	42%	-	42%	39%	44%	44%	40%
Service is not consistently available	518	-	-	518	-	206	161	150	162	350
	37%h	-	-	37%	-	33%	34%	52%Tef	29%	44%Th
Problems with voice over internet (VOIP) telephone calls	94	-	-	94	-	48	33	12	38	54
	7%	-	-	7%	-	8%	7%	4%	7%	7%
Poor line quality	85	-	-	85	-	36	24	26	29	56
	6%	-	-	6%	-	6%	5%	9%f	5%	7%
Unable to get certain channels/content	41	-	-	41	-	20	14	7	17	23
	3%	-	-	3%	-	3%	3%	3%	3%	3%
Poor picture quality	30	-	-	30	-	19	8	3	16	14
	2%	-	-	2%	-	3%	2%	1%	3%	2%
Unable to access 4G service	4	-	-	4	-	2	1	1	2	2
	*	-	-	*	-	*	*	*	*	*
Text or voice mails delivered late	4	-	-	4	-	2	2	-	2	1
	*	-	-	*	-	*	*	-	*	*
Poor indoor reception/coverage	3	-	-	3	-	2	1	-	1	2
	*	-	-	*	-	*	*	-	*	*
Problems with calls being disconnected during a call or not connected at all	3	-	-	3	-	2	1	-	2	1
	*	-	-	*	-	*	*	-	*	*
Poor outside reception/ coverage	1	-	-	1	-	1	1	-	1	1
	*	-	-	*	-	*	*	-	*	*
A different issue (please describe it briefly in your own words)	28	-	-	28	-	9	8	10	5	22
	2%	-	-	2%	-	1%	2%	4%e	1%	3%h

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

\* = Less than .5

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 4

**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**

	Total (T)	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)
Unweighted Base	612	-	612	-	-	338	187	87	305	303
Weighted Base	616	-**	616	-**	-**	342	188	85*	309	303
Effective base	577	-	577	-	-	319	176	82	288	286
Time taken to repair a fault	126	-	126	-	-	59	47	21	63	62
	21%	-	21%	-	-	17%	25% <sup>e</sup>	25%	20%	21%
Time taken to install the service	109	-	109	-	-	61	34	13	61	48
	18%	-	18%	-	-	18%	18%	16%	20%	16%
Arranging an installation	94	-	94	-	-	55	27	12	49	45
	15%	-	15%	-	-	16%	14%	14%	16%	15%
Switching issues (e.g. problems trying to switch or problems porting your number)	93	-	93	-	-	53	33	7	54	39
	15%	-	15%	-	-	15%	18% <sup>g</sup>	8%	18%	13%
Arranging an appointment for an engineer visit	90	-	90	-	-	47	32	11	50	38
	15%	-	15%	-	-	14%	17%	13%	16%	13%
Missed/ moved installation appointment	70	-	70	-	-	38	20	11	33	36
	11%	-	11%	-	-	11%	11%	13%	11%	12%
Damage to property during repair	64	-	64	-	-	50	10	4	32	32
	10%	-	10%	-	-	15% <sup>f</sup>	5%	4%	10%	11%
Missed/moved repair appointment	63	-	63	-	-	44	14	5	35	28
	10%	-	10%	-	-	13%	7%	6%	11%	9%
Damage to property during installation	59	-	59	-	-	42	13	4	34	26
	10%	-	10%	-	-	12%	7%	5%	11%	9%
Complaining about an engineer	56	-	56	-	-	29	21	6	26	30
	9%	-	9%	-	-	9%	11%	7%	8%	10%
A different issue	34	-	34	-	-	12	6	16	15	17
	5%	-	5%	-	-	4%	3%	18% <sup>Tef</sup>	5%	6%

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

**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**

	Total (T)	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)
Unweighted Base	104	-	-	-	104	58	24	22	50	46
Weighted Base	106*	..	..	..	106*	61*	24**	22**	50*	47*
Effective base	99	-	-	-	99	55	23	21	47	44
Change to your package or service (upgrading or downgrading your service)	31 29%	-	-	-	31 29%	20 33%	5 20%	6 28%	17 35%	10 21%
Service not performing as advertised or as told in store/over the phone	21 20%	-	-	-	21 20%	9 15%	6 24%	6 29%	7 15%	14 29%
Complaining about the terms of your contract	20 19%	-	-	-	20 19%	12 20%	5 20%	3 16%	9 17%	8 17%
Switching issues (e.g. problems trying to switch or problems porting your number)	17 16%	-	-	-	17 16%	12 20%	2 9%	3 13%	11 22%	5 10%
Keeping your mobile phone number when changing suppliers	2 2%	-	-	-	2 2%	1 2%	1 4%	-	1 2%	1 2%
A different issue (please describe it briefly in your own words)	28 26%	-	-	-	28 26%	13 22%	5 22%	9 43%	12 25%	15 32%

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

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

\* = Less than .5

## *Ofcom - Quality of Customer Service - Complaints 2018*

Fieldwork: 5th December 2018 - 14th January 2019

Table 6

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

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

	Total (T)	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)	
Unweighted Base	2898	784	612	1398	104	1407	917	574	1280	1576	
Weighted Base	2898	792	616	1384	106*	1410	922	566	1289	1567	
Effective base	2745	744	577	1326	99	1334	869	542	1214	1492	
Only/mainly on the phone	1759	447	270	972	69	788	576	394	763	974	
		61%abe	56%b	44%	70%Tab	65%b	56%	63%e	70%Tef	59%	62%
Only/mainly via webchat	334	104	64	160	7	171	93	70	154	177	
		12%	13%	10%	12%	6%	12%	10%	12%	11%	
Only/mainly via email	188	54	57	71	7	104	54	30	91	97	
		6%	7%	9%Tc	5%	6%	7%	6%	5%	7%	6%
Only/mainly via web form	150	38	53	55	3	73	55	23	68	79	
		5%	5%	9%Tac	4%	3%	5%	6%	4%	5%	5%
Only/mainly by social media	132	41	55	32	3	79	40	12	61	69	
		5%cg	5%c	9%Tac	2%	3%	6%g	4%g	2%	5%	4%
Only/mainly in store	106	36	44	22	4	65	30	11	48	57	
		4%cg	5%c	7%Tac	2%	3%	5%g	3%	2%	4%	4%
Only/mainly via mobile application	100	28	30	40	2	59	32	9	45	55	
		3%g	4%	5%c	3%	2%	4%g	3%g	2%	3%	4%
Only/mainly by letter	83	30	34	18	1	47	27	8	41	40	
		3%c	4%c	6%Tc	1%	1%	3%g	3%	1%	3%	3%
Only/mainly via another contact method	11	4	2	4	1	5	2	4	2	9	
		*	*	*	1%	*	*	1%	*	1%	
Don't know	34	10	6	9	9	20	11	4	16	12	
		1%	1%	1%	1%	8%Tabc	1%	1%	1%	1%	1%

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

\* small base

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 7

**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**

	Total (T)	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)
Unweighted Base	2898	784	612	1398	104	1407	917	574	1280	1576
Weighted Base	2898	792	616	1384	106*	1410	922	566	1289	1567
Effective base	2745	744	577	1326	99	1334	869	542	1214	1492
10 - Extremely satisfied	(10)	320	93	80	125	22	320	-	281	34
		11%fgi	12%	13%c	9%	20%Tac	23%Tfg	-	22%Ti	2%
9 -	(9)	217	58	55	91	13	217	-	169	47
		7%fgi	7%	9%	7%	12%c	15%Tfg	-	13%Ti	3%
8 -	(8)	443	119	108	202	14	443	-	298	140
		15%fgi	15%	18%	15%	14%	31%Tfg	-	23%Ti	9%
7 -	(7)	431	116	99	205	12	431	-	213	215
		15%fg	15%	16%	15%	11%	31%Tfg	-	17%ai	14%
6 -	(6)	367	92	78	188	10	-	367	131	230
		13%egh	12%	13%	14%	9%	-	40%Teg	10%	15%h
5 -	(5)	319	83	69	153	13	-	319	87	220
		11%egh	11%	11%	11%	13%	-	35%Teg	7%	14%Th
4 -	(4)	237	60	42	135	1	-	237	51	185
		8%degh	8%d	7%d	10%bd	1%	-	26%Teg	4%	12%Th
3 -	(3)	191	50	30	102	8	-	-	191	163
		7%efh	6%	5%	7%b	8%	-	-	34%Tef	2%
2 -	(2)	107	25	22	54	6	-	-	107	85
		4%efh	3%	4%	4%	5%	-	-	19%Tef	2%
1 - Extremely dissatisfied	(1)	268	97	32	131	8	-	-	268	249
		9%befh	12%Tbc	5%	9%b	8%	-	-	47%Tef	1%
NET: Dissatisfied	(1-3)	566	173	85	287	22	-	-	566	497
		20%befh	22%b	14%	21%b	20%	-	-	100%Tef	5%
NET: Neutral	(4-6)	922	235	188	475	24	-	922	269	635
		32%degh	30%	31%	34%ad	22%	-	100%Teg	21%	41%Th
NET: Satisfied	(7-10)	1410	385	342	622	61	1410	-	961	435
		49%cfgi	49%	56%Tac	45%	57%c	100%Tfg	-	75%Ti	28%
Mean score		6.04cfgi	5.95	6.50Tac	5.84	6.60Tac	8.30Tfg	5.14g	1.86	7.57Ti
Standard error		0.05	0.10	0.10	0.07	0.28	0.03	0.03	0.04	0.06

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i  
\* small base

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 8

**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**

	Total (T)	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)
Unweighted Base	1280	362	305	563	50	953	265	62	1280	-
Weighted Base	1289	367	309	563	50*	961	269	59*	1289	**
Effective base	1214	343	288	536	47	905	251	59	1214	-
10 - Extremely satisfied	(10) 281	81	72	112	16	281	-	-	281	-
	22%fg	22%	23%	20%	32%c	29%Tfg	-	-	22%	-
9 -	(9) 169	48	33	78	9	169	-	-	169	-
	13%fg	13%	11%	14%	19%	18%Tfg	-	-	13%	-
8 -	(8) 298	87	70	133	9	298	-	-	298	-
	23%fg	24%	23%	24%	17%	31%Tfg	-	-	23%	-
7 -	(7) 213	68	55	84	7	213	-	-	213	-
	17%fg	18%	18%	15%	13%	22%Tfg	-	-	17%	-
6 -	(6) 131	36	30	62	4	-	131	-	131	-
	10%eg	10%	10%	11%	8%	-	49%Teq	-	10%	-
5 -	(5) 87	20	23	40	3	-	87	-	87	-
	7%eg	6%	8%	7%	6%	-	32%Teq	-	7%	-
4 -	(4) 51	17	10	23	1	-	51	-	51	-
	4%e	5%	3%	4%	1%	-	19%Teq	-	4%	-
3 -	(3) 24	5	4	15	-	-	-	24	24	-
	2%ef	1%	1%	3%	-	-	-	40%Tef	2%	-
2 -	(2) 21	3	8	10	-	-	-	21	21	-
	2%ef	1%	3%	2%	-	-	-	35%Tef	2%	-
1 - Extremely dissatisfied	(1) 15	3	4	6	1	-	-	15	15	-
	1%e	1%	1%	1%	3%	-	-	25%Tef	1%	-
NET: Dissatisfied	(1-3) 59	10	17	31	1	-	-	59	59	-
	5%ef	3%	5%	5%	3%	-	-	100%Tef	5%	-
NET: Neutral	(4-6) 269	73	63	125	8	-	269	-	269	-
	21%eg	20%	20%	22%	15%	-	100%Teq	-	21%	-
NET: Satisfied	(7-10) 961	283	230	407	41	961	-	-	961	-
	75%fg	77%	74%	72%	82%	100%Tfg	-	-	75%	-
Mean score	7.57fg	7.68	7.53	7.48	8.10	8.54Tfg	5.30g	2.15	7.57	-
Standard error	0.06	0.10	0.12	0.09	0.29	0.04	0.05	0.10	0.06	-

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/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 9

**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**

	Total (T)	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)
Unweighted Base	2898	784	612	1398	104	1407	917	574	1280	1576
Weighted Base	2898	792	616	1384	106*	1410	922	566	1289	1567
Effective base	2745	744	577	1326	99	1334	869	542	1214	1492
10 - Extremely satisfied (10)	505 17% <b>gl</b>	132 17%	100 16%	251 18%	23 22%	410 29% <b>Tfg</b>	53 6%	42 7%	350 27% <b>TI</b>	144 9%
9 - (9)	378 13% <b>gl</b>	91 12%	87 14%	190 14%	11 10%	280 20% <b>Tfg</b>	66 7%	32 6%	222 17% <b>TI</b>	154 10%
8 - (8)	510 18% <b>gl</b>	140 18%	106 17%	250 18%	15 14%	324 23% <b>Tfg</b>	131 14% <b>g</b>	55 10%	265 21% <b>TI</b>	242 15%
7 - (7)	383 13% <b>gl</b>	111 14%	79 13%	179 13%	14 13%	188 13% <b>g</b>	152 16% <b>Teg</b>	43 8%	154 12%	226 14%
6 - (6)	284 10% <b>eh</b>	70 9%	78 13% <b>Tac</b>	129 9%	7 7%	85 6%	156 17% <b>Teg</b>	42 8%	86 7%	196 13% <b>Th</b>
5 - (5)	293 10% <b>eh</b>	85 11%	66 11%	128 9%	14 14%	54 4%	179 19% <b>Teg</b>	60 11% <b>ee</b>	90 7%	197 13% <b>Th</b>
4 - (4)	170 6% <b>eh</b>	47 6%	36 6%	83 6%	4 4%	29 2%	94 10% <b>Te</b>	47 8% <b>Te</b>	50 4%	120 8% <b>Th</b>
3 - (3)	129 4% <b>eh</b>	37 5%	24 4%	62 4%	6 6%	16 1%	48 5% <b>ee</b>	65 12% <b>Tef</b>	24 2%	102 6% <b>Th</b>
2 - (2)	70 2% <b>eh</b>	18 2%	15 2%	35 3%	2 2%	2 *	15 2% <b>ee</b>	53 9% <b>Tef</b>	15 1%	54 3% <b>h</b>
1 - Extremely dissatisfied (1)	146 5% <b>efh</b>	52 7% <b>b</b>	21 3%	66 5%	7 6%	9 1%	16 2% <b>ee</b>	121 21% <b>Tef</b>	18 1%	123 8% <b>Th</b>
Not applicable	28 1%	9 1%	4 1%	13 1%	2 2%	12 1%	10 1%	5 1%	15 1%	9 1%
NET: Dissatisfied (1-3)	346 12% <b>efh</b>	107 14% <b>b</b>	61 10%	162 12%	15 14%	27 2%	80 9% <b>ee</b>	239 42% <b>Tef</b>	58 4%	279 18% <b>Th</b>
NET: Neutral (4-6)	748 26% <b>eh</b>	202 25%	180 29% <b>c</b>	340 25%	26 25%	168 12%	430 47% <b>Teg</b>	149 26% <b>ee</b>	226 18%	513 33% <b>Th</b>
NET: Satisfied (7-10)	1777 61% <b>gl</b>	474 60%	371 60%	869 63%	63 59%	1203 85% <b>Tfg</b>	402 44% <b>g</b>	173 30%	991 77% <b>TI</b>	765 49%
Mean score	6.88 <b>gl</b>	6.72	6.93	6.95	6.80	8.22 <b>Tfg</b>	6.18 <b>g</b>	4.67	7.83 <b>TI</b>	6.11
Standard error	0.05	0.09	0.10	0.07	0.27	0.05	0.07	0.12	0.06	0.07

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i  
\* small base



## *Ofcom - Quality of Customer Service - Complaints 2018*

Fieldwork: 5th December 2018 - 14th January 2019

Table 10

**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**

	Total (T)	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)
Unweighted Base	1744	432	265	980	67	785	567	392	752	971
Weighted Base	1759	447	270	972	69*	788	576	394	763	974
Effective base	1658	413	250	931	64	747	539	372	716	922
10 - Extremely satisfied (10)	184	48	35	91	11	171	7	6	151	29
	10% <b>gl</b>	11%	13%	9%	16%	22% <b>Tfg</b>	1%	2%	20% <b>Ti</b>	3%
9 - (9)	133	29	24	74	6	113	12	8	91	42
	8% <b>gl</b>	7%	9%	8%	9%	14% <b>Tfg</b>	2%	2%	12% <b>Ti</b>	4%
8 - (8)	257	66	35	145	12	191	47	19	140	118
	15% <b>gl</b>	15%	13%	15%	17%	24% <b>Tfg</b>	8% <b>g</b>	5%	18% <b>Ti</b>	12%
7 - (7)	251	56	36	152	7	132	93	26	132	119
	14% <b>gl</b>	12%	13%	16%	10%	17% <b>g</b>	16% <b>g</b>	7%	17% <b>i</b>	12%
6 - (6)	218	42	38	130	8	82	119	17	87	126
	12% <b>g</b>	9%	14%	13% <b>a</b>	11%	10% <b>g</b>	21% <b>Teg</b>	4%	11%	13%
5 - (5)	194	54	28	104	8	44	122	28	61	131
	11% <b>egh</b>	12%	11%	11%	11%	6%	21% <b>Teg</b>	7%	8%	13% <b>h</b>
4 - (4)	150	42	27	77	4	22	89	39	34	115
	9% <b>eh</b>	9%	10%	8%	5%	3%	15% <b>Teg</b>	10% <b>e</b>	4%	12% <b>Th</b>
3 - (3)	130	38	17	73	2	16	42	72	30	97
	7% <b>eh</b>	8%	6%	7%	3%	2%	7% <b>e</b>	18% <b>Tef</b>	4%	10% <b>Th</b>
2 - (2)	72	18	7	43	4	4	25	44	12	57
	4% <b>eh</b>	4%	3%	4%	6%	1%	4% <b>e</b>	11% <b>Tef</b>	2%	6% <b>Th</b>
1 - Extremely dissatisfied (1)	164	53	24	81	7	10	20	134	23	138
	9% <b>efh</b>	12% <b>c</b>	9%	8%	10%	1%	3% <b>e</b>	34% <b>Tef</b>	3%	14% <b>Th</b>
Not applicable	6	2	-	4	-	3	2	1	2	2
	*	*	-	*	-	*	*	*	*	*
NET: Dissatisfied (1-3)	367	109	48	196	14	30	87	250	66	293
	21% <b>efh</b>	24% <b>b</b>	18%	20%	20%	4%	15% <b>e</b>	63% <b>Tef</b>	9%	30% <b>Th</b>
NET: Neutral (4-6)	561	138	93	311	19	148	329	85	182	372
	32% <b>egh</b>	31%	34%	32%	28%	19%	57% <b>Teg</b>	21%	24%	38% <b>Th</b>
NET: Satisfied (7-10)	825	198	129	461	37	608	158	59	513	308
	47% <b>gl</b>	44%	48%	47%	53%	77% <b>Tfg</b>	27% <b>g</b>	15%	67% <b>Ti</b>	32%
Mean score	5.95 <b>gl</b>	5.72	6.13	5.97	6.29	7.71 <b>Tfg</b>	5.34 <b>g</b>	3.31	7.49 <b>Ti</b>	5.00
Standard error	0.06	0.14	0.16	0.08	0.35	0.07	0.08	0.12	0.08	0.08

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

\* small base

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 11

**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**

	Total (T)	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)	
Unweighted Base	2898	784	612	1398	104	1407	917	574	1280	1576	
Weighted Base	2898	792	616	1384	106*	1410	922	566	1289	1567	
Effective base	2745	744	577	1326	99	1334	869	542	1214	1492	
10 - Extremely satisfied (10)	306	93	78	117	18	288	11	6	257	47	
		11% <b>cf</b> gi	12% <b>c</b>	13% <b>c</b>	8%	17% <b>Tc</b>	20% <b>Tfg</b>	1%	1%	20% <b>Ti</b>	3%
9 - (9)	274	76	85	103	10	244	25	5	201	69	
		9% <b>cf</b> gi	10%	14% <b>Tac</b>	7%	17% <b>Tfg</b>	3% <b>g</b>	1%	16% <b>Ti</b>	4%	
8 - (8)	386	109	76	187	15	303	68	16	241	145	
		13% <b>f</b> gi	14%	12%	13%	14%	21% <b>Tfg</b>	7% <b>g</b>	3%	19% <b>Ti</b>	9%
7 - (7)	396	110	81	193	11	257	123	15	194	195	
		14% <b>g</b>	14%	13%	14%	10%	18% <b>Tfg</b>	13% <b>g</b>	3%	15%	12%
6 - (6)	285	71	67	135	12	126	139	20	109	174	
		10% <b>g</b>	9%	11%	10%	11%	9% <b>g</b>	15% <b>Teg</b>	3%	8%	11% <b>h</b>
5 - (5)	335	88	74	160	13	98	191	47	101	226	
		12% <b>eg</b> h	11%	12%	12%	13%	7%	21% <b>Teg</b>	8%	8%	14% <b>Th</b>
4 - (4)	228	55	49	118	6	37	145	45	63	162	
		8% <b>eh</b>	7%	8%	9%	5%	3%	16% <b>Teg</b>	8% <b>e</b>	5%	10% <b>Th</b>
3 - (3)	224	61	35	126	3	25	115	84	51	169	
		8% <b>eh</b>	8%	6%	9% <b>bd</b>	3%	2%	12% <b>Te</b>	15% <b>Te</b>	4%	11% <b>Th</b>
2 - (2)	130	38	18	70	4	11	50	69	26	100	
		4% <b>eh</b>	5%	3%	5% <b>b</b>	4%	1%	5% <b>e</b>	12% <b>Tef</b>	2%	6% <b>Th</b>
1 - Extremely dissatisfied (1)	316	87	50	166	13	15	47	253	41	269	
		11% <b>bef</b> h	11%	8%	12% <b>b</b>	12%	1%	5% <b>e</b>	45% <b>Tef</b>	3%	17% <b>Th</b>
Not applicable	19	4	3	10	2	6	7	5	5	11	
		1%	*	*	1%	2%	*	1%	1%	1%	
NET: Dissatisfied (1-3)	670	186	103	361	20	51	213	406	118	539	
		23% <b>b</b> eh	23% <b>b</b>	17%	26% <b>Tb</b>	19%	4%	23% <b>e</b>	72% <b>Tef</b>	9%	34% <b>Th</b>
NET: Neutral (4-6)	847	214	189	413	31	261	475	112	273	562	
		29% <b>eg</b> h	27%	31%	30%	29%	18%	52% <b>Teg</b>	20%	21%	36% <b>Th</b>
NET: Satisfied (7-10)	1362	389	320	600	53	1093	226	43	893	456	
		47% <b>cf</b> gi	49% <b>c</b>	52% <b>Tc</b>	43%	50%	77% <b>Tfg</b>	25% <b>g</b>	8%	69% <b>Ti</b>	29%
Mean score	5.88 <b>cf</b> gi	5.95 <b>c</b>	6.33 <b>Tac</b>	5.61	6.26 <b>c</b>	7.70 <b>Tfg</b>	5.03 <b>g</b>	2.71	7.26 <b>Ti</b>	4.76	
Standard error	0.05	0.10	0.11	0.07	0.29	0.05	0.07	0.09	0.07	0.07	

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i  
\* small base

## *Ofcom - Quality of Customer Service - Complaints 2018*

Fieldwork: 5th December 2018 - 14th January 2019

Table 12

**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**

	Total (T)	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)
Unweighted Base	2898	784	612	1398	104	1407	917	574	1280	1576
Weighted Base	2898	792	616	1384	106*	1410	922	566	1289	1567
Effective base	2745	744	577	1326	99	1334	869	542	1214	1492
10 - Extremely satisfied (10)	328	102	73	130	24	317	8	3	295	30
		11%fgi	13%c	9%	23%Tabc	23%Tfg	1%	*	23%Ti	2%
9 - (9)	298	96	77	116	9	271	20	7	227	71
		10%fgi	12%c	8%	9%	19%Tfg	2%	1%	18%Ti	5%
8 - (8)	422	108	101	200	12	340	76	6	270	148
		15%fgi	14%	16%	14%	24%Tfg	8%g	1%	21%Ti	9%
7 - (7)	367	95	87	173	12	227	126	15	175	189
		13%g	12%	14%	12%	16%Tg	14%g	3%	14%	12%
6 - (6)	309	75	77	151	7	105	175	29	104	201
		11%egh	9%	12%	11%	7%	19%Teg	5%	8%	13%Th
5 - (5)	320	77	64	165	13	71	214	34	93	221
		11%egh	10%	10%	12%	5%	23%Teg	6%	7%	14%Th
4 - (4)	212	57	44	106	4	34	132	47	41	166
		7%eh	7%	8%	4%	2%	14%Teg	8%e	3%	11%Th
3 - (3)	179	48	30	96	6	14	78	87	34	141
		6%eh	6%	5%	7%	1%	8%Te	15%Tef	3%	9%Th
2 - (2)	141	44	23	70	4	8	51	82	20	120
		5%eh	6%	4%	5%	1%	6%e	15%Tef	2%	8%Th
1 - Extremely dissatisfied (1)	294	86	38	158	12	14	30	250	20	268
		10%befh	11%b	6%	11%b	1%	3%e	44%Tef	2%	17%Th
Not applicable	28	5	1	19	3	9	13	6	10	11
		1%	1%	*	1%b	3%ab	1%	1%	1%	1%
NET: Dissatisfied (1-3)	614	177	91	324	22	35	159	419	73	529
		21%befh	22%b	15%	23%b	3%	17%e	74%Tef	6%	34%Th
NET: Neutral (4-6)	841	210	185	423	24	211	521	110	238	589
		29%egh	27%	30%	23%	15%	56%Teg	19%e	18%	38%Th
NET: Satisfied (7-10)	1415	400	339	618	57	1155	229	30	967	438
		49%cfgi	51%c	55%Tc	45%	82%Tfg	25%g	5%	75%Ti	28%
Mean score	6.04cfgi	6.09c	6.47Tac	5.78	6.42c	7.93Tfg	5.23g	2.59	7.66Ti	4.73
Standard error	0.05	0.10	0.10	0.07	0.30	0.05	0.06	0.08	0.06	0.06

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

\* small base

## *Ofcom - Quality of Customer Service - Complaints 2018*

Fieldwork: 5th December 2018 - 14th January 2019

Table 13

**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**

	Total (T)	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)
Unweighted Base	2898	784	612	1398	104	1407	917	574	1280	1576
Weighted Base	2898	792	616	1384	106*	1410	922	566	1289	1567
Effective base	2745	744	577	1326	99	1334	869	542	1214	1492
10 - Extremely satisfied (10)	529	136	109	256	29	444	63	23	389	136
	18%fgi	17%	18%	18%	27%Tabc	32%Tfg	7%g	4%	30%Ti	9%
9 - (9)	416	103	97	204	12	304	79	34	250	159
	14%fghi	13%	16%	15%	11%	22%Tfg	9%	6%	19%Ti	10%
8 - (8)	469	125	103	226	15	295	126	48	236	230
	16%g	16%	17%	16%	14%	21%Tfg	14%g	8%	18%i	15%
7 - (7)	416	121	79	207	8	192	164	60	167	242
	14%g	15% <b>d</b>	13%	15% <b>d</b>	8%	14%	18% <b>Teg</b>	11%	13%	15%
6 - (6)	304	76	79	137	12	94	161	49	89	213
	10% <b>eh</b>	10%	13%	10%	11%	7%	18% <b>Teg</b>	9%	7%	14% <b>Th</b>
5 - (5)	281	72	60	137	12	35	175	71	75	201
	10% <b>eh</b>	9%	10%	10%	11%	2%	19% <b>Teg</b>	12% <b>Te</b>	6%	13% <b>Th</b>
4 - (4)	129	41	35	53	1	18	66	45	30	98
	4% <b>eh</b>	5% <b>d</b>	6% <b>d</b>	4%	1%	1%	7% <b>Te</b>	8% <b>Te</b>	2%	6% <b>Th</b>
3 - (3)	108	36	21	47	3	11	44	53	19	84
	4% <b>eh</b>	5%	3%	3%	3%	1%	5% <b>e</b>	9% <b>Tei</b>	1%	5% <b>Th</b>
2 - (2)	63	27	7	27	2	4	14	46	9	55
	2% <b>eh</b>	3% <b>bc</b>	1%	2%	2%	*	1% <b>e</b>	8% <b>Tei</b>	1%	3% <b>Th</b>
1 - Extremely dissatisfied (1)	143	48	22	67	6	5	16	122	10	129
	5% <b>efh</b>	6% <b>b</b>	4%	5%	6%	*	2% <b>e</b>	22% <b>Tei</b>	1%	8% <b>Th</b>
Not applicable	39	5	4	24	6	9	14	16	15	21
	1% <b>e</b>	1%	1%	2% <b>a</b>	6% <b>Tabc</b>	1%	2% <b>e</b>	3% <b>Te</b>	1%	1%
NET: Dissatisfied (1-3)	314	111	50	141	12	20	73	221	37	267
	11% <b>befh</b>	14% <b>Tbc</b>	8%	10%	11%	1%	8% <b>e</b>	39% <b>Tei</b>	3%	17% <b>Th</b>
NET: Neutral (4-6)	714	190	174	326	24	146	403	164	195	512
	25% <b>eh</b>	24%	28% <b>c</b>	24%	23%	10%	44% <b>Teg</b>	29% <b>Te</b>	15%	33% <b>Th</b>
NET: Satisfied (7-10)	1831	486	388	893	64	1235	432	164	1042	767
	63% <b>fghi</b>	61%	63%	65%	60%	88% <b>Tfg</b>	47% <b>g</b>	29%	81% <b>Ti</b>	49%
Mean score	7.01afgi	6.78	7.11a	7.08a	7.27	8.37Tfg	6.36g	4.61	8.10Ti	6.14
Standard error	0.05	0.09	0.10	0.07	0.27	0.04	0.07	0.12	0.05	0.07

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i  
 \* small base

## *Ofcom - Quality of Customer Service - Complaints 2018*

Fieldwork: 5th December 2018 - 14th January 2019

Table 14

**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**

	Total (T)	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)
Unweighted Base	2898	784	612	1398	104	1407	917	574	1280	1576
Weighted Base	2898	792	616	1384	106*	1410	922	566	1289	1567
Effective base	2745	744	577	1326	99	1334	869	542	1214	1492
10 - Extremely satisfied (10)	438	122	87	203	26	401	28	9	358	76
	15% <b>gl</b>	15%	14%	15%	25% <b>Tabc</b>	28% <b>Tfg</b>	3%	2%	28% <b>Ti</b>	5%
9 - (9)	319	87	75	147	10	271	36	12	221	95
	11% <b>gl</b>	11%	12%	11%	9%	19% <b>Tfg</b>	4%	2%	17% <b>Ti</b>	6%
8 - (8)	439	119	106	198	16	321	97	21	236	200
	15% <b>gl</b>	15%	17%	14%	15%	23% <b>Tfg</b>	10% <b>g</b>	4%	18% <b>Ti</b>	13%
7 - (7)	387	95	81	196	14	212	145	30	163	218
	13% <b>gl</b>	12%	13%	14%	13%	15% <b>g</b>	16% <b>g</b>	5%	13%	14%
6 - (6)	294	84	69	133	7	89	178	27	113	178
	10% <b>eg</b>	11%	11%	10%	6%	6%	19% <b>Teg</b>	5%	9%	11% <b>h</b>
5 - (5)	326	87	81	148	10	60	207	58	84	234
	11% <b>eh</b>	11%	13%	11%	9%	4%	22% <b>Teg</b>	10% <b>e</b>	7%	15% <b>Th</b>
4 - (4)	159	42	30	85	2	17	92	49	37	117
	5% <b>eh</b>	5%	5%	6%	2%	1%	10% <b>Te</b>	9% <b>Te</b>	3%	7% <b>Th</b>
3 - (3)	146	40	35	68	3	11	64	72	21	124
	5% <b>eh</b>	5%	6%	5%	3%	1%	7% <b>Te</b>	13% <b>Tef</b>	2%	8% <b>Th</b>
2 - (2)	98	29	15	50	3	8	23	67	16	81
	3% <b>eh</b>	4%	2%	4%	3%	1%	2% <b>e</b>	12% <b>Tef</b>	1%	5% <b>Th</b>
1 - Extremely dissatisfied (1)	233	74	32	117	10	11	33	188	23	204
	8% <b>be</b>	9% <b>b</b>	5%	8% <b>b</b>	10%	1%	4% <b>e</b>	33% <b>Tef</b>	2%	13% <b>Th</b>
Not applicable	60	12	5	38	4	9	19	32	15	41
	2% <b>beh</b>	2%	1%	3% <b>b</b>	4% <b>b</b>	1%	2% <b>e</b>	6% <b>Tef</b>	1%	3% <b>h</b>
NET: Dissatisfied (1-3)	478	143	82	235	17	30	120	328	60	408
	16% <b>ef</b>	18% <b>b</b>	13%	17% <b>b</b>	16%	2%	13% <b>e</b>	58% <b>Tef</b>	5%	26% <b>Th</b>
NET: Neutral (4-6)	778	213	180	366	18	166	477	134	235	529
	27% <b>d</b>	27% <b>d</b>	29% <b>d</b>	26% <b>d</b>	17%	12%	52% <b>Teg</b>	24% <b>e</b>	18%	34% <b>Th</b>
NET: Satisfied (7-10)	1583	423	349	744	67	1205	306	72	979	589
	55% <b>gl</b>	53%	57%	54%	63%	85% <b>Tfg</b>	33% <b>g</b>	13%	76% <b>Ti</b>	38%
Mean score	6.47 <b>gl</b>	6.39	6.66	6.40	6.92	8.18 <b>Tfg</b>	5.69 <b>g</b>	3.30	7.83 <b>Ti</b>	5.36
Standard error	0.05	0.10	0.10	0.07	0.29	0.05	0.07	0.10	0.06	0.07

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i  
\* small base

## *Ofcom - Quality of Customer Service - Complaints 2018*

Fieldwork: 5th December 2018 - 14th January 2019

Table 15

**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**

	Total (T)	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)
Unweighted Base	2898	784	612	1398	104	1407	917	574	1280	1576
Weighted Base	2898	792	616	1384	106*	1410	922	566	1289	1567
Effective base	2745	744	577	1326	99	1334	869	542	1214	1492
10 - Extremely satisfied (10)	349	99	79	147	24	326	17	6	284	61
	12% <b>gl</b>	13%	13%	11%	22% <b>Tabc</b>	23% <b>Tfg</b>	2%	1%	22% <b>Ti</b>	4%
9 - (9)	281	70	68	131	13	242	32	7	203	77
	10% <b>gl</b>	9%	11%	9%	12%	17% <b>Tfg</b>	3% <b>g</b>	1%	16% <b>Ti</b>	5%
8 - (8)	407	104	101	192	11	308	81	18	226	179
	14% <b>gl</b>	13%	16%	14%	10%	22% <b>Tfg</b>	9% <b>g</b>	3%	18% <b>Ti</b>	11%
7 - (7)	375	106	72	184	12	210	129	36	176	195
	13% <b>gl</b>	13%	12%	13%	12%	15% <b>g</b>	14% <b>g</b>	6%	14%	12%
6 - (6)	320	88	88	136	8	118	169	33	132	186
	11% <b>eg</b>	11%	14% <b>Tc</b>	10%	8%	8%	18% <b>Teg</b>	6%	10%	12%
5 - (5)	301	82	58	148	13	63	196	42	89	209
	10% <b>egh</b>	10%	9%	11%	12%	4%	21% <b>Teg</b>	7% <b>e</b>	7%	13% <b>Th</b>
4 - (4)	200	51	42	103	4	49	101	50	58	140
	7% <b>eh</b>	6%	7%	7%	4%	3%	11% <b>Te</b>	9% <b>e</b>	4%	9% <b>Th</b>
3 - (3)	163	41	31	87	5	20	74	69	28	131
	6% <b>eh</b>	5%	5%	6%	4%	1%	8% <b>Te</b>	12% <b>Tef</b>	2%	8% <b>Th</b>
2 - (2)	112	38	24	49	1	16	37	60	28	81
	4% <b>eh</b>	5%	4%	4%	1%	1%	4% <b>e</b>	11% <b>Tef</b>	2%	5% <b>Th</b>
1 - Extremely dissatisfied (1)	288	85	44	149	9	16	53	219	30	250
	10% <b>behf</b>	11% <b>b</b>	7%	11% <b>b</b>	9%	1%	6% <b>e</b>	39% <b>Tef</b>	2%	16% <b>Th</b>
Not applicable	100	29	6	59	6	41	33	26	35	58
	3% <b>b</b>	4% <b>b</b>	1%	4% <b>b</b>	6% <b>b</b>	3%	4%	5%	3%	4%
NET: Dissatisfied (1-3)	564	164	100	284	15	53	163	348	86	462
	19% <b>eh</b>	21% <b>b</b>	16%	21% <b>b</b>	14%	4%	18% <b>e</b>	61% <b>Tef</b>	7%	29% <b>Th</b>
NET: Neutral (4-6)	822	221	189	387	25	230	467	125	279	535
	28% <b>egh</b>	28%	31%	28%	24%	16%	51% <b>Teg</b>	22% <b>e</b>	22%	34% <b>Th</b>
NET: Satisfied (7-10)	1413	379	320	654	60	1086	259	68	888	512
	49% <b>gl</b>	48%	52%	47%	56%	77% <b>Tfg</b>	28% <b>g</b>	12%	69% <b>Ti</b>	33%
Mean score	6.13 <b>gl</b>	6.05	6.39 <b>Tac</b>	6.00	6.80 <b>Tac</b>	7.82 <b>Tfg</b>	5.35 <b>g</b>	3.11	7.45 <b>Ti</b>	5.05
Standard error	0.05	0.10	0.11	0.08	0.29	0.05	0.07	0.10	0.06	0.07

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

\* small base

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 16

**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**

	Total (T)	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)	
Unweighted Base	2898	784	612	1398	104	1407	917	574	1280	1576	
Weighted Base	2898	792	616	1384	106*	1410	922	566	1289	1567	
Effective base	2745	744	577	1326	99	1334	869	542	1214	1492	
10 - Extremely satisfied (10)	297	95	77	108	18	273	19	5	241	51	
		10% <b>cf</b> gi	12% <b>c</b>	13% <b>c</b>	8%	17% <b>Tc</b>	19% <b>Tf</b> g	2%	1%	19% <b>Ti</b>	3%
9 - (9)	245	67	78	90	9	210	30	5	183	60	
		8% <b>cf</b> gi	8%	13% <b>Tac</b>	7%	15% <b>Tf</b> g	3% <b>g</b>	1%	14% <b>Ti</b>	4%	
8 - (8)	310	83	98	119	9	230	66	14	188	122	
		11% <b>cf</b> gi	11%	16% <b>Tac</b>	9%	16% <b>Tf</b> g	7% <b>g</b>	2%	15% <b>Ti</b>	8%	
7 - (7)	287	87	73	117	10	161	101	25	141	146	
		10% <b>g</b>	11%	12% <b>c</b>	8%	11% <b>g</b>	11% <b>g</b>	4%	11%	9%	
6 - (6)	240	63	60	106	10	97	126	17	89	147	
		8% <b>g</b>	8%	10%	8%	7% <b>g</b>	14% <b>Teg</b>	3%	7%	9% <b>h</b>	
5 - (5)	278	84	66	118	11	92	160	26	99	171	
		10% <b>eg</b> h	11%	11%	9%	7%	17% <b>Teg</b>	5%	8%	11% <b>h</b>	
4 - (4)	178	49	30	95	4	52	94	32	51	125	
		6% <b>eh</b>	6%	5%	7%	4%	10% <b>Teg</b>	6%	4%	8% <b>Th</b>	
3 - (3)	161	38	27	94	3	47	76	38	50	108	
		6% <b>eh</b>	5%	4%	7% <b>b</b>	3%	8% <b>Te</b>	7% <b>e</b>	4%	7% <b>h</b>	
2 - (2)	157	37	24	90	6	41	66	50	37	119	
		5% <b>eh</b>	5%	4%	7% <b>b</b>	3%	7% <b>e</b>	9% <b>Te</b>	3%	8% <b>Th</b>	
1 - Extremely dissatisfied (1)	523	127	66	316	15	70	135	319	83	433	
		18% <b>bef</b> h	16% <b>b</b>	11%	23% <b>Tabd</b>	14%	5%	15% <b>e</b>	56% <b>Tef</b>	6%	28% <b>Th</b>
Not applicable	220	62	15	131	12	138	48	35	127	85	
		8% <b>bfi</b>	8% <b>b</b>	3%	9% <b>Tb</b>	11% <b>b</b>	10% <b>Tf</b> g	5%	6%	10% <b>Ti</b>	5%
NET: Dissatisfied (1-3)	842	202	117	500	23	158	277	407	170	661	
		29% <b>bef</b> h	25% <b>b</b>	19%	36% <b>Tabd</b>	22%	11%	30% <b>e</b>	72% <b>Tef</b>	13%	42% <b>Th</b>
NET: Neutral (4-6)	696	195	156	320	25	241	380	76	239	442	
		24% <b>eg</b> h	25%	23%	24%	17% <b>g</b>	41% <b>Teg</b>	13%	19%	28% <b>Th</b>	
NET: Satisfied (7-10)	1139	333	326	434	46	874	217	48	753	379	
		39% <b>cf</b> gi	42% <b>c</b>	53% <b>Tac</b>	31%	62% <b>Tf</b> g	24% <b>g</b>	9%	58% <b>Ti</b>	24%	
Mean score	5.43 <b>cf</b> gi	5.67 <b>c</b>	6.30 <b>Tac</b>	4.82	6.04 <b>c</b>	7.17 <b>Tf</b> g	4.73 <b>g</b>	2.40	6.96 <b>Ti</b>	4.24	
Standard error	0.06	0.11	0.12	0.09	0.33	0.07	0.08	0.10	0.08	0.07	

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i  
 \* small base

## *Ofcom - Quality of Customer Service - Complaints 2018*

Fieldwork: 5th December 2018 - 14th January 2019

Table 17

**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**

	Total (T)	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)
Unweighted Base	2898	784	612	1398	104	1407	917	574	1280	1576
Weighted Base	2898	792	616	1384	106*	1410	922	566	1289	1567
Effective base	2745	744	577	1326	99	1334	869	542	1214	1492
10 - Extremely satisfied (10)	442	121	92	204	24	398	36	8	352	86
	15% <b>gl</b>	15%	15%	15%	23% <b>Tc</b>	28% <b>Tfg</b>	4% <b>g</b>	1%	27% <b>Tl</b>	5%
9 -	347	95	81	159	12	292	45	10	247	96
	12% <b>gl</b>	12%	13%	11%	11%	21% <b>Tfg</b>	5% <b>g</b>	2%	19% <b>Tl</b>	6%
8 -	494	121	122	236	15	346	126	22	281	208
	17% <b>gl</b>	15%	20% <b>aa</b>	17%	14%	25% <b>Tfg</b>	14% <b>g</b>	4%	22% <b>Tl</b>	13%
7 -	375	106	84	173	11	194	147	33	150	222
	13% <b>g</b>	13%	14%	13%	11%	14% <b>g</b>	16% <b>Tg</b>	6%	12%	14%
6 -	293	68	65	153	7	83	172	38	93	196
	10% <b>egh</b>	9%	11%	11%	6%	6%	19% <b>Teg</b>	7%	7%	13% <b>Th</b>
5 -	283	77	70	125	12	47	178	58	75	201
	10% <b>eh</b>	10%	11%	9%	11%	3%	19% <b>Teg</b>	10% <b>ee</b>	6%	13% <b>Th</b>
4 -	184	47	33	98	7	23	103	58	36	144
	6% <b>eh</b>	6%	5%	7%	6%	2%	11% <b>Te</b>	10% <b>Te</b>	3%	9% <b>Th</b>
3 -	128	40	19	67	2	9	56	63	21	104
	4% <b>eh</b>	5%	3%	5%	2%	1%	6% <b>Te</b>	11% <b>Tef</b>	2%	7% <b>Th</b>
2 -	103	37	16	47	3	5	31	67	12	91
	4% <b>eh</b>	5% <b>b</b>	3%	3%	3%	*	3% <b>e</b>	12% <b>Tef</b>	1%	6% <b>Th</b>
1 - Extremely dissatisfied (1)	224	75	30	109	10	10	17	198	15	206
	8% <b>befh</b>	9% <b>b</b>	5%	8% <b>b</b>	9%	1%	2% <b>e</b>	35% <b>Tef</b>	1%	13% <b>Th</b>
Not applicable	24	5	3	13	3	4	10	10	7	13
	1% <b>e</b>	1%	1%	1%	3% <b>Tab</b>	*	1% <b>e</b>	2% <b>e</b>	1%	1%
NET: Dissatisfied (1-3)	456	152	65	223	16	23	104	328	48	401
	16% <b>befh</b>	19% <b>Tb</b>	11%	16% <b>b</b>	15%	2%	11% <b>e</b>	58% <b>Tef</b>	4%	26% <b>Th</b>
NET: Neutral (4-6)	760	192	168	375	25	153	452	155	203	542
	26% <b>eh</b>	24%	27%	27%	24%	11%	49% <b>Teg</b>	27% <b>ee</b>	16%	35% <b>Th</b>
NET: Satisfied (7-10)	1658	444	380	773	62	1230	355	73	1031	612
	57% <b>gl</b>	56%	62% <b>Tac</b>	56%	59%	87% <b>Tfg</b>	39% <b>g</b>	13%	80% <b>Tl</b>	39%
Mean score	6.56 <b>gl</b>	6.39	6.87 <b>Tac</b>	6.50	6.76	8.25 <b>Tfg</b>	5.91 <b>g</b>	3.34	7.97 <b>Tl</b>	5.40
Standard error	0.05	0.10	0.10	0.07	0.29	0.04	0.07	0.10	0.06	0.07

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

\* small base



## ***Ofcom - Quality of Customer Service - Complaints 2018***

**Fieldwork: 5th December 2018 - 14th January 2019**

Table 18

**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**

	Total (T)	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)	
Unweighted Base	2898	784	612	1398	104	1407	917	574	1280	1576	
Weighted Base	2898	792	616	1384	106*	1410	922	566	1289	1567	
Effective base	2745	744	577	1326	99	1334	869	542	1214	1492	
Courtesy and politeness of advisors	1831	486	388	893	64	1235	432	164	1042	767	
		63%fgl	61%	63%	65%	60%	88%Tfg	47%g	29%	81%T	49%
Ease of finding provider contact details	1777	474	371	869	63	1203	402	173	991	765	
		61%fgl	60%	60%	63%	59%	85%Tfg	44%g	30%	77%T	49%
Willingness to help resolve your issue	1658	444	380	773	62	1230	355	73	1031	612	
		57%fgl	56%	62%Tac	56%	59%	87%Tfg	39%g	13%	80%T	39%
Advisor doing what they said they would do	1583	423	349	744	67	1205	306	72	979	589	
		55%fgl	53%	57%	54%	63%	85%Tfg	33%g	13%	76%T	38%
Getting the issue resolved to your satisfaction	1415	400	339	618	57	1155	229	30	967	438	
		49%cfgl	51%c	55%Tc	45%	54%	82%Tfg	25%g	5%	75%T	28%
Logging of query details to avoid having to repeat yourself	1413	379	320	654	60	1086	259	68	888	512	
		49%fgl	48%	52%	47%	56%	77%Tfg	28%g	12%	69%T	33%
The time taken to handle your issue	1362	389	320	600	53	1093	226	43	893	456	
		47%cfgl	49%c	52%Tc	43%	50%	77%Tfg	25%g	8%	69%T	29%
Offering compensation or a goodwill payment	1139	333	326	434	46	874	217	48	753	379	
		39%cfgl	42%c	53%Tac	31%	43%c	62%Tfg	24%g	9%	58%T	24%

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

\* small base

\* = Less than .5

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 19

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

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

	Total (T)	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)	
Unweighted Base	2898	784	612	1398	104	1407	917	574	1280	1576	
Weighted Base	2898	792	616	1384	106*	1410	922	566	1289	1567	
Effective base	2745	744	577	1326	99	1334	869	542	1214	1492	
Completely resolved	1289	367	309	563	50	961	269	59	1289	-	
		44% <i>cfgi</i>	46% <i>c</i>	50% <i>Tc</i>	41%	47%	68% <i>Tfg</i>	29% <i>g</i>	10%	100% <i>Ti</i>	-
Partly resolved	1123	285	245	561	33	395	519	208	-	1123	
		39% <i>eh</i>	36%	40%	41% <i>aa</i>	31%	28%	56% <i>Teg</i>	37% <i>e</i>	-	72% <i>Th</i>
Not resolved at all	445	130	58	242	15	40	116	289	-	445	
		15% <i>befn</i>	16% <i>b</i>	9%	17% <i>b</i>	14%	3%	13% <i>e</i>	51% <i>Tef</i>	-	28% <i>Th</i>
Don't know	42	11	3	19	9	14	18	10	-	-	
		1% <i>hi</i>	1%	1%	1%	8% <i>Tabc</i>	1%	2%	2%	-	-

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

\* small base

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 20

**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**

	Total (T)	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)
Unweighted Base	2898	784	612	1398	104	1407	917	574	1280	1576
Weighted Base	2898	792	616	1384	106*	1410	922	566	1289	1567
Effective base	2745	744	577	1326	99	1334	869	542	1214	1492
Yes	917	279	220	375	43	757	142	18	917	-
		32% <i>cf</i> <i>gi</i>	35% <i>c</i>	36% <i>c</i>	27%	41% <i>c</i>	54% <i>Tfg</i>	15% <i>g</i>	71% <i>Ti</i>	-
No	355	84	88	178	5	194	120	40	355	-
		12% <i>dgi</i>	11% <i>d</i>	14% <i>ad</i>	13% <i>d</i>	4%	14% <i>g</i>	13% <i>g</i>	28% <i>Ti</i>	-
Don't know	17	3	2	10	2	10	6	1	17	-
		1% <i>i</i>	*	*	1%	2% <i>ab</i>	1%	1%	*	1% <i>Ti</i>

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i  
\* small base

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 21

**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**

	Total (T)	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)
Unweighted Base	1280	362	305	563	50	953	265	62	1280	-
Weighted Base	1289	367	309	563	50*	961	269	59*	1289	-**
Effective base	1214	343	288	536	47	905	251	59	1214	-
Yes	917	279	220	375	43	757	142	18	917	-
		71%fg	76%c	71%	67%	86%Tbc	79%Tfg	53%g	30%	71%
No	355	84	88	178	5	194	120	40	355	-
		28%de	23%d	28%d	32%ad	9%	20%	45%Te	68%Tef	28%
Don't know	17	3	2	10	2	10	6	1	17	-
		1%	1%	1%	2%	4%ab	1%	2%	2%	1%

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

### Q15: What is your current employment status?

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

	Total (T)	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)	
Unweighted Base	2898	784	612	1398	104	1407	917	574	1280	1576	
Weighted Base	2898	792	616	1384	106*	1410	922	566	1289	1567	
Effective base	2745	744	577	1326	99	1334	869	542	1214	1492	
Employed or self-employed (full-time - 30hrs/wk+)	1446	403	343	659	40	767	431	248	719	713	
		50% <b>dqi</b>	51% <b>d</b>	56% <b>Tcd</b>		54% <b>Tfg</b>	47%	44%	56% <b>Ti</b>	45%	
Employed or self-employed (part-time - 8-29 hrs/wk+)	561	143	121	276	21	255	195	112	215	342	
		19% <b>h</b>	18%	20%	20%	18%	21%	20%	17%	22% <b>h</b>	
Homemaker	276	87	56	120	12	122	82	71	108	163	
		10%	11%	9%	9%	9%	9%	13% <b>Tei</b>	8%	10%	
Student / under education	267	52	49	158	8	120	109	38	104	160	
		9% <b>a</b>	7%	8%	11% <b>Tab</b>	9%	12% <b>Teg</b>	7%	8%	10%	
Temporarily not working (unemployed / illness)	192	57	28	90	17	80	60	52	75	111	
		7%	7%	5%	7%	16% <b>Tabc</b>	6%	7%	9% <b>Te</b>	6%	7%
Retired	155	49	17	80	9	66	44	45	68	79	
		5% <b>b</b>	6% <b>b</b>	3%	6% <b>b</b>	8% <b>b</b>	5%	8% <b>Tei</b>	5%	5%	
NET: Employed	2007	547	465	935	61	1021	626	360	934	1055	
		69% <b>dg</b>	69% <b>d</b>	75% <b>Tacd</b>	68% <b>d</b>	57%	72% <b>Tfg</b>	68%	64%	72% <b>Ti</b>	67%

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

\* small base

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 23

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

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

	Total (T)	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)	
Unweighted Base	2898	784	612	1398	104	1407	917	574	1280	1576	
Weighted Base	2898	792	616	1384	106*	1410	922	566	1289	1567	
Effective base	2745	744	577	1326	99	1334	869	542	1214	1492	
Up to 10,399 Pounds	376	114	59	185	18	173	116	87	161	204	
		<b>13%<sup>ab</sup></b>	<b>14%<sup>b</sup></b>	<b>10%</b>	<b>13%<sup>b</sup></b>	<b>17%<sup>b</sup></b>	12%	13%	15%	12%	13%
10,400-15,599 Pounds	386	113	71	187	16	179	117	90	169	210	
		<b>13%</b>	<b>14%</b>	<b>11%</b>	<b>14%</b>	<b>15%</b>	13%	13%	16%	13%	13%
15,600-25,999 Pounds	659	187	139	307	26	314	218	127	288	367	
		<b>23%</b>	<b>24%</b>	<b>23%</b>	<b>22%</b>	<b>24%</b>	22%	24%	22%	22%	23%
26,000-36,399 Pounds	550	141	119	275	16	276	175	99	251	296	
		<b>19%</b>	<b>18%</b>	<b>19%</b>	<b>20%</b>	<b>15%</b>	20%	19%	17%	19%	19%
36,400-51,999 Pounds	418	110	115	186	7	221	128	68	196	218	
		<b>14%<sup>d</sup></b>	<b>14%<sup>d</sup></b>	<b>19%<sup>Tacd</sup></b>	<b>13%</b>	<b>7%</b>	<b>16%<sup>g</sup></b>	14%	12%	15%	14%
52,000+	291	86	78	122	5	163	81	47	154	136	
		<b>10%</b>	<b>11%</b>	<b>13%<sup>cd</sup></b>	<b>9%</b>	<b>5%</b>	<b>12%<sup>fg</sup></b>	9%	<b>8%</b>	<b>12%<sup>i</sup></b>	9%
Don't know	70	8	13	45	5	20	32	18	17	50	
		<b>2%<sup>aeh</sup></b>	<b>1%</b>	<b>2%</b>	<b>3%<sup>a</sup></b>	<b>5%<sup>a</sup></b>	1%	<b>4%<sup>e</sup></b>	<b>3%<sup>e</sup></b>	1%	<b>3%<sup>h</sup></b>
Would rather not say	147	34	22	77	14	63	54	29	54	86	
		<b>5%</b>	<b>4%</b>	<b>4%</b>	<b>6%</b>	<b>13%<sup>Tabc</sup></b>	4%	6%	5%	4%	6%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i  
\* small base

\* = Less than .5

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

Table 24

**Q17: Where do you live?****Base: All complained about fixed broadband internet service in past 6 months**

	Total (T)	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)
Unweighted Base	2898	784	612	1398	104	1407	917	574	1280	1576
Weighted Base	2898	792	616	1384	106*	1410	922	566	1289	1567
Effective base	2745	744	577	1326	99	1334	869	542	1214	1492
East Midlands	227	62	40	122	2	116	66	45	103	121
	8%d	8%d	7%	9%d	2%	8%	7%	8%	8%	8%
East of England	197	55	46	87	8	88	72	37	88	106
	7%	7%	7%	6%	8%	6%	8%	7%	7%	7%
London	550	141	141	252	16	297	169	84	249	295
	19%g	18%	23% <b>Tac</b>	18%	15%	21%g	18%	15%	19%	19%
North East	140	44	27	62	6	63	49	28	55	83
	5%	6%	4%	4%	6%	4%	5%	5%	4%	5%
North West	380	105	81	177	17	178	117	86	180	194
	13%	13%	13%	13%	16%	13%	13%	15%	14%	12%
Scotland	168	55	36	72	4	74	55	39	71	97
	6%	7%	6%	5%	4%	5%	6%	7%	6%	6%
South East	376	104	74	186	11	177	121	79	169	197
	13%	13%	12%	13%	11%	13%	13%	14%	13%	13%
South West	206	62	31	103	9	98	66	42	89	113
	7%	8%	5%	7%	9%	7%	7%	7%	7%	7%
Ulster / Northern Ireland	50	12	5	31	2	21	14	15	20	30
	2%	2%	1%	2% <b>b</b>	2%	1%	1%	3%	2%	2%
Wales	114	27	29	53	5	51	37	27	44	70
	4%	3%	5%	4%	5%	4%	4%	5%	3%	4%
West Midlands	265	71	59	122	13	131	86	48	118	143
	9%	9%	10%	9%	12%	9%	9%	9%	9%	9%
Yorks & Humber	226	54	46	114	11	117	72	38	102	118
	8%	7%	8%	8%	11%	8%	8%	7%	8%	8%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i  
 \* small base

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

Table 25

**Q18: Are you...?**

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

	Total (T)	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)	
Unweighted Base	2898	784	612	1398	104	1407	917	574	1280	1576	
Weighted Base	2898	792	616	1384	106*	1410	922	566	1289	1567	
Effective base	2745	744	577	1326	99	1334	869	542	1214	1492	
Male	1184	349	275	518	42	620	362	202	593	580	
		41% <i>cgi</i>	44% <i>c</i>	45% <i>c</i>	37%	44% <i>ig</i>	39%	36%	46% <i>Ti</i>	37%	
Female	1714	444	340	866	64	790	560	364	696	987	
		59% <i>h</i>	56%	55%	63% <i>Tab</i>	60%	56%	61% <i>e</i>	64% <i>Te</i>	54%	63% <i>Th</i>

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i  
 \* small base



## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 26

### Q19: What is your age?

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

	Total (T)	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)
Unweighted Base	2898	784	612	1398	104	1407	917	574	1280	1576
Weighted Base	2898	792	616	1384	106*	1410	922	566	1289	1567
Effective base	2745	744	577	1326	99	1334	869	542	1214	1492
16 - 17	6 *	2 *	-	3 *	1 <b>1%b</b>	2 *	1 *	3 1%	3 *	3 *
18 - 24	731 <b>25%ag</b>	164 21%	177 <b>29%a</b>	367 <b>27%a</b>	23 21%	345 <b>24%g</b>	284 <b>31%Teg</b>	102 18%	300 23%	422 <b>27%h</b>
25 - 34	966 33%	261 33%	243 <b>39%Tac</b>	430 31%	33 31%	505 <b>36%g</b>	293 32%	168 30%	446 35%	505 32%
35 - 44	589 20%	198 <b>25%Tbc</b>	106 17%	262 19%	23 21%	293 21%	181 20%	115 20%	264 20%	317 20%
45 - 54	300 10%	79 10%	52 8%	156 11%	14 13%	133 9%	80 9%	87 <b>15%Tef</b>	139 11%	159 10%
55 - 64	174 <b>6%b</b>	48 <b>6%b</b>	21 3%	97 <b>7%b</b>	8 7%	73 5%	47 5%	54 <b>9%Tef</b>	77 6%	93 6%
65 +	132 5%	39 <b>5%b</b>	17 3%	70 <b>5%b</b>	6 5%	58 4%	36 4%	37 <b>7%Tef</b>	60 5%	69 4%
NET: 16-34	1703 <b>59%ag</b>	427 54%	420 <b>68%Tacd</b>	800 58%	56 53%	852 <b>60%g</b>	578 <b>63%Tg</b>	273 48%	749 58%	930 59%
NET: 36-54	890 <b>31%b</b>	277 <b>35%Tbc</b>	158 26%	418 <b>30%b</b>	36 34%	427 30%	261 28%	202 <b>36%Tef</b>	403 31%	476 30%
NET: 55+	305 <b>11%b</b>	88 <b>11%b</b>	38 6%	166 <b>12%b</b>	13 <b>13%b</b>	132 9%	83 9%	91 <b>16%Tef</b>	138 11%	162 10%

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

\* small base

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 27

**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**

	Total (T)	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)
Unweighted Base	2898	784	612	1398	104	1407	917	574	1280	1576
Weighted Base	2898	792	616	1384	106*	1410	922	566	1289	1567
Effective base	2745	744	577	1326	99	1334	869	542	1214	1492
A	290	91	97	94	8	175	77	38	162	125
		10% <b>cgi</b>	11% <b>c</b>	16% <b>Tacd</b>	7%	8%	12% <b>Tfg</b>	8%	7%	13% <b>Ti</b>
B	664	175	158	313	19	332	225	108	294	360
		23% <b>g</b>	22%	26%	23%	18%	24% <b>g</b>	24% <b>g</b>	19%	23%
C1	829	202	149	448	29	389	269	170	371	449
		29% <b>ab</b>	26%	24%	32% <b>Tab</b>	27%	28%	29%	30%	29%
C2	536	149	108	260	20	260	175	100	229	304
		18%	19%	17%	19%	18%	19%	18%	18%	19%
D	262	78	44	134	7	120	76	67	113	144
		9%	10%	7%	10%	7%	8%	8%	12% <b>Tef</b>	9%
E	316	98	61	135	23	134	100	83	120	185
		11%	12%	10%	10%	21% <b>Tabc</b>	9%	11%	15% <b>Tef</b>	9%
NET: AB	955	265	255	407	27	507	302	146	456	485
		33% <b>cg</b>	34%	41% <b>Tacd</b>	29%	26%	36% <b>g</b>	33% <b>g</b>	26%	35% <b>i</b>
NET: ABC1	1783	468	404	855	56	896	571	316	827	934
		62% <b>g</b>	59%	66% <b>ad</b>	62%	53%	64% <b>g</b>	62% <b>g</b>	56%	64% <b>i</b>
NET: C2DE	1115	324	212	529	50	514	351	250	461	633
		38%	41% <b>b</b>	34%	38%	47% <b>b</b>	36%	38%	44% <b>Tef</b>	36%
NET: DE	579	175	104	269	30	253	176	149	233	329
		20%	22% <b>b</b>	17%	19%	28% <b>Tbc</b>	18%	19%	26% <b>Tef</b>	18%

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

\* small base

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 28

**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**

	Total (T)	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)
Unweighted Base	2898	784	612	1398	104	1407	917	574	1280	1576
Weighted Base	2898	792	616	1384	106*	1410	922	566	1289	1567
Effective base	2745	744	577	1326	99	1334	869	542	1214	1492
A city or large town (including suburbs)	1625	434	362	770	59	846	496	283	776	830
	56%g	55%	59%	56%	56%	60%Tfg	54%	50%	60%Ti	53%
A small town	943	278	191	443	31	418	328	198	387	543
	33%	35%	31%	32%	29%	30%	36%e	35%e	30%	35%h
A village, hamlet or isolated dwelling in the countryside	313	75	61	166	11	139	92	83	118	188
	11%	9%	10%	12%	10%	10%	10%	15%Tef	9%	12%h
Prefer not to say	17	6	1	5	5	8	6	3	8	5
	1%	1%	*	*	5%Tabc	1%	1%	*	1%	*
NET: Urban	2568	712	553	1213	90	1264	824	480	1163	1374
	89%g	90%	90%	88%	85%	90%g	89%g	85%	90%i	88%
NET: Rural	313	75	61	166	11	139	92	83	118	188
	11%	9%	10%	12%	10%	10%	10%	15%Tef	9%	12%h

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

\* small base

## 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 cable, satellite or any other Pay TV service in past 6 months**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1659	587	401	576	95	874	472	313	851	778
Weighted Base	1659	607	374	574	103*	888	473	298	870	757
Effective base	1387	502	319	484	83	730	396	263	716	646
The service not performing as it should	574	-	-	574	-	313	144	117	288	278
		<b>35%efj</b>	-	<b>100%Tefj</b>	-	35%	30%	<b>39%C</b>	33%	37%
A billing, pricing or payment issue	470	470	-	-	-	250	130	90	246	219
		<b>28%fij</b>	<b>77%Tfij</b>	-	-	28%	28%	30%	28%	29%
A problem relating to the installation or set up of your service	195	-	195	-	-	118	51	26	117	74
		<b>12%eij</b>	<b>52%Teij</b>	-	-	<b>13%l</b>	11%	9%	<b>13%nl</b>	10%
A problem with a repair to the service	180	-	180	-	-	90	68	22	96	82
		<b>11%eij</b>	<b>48%Teij</b>	-	-	10%	<b>14%kl</b>	7%	11%	11%
Dissatisfaction with customer service from a previous occasion or contact	137	137	-	-	-	53	48	36	62	69
		<b>8%fij</b>	<b>23%Tfij</b>	-	-	6%	<b>10%k</b>	<b>12%k</b>	7%	9%
Or something else	103	-	-	-	103	64	31	8	60	35
		<b>6%efil</b>	-	-	<b>100%Tefi</b>	<b>7%l</b>	<b>7%l</b>	3%	7%	5%
SUMMARY:										
Billing and Customer service	607	607	-	-	-	304	178	125	308	287
		<b>37%fij</b>	<b>100%Tfij</b>	-	-	34%	38%	<b>42%k</b>	35%	38%
Repairs and Installation	374	-	374	-	-	208	119	47	214	156
		<b>23%eij</b>	<b>100%Teij</b>	-	-	<b>23%l</b>	<b>25%l</b>	16%	25%	21%
Service Issues	574	-	-	574	-	313	144	117	288	278
		<b>35%efj</b>	-	<b>100%Tefj</b>	-	35%	30%	<b>39%C</b>	33%	37%
Something else	103	-	-	-	103	64	31	8	60	35
		<b>6%efil</b>	-	-	<b>100%Tefi</b>	<b>7%l</b>	<b>7%l</b>	3%	7%	5%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

\* small base

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 2

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	587	587	-	-	-	294	171	122	299	278
Weighted Base	607	607	..**	..**	..**	304	178	125	308	287
Effective base	502	502	-	-	-	249	147	107	252	241
Bill was a lot higher than expected	244 40%	244 40%	-	-	-	132 43%	62 35%	51 40%	127 41%	116 40%
Bill was inaccurate	98 16%	98 16%	-	-	-	46 15%	29 16%	23 19%	50 16%	45 16%
Bill contained items I shouldn't have been charged for	95 16%	95 16%	-	-	-	45 15%	21 12%	29 23% <b>C</b>	49 16%	46 16%
Payment issues (including setting up/making a payment, non-direct debit charges)	66 11%	66 11%	-	-	-	30 10%	27 15%	10 8%	36 12%	30 10%
Getting a refund, credit note or cashback	55 9%	55 9%	-	-	-	34 11%	12 7%	8 6%	27 9%	27 9%
Took too long to resolve issue	49 8% <b>k</b>	49 8%	-	-	-	11 4%	20 11% <b>k</b>	18 14% <b>Tk</b>	24 8%	24 8%
Unable to get through to anyone	36 6%	36 6%	-	-	-	19 6%	11 6%	6 5%	24 8% <b>n</b>	10 3%
Unable to get through to relevant person	36 6%	36 6%	-	-	-	12 4%	14 8%	10 8%	10 3%	24 8% <b>m</b>
Didn't do what they said they would do	35 6%	35 6%	-	-	-	14 5%	8 4%	13 10%	13 4%	18 6%
Gave incorrect information	30 5%	30 5%	-	-	-	17 6%	7 4%	7 5%	13 4%	17 6%
The format of the bill	30 5%	30 5%	-	-	-	19 6% <b>l</b>	9 5%	2 1%	16 5%	14 5%
Rude/dismissive	28 5%	28 5%	-	-	-	7 2%	10 6%	11 9% <b>k</b>	9 3%	16 6%
Pre-pay credit lost or not credited to card	2 *	2 *	-	-	-	2 1%	-	-	1 *	1 *
Costs of international and roaming calls	2 *	2 *	-	-	-	1 *	-	1 1%	1 *	1 *
A different issue	43 7%	43 7%	-	-	-	21 7%	13 7%	10 8%	23 7%	21 7%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

\*\* 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

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	576	-	-	576	-	304	148	124	279	289
Weighted Base	574	-**	-**	574	-**	313	144	117	288	278
Effective base	484	-	-	484	-	256	125	103	238	239
Complete loss of service	221	-	-	221	-	108	67	46	112	105
	38%	-	-	38%	-	34%	47% <b>k</b>	39%	39%	38%
Unable to get certain channels/content	184	-	-	184	-	110	41	32	92	90
	32%	-	-	32%	-	35%	29%	28%	32%	32%
Service is not consistently available	184	-	-	184	-	91	50	42	75	105
	32%	-	-	32%	-	29%	35%	36%	26%	38% <b>m</b>
Poor picture quality	94	-	-	94	-	55	23	17	52	42
	16%	-	-	16%	-	18%	16%	14%	18%	15%
Connection speed slower than advertised or led to expect	71	-	-	71	-	42	19	10	37	33
	12%	-	-	12%	-	13%	13%	9%	13%	12%
Problems with voice over internet (VOIP) telephone calls	24	-	-	24	-	17	5	2	12	12
	4%	-	-	4%	-	5%	3%	2%	4%	4%
Poor line quality	21	-	-	21	-	14	5	2	11	10
	4%	-	-	4%	-	4%	4%	2%	4%	4%
Unable to access 4G service	1	-	-	1	-	-	-	1	-	1
	*	-	-	*	-	-	-	1%	-	*
Text or voice mails delivered late	1	-	-	1	-	-	-	1	-	1
	*	-	-	*	-	-	-	1%	-	*
Problems with calls being disconnected during a call or not connected at all	1	-	-	1	-	-	-	1	-	1
	*	-	-	*	-	-	-	1%	-	*
Poor indoor reception/coverage	1	-	-	1	-	-	-	1	-	1
	*	-	-	*	-	-	-	1%	-	*
Poor outside reception/ coverage	1	-	-	1	-	-	-	1	-	1
	*	-	-	*	-	-	-	1%	-	*
A different issue (please describe it briefly in your own words)	25	-	-	25	-	10	8	7	7	17
	4%	-	-	4%	-	3%	5%	6%	3%	6%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
\*\* 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

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	401	-	401	-	-	220	125	56	221	176
Weighted Base	374	-**	374	-**	-**	208	119*	47*	214	156
Effective base	319	-	319	-	-	176	99	44	179	135
Switching issues (e.g. problems trying to switch or problems porting your number)	70 19%	- -	70 19%	- -	- -	45 21%	21 17%	4 9%	45 21%	23 15%
Time taken to repair a fault	69 18%	- -	69 18%	- -	- -	31 15%	25 21%	13 28% <b>k</b>	38 18%	31 20%
Arranging an appointment for an engineer visit	64 17%	- -	64 17%	- -	- -	37 18%	20 17%	7 15%	41 19%	22 14%
Time taken to install the service	62 17%	- -	62 17%	- -	- -	37 18%	17 14%	8 17%	40 19%	22 14%
Arranging an installation	59 16%	- -	59 16%	- -	- -	41 20%	13 11%	5 11%	41 19% <b>n</b>	17 11%
Missed/ moved installation appointment	50 13%	- -	50 13%	- -	- -	27 13%	14 12%	8 16%	28 13%	21 13%
Damage to property during installation	43 11%	- -	43 11%	- -	- -	32 15% <b>C</b>	7 6%	4 7%	30 14%	12 8%
Missed/moved repair appointment	38 10%	- -	38 10%	- -	- -	17 8%	18 15%	3 6%	22 10%	15 10%
Complaining about an engineer	37 10%	- -	37 10%	- -	- -	24 11%	12 10%	2 4%	19 9%	18 11%
Damage to property during repair	31 8%	- -	31 8%	- -	- -	16 8%	11 9%	4 8%	13 6%	18 12%
A different issue	17 5%	- -	17 5%	- -	- -	8 4%	2 2%	7 16% <b>TkC</b>	8 4%	9 6%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
\* 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 5

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	95	-	-	-	95	56	28	11	52	35
Weighted Base	103*	..**	..**	..**	103*	64*	31**	8**	60*	35*
Effective base	83	-	-	-	83	49	25	10	46	30
Change to your package or service (upgrading or downgrading your service)	44 43%	-	-	-	44 43%	30 47%	14 43%	1 12%	28 47%	15 43%
Complaining about the terms of your contract	15 14%	-	-	-	15 14%	7 11%	7 22%	1 12%	9 16%	6 16%
Service not performing as advertised or as told in store/over the phone	11 11%	-	-	-	11 11%	7 11%	1 3%	3 35%	8 13%	3 8%
Switching issues (e.g. problems trying to switch or problems porting your number)	8 7%	-	-	-	8 7%	4 6%	3 10%	1 6%	5 8%	2 7%
Keeping your mobile phone number when changing suppliers	2 2%	-	-	-	2 2%	1 2%	1 3%	-	1 2%	1 3%
A different issue (please describe it briefly in your own words)	35 34%	-	-	-	35 34%	22 35%	10 31%	3 35%	16 27%	13 36%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

\* 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

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1659	587	401	576	95	874	472	313	851	778
Weighted Base	1659	607	374	574	103*	888	473	298	870	757
Effective base	1387	502	319	484	83	730	396	263	716	646
Only/mainly on the phone	955	369	147	377	62	486	271	198	503	442
	<b>58%f</b>	<b>61%f</b>	39%	<b>66%Tf</b>	<b>60%f</b>	55%	57%	<b>66%TnC</b>	58%	58%
Only/mainly via webchat	184	70	40	65	8	112	43	29	103	79
	11%	12%	11%	11%	8%	13%	9%	10%	12%	10%
Only/mainly via email	121	40	47	29	6	67	33	22	61	58
	7%	7%	<b>12%Tei</b>	5%	6%	8%	7%	7%	7%	8%
Only/mainly by social media	82	26	31	19	6	44	26	11	34	47
	5%	4%	<b>8%Tei</b>	3%	6%	5%	6%	4%	4%	<b>6%Tm</b>
Only/mainly via web form	80	27	27	23	4	44	28	8	35	40
	5%	4%	7%	4%	3%	5%	6%	3%	4%	5%
Only/mainly via mobile application	79	23	24	28	4	45	26	8	45	32
	5%	4%	6%	5%	3%	5%	5%	3%	5%	4%
Only/mainly in store	66	21	29	14	1	39	21	6	39	26
	4%	3%	<b>8%Teij</b>	2%	1%	4%	4%	2%	5%	3%
Only/mainly by letter	63	20	27	13	3	36	18	10	37	25
	4%	3%	<b>7%Tei</b>	2%	2%	4%	4%	3%	4%	3%
Only/mainly via another contact method	9	3	-	3	3	3	3	3	4	3
	1%	*	-	1%	<b>3%Teif</b>	*	1%	1%	1%	*
Don't know	20	8	2	3	7	13	5	3	8	5
	1%	1%	1%	1%	<b>7%Teif</b>	1%	1%	1%	1%	1%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

\* small base

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 7

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1659	587	401	576	95	874	472	313	851	778
Weighted Base	1659	607	374	574	103*	888	473	298	870	757
Effective base	1387	502	319	484	83	730	396	263	716	646
10 - Extremely satisfied (10)	235 14% <b>Cln</b>	84 14%	52 14%	80 14%	19 18%	235 26% <b>TCl</b>	-	-	211 24% <b>Tn</b>	20 3%
9 -	125 8% <b>Cln</b>	35 6%	34 9%	47 8%	9 9%	125 14% <b>TCl</b>	-	-	104 12% <b>Tn</b>	18 2%
8 -	275 17% <b>Cln</b>	100 16%	68 18%	88 15%	19 18%	275 31% <b>TCl</b>	-	-	197 23% <b>Tn</b>	77 10%
7 -	253 15% <b>Cln</b>	85 14%	54 14%	98 17%	16 16%	253 28% <b>TCl</b>	-	-	151 17% <b>ln</b>	100 13%
6 -	167 10% <b>klm</b>	63 10%	43 11%	53 9%	9 8%	-	167 35% <b>Tkl</b>	-	59 7%	101 13% <b>Tm</b>
5 -	179 11% <b>klm</b>	68 11%	37 10%	59 10%	15 14%	-	179 38% <b>Tkl</b>	-	65 7%	104 14% <b>lm</b>
4 -	127 8% <b>klm</b>	47 8%	39 11% <b>li</b>	32 6%	8 8%	-	127 27% <b>Tkl</b>	-	38 4%	88 12% <b>Tm</b>
3 -	100 6% <b>klm</b>	38 6%	20 5%	41 7% <b>li</b>	1 1%	-	-	100 33% <b>Tkl</b>	15 2%	85 11% <b>Tm</b>
2 -	67 4% <b>klm</b>	29 5%	12 3%	24 4%	3 3%	-	-	67 23% <b>Tkl</b>	9 1%	57 8% <b>Tm</b>
1 - Extremely dissatisfied (1)	131 8% <b>fkCm</b>	59 10% <b>f</b>	16 4%	52 9% <b>f</b>	4 4%	-	-	131 44% <b>Tkl</b>	21 2%	107 14% <b>Tm</b>
NET: Dissatisfied (1-3)	298 18% <b>fkCm</b>	125 21% <b>fj</b>	47 13%	117 20% <b>fj</b>	8 8%	-	-	298 100% <b>Tkl</b>	45 5%	249 33% <b>Tm</b>
NET: Neutral (4-6)	473 28% <b>klm</b>	178 29%	119 32% <b>li</b>	144 25%	31 30%	-	473 100% <b>Tkl</b>	-	162 19%	293 39% <b>Tm</b>
NET: Satisfied (7-10)	888 54% <b>Cln</b>	304 50%	208 56%	313 54%	64 62% <b>e</b>	888 100% <b>TCl</b>	-	-	663 76% <b>Tn</b>	215 28%
Mean score	6.28 <b>Cln</b>	6.07	6.53 <b>e</b>	6.23	6.89 <b>Tej</b>	8.39 <b>TCl</b>	5.08 <b>l</b>	1.89	7.58 <b>Tn</b>	4.80
Standard error	0.07	0.11	0.12	0.12	0.25	0.04	0.04	0.05	0.07	0.09

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
\* small base

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 8

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	851	299	221	279	52	638	158	55	851	-
Weighted Base	870	308	214	288	60*	663	162	45*	870	-**
Effective base	716	252	179	238	46	539	134	44	716	-
10 - Extremely satisfied (10)	211	74	46	72	19	211	-	-	211	-
	24% <b>CI</b>	24%	21%	25%	32%	32% <b>TCI</b>	-	-	24%	-
9 - (9)	104	27	29	41	7	104	-	-	104	-
	12% <b>CI</b>	9%	13%	14%	12%	16% <b>CI</b>	-	-	12%	-
8 - (8)	197	80	50	54	13	197	-	-	197	-
	23% <b>CI</b>	26%	23%	19%	22%	30% <b>TCI</b>	-	-	23%	-
7 - (7)	151	50	35	54	12	151	-	-	151	-
	17% <b>CI</b>	16%	17%	19%	19%	23% <b>TCI</b>	-	-	17%	-
6 - (6)	59	23	19	15	2	-	59	-	59	-
	7% <b>k</b>	8%	9%	5%	3%	-	36% <b>Tkl</b>	-	7%	-
5 - (5)	65	23	14	26	2	-	65	-	65	-
	7% <b>k</b>	8%	6%	9%	3%	-	40% <b>Tkl</b>	-	7%	-
4 - (4)	38	17	13	4	4	-	38	-	38	-
	4% <b>k</b>	5% <b>i</b>	6% <b>i</b>	1%	7% <b>i</b>	-	23% <b>Tkl</b>	-	4%	-
3 - (3)	15	3	6	6	-	-	-	15	15	-
	2% <b>k</b>	1%	3%	2%	-	-	-	33% <b>TkC</b>	2%	-
2 - (2)	9	2	1	6	-	-	-	9	9	-
	1% <b>k</b>	1%	1%	2%	-	-	-	21% <b>TkC</b>	1%	-
1 - Extremely dissatisfied (1)	21	10	1	9	1	-	-	21	21	-
	2% <b>k</b>	3%	1%	3%	2%	-	-	46% <b>TkC</b>	2%	-
NET: Dissatisfied (1-3)	45	14	9	21	1	-	-	45	45	-
	5% <b>kC</b>	5%	4%	7%	2%	-	-	100% <b>TkC</b>	5%	-
NET: Neutral (4-6)	162	63	45	45	8	-	162	-	162	-
	19% <b>kl</b>	21%	21%	16%	13%	-	100% <b>Tkl</b>	-	19%	-
NET: Satisfied (7-10)	663	231	159	222	51	663	-	-	663	-
	76% <b>CI</b>	75%	75%	77%	85%	100% <b>TCI</b>	-	-	76%	-
Mean score	7.58 <b>CI</b>	7.51	7.55	7.57	8.01	8.56 <b>TCI</b>	5.13 <b>I</b>	1.88	7.58	-
Standard error	0.07	0.13	0.14	0.14	0.28	0.05	0.06	0.12	0.07	-

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
 \* 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 9

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1659	587	401	576	95	874	472	313	851	778
Weighted Base	1659	607	374	574	103*	888	473	298	870	757
Effective base	1387	502	319	484	83	730	396	263	716	646
10 - Extremely satisfied (10)	316	99	74	112	30	274	22	19	247	59
	19% <b>CIn</b>	16%	20%	20%	29% <b>Te</b>	31% <b>TCI</b>	5%	6%	28% <b>Tn</b>	8%
9 - (9)	212	73	51	77	11	168	31	13	151	60
	13% <b>CIn</b>	12%	13%	13%	11%	19% <b>TCI</b>	6%	4%	17% <b>Tn</b>	8%
8 - (8)	268	94	53	105	16	188	52	28	161	103
	16% <b>CI</b>	15%	14%	18%	15%	21% <b>TCI</b>	11%	9%	18% <b>n</b>	14%
7 - (7)	184	68	36	69	11	108	63	14	97	86
	11% <b>I</b>	11%	10%	12%	11%	12% <b>I</b>	13% <b>I</b>	5%	11%	11%
6 - (6)	171	60	46	55	11	64	84	22	74	95
	10% <b>k</b>	10%	12%	9%	11%	7%	18% <b>TkI</b>	7%	9%	13% <b>m</b>
5 - (5)	169	77	36	44	12	32	111	26	60	101
	10% <b>km</b>	13% <b>i</b>	10%	8%	12%	4%	23% <b>TkI</b>	9% <b>k</b>	7%	13% <b>Tm</b>
4 - (4)	98	29	34	34	2	17	47	34	18	79
	6% <b>km</b>	5%	9% <b>Tej</b>	6%	2%	2%	10% <b>Tk</b>	11% <b>TkC</b>	2%	10% <b>Tm</b>
3 - (3)	87	32	19	33	2	15	30	41	26	60
	5% <b>km</b>	5%	5%	6%	2%	2%	6% <b>k</b>	14% <b>TkC</b>	3%	8% <b>Tm</b>
2 - (2)	45	23	10	12	-	2	15	28	5	39
	3% <b>km</b>	4%	3%	2%	-	*	3% <b>k</b>	9% <b>TkC</b>	1%	5% <b>Tm</b>
1 - Extremely dissatisfied (1)	87	43	12	26	6	7	13	67	22	62
	5% <b>kCm</b>	7% <b>f</b>	3%	5%	5%	1%	3% <b>k</b>	22% <b>TkC</b>	3%	8% <b>Tm</b>
Not applicable	23	10	3	8	3	12	5	6	8	13
	1%	2%	1%	1%	3%	1%	1%	2%	1%	2%
NET: Dissatisfied (1-3)	219	99	41	71	7	24	58	136	53	161
	13% <b>km</b>	16% <b>fj</b>	11%	12%	7%	3%	12% <b>k</b>	46% <b>TkC</b>	6%	21% <b>Tm</b>
NET: Neutral (4-6)	438	165	116	133	25	114	242	82	153	275
	26% <b>km</b>	27%	31% <b>I</b>	23%	24%	13%	51% <b>TkI</b>	28% <b>k</b>	18%	36% <b>Tm</b>
NET: Satisfied (7-10)	979	334	215	363	68	738	168	73	655	308
	59% <b>CIn</b>	55%	57%	63% <b>e</b>	66%	83% <b>TCI</b>	35% <b>I</b>	25%	75% <b>Tn</b>	41%
Mean score	6.84 <b>eCIn</b>	6.55	6.89	7.01 <b>e</b>	7.46 <b>Te</b>	8.20 <b>TCI</b>	5.85 <b>I</b>	4.35	7.80 <b>Tn</b>	5.73
Standard error	0.06	0.11	0.13	0.11	0.26	0.06	0.10	0.16	0.08	0.09

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
 \* small base

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 10

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	905	336	149	363	57	452	257	196	457	440
Weighted Base	955	369	147	377	62*	486	271	198	503	442
Effective base	791	301	124	316	50	396	225	170	406	378
10 - Extremely satisfied (10)	112 12% <b>CIn</b>	39 11%	24 16%	39 10%	10 15%	101 21% <b>TCI</b>	7 3%	5 2%	90 18% <b>Tn</b>	20 4%
9 - (9)	78 8% <b>CIn</b>	25 7%	21 15% <b>TeI</b>	26 7%	6 10%	63 13% <b>TCI</b>	11 4%	4 2%	59 12% <b>Tn</b>	19 4%
8 - (8)	143 15% <b>CI</b>	50 14%	20 13%	65 17%	8 14%	116 24% <b>TCI</b>	18 7%	10 5%	94 19% <b>n</b>	49 11%
7 - (7)	128 13% <b>In</b>	39 11%	22 15%	54 14%	13 21% <b>e</b>	85 18% <b>I</b>	32 12% <b>I</b>	10 5%	88 17% <b>n</b>	40 9%
6 - (6)	105 11% <b>I</b>	45 12%	12 8%	42 11%	5 9%	57 12% <b>I</b>	43 16% <b>I</b>	5 2%	52 10%	52 12%
5 - (5)	97 10% <b>k</b>	41 11%	15 10%	37 10%	4 6%	30 6%	55 20% <b>Tkl</b>	12 6%	43 9%	53 12%
4 - (4)	83 9% <b>k</b>	37 10%	11 8%	29 8%	6 9%	15 3%	46 17% <b>Tk</b>	22 11% <b>k</b>	29 6%	53 12% <b>m</b>
3 - (3)	64 7% <b>km</b>	27 7%	7 5%	26 7%	4 7%	7 2%	27 10% <b>k</b>	29 15% <b>Tk</b>	16 3%	47 11% <b>Tm</b>
2 - (2)	53 6% <b>km</b>	26 7%	4 3%	22 6%	1 2%	6 1%	15 6% <b>k</b>	32 16% <b>TkC</b>	7 1%	46 10% <b>Tm</b>
1 - Extremely dissatisfied (1)	84 9% <b>km</b>	36 10%	10 7%	34 9%	5 7%	2 *	15 6% <b>k</b>	67 34% <b>TkC</b>	20 4%	60 14% <b>Tm</b>
Not applicable	8 1%	4 1%	-	3 1%	-	4 1%	2 1%	1 1%	4 1%	2 *
NET: Dissatisfied (1-3)	201 21% <b>km</b>	89 24% <b>f</b>	21 14%	81 22%	10 17%	14 3%	58 21% <b>k</b>	129 65% <b>TkC</b>	43 9%	154 35% <b>Tm</b>
NET: Neutral (4-6)	285 30% <b>kl</b>	123 33%	39 26%	109 29%	14 23%	102 21%	144 53% <b>Tkl</b>	39 20%	123 25%	158 36% <b>Tm</b>
NET: Satisfied (7-10)	462 48% <b>eCIn</b>	153 42%	87 59% <b>Te</b>	184 49%	37 60% <b>e</b>	365 75% <b>TCI</b>	67 25% <b>I</b>	29 15%	332 66% <b>Tn</b>	128 29%
Mean score	6.01 <b>CIIn</b>	5.71	6.66 <b>TeI</b>	5.97	6.48	7.66 <b>TCI</b>	5.11 <b>I</b>	3.20	7.08 <b>Tn</b>	4.83
Standard error	0.09	0.15	0.22	0.14	0.36	0.09	0.13	0.18	0.11	0.13

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

\* small base

## *Ofcom - Quality of Customer Service - Complaints 2018*

Fieldwork: 5th December 2018 - 14th January 2019

Table 11

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1659	587	401	576	95	874	472	313	851	778
Weighted Base	1659	607	374	574	103*	888	473	298	870	757
Effective base	1387	502	319	484	83	730	396	263	716	646
10 - Extremely satisfied (10)	198	63	56	58	20	183	11	4	172	20
	12% <b>CIn</b>	10%	15% <b>eI</b>	10%	20% <b>TeI</b>	21% <b>TCI</b>	2%	1%	20% <b>Tn</b>	3%
9 - (9)	157	51	49	48	9	143	13	1	120	35
	9% <b>CIn</b>	8%	13% <b>TeI</b>	8%	8%	16% <b>TCI</b>	3% <b>I</b>	*	14% <b>Tn</b>	5%
8 - (8)	272	109	55	88	19	219	39	13	187	82
	16% <b>CIn</b>	18%	15%	15%	18%	25% <b>TCI</b>	8%	5%	22% <b>Tn</b>	11%
7 - (7)	190	51	46	80	12	136	47	7	118	71
	11% <b>I</b>	8%	12%	14% <b>e</b>	12%	15% <b>TCI</b>	10% <b>I</b>	2%	14% <b>n</b>	9%
6 - (6)	180	67	34	72	7	78	90	12	87	87
	11% <b>I</b>	11%	9%	13%	7%	9% <b>I</b>	19% <b>TkI</b>	4%	10%	12%
5 - (5)	173	60	52	55	6	58	94	21	63	107
	10% <b>km</b>	10%	14% <b>j</b>	10%	6%	6%	20% <b>TkI</b>	7%	7%	14% <b>Tm</b>
4 - (4)	129	52	33	29	14	31	79	19	40	85
	8% <b>ikm</b>	9% <b>I</b>	9% <b>I</b>	5%	14% <b>Ti</b>	3%	17% <b>TkI</b>	6% <b>k</b>	5%	11% <b>Tm</b>
3 - (3)	112	52	14	46	1	18	48	46	29	81
	7% <b>fjkm</b>	9% <b>fj</b>	4%	8% <b>fj</b>	1%	2%	10% <b>Tk</b>	16% <b>TkC</b>	3%	11% <b>Tm</b>
2 - (2)	79	29	15	31	3	6	23	50	17	61
	5% <b>km</b>	5%	4%	5%	3%	1%	5% <b>k</b>	17% <b>TkC</b>	2%	8% <b>Tm</b>
1 - Extremely dissatisfied (1)	155	69	18	61	7	10	24	121	30	119
	9% <b>fkCm</b>	11% <b>f</b>	5%	11% <b>f</b>	6%	1%	5% <b>k</b>	41% <b>TkC</b>	3%	16% <b>Tm</b>
Not applicable	16	5	*	6	5	7	3	5	6	8
	1%	1%	*	1%	5% <b>TeI</b>	1%	1%	2%	1%	1%
NET: Dissatisfied (1-3)	346	149	48	138	10	33	95	217	77	262
	21% <b>fjkm</b>	25% <b>fj</b>	13%	24% <b>fj</b>	10%	4%	20% <b>k</b>	73% <b>TkC</b>	9%	35% <b>Tm</b>
NET: Neutral (4-6)	482	180	119	156	27	167	264	51	189	279
	29% <b>klm</b>	30%	32%	27%	26%	19%	56% <b>TkI</b>	17%	22%	37% <b>Tm</b>
NET: Satisfied (7-10)	816	274	207	274	60	681	110	24	597	208
	49% <b>CIn</b>	45%	55% <b>TeI</b>	48%	58% <b>e</b>	77% <b>TCI</b>	23% <b>I</b>	8%	69% <b>Tn</b>	28%
Mean score	6.08 <b>CIn</b>	5.82	6.58 <b>TeI</b>	5.91	6.77 <b>TeI</b>	7.69 <b>TCI</b>	5.15 <b>I</b>	2.75	7.26 <b>Tn</b>	4.74
Standard error	0.07	0.12	0.13	0.12	0.29	0.07	0.09	0.12	0.08	0.09

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/I - T/m/n

\* small base

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 12

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1659	587	401	576	95	874	472	313	851	778
Weighted Base	1659	607	374	574	103*	888	473	298	870	757
Effective base	1387	502	319	484	83	730	396	263	716	646
10 - Extremely satisfied (10)	248	92	47	87	22	236	9	4	226	17
	15% <b>CIn</b>	15%	12%	15%	22% <b>f</b>	27% <b>TCl</b>	2%	1%	26% <b>Tn</b>	2%
9 - (9)	184	62	56	57	10	169	11	4	149	34
	11% <b>CIn</b>	10%	15% <b>ei</b>	10%	9%	19% <b>TCl</b>	2%	1%	17% <b>Tn</b>	4%
8 - (8)	216	82	49	70	15	187	24	4	153	61
	13% <b>CIn</b>	14%	13%	12%	14%	21% <b>TCl</b>	5% <b>l</b>	1%	18% <b>Tn</b>	8%
7 - (7)	215	63	62	80	10	143	59	13	125	84
	13% <b>l</b>	10%	17% <b>e</b>	14%	9%	16% <b>Tl</b>	12% <b>l</b>	4%	14%	11%
6 - (6)	184	60	41	71	12	73	97	14	81	102
	11% <b>kl</b>	10%	11%	12%	12%	8%	21% <b>Tkl</b>	5%	9%	13% <b>m</b>
5 - (5)	168	61	40	57	10	34	118	15	55	107
	10% <b>klm</b>	10%	11%	10%	9%	4%	25% <b>Tkl</b>	5%	6%	14% <b>Tm</b>
4 - (4)	110	45	26	33	7	21	73	17	29	77
	7% <b>km</b>	7%	7%	6%	6%	2%	15% <b>Tkl</b>	6% <b>k</b>	3%	10% <b>Tm</b>
3 - (3)	83	31	19	29	5	11	32	40	16	67
	5% <b>km</b>	5%	5%	5%	4%	1%	7% <b>k</b>	13% <b>TkC</b>	2%	9% <b>Tm</b>
2 - (2)	77	36	14	22	5	3	27	47	12	65
	5% <b>km</b>	6%	4%	4%	5%	*	6% <b>k</b>	16% <b>TkC</b>	1%	9% <b>Tm</b>
1 - Extremely dissatisfied (1)	162	72	20	64	6	8	17	138	19	138
	10% <b>fkCm</b>	12% <b>f</b>	5%	11% <b>f</b>	6%	1%	4% <b>k</b>	46% <b>TkC</b>	2%	18% <b>Tm</b>
Not applicable	10	1	*	5	4	4	4	2	2	4
	1%	*	*	1%	3% <b>Tef</b>	*	1%	1%	*	1%
NET: Dissatisfied (1-3)	323	139	54	115	15	22	76	225	47	270
	19% <b>fk m</b>	23% <b>f</b>	14%	20% <b>f</b>	15%	2%	16% <b>k</b>	75% <b>TkC</b>	5%	36% <b>Tm</b>
NET: Neutral (4-6)	462	166	107	161	28	128	288	46	166	286
	28% <b>klm</b>	27%	29%	28%	27%	14%	61% <b>Tkl</b>	15%	19%	38% <b>Tm</b>
NET: Satisfied (7-10)	863	300	213	294	56	735	103	25	654	196
	52% <b>CIn</b>	49%	57% <b>e</b>	51%	54%	83% <b>TCl</b>	22% <b>l</b>	8%	75% <b>Tn</b>	26%
Mean score	6.26 <b>CIn</b>	6.05	6.55 <b>e</b>	6.21	6.72	8.04 <b>TCl</b>	5.19 <b>l</b>	2.63	7.70 <b>Tn</b>	4.62
Standard error	0.07	0.12	0.13	0.12	0.29	0.06	0.09	0.12	0.08	0.09

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

\* small base

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 13

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1659	587	401	576	95	874	472	313	851	778
Weighted Base	1659	607	374	574	103*	888	473	298	870	757
Effective base	1387	502	319	484	83	730	396	263	716	646
10 - Extremely satisfied (10)	345 21% <b>CIn</b>	126 21%	73 19%	119 21%	27 26%	303 34% <b>TCl</b>	24 5%	19 6%	282 32% <b>Tn</b>	58 8%
9 - (9)	220 13% <b>CIn</b>	75 12%	50 13%	81 14%	14 14%	177 20% <b>TCl</b>	29 6%	15 5%	151 17% <b>Tn</b>	66 9%
8 - (8)	275 17% <b>l</b>	90 15%	67 18%	99 17%	20 19%	180 20% <b>Tl</b>	75 16% <b>l</b>	20 7%	159 18%	113 15%
7 - (7)	196 12%	77 13%	41 11%	70 12%	8 7%	101 11%	65 14%	30 10%	91 10%	99 13%
6 - (6)	174 10%	58 10%	46 12%	57 10%	12 12%	74 8%	78 17% <b>Tkl</b>	22 7%	68 8%	103 14% <b>Tm</b>
5 - (5)	138 8% <b>km</b>	55 9%	28 7%	47 8%	7 7%	22 3%	96 20% <b>Tkl</b>	20 7% <b>k</b>	36 4%	94 12% <b>Tm</b>
4 - (4)	101 6% <b>k</b>	39 6%	32 8% <b>j</b>	29 5%	2 2%	12 1%	57 12% <b>Tk</b>	32 11% <b>Tk</b>	35 4%	66 9% <b>Tm</b>
3 - (3)	62 4% <b>km</b>	26 4%	14 4%	20 4%	2 2%	4 *	19 4% <b>k</b>	39 13% <b>TkC</b>	15 2%	47 6% <b>Tm</b>
2 - (2)	35 2% <b>km</b>	13 2%	8 2%	14 2%	-	1 *	9 2% <b>k</b>	25 8% <b>TkC</b>	6 1%	29 4% <b>Tm</b>
1 - Extremely dissatisfied (1)	81 5% <b>kCm</b>	37 6%	15 4%	26 4%	3 3%	3 *	9 2% <b>k</b>	69 23% <b>TkC</b>	15 2%	64 8% <b>Tm</b>
Not applicable	31 2%	10 2%	1 *	12 2%	8 8% <b>Tefl</b>	12 1%	12 3%	8 3%	10 1%	17 2%
NET: Dissatisfied (1-3)	178 11% <b>km</b>	76 13% <b>j</b>	37 10%	60 10%	5 5%	8 1%	37 8% <b>k</b>	133 45% <b>TkC</b>	36 4%	140 19% <b>Tm</b>
NET: Neutral (4-6)	413 25% <b>km</b>	153 25%	105 28%	133 23%	21 21%	108 12%	231 49% <b>Tkl</b>	73 25% <b>k</b>	140 16%	263 35% <b>Tm</b>
NET: Satisfied (7-10)	1037 63% <b>CIn</b>	368 61%	231 62%	370 64%	68 66%	760 86% <b>TCl</b>	193 41% <b>l</b>	84 28%	683 79% <b>Tn</b>	337 45%
Mean score	7.06 <b>CIn</b>	6.90	7.01	7.13	7.74 <b>Tefl</b>	8.42 <b>TCl</b>	6.11 <b>l</b>	4.43	8.02 <b>Tn</b>	5.94
Standard error	0.06	0.11	0.12	0.11	0.24	0.06	0.09	0.17	0.07	0.09

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

\* small base

\* = Less than .5



## Ofcom - Quality of Customer Service - Complaints 2018

### Fieldwork: 5th December 2018 - 14th January 2019

Table 14

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1659	587	401	576	95	874	472	313	851	778
Weighted Base	1659	607	374	574	103*	888	473	298	870	757
Effective base	1387	502	319	484	83	730	396	263	716	646
10 - Extremely satisfied (10)	300	94	69	108	28	281	12	6	266	31
	18% <b>Cln</b>	16%	18%	19%	28% <b>Te</b>	32% <b>TCl</b>	3%	2%	31% <b>Tn</b>	4%
9 - (9)	189	73	42	62	11	171	11	6	159	29
	11% <b>Cln</b>	12%	11%	11%	11%	19% <b>TCl</b>	2%	2%	18% <b>Tn</b>	4%
8 - (8)	224	77	56	78	13	172	42	10	139	82
	14% <b>Cl</b>	13%	15%	14%	12%	19% <b>TCl</b>	9% <b>l</b>	3%	16% <b>n</b>	11%
7 - (7)	207	74	42	75	17	128	67	12	109	97
	13% <b>l</b>	12%	11%	13%	16%	14% <b>l</b>	14% <b>l</b>	4%	13%	13%
6 - (6)	173	60	40	68	5	61	92	20	62	107
	10% <b>km</b>	10%	11%	12% <b>j</b>	4%	7%	20% <b>Tkl</b>	7%	7%	14% <b>Tm</b>
5 - (5)	164	65	40	51	8	25	117	22	48	108
	10% <b>km</b>	11%	11%	9%	8%	3%	25% <b>Tkl</b>	7% <b>k</b>	6%	14% <b>Tm</b>
4 - (4)	98	39	34	24	2	21	53	25	34	61
	6% <b>km</b>	6%	9% <b>Tj</b>	4%	2%	2%	11% <b>Tk</b>	8% <b>k</b>	4%	8% <b>m</b>
3 - (3)	72	35	15	23	-	10	31	32	17	55
	4% <b>km</b>	6% <b>j</b>	4%	4%	-	1%	6% <b>k</b>	11% <b>Tk</b>	2%	7% <b>Tm</b>
2 - (2)	47	18	10	16	2	5	12	30	6	41
	3% <b>km</b>	3%	3%	3%	2%	1%	2% <b>k</b>	10% <b>TkC</b>	1%	5% <b>Tm</b>
1 - Extremely dissatisfied (1)	135	55	23	52	6	6	15	114	19	111
	8% <b>kCm</b>	9%	6%	9%	6%	1%	3% <b>k</b>	38% <b>TkC</b>	2%	15% <b>Tm</b>
Not applicable	50	17	3	17	12	8	20	21	11	35
	3% <b>fk</b>	3%	1%	3% <b>f</b>	12% <b>Tefl</b>	1%	4% <b>k</b>	7% <b>Tk</b>	1%	5% <b>m</b>
NET: Dissatisfied (1-3)	254	107	47	91	8	20	57	176	42	206
	15% <b>km</b>	18% <b>j</b>	13%	16%	8%	2%	12% <b>k</b>	59% <b>TkC</b>	5%	27% <b>Tm</b>
NET: Neutral (4-6)	435	165	114	143	14	107	262	66	144	276
	26% <b>jk</b>	27% <b>j</b>	30% <b>j</b>	25% <b>j</b>	14%	12%	55% <b>Tkl</b>	22% <b>k</b>	17%	36% <b>Tm</b>
NET: Satisfied (7-10)	920	318	210	324	68	753	133	35	673	239
	55% <b>Cln</b>	52%	56%	56%	66% <b>e</b>	85% <b>TCl</b>	28% <b>l</b>	12%	77% <b>Tn</b>	32%
Mean score	6.61 <b>Cln</b>	6.39	6.68	6.65	7.51 <b>Tefl</b>	8.24 <b>TCl</b>	5.55 <b>l</b>	3.17	7.91 <b>Tn</b>	5.12
Standard error	0.07	0.12	0.13	0.12	0.28	0.06	0.09	0.15	0.08	0.10

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
\* small base

## *Ofcom - Quality of Customer Service - Complaints 2018*

Fieldwork: 5th December 2018 - 14th January 2019

Table 15

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1659	587	401	576	95	874	472	313	851	778
Weighted Base	1659	607	374	574	103*	888	473	298	870	757
Effective base	1387	502	319	484	83	730	396	263	716	646
10 - Extremely satisfied (10)	253 15% <b>Cln</b>	85 14%	61 16%	85 15%	23 22%	236 27% <b>TCl</b>	11 2%	6 2%	212 24% <b>Tn</b>	37 5%
9 - (9)	172 10% <b>Cln</b>	52 9%	46 12%	62 11%	11 11%	151 17% <b>TCl</b>	16 3%	5 2%	140 16% <b>Tn</b>	28 4%
8 - (8)	222 13% <b>Cl</b>	71 12%	60 16%	78 14%	14 13%	171 19% <b>TCl</b>	38 8%	13 4%	140 16% <b>n</b>	82 11%
7 - (7)	208 13% <b>l</b>	75 12%	42 11%	73 13%	18 17%	123 14% <b>l</b>	74 16% <b>l</b>	11 4%	122 14%	85 11%
6 - (6)	179 11% <b>j</b>	63 10% <b>j</b>	46 12% <b>j</b>	67 12% <b>j</b>	3 2%	88 10%	72 15% <b>Tkl</b>	19 7%	80 9%	97 13% <b>m</b>
5 - (5)	162 10% <b>km</b>	68 11%	36 10%	50 9%	9 9%	28 3%	113 24% <b>Tkl</b>	21 7%	59 7%	96 13% <b>m</b>
4 - (4)	102 6% <b>km</b>	44 7%	23 6%	31 5%	5 5%	29 3%	47 10% <b>Tk</b>	26 9% <b>k</b>	29 3%	70 9% <b>Tm</b>
3 - (3)	99 6% <b>km</b>	35 6%	23 6%	40 7% <b>j</b>	1 1%	22 2%	41 9% <b>k</b>	36 12% <b>Tk</b>	22 3%	77 10% <b>Tm</b>
2 - (2)	59 4% <b>km</b>	28 5%	17 4%	13 2%	1 1%	10 1%	17 4% <b>k</b>	33 11% <b>TkC</b>	10 1%	47 6% <b>Tm</b>
1 - Extremely dissatisfied (1)	144 9% <b>fkCm</b>	63 10% <b>f</b>	17 4%	59 10% <b>f</b>	6 6%	7 1%	24 5% <b>k</b>	114 38% <b>TkC</b>	28 3%	112 15% <b>Tm</b>
Not applicable	57 3% <b>f</b>	24 4% <b>f</b>	4 1%	16 3%	13 13% <b>Tefl</b>	25 3%	19 4%	13 4%	27 3%	25 3%
NET: Dissatisfied (1-3)	303 18% <b>jkcm</b>	126 21% <b>fj</b>	56 15%	113 20% <b>j</b>	8 8%	38 4%	82 17% <b>k</b>	183 61% <b>TkC</b>	60 7%	236 31% <b>Tm</b>
NET: Neutral (4-6)	444 27% <b>jkcm</b>	174 29% <b>j</b>	105 28% <b>j</b>	148 26%	16 16%	145 16%	232 49% <b>Tkl</b>	67 22% <b>k</b>	168 19%	263 35% <b>Tm</b>
NET: Satisfied (7-10)	855 52% <b>Cln</b>	283 47%	210 56% <b>e</b>	297 52%	65 63% <b>Te</b>	681 77% <b>TCl</b>	139 30% <b>l</b>	35 12%	614 71% <b>Tn</b>	233 31%
Mean score	6.35 <b>eCln</b>	6.05	6.66 <b>e</b>	6.31	7.25 <b>TeI</b>	7.90 <b>TCl</b>	5.39 <b>l</b>	3.18	7.55 <b>Tn</b>	5.00
Standard error	0.07	0.12	0.13	0.12	0.29	0.07	0.10	0.14	0.08	0.10

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
\* small base

## *Ofcom - Quality of Customer Service - Complaints 2018*

Fieldwork: 5th December 2018 - 14th January 2019

Table 16

**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**

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	1659	587	401	576	95	874	472	313	851	778	
Weighted Base	1659	607	374	574	103*	888	473	298	870	757	
Effective base	1387	502	319	484	83	730	396	263	716	646	
10 - Extremely satisfied	(10)	208	79	51	57	20	201	5	1	181	22
		13% <b>CIn</b>	13%	14%	10%	19% <b>i</b>	23% <b>TCI</b>	1%	*	21% <b>Tn</b>	3%
9 -	(9)	143	44	45	49	5	129	12	2	109	34
		9% <b>CIn</b>	7%	12% <b>e</b>	9%	5%	14% <b>TCI</b>	3%	1%	13% <b>Tn</b>	5%
8 -	(8)	196	65	53	65	13	147	42	6	138	55
		12% <b>In</b>	11%	14%	11%	12%	17% <b>TCI</b>	9% <b>I</b>	2%	16% <b>Tn</b>	7%
7 -	(7)	156	54	46	48	9	98	45	13	81	74
		9% <b>I</b>	9%	12%	8%	8%	11% <b>I</b>	10% <b>I</b>	4%	9%	10%
6 -	(6)	122	49	35	37	1	52	63	7	72	49
		7% <b>j</b>	8% <b>j</b>	9% <b>j</b>	6% <b>j</b>	1%	6% <b>I</b>	13% <b>TkI</b>	2%	8%	7%
5 -	(5)	178	66	42	60	11	56	104	18	64	107
		11% <b>kIm</b>	11%	11%	10%	10%	6%	22% <b>TkI</b>	6%	7%	14% <b>Tm</b>
4 -	(4)	100	36	27	34	3	38	38	24	40	58
		6%	6%	7%	6%	3%	4%	8% <b>k</b>	8% <b>k</b>	5%	8% <b>m</b>
3 -	(3)	84	35	17	31	1	27	31	27	25	57
		5% <b>kM</b>	6%	5%	5%	1%	3%	6% <b>k</b>	9% <b>Tk</b>	3%	7% <b>Tm</b>
2 -	(2)	83	37	17	26	4	21	34	28	25	57
		5% <b>kM</b>	6%	5%	5%	3%	2%	7% <b>k</b>	9% <b>Tk</b>	3%	8% <b>Tm</b>
1 - Extremely dissatisfied	(1)	268	105	31	117	14	37	74	157	56	204
		16% <b>fkm</b>	17% <b>f</b>	8%	20% <b>Tf</b>	13%	4%	16% <b>k</b>	53% <b>TkC</b>	6%	27% <b>Tm</b>
Not applicable		121	39	9	50	24	83	23	14	78	39
		7% <b>f</b>	6% <b>f</b>	2%	9% <b>f</b>	23% <b>TefI</b>	9% <b>CI</b>	5%	5%	9% <b>n</b>	5%
NET: Dissatisfied	(1-3)	435	177	65	175	18	84	139	212	107	318
		26% <b>fkm</b>	29% <b>fj</b>	17%	30% <b>fj</b>	18%	10%	29% <b>k</b>	71% <b>TkC</b>	12%	42% <b>Tm</b>
NET: Neutral	(4-6)	399	150	104	131	15	146	205	49	176	214
		24% <b>jkIm</b>	25% <b>j</b>	28% <b>j</b>	23%	15%	16%	43% <b>TkI</b>	16%	20%	28% <b>Tm</b>
NET: Satisfied	(7-10)	703	242	196	219	46	575	105	23	509	186
		42% <b>CIn</b>	40%	52% <b>TeI</b>	38%	45%	65% <b>TCI</b>	22% <b>I</b>	8%	58% <b>Tn</b>	25%
Mean score		5.68 <b>ICIn</b>	5.50	6.34 <b>TeI</b>	5.32	6.32 <b>I</b>	7.37 <b>TCI</b>	4.68 <b>I</b>	2.46	7.02 <b>Tn</b>	4.24
Standard error		0.08	0.13	0.14	0.14	0.38	0.09	0.11	0.12	0.10	0.10

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/I - T/m/n

\* small base

\* = Less than .5

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 17

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1659	587	401	576	95	874	472	313	851	778
Weighted Base	1659	607	374	574	103*	888	473	298	870	757
Effective base	1387	502	319	484	83	730	396	263	716	646
10 - Extremely satisfied (10)	300 <b>18%Cln</b>	103 17%	63 17%	111 19%	23 22%	278 <b>31%TCI</b>	13 3%	8 3%	258 <b>30%Tn</b>	38 5%
9 - (9)	191 <b>12%Cln</b>	70 12%	47 13%	65 11%	9 9%	163 <b>18%TCI</b>	23 <b>5%I</b>	5 2%	149 <b>17%Tn</b>	41 5%
8 - (8)	249 <b>15%Cln</b>	84 14%	56 15%	86 15%	23 22%	195 <b>22%TCI</b>	44 <b>9%I</b>	9 3%	164 <b>19%Tn</b>	82 11%
7 - (7)	220 <b>13%I</b>	76 12%	56 15%	73 13%	15 14%	129 <b>14%I</b>	77 <b>16%I</b>	15 5%	119 14%	96 13%
6 - (6)	153 <b>9%km</b>	58 10%	36 10%	55 10%	4 4%	52 6%	84 <b>18%Tkl</b>	18 6%	57 7%	90 <b>12%kn</b>
5 - (5)	174 <b>11%km</b>	65 11%	43 11%	58 10%	10 9%	29 3%	109 <b>23%Tkl</b>	36 <b>12%k</b>	58 7%	109 <b>14%Tm</b>
4 - (4)	94 <b>6%km</b>	37 6%	20 5%	31 5%	5 5%	16 2%	57 <b>12%Tkl</b>	21 <b>7%k</b>	28 3%	66 <b>9%Tm</b>
3 - (3)	73 <b>4%km</b>	31 5%	14 4%	27 5%	1 1%	10 1%	24 <b>5%k</b>	39 <b>13%TkC</b>	13 1%	59 <b>8%Tm</b>
2 - (2)	63 <b>4%km</b>	32 <b>5%I</b>	15 4%	14 2%	2 2%	5 1%	15 <b>3%k</b>	43 <b>15%TkC</b>	2 *	61 <b>8%Tm</b>
1 - Extremely dissatisfied (1)	121 <b>7%kCm</b>	48 8%	22 6%	46 8%	5 5%	5 1%	17 <b>4%k</b>	99 <b>33%TkC</b>	15 2%	105 <b>14%Tm</b>
Not applicable	20 1%	4 1%	2 *	8 1%	7 <b>6%Tefl</b>	7 1%	9 2%	5 2%	8 1%	8 1%
NET: Dissatisfied (1-3)	257 <b>15%km</b>	111 <b>18%j</b>	52 14%	87 15%	8 8%	20 2%	56 <b>12%k</b>	181 <b>61%TkC</b>	29 3%	225 <b>30%Tm</b>
NET: Neutral (4-6)	422 <b>25%km</b>	160 26%	99 27%	144 25%	18 18%	96 11%	251 <b>53%Tkl</b>	75 <b>25%k</b>	143 16%	266 <b>35%Tm</b>
NET: Satisfied (7-10)	960 <b>58%Cln</b>	333 55%	222 59%	336 58%	70 <b>68%e</b>	765 <b>86%TCI</b>	157 <b>33%I</b>	38 13%	690 <b>79%Tn</b>	258 34%
Mean score	<b>6.64Cln</b>	6.44	6.70	6.70	<b>7.28Te</b>	<b>8.25TCI</b>	<b>5.67I</b>	3.34	<b>7.97Tn</b>	5.14
Standard error	<b>0.07</b>	0.12	0.13	0.12	0.26	0.06	0.09	0.14	0.07	0.10

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
\* small base

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 18

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1659	587	401	576	95	874	472	313	851	778
Weighted Base	1659	607	374	574	103*	888	473	298	870	757
Effective base	1387	502	319	484	83	730	396	263	716	646
Courtesy and politeness of advisors	1037	368	231	370	68	760	193	84	683	337
		61%	62%	64%	66%	86%TCI	41%I	28%	79%Tn	45%
Ease of finding provider contact details	979	334	215	363	68	738	168	73	655	308
		55%	57%	63%e	66%	83%TCI	35%I	25%	75%Tn	41%
Willingness to help resolve your issue	960	333	222	336	70	765	157	38	690	258
		55%	59%	58%	68%e	86%TCI	33%I	13%	79%Tn	34%
Advisor doing what they said they would do	920	318	210	324	68	753	133	35	673	239
		52%	56%	56%	66%e	85%TCI	28%I	12%	77%Tn	32%
Getting the issue resolved to your satisfaction	863	300	213	294	56	735	103	25	654	196
		49%	57%e	51%	54%	83%TCI	22%I	8%	75%Tn	26%
Logging of query details to avoid having to repeat yourself	855	283	210	297	65	681	139	35	614	233
		47%	56%e	52%	63%Te	77%TCI	30%I	12%	74%Tn	31%
The time taken to handle your issue	816	274	207	274	60	681	110	24	597	208
		45%	55%TeI	48%	58%e	77%TCI	23%I	8%	69%Tn	28%
Offering compensation or a goodwill payment	703	242	196	219	46	575	105	23	509	186
		40%	52%TeI	38%	45%	65%TCI	22%I	8%	58%Tn	25%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

\* small base

\* = Less than .5

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 19

**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**

	Issue				Satisfaction			Resolved		
	Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	1659	587	401	576	95	874	472	313	851	778
Weighted Base	1659	607	374	574	103*	888	473	298	870	757
Effective base	1387	502	319	484	83	730	396	263	716	646
Completely resolved	870	308	214	288	60	663	162	45	870	-
	52% <b>CIn</b>	51%	57%	50%	58%	75% <b>TCl</b>	34% <b>l</b>	15%	100% <b>Tn</b>	-
Partly resolved	535	184	125	205	22	194	236	105	-	535
	32% <b>jkM</b>	30%	33% <b>j</b>	36% <b>j</b>	21%	22%	50% <b>Tkl</b>	35% <b>k</b>	-	71% <b>Tm</b>
Not resolved at all	222	104	31	73	13	21	57	144	-	222
	13% <b>fkM</b>	17% <b>Tf</b>	8%	13%	13%	2%	12% <b>k</b>	48% <b>TkC</b>	-	29% <b>Tm</b>
Don't know	33	12	5	8	8	11	18	4	-	-
	2% <b>mn</b>	2%	1%	1%	8% <b>Tefl</b>	1%	4% <b>Tk</b>	1%	-	-

Proportions/Means: Columns Tested (5% risk level) - T/ef/ij - T/k/C/l - T/m/n

\* small base

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 20

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1659	587	401	576	95	874	472	313	851	778
Weighted Base	1659	607	374	574	103*	888	473	298	870	757
Effective base	1387	502	319	484	83	730	396	263	716	646
Yes	650	225	174	205	46	524	107	20	650	-
	39% <b>Cln</b>	37%	47% <b>TeI</b>	36%	45%	59% <b>TCI</b>	23% <b>I</b>	7%	75% <b>Tn</b>	-
No	206	80	39	75	12	128	53	24	206	-
	12% <b>ln</b>	13%	10%	13%	11%	14% <b>I</b>	11%	8%	24% <b>Tn</b>	-
Don't know	13	3	1	8	2	11	1	2	13	-
	1% <b>n</b>	*	*	1%	2% <b>f</b>	1%	*	1%	2% <b>n</b>	-

Proportions/Means: Columns Tested (5% risk level) - T/ef/i/j - T/k/C/l - T/m/n

\* small base

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 21

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	851	299	221	279	52	638	158	55	851	-
Weighted Base	870	308	214	288	60*	663	162	45*	870	-**
Effective base	716	252	179	238	46	539	134	44	716	-
Yes	650	225	174	205	46	524	107	20	650	-
	75% <b>C</b>	73%	81% <b>e</b>	71%	77%	79% <b>C</b>	66% <b>l</b>	44%	75%	-
No	206	80	39	75	12	128	53	24	206	-
	24%	26%	18%	26%	19%	19%	33% <b>Tk</b>	53% <b>TkC</b>	24%	-
Don't know	13	3	1	8	2	11	1	2	13	-
	2%	1%	*	3%	3% <b>f</b>	2%	1%	3%	2%	-

Proportions/Means: Columns Tested (5% risk level) - T/ef/i/j - T/k/C/l - T/m/n

\* 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

### Q15: What is your current employment status?

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1659	587	401	576	95	874	472	313	851	778
Weighted Base	1659	607	374	574	103*	888	473	298	870	757
Effective base	1387	502	319	484	83	730	396	263	716	646
Employed or self-employed (full-time - 30hrs/wk+)	872	305	227	302	38	507	224	141	501	361
		<b>53%<sub>n</sub></b>	<b>50%<sub>j</sub></b>	<b>61%<sub>Teij</sub></b>	<b>53%<sub>j</sub></b>	<b>57%<sub>Cl</sub></b>	47%	47%	<b>58%<sub>Tn</sub></b>	48%
Employed or self-employed (part-time - 8-29 hrs/wk+)	313	130	75	94	15	145	111	57	147	162
		<b>19%<sub>n</sub></b>	<b>21%<sub>l</sub></b>	20%	16%	16%	<b>24%<sub>Tk</sub></b>	19%	17%	<b>21%<sub>m</sub></b>
Homemaker	159	60	29	53	16	78	46	35	77	77
		<b>10%<sub>n</sub></b>	10%	8%	9%	<b>16%<sub>f</sub></b>	9%	10%	12%	9%
Student / under education	114	38	25	42	9	53	36	25	46	66
		7%	6%	7%	7%	6%	8%	8%	5%	<b>9%<sub>m</sub></b>
Temporarily not working (unemployed / illness)	98	35	9	41	14	45	31	22	35	56
		<b>6%<sub>f</sub></b>	<b>6%<sub>f</sub></b>	2%	<b>7%<sub>f</sub></b>	<b>13%<sub>Tef</sub></b>	5%	7%	7%	4%
Retired	103	39	10	43	11	60	24	19	63	35
		<b>6%<sub>f</sub></b>	<b>6%<sub>f</sub></b>	3%	<b>7%<sub>f</sub></b>	<b>11%<sub>f</sub></b>	7%	5%	6%	<b>7%<sub>n</sub></b>
NET: Employed	1185	435	302	396	53	651	336	198	648	523
		<b>71%<sub>j</sub></b>	<b>72%<sub>j</sub></b>	<b>81%<sub>Teij</sub></b>	<b>69%<sub>j</sub></b>	<b>73%<sub>l</sub></b>	71%	67%	<b>75%<sub>n</sub></b>	69%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

\* small base

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 23

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1659	587	401	576	95	874	472	313	851	778
Weighted Base	1659	607	374	574	103*	888	473	298	870	757
Effective base	1387	502	319	484	83	730	396	263	716	646
Up to 10,399 Pounds	187	72	38	57	21	97	55	35	101	75
	11%	12%	10%	10%	20% <b>Tefi</b>	11%	12%	12%	12%	10%
10,400-15,599 Pounds	223	83	44	81	15	104	64	55	100	118
	13%	14%	12%	14%	15%	12%	13%	19% <b>Tk</b>	12%	16% <b>m</b>
15,600-25,999 Pounds	358	143	80	119	16	185	103	70	184	170
	22%	24%	21%	21%	15%	21%	22%	23%	21%	22%
26,000-36,399 Pounds	304	109	70	115	10	172	86	46	160	140
	18% <b>j</b>	18% <b>j</b>	19% <b>j</b>	20% <b>j</b>	9%	19%	18%	15%	18%	19%
36,400-51,999 Pounds	289	98	80	94	17	163	78	48	165	123
	17%	16%	21%	16%	16%	18%	17%	16%	19%	16%
52,000+	200	59	56	71	14	124	50	25	121	78
	12%	10%	15% <b>e</b>	12%	14%	14% <b>l</b>	11%	9%	14% <b>n</b>	10%
Don't know	27	8	1	15	4	8	16	2	8	14
	2% <b>i</b>	1%	*	3% <b>f</b>	3% <b>f</b>	1%	3% <b>Tkl</b>	1%	1%	2%
Would rather not say	72	36	5	23	7	35	20	17	30	39
	4% <b>f</b>	6% <b>f</b>	1%	4% <b>f</b>	7% <b>f</b>	4%	4%	6%	4%	5%

Proportions/Mean: Columns Tested (5% risk level) - T/ef/i/j - T/k/C/l - T/m/n  
\* small base

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

Table 24

**Q17: Where do you live?****Base: All complained about cable, satellite or any other Pay TV service in past 6 months**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1659	587	401	576	95	874	472	313	851	778
Weighted Base	1659	607	374	574	103*	888	473	298	870	757
Effective base	1387	502	319	484	83	730	396	263	716	646
East Midlands	131 8%	51 8%	24 7%	51 9%	4 4%	78 9%	27 6%	26 9%	69 8%	61 8%
East of England	114 7%	46 8%	23 6%	41 7%	5 5%	66 7%	28 6%	21 7%	62 7%	49 6%
London	305 18% <b>e</b>	88 14%	98 26% <b>Tef</b>	98 17%	21 20%	171 19%	86 18%	48 16%	162 19%	139 18%
North East	93 6%	42 7% <b>j</b>	26 7% <b>j</b>	24 4%	1 1%	46 5%	27 6%	20 7%	45 5%	47 6%
North West	217 13%	85 14%	42 11%	75 13%	14 14%	106 12%	72 15%	39 13%	118 14%	96 13%
Scotland	108 7%	44 7%	22 6%	39 7%	3 3%	51 6%	39 8%	18 6%	54 6%	52 7%
South East	212 13%	69 11%	49 13%	81 14%	13 13%	106 12%	68 14%	38 13%	113 13%	95 13%
South West	104 6%	47 8% <b>f</b>	15 4%	33 6%	8 8%	57 6%	26 5%	21 7%	53 6%	49 6%
Ulster / Northern Ireland	28 2%	10 2%	5 1%	10 2%	3 3%	18 2%	4 1%	6 2%	18 2%	8 1%
Wales	70 4%	20 3%	19 5%	24 4%	7 6%	40 5%	14 3%	16 5%	32 4%	38 5%
West Midlands	168 10%	61 10%	28 7%	62 11%	17 17% <b>f</b>	89 10%	49 10%	30 10%	89 10%	75 10%
Yorks & Humber	110 7%	43 7%	23 6%	36 6%	7 7%	60 7%	35 7%	15 5%	54 6%	50 7%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
 \* small base

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 25

**Q18: Are you...?**

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1659	587	401	576	95	874	472	313	851	778
Weighted Base	1659	607	374	574	103*	888	473	298	870	757
Effective base	1387	502	319	484	83	730	396	263	716	646
Male	723	252	207	229	34	384	222	117	401	309
	44%	42%	55% <sup>Teij</sup>	40%	33%	43%	47%	39%	46% <sup>n</sup>	41%
Female	936	355	168	345	69	504	251	181	468	448
	56% <sup>f</sup>	58% <sup>f</sup>	45%	60% <sup>f</sup>	67% <sup>f</sup>	57%	53%	61%	54%	59% <sup>m</sup>

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

\* small base

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

Table 26

**Q19: What is your age?****Base: All complained about cable, satellite or any other Pay TV service in past 6 months**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1659	587	401	576	95	874	472	313	851	778
Weighted Base	1659	607	374	574	103*	888	473	298	870	757
Effective base	1387	502	319	484	83	730	396	263	716	646
16 - 17	4 *	- -	1 *	1 *	2 <b>2%Tei</b>	3 *	1 *	- -	2 *	2 *
18 - 24	344 <b>21%e</b>	100 16%	86 <b>23%e</b>	136 <b>24%e</b>	22 21%	178 20%	106 22%	60 20%	162 19%	177 <b>23%e</b>
25 - 34	580 <b>35%g</b>	214 <b>35%j</b>	161 <b>43%Teij</b>	189 <b>33%j</b>	17 16%	314 35%	167 35%	99 33%	311 36%	253 33%
35 - 44	342 <b>21%</b>	135 22%	74 20%	102 18%	31 <b>30%Tfi</b>	184 21%	95 20%	63 21%	172 20%	165 22%
45 - 54	191 <b>12%f</b>	81 <b>13%f</b>	23 6%	68 <b>12%f</b>	19 <b>18%f</b>	98 11%	52 11%	42 14%	108 12%	79 10%
55 - 64	115 <b>7%</b>	44 7%	20 5%	45 8%	7 7%	59 7%	33 7%	22 7%	61 7%	52 7%
65 +	83 <b>5%</b>	34 6%	10 3%	33 <b>6%f</b>	6 6%	52 6%	19 4%	13 4%	53 6%	29 4%
NET: 16-34	928 <b>56%j</b>	314 <b>52%j</b>	247 <b>66%Teij</b>	326 <b>57%j</b>	41 40%	496 56%	274 58%	158 53%	475 55%	432 57%
NET: 36-54	533 <b>32%f</b>	216 <b>36%fi</b>	97 26%	171 30%	49 <b>48%Tefi</b>	282 32%	147 31%	104 35%	280 32%	245 32%
NET: 55+	198 <b>12%f</b>	77 <b>13%f</b>	30 8%	78 <b>14%f</b>	13 13%	111 13%	52 11%	35 12%	114 13%	81 11%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

\* small base

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 27

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1659	587	401	576	95	874	472	313	851	778
Weighted Base	1659	607	374	574	103*	888	473	298	870	757
Effective base	1387	502	319	484	83	730	396	263	716	646
A	179	58	57	55	9	115	41	23	115	61
	11%	10%	15% <b>Tei</b>	10%	9%	13% <b>Cl</b>	9%	8%	13% <b>n</b>	8%
B	418	138	120	139	21	248	114	57	236	182
	25% <b>l</b>	23%	32% <b>Teij</b>	24%	20%	28% <b>l</b>	24%	19%	27%	24%
C1	465	160	87	185	32	219	146	99	233	221
	28% <b>f</b>	26%	23%	32% <b>ef</b>	32%	25%	31% <b>k</b>	33% <b>k</b>	27%	29%
C2	321	127	71	109	14	165	94	61	163	156
	19%	21%	19%	19%	14%	19%	20%	21%	19%	21%
D	123	59	18	39	7	59	40	24	55	62
	7%	10% <b>f</b>	5%	7%	7%	7%	8%	8%	6%	8%
E	153	64	22	48	19	82	38	34	68	75
	9% <b>f</b>	11% <b>f</b>	6%	8%	19% <b>Tefi</b>	9%	8%	11%	8%	10%
NET: AB	597	196	177	193	30	363	155	80	350	243
	36% <b>l</b>	32%	47% <b>Teij</b>	34%	29%	41% <b>TCl</b>	33%	27%	40% <b>n</b>	32%
NET: ABC1	1062	356	264	378	63	582	301	179	583	464
	64% <b>e</b>	59%	71% <b>Te</b>	66% <b>e</b>	61%	66%	64%	60%	67% <b>n</b>	61%
NET: C2DE	597	251	110	196	40	306	172	119	286	293
	36% <b>f</b>	41% <b>Tfi</b>	29%	34%	39%	34%	36%	40%	33%	39% <b>m</b>
NET: DE	276	124	39	88	26	141	78	58	123	137
	17% <b>f</b>	20% <b>fi</b>	10%	15%	25% <b>Tfi</b>	16%	16%	19%	14%	18% <b>m</b>

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

\* small base

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 28

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1659	587	401	576	95	874	472	313	851	778
Weighted Base	1659	607	374	574	103*	888	473	298	870	757
Effective base	1387	502	319	484	83	730	396	263	716	646
A city or large town (including suburbs)	958 58%	335 55%	231 62%	338 59%	54 52%	533 60%	266 56%	160 54%	529 61%	415 55%
A small town	521 31%	190 31%	116 31%	183 32%	32 31%	260 29%	165 35%	97 32%	256 29%	256 34%
A village, hamlet or isolated dwelling in the countryside	164 10%	77 13%	24 6%	52 9%	12 11%	87 10%	37 8%	41 14%	80 9%	80 11%
Prefer not to say	15 1%	5 1%	4 1%	1 *	5 5% <sup>Tefi</sup>	9 1%	5 1%	1 *	5 1%	6 1%
NET: Urban	1480 89%	526 87%	347 93%	522 91%	86 84%	793 89%	431 91%	257 86%	785 90%	671 89%
NET: Rural	164 10%	77 13%	24 6%	52 9%	12 11%	87 10%	37 8%	41 14%	80 9%	80 11%

Proportions/Mean: Columns Tested (5% risk level) - T/ef/ij - T/k/C/l - T/m/n

\* small base

## 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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3027	1190	637	1001	199	1695	855	477	1533	1431
Weighted Base	3027	1210	632	991	194	1699	856	472	1540	1425
Effective base	2907	1151	609	958	190	1629	821	457	1474	1373
The service not performing as it should	991	-	-	991	-	565	285	141	477	498
	33%efj	-	-	100%Tefj	-	33%	33%	30%	31%	35% <b>m</b>
A billing, pricing or payment issue	915	915	-	-	-	527	226	162	492	415
	30%fjC	76%Tfj	-	-	-	31%C	26%	34%C	32%	29%
A problem relating to the installation or set up of your service	352	-	352	-	-	206	112	35	204	143
	12%ejj	-	56%Tejj	-	-	12%l	13%l	7%	13% <b>n</b>	10%
Dissatisfaction with customer service from a previous occasion or contact	295	295	-	-	-	105	113	78	114	170
	10%fjkm	24%Tfj	-	-	-	6%	13%Tk	17%Tk	7%	12% <b>Tm</b>
A problem with a repair to the service	280	-	280	-	-	177	76	27	145	132
	9%ejj	-	44%Tejj	-	-	10%l	9%l	6%	9%	9%
Or something else	194	-	-	-	194	120	44	30	108	66
	6%efin	-	-	-	100%Tefj	7%	5%	6%	7% <b>n</b>	5%
SUMMARY:										
Billing and Customer service	1210	1210	-	-	-	632	339	239	606	586
	40%fj	100%Tfj	-	-	-	37%	40%	51%TkC	39%	41%
Repairs and Installation	632	-	632	-	-	383	188	62	349	275
	21%ejj	-	100%Tejj	-	-	23%l	22%l	13%	23% <b>n</b>	19%
Service Issues	991	-	-	991	-	565	285	141	477	498
	33%efj	-	-	100%Tefj	-	33%	33%	30%	31%	35% <b>m</b>
Something else	194	-	-	-	194	120	44	30	108	66
	6%efin	-	-	-	100%Tefj	7%	5%	6%	7% <b>n</b>	5%

Proportions/Means: Columns Tested (5% risk level) - T/ef/ij - T/k/C/l - T/m/n



## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 2

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1190	1190	-	-	-	622	331	237	598	575
Weighted Base	1210	1210	-**	-**	-**	632	339	239	606	586
Effective base	1151	1151	-	-	-	601	320	230	577	557
Bill was a lot higher than expected	262 22%	262 22%	-	-	-	155 25%C	62 18%	45 19%	137 23%	122 21%
Bill contained items I shouldn't have been charged for	216 18%	216 18%	-	-	-	106 17%	57 17%	53 22%	103 17%	111 19%
Bill was inaccurate	214 18%	214 18%	-	-	-	130 21%C	47 14%	37 16%	117 19%	97 17%
Payment issues (including setting up/making a payment, non-direct debit charges)	167 14%C	167 14%	-	-	-	111 18%TC	31 9%	25 10%	88 15%	77 13%
Getting a refund, credit note or cashback	159 13%	159 13%	-	-	-	87 14%	36 11%	36 15%	84 14%	74 13%
Didn't do what they said they would do	100 8%km	100 8%	-	-	-	30 5%	30 9%k	40 17%TkC	32 5%	62 11%km
Took too long to resolve issue	96 8%km	96 8%	-	-	-	27 4%	40 12%Tk	29 12%Tk	31 5%	64 11%Tm
Costs of international and roaming calls	95 8%l	95 8%	-	-	-	59 9%l	27 8%	9 4%	49 8%	45 8%
The format of the bill	91 8%l	91 8%	-	-	-	60 10%l	24 7%l	7 3%	50 8%	40 7%
Rude/dismissive	78 6%k	78 6%	-	-	-	22 4%	23 7%k	33 14%TkC	28 5%	46 8%km
Gave incorrect information	75 6%	75 6%	-	-	-	25 4%	23 7%	27 11%Tk	29 5%	44 7%
Unable to get through to anyone	63 5%	63 5%	-	-	-	22 4%	29 9%Tk	12 5%	30 5%	33 6%
Unable to get through to relevant person	62 5%	62 5%	-	-	-	20 3%	26 8%k	17 7%k	26 4%	34 6%
Pre-pay credit lost or not credited to card	61 5%l	61 5%	-	-	-	39 6%l	18 5%l	4 2%	34 6%	26 4%
A different issue	34 3%	34 3%	-	-	-	19 3%	8 2%	7 3%	22 4%	12 2%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

\*\* 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

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1001	-	-	1001	-	569	284	148	479	506
Weighted Base	991	-**	-**	991	-**	565	285	141	477	498
Effective base	958	-	-	958	-	545	273	140	459	483
Unable to access 4G service	381	-	-	381	-	218	107	56	162	213
	38%	-	-	38%	-	39%	38%	40%	34%	43% <b>m</b>
Complete loss of service	368	-	-	368	-	192	113	64	182	184
	37%	-	-	37%	-	34%	40%	45% <b>k</b>	38%	37%
Service is not consistently available	269	-	-	269	-	158	65	46	122	146
	27%	-	-	27%	-	28%	23%	33% <b>C</b>	26%	29%
Poor indoor reception/coverage	239	-	-	239	-	114	87	38	94	141
	24%	-	-	24%	-	20%	31% <b>Tk</b>	27%	20%	28% <b>m</b>
Poor outside reception/ coverage	181	-	-	181	-	101	54	26	67	111
	18%	-	-	18%	-	18%	19%	18%	14%	22% <b>m</b>
Problems with calls being disconnected during a call or not connected at all	150	-	-	150	-	98	40	12	61	89
	15% <b>i</b>	-	-	15%	-	17% <b>l</b>	14%	8%	13%	18% <b>m</b>
Text or voice mails delivered late	129	-	-	129	-	84	32	12	61	64
	13%	-	-	13%	-	15% <b>l</b>	11%	8%	13%	13%
Connection speed slower than advertised or led to expect	6	-	-	6	-	4	2	1	2	5
	1%	-	-	1%	-	1%	1%	1%	*	1%
Problems with voice over internet (VOIP) telephone calls	4	-	-	4	-	1	1	1	-	4
	*	-	-	*	-	*	*	1%	-	1%
Poor line quality	1	-	-	1	-	1	1	-	1	1
	*	-	-	*	-	*	*	-	*	*
Unable to get certain channels/content	1	-	-	1	-	1	-	-	1	-
	*	-	-	*	-	*	-	-	*	-
Poor picture quality	1	-	-	1	-	-	-	1	-	1
	*	-	-	*	-	-	-	*	-	*
A different issue (please describe it briefly in your own words)	32	-	-	32	-	19	6	7	17	14
	3%	-	-	3%	-	3%	2%	5%	4%	3%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
\*\* 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

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	637	-	637	-	-	381	194	62	346	282
Weighted Base	632	-**	632	-**	-**	383	188	62*	349	275
Effective base	609	-	609	-	-	365	184	59	332	268
Switching issues (e.g. problems trying to switch or problems porting your number)	327 52%	-	327 52%	-	-	186 49%	109 58%	32 51%	185 53%	136 49%
Missed/moved repair appointment	10 2%	-	10 2%	-	-	8 2%	2 1%	-	7 2%	3 1%
Time taken to repair a fault	10 2%	-	10 2%	-	-	8 2%	2 1%	-	6 2%	4 1%
Arranging an installation	7 1%	-	7 1%	-	-	4 1%	2 1%	-	4 1%	2 1%
Missed/ moved installation appointment	7 1%	-	7 1%	-	-	5 1%	2 1%	-	4 1%	2 1%
Time taken to install the service	6 1%	-	6 1%	-	-	5 1%	-	1 2%	4 1%	2 1%
Complaining about an engineer	5 1%	-	5 1%	-	-	5 1%	-	-	4 1%	1 *
Arranging an appointment for an engineer visit	5 1%	-	5 1%	-	-	3 1%	2 1%	-	4 1%	1 *
Damage to property during installation	5 1%	-	5 1%	-	-	2 *	2 1%	1 2%	2 1%	3 1%
Damage to property during repair	3 *	-	3 *	-	-	3 1%	-	-	3 1%	-
A different issue	279 44%	-	279 44%	-	-	176 46%	74 40%	29 47%	147 42%	130 47%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
\* small base; \*\* very small base (under 30) ineligible for sig testing

\* = Less than .5

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 5

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	199	-	-	-	199	123	46	30	110	68
Weighted Base	194	-**	-**	-**	194	120	44*	30**	108	66*
Effective base	190	-	-	-	190	118	44	29	105	65
Change to your package or service (upgrading or downgrading your service)	55 28%	-	-	-	55 28%	36 30%	14 31%	5 17%	34 31%	18 27%
Service not performing as advertised or as told in store/over the phone	29 15%	-	-	-	29 15%	17 14%	5 12%	7 23%	15 14%	8 13%
Keeping your mobile phone number when changing suppliers	24 12%	-	-	-	24 12%	15 13%	9 20%	-	13 12%	6 9%
Complaining about the terms of your contract	22 11%	-	-	-	22 11%	10 8%	10 23%Tk	2 6%	13 12%	9 13%
Switching issues (e.g. problems trying to switch or problems porting your number)	13 6%	-	-	-	13 6%	9 7%	4 9%	-	6 6%	4 6%
A different issue (please describe it briefly in your own words)	64 33%	-	-	-	64 33%	38 32%	9 20%	17 58%	31 29%	29 44% <b>m</b>

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
\* 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

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

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

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	3027	1190	637	1001	199	1695	855	477	1533	1431	
Weighted Base	3027	1210	632	991	194	1699	856	472	1540	1425	
Effective base	2907	1151	609	958	190	1629	821	457	1474	1373	
Only/mainly on the phone	1225	569	174	401	80	669	319	236	629	583	
		40% <b>f</b>	47% <b>Tf</b>	28%	41% <b>f</b>	41% <b>f</b>	39%	37%	50% <b>TkC</b>	41%	41%
Only/mainly via webchat	430	179	75	158	18	249	112	69	217	205	
		14% <b>j</b>	15% <b>j</b>	12%	16% <b>fj</b>	9%	15%	13%	15%	14%	14%
Only/mainly in store	278	95	81	73	28	176	74	28	160	116	
		9% <b>j</b>	8%	13% <b>Tej</b>	7%	15% <b>Tej</b>	10% <b>l</b>	9%	6%	10% <b>n</b>	8%
Only/mainly via email	240	77	62	91	10	138	70	32	124	112	
		8% <b>j</b>	6%	10% <b>ej</b>	9% <b>e</b>	5%	8%	8%	7%	8%	8%
Only/mainly via mobile application	219	95	58	58	8	133	59	27	116	97	
		7% <b>j</b>	8%	9% <b>ij</b>	6%	4%	8%	7%	6%	8%	7%
Only/mainly via web form	213	67	55	81	10	115	67	31	107	103	
		7% <b>j</b>	6%	9% <b>e</b>	8% <b>e</b>	5%	7%	8%	7%	7%	7%
Only/mainly by social media	206	63	58	79	7	104	77	25	80	127	
		7% <b>m</b>	5%	9% <b>Tej</b>	8% <b>ej</b>	4%	6%	9% <b>Tkl</b>	5%	5%	9% <b>Tm</b>
Only/mainly by letter	135	43	57	31	3	74	49	12	69	62	
		4% <b>j</b>	4%	9% <b>Teij</b>	3%	2%	4%	6% <b>l</b>	3%	4%	4%
Only/mainly via another contact method	27	11	5	10	1	10	10	7	15	11	
		1% <b>j</b>	1%	1%	1%	1%	1%	1%	1%	1%	1%
Don't know	54	10	7	8	29	32	17	5	22	10	
		2% <b>ein</b>	1%	1%	1%	15% <b>Tefi</b>	2%	2%	1%	1%	1%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 7

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3027	1190	637	1001	199	1695	855	477	1533	1431
Weighted Base	3027	1210	632	991	194	1699	856	472	1540	1425
Effective base	2907	1151	609	958	190	1629	821	457	1474	1373
10 - Extremely satisfied (10)	461	171	113	128	50	461	-	-	397	53
	15% <b>CIn</b>	14%	18% <b>ei</b>	13%	26% <b>Tefi</b>	27% <b>TCI</b>	-	-	26% <b>Tn</b>	4%
9 - (9)	271	114	62	73	22	271	-	-	208	61
	9% <b>CIn</b>	9%	10%	7%	12%	16% <b>TCI</b>	-	-	14% <b>Tn</b>	4%
8 - (8)	518	191	115	186	27	518	-	-	339	172
	17% <b>CIn</b>	16%	18%	19%	14%	30% <b>TCI</b>	-	-	22% <b>Tn</b>	12%
7 - (7)	449	157	93	178	21	449	-	-	225	221
	15% <b>CIn</b>	13%	15%	18% <b>Tej</b>	11%	26% <b>TCI</b>	-	-	15%	16%
6 - (6)	340	128	82	116	13	-	340	-	120	210
	11% <b>kIm</b>	11%	13% <b>j</b>	12%	7%	-	40% <b>Tk</b>	-	8%	15% <b>Tm</b>
5 - (5)	327	129	73	104	20	-	327	-	112	200
	11% <b>kIm</b>	11%	12%	10%	10%	-	38% <b>Tk</b>	-	7%	14% <b>Tm</b>
4 - (4)	190	81	33	65	11	-	190	-	49	136
	6% <b>kIm</b>	7%	5%	7%	6%	-	22% <b>Tk</b>	-	3%	10% <b>Tm</b>
3 - (3)	155	70	21	53	11	-	-	155	33	118
	5% <b>kCm</b>	6% <b>f</b>	3%	5%	6%	-	-	33% <b>TkC</b>	2%	8% <b>Tm</b>
2 - (2)	96	51	11	27	7	-	-	96	20	74
	3% <b>kCm</b>	4% <b>f</b>	2%	3%	4%	-	-	20% <b>TkC</b>	1%	5% <b>Tm</b>
1 - Extremely dissatisfied (1)	221	119	29	61	12	-	-	221	37	179
	7% <b>fCm</b>	10% <b>Tfi</b>	5%	6%	6%	-	-	47% <b>TkC</b>	2%	13% <b>Tm</b>
NET: Dissatisfied (1-3)	472	239	62	141	30	-	-	472	90	370
	16% <b>fCm</b>	20% <b>Tfi</b>	10%	14% <b>f</b>	15% <b>f</b>	-	-	100% <b>TkC</b>	6%	26% <b>Tm</b>
NET: Neutral (4-6)	856	339	188	285	44	-	856	-	282	546
	28% <b>kIm</b>	28%	30%	29%	23%	-	100% <b>Tk</b>	-	18%	38% <b>Tm</b>
NET: Satisfied (7-10)	1699	632	383	565	120	1699	-	-	1169	508
	56% <b>eCIn</b>	52%	61% <b>Te</b>	57% <b>ee</b>	62% <b>ee</b>	100% <b>TCI</b>	-	-	76% <b>Tn</b>	36%
Mean score	6.49 <b>eCIn</b>	6.22	6.89 <b>TeI</b>	6.48 <b>e</b>	6.91 <b>TeI</b>	8.44 <b>TCI</b>	5.18 <b>I</b>	1.86	7.65 <b>Tn</b>	5.26
Standard error	0.05	0.08	0.10	0.08	0.20	0.03	0.03	0.04	0.06	0.07

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 8

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1533	598	346	479	110	1164	278	91	1533	-
Weighted Base	1540	606	349	477	108	1169	282	90*	1540	-**
Effective base	1474	577	332	459	105	1119	268	88	1474	-
10 - Extremely satisfied (10)	397	159	92	105	41	397	-	-	397	-
	26% <b>CI</b>	26%	26%	22%	38% <b>Tefi</b>	34% <b>TCI</b>	-	-	26%	-
9 - (9)	208	88	47	54	19	208	-	-	208	-
	14% <b>CI</b>	15%	13%	11%	18%	18% <b>TCI</b>	-	-	14%	-
8 - (8)	339	132	73	115	20	339	-	-	339	-
	22% <b>CI</b>	22%	21%	24%	18%	29% <b>TCI</b>	-	-	22%	-
7 - (7)	225	76	50	85	13	225	-	-	225	-
	15% <b>CI</b>	13%	14%	18% <b>e</b>	12%	19% <b>TCI</b>	-	-	15%	-
6 - (6)	120	52	25	41	2	-	120	-	120	-
	8% <b>kl</b>	9% <b>j</b>	7% <b>j</b>	9% <b>j</b>	2%	-	43% <b>Tkl</b>	-	8%	-
5 - (5)	112	44	29	33	5	-	112	-	112	-
	7% <b>kl</b>	7%	8%	7%	5%	-	40% <b>Tkl</b>	-	7%	-
4 - (4)	49	19	10	17	4	-	49	-	49	-
	3% <b>k</b>	3%	3%	4%	3%	-	18% <b>Tkl</b>	-	3%	-
3 - (3)	33	11	8	11	3	-	-	33	33	-
	2% <b>kC</b>	2%	2%	2%	3%	-	-	36% <b>TkC</b>	2%	-
2 - (2)	20	9	5	7	-	-	-	20	20	-
	1% <b>k</b>	1%	1%	1%	-	-	-	22% <b>TkC</b>	1%	-
1 - Extremely dissatisfied (1)	37	15	9	11	2	-	-	37	37	-
	2% <b>kC</b>	3%	3%	2%	2%	-	-	42% <b>TkC</b>	2%	-
NET: Dissatisfied (1-3)	90	35	22	28	5	-	-	90	90	-
	6% <b>kC</b>	6%	6%	6%	4%	-	-	100% <b>TkC</b>	6%	-
NET: Neutral (4-6)	282	115	65	91	10	-	282	-	282	-
	18% <b>kl</b>	19% <b>j</b>	19% <b>j</b>	19% <b>j</b>	10%	-	100% <b>Tkl</b>	-	18%	-
NET: Satisfied (7-10)	1169	456	262	358	93	1169	-	-	1169	-
	76% <b>CI</b>	75%	75%	75%	86% <b>Tefi</b>	100% <b>TCI</b>	-	-	76%	-
Mean score	7.65 <b>CI</b>	7.68	7.62	7.50	8.26 <b>Tefi</b>	8.67 <b>TCI</b>	5.25 <b>I</b>	1.95	7.65	-
Standard error	0.06	0.09	0.12	0.10	0.20	0.03	0.04	0.09	0.06	-

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n  
 \* 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 9

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3027	1190	637	1001	199	1695	855	477	1533	1431
Weighted Base	3027	1210	632	991	194	1699	856	472	1540	1425
Effective base	2907	1151	609	958	190	1629	821	457	1474	1373
10 - Extremely satisfied (10)	614	239	131	184	59	519	52	43	450	157
	20% <b>Cln</b>	20%	21%	19%	31% <b>Tefl</b>	31% <b>TCI</b>	6%	9%	29% <b>Tn</b>	11%
9 - (9)	360	146	74	117	23	302	43	15	242	115
	12% <b>Cln</b>	12%	12%	12%	12%	18% <b>TCI</b>	5%	3%	16% <b>Tn</b>	8%
8 - (8)	485	197	98	160	30	357	89	40	274	204
	16% <b>Cl</b>	16%	16%	16%	16%	21% <b>TCI</b>	10%	8%	18% <b>n</b>	14%
7 - (7)	423	168	75	159	21	240	138	46	187	230
	14% <b>l</b>	14%	12%	16% <b>f</b>	11%	14% <b>l</b>	16% <b>l</b>	10%	12%	16% <b>m</b>
6 - (6)	314	105	81	112	15	123	156	35	127	181
	10% <b>klm</b>	9%	13% <b>e</b>	11% <b>e</b>	8%	7%	18% <b>Tkl</b>	7%	8%	13% <b>Tm</b>
5 - (5)	302	119	64	100	19	62	206	34	102	189
	10% <b>km</b>	10%	10%	10%	10%	4%	24% <b>Tkl</b>	7% <b>k</b>	7%	13% <b>Tm</b>
4 - (4)	183	84	40	56	4	34	92	57	55	125
	6% <b>jk</b>	7% <b>j</b>	6% <b>j</b>	6% <b>j</b>	2%	2%	11% <b>Tk</b>	12% <b>Tk</b>	4%	9% <b>Tm</b>
3 - (3)	129	57	29	38	5	16	50	64	34	90
	4% <b>km</b>	5%	5%	4%	3%	1%	6% <b>k</b>	14% <b>TkC</b>	2%	6% <b>Tm</b>
2 - (2)	68	29	18	18	3	7	13	48	18	50
	2% <b>km</b>	2%	3%	2%	1%	*	1% <b>k</b>	10% <b>TkC</b>	1%	4% <b>Tm</b>
1 - Extremely dissatisfied (1)	109	58	19	29	4	14	11	84	32	72
	4% <b>kCm</b>	5% <b>l</b>	3%	3%	2%	1%	1%	18% <b>TkC</b>	2%	5% <b>Tm</b>
Not applicable	41	8	4	18	10	26	6	9	19	12
	1%	1%	1%	2% <b>e</b>	5% <b>Tefl</b>	2%	1%	2%	1%	1%
NET: Dissatisfied (1-3)	306	145	65	84	12	37	73	195	84	212
	10% <b>km</b>	12% <b>lj</b>	10%	9%	6%	2%	9% <b>k</b>	41% <b>TkC</b>	5%	15% <b>Tm</b>
NET: Neutral (4-6)	799	307	185	268	39	219	455	125	285	495
	26% <b>km</b>	25%	29% <b>j</b>	27% <b>j</b>	20%	13%	53% <b>Tkl</b>	26% <b>k</b>	18%	35% <b>Tm</b>
NET: Satisfied (7-10)	1882	750	378	620	134	1417	321	143	1153	705
	62% <b>Cln</b>	62%	60%	63%	69% <b>f</b>	83% <b>TCI</b>	38% <b>l</b>	30%	75% <b>Tn</b>	50%
Mean score	7.02 <b>Cln</b>	6.91	6.99	7.05	7.71 <b>Tefl</b>	8.18 <b>TCI</b>	6.01 <b>l</b>	4.69	7.78 <b>Tn</b>	6.24
Standard error	0.05	0.08	0.10	0.08	0.17	0.04	0.07	0.13	0.06	0.07

Proportions/Means: Columns Tested (5% risk level) - T/e/f/l/j - T/k/C/l - T/m/n



## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 10

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1206	552	175	399	80	650	317	239	616	577
Weighted Base	1225	569	174	401	80*	669	319	236	629	583
Effective base	1163	537	167	383	77	630	305	229	595	556
10 - Extremely satisfied (10)	174 14% <b>Cln</b>	80 14%	22 13%	57 14%	15 19%	152 23% <b>TCI</b>	10 3%	12 5%	125 20% <b>Tn</b>	48 8%
9 - (9)	119 10% <b>Cln</b>	53 9%	21 12%	38 9%	7 9%	100 15% <b>TCI</b>	17 5% <b>I</b>	2 1%	84 13% <b>Tn</b>	35 6%
8 - (8)	188 15% <b>Cln</b>	83 15%	28 16%	59 15%	18 22%	153 23% <b>TCI</b>	23 7%	12 5%	125 20% <b>Tn</b>	62 11%
7 - (7)	168 14% <b>I</b>	66 12%	25 14%	65 16% <b>e</b>	12 16%	110 16% <b>I</b>	43 13% <b>I</b>	15 6%	97 15%	71 12%
6 - (6)	137 11% <b>I</b>	59 10%	25 14%	49 12%	4 6%	64 10% <b>I</b>	62 20% <b>Tkl</b>	11 4%	69 11%	65 11%
5 - (5)	120 10% <b>k</b>	56 10%	20 11%	40 10%	3 4%	33 5%	71 22% <b>Tkl</b>	16 7%	46 7%	72 12% <b>m</b>
4 - (4)	90 7% <b>km</b>	42 7%	13 7%	29 7%	6 8%	23 3%	45 14% <b>Tk</b>	22 9% <b>k</b>	29 5%	62 11% <b>Tm</b>
3 - (3)	71 6% <b>km</b>	44 8% <b>I</b>	7 4%	16 4%	3 4%	12 2%	22 7% <b>k</b>	37 16% <b>TkC</b>	20 3%	49 8% <b>Tm</b>
2 - (2)	49 4% <b>km</b>	24 4%	3 2%	17 4%	5 6%	5 1%	15 5% <b>k</b>	29 12% <b>TkC</b>	11 2%	38 6% <b>Tm</b>
1 - Extremely dissatisfied (1)	102 8% <b>jkCm</b>	59 10% <b>I</b>	11 6%	31 8% <b>I</b>	1 1%	11 2%	10 3%	81 34% <b>TkC</b>	19 3%	81 14% <b>Tm</b>
Not applicable	7 1%	1 *	1 1%	-	5 6% <b>TefI</b>	5 1%	2 1%	-	4 1%	1 *
NET: Dissatisfied (1-3)	221 18% <b>fkM</b>	128 22% <b>TfIj</b>	21 12%	64 16%	9 11%	27 4%	47 15% <b>k</b>	147 62% <b>TkC</b>	50 8%	168 29% <b>Tm</b>
NET: Neutral (4-6)	348 28% <b>jkIm</b>	158 28%	58 33% <b>Ij</b>	118 29% <b>Ij</b>	14 17%	121 18%	178 56% <b>Tkl</b>	48 20%	144 23%	198 34% <b>Tm</b>
NET: Satisfied (7-10)	649 53% <b>Cln</b>	282 50%	95 55%	219 54%	53 66% <b>Te</b>	515 77% <b>TCI</b>	92 29% <b>I</b>	41 18%	431 69% <b>Tn</b>	215 37%
Mean score	6.31 <b>Cln</b>	6.08	6.57 <b>e</b>	6.38	7.11 <b>TeI</b>	7.71 <b>TCI</b>	5.50 <b>I</b>	3.48	7.28 <b>Tn</b>	5.30
Standard error	0.08	0.12	0.19	0.13	0.28	0.08	0.11	0.17	0.09	0.12

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/I - T/m/n  
\* small base

## *Ofcom - Quality of Customer Service - Complaints 2018*

Fieldwork: 5th December 2018 - 14th January 2019

Table 11

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3027	1190	637	1001	199	1695	855	477	1533	1431
Weighted Base	3027	1210	632	991	194	1699	856	472	1540	1425
Effective base	2907	1151	609	958	190	1629	821	457	1474	1373
10 - Extremely satisfied (10)	443	169	101	127	46	410	18	14	356	77
	15% <b>C</b> <sub>in</sub>	14%	16%	13%	24% <b>T</b> <sub>efi</sub>	24% <b>T</b> <sub>C</sub>	2%	3%	23% <b>T</b> <sub>n</sub>	5%
9 - (9)	339	124	94	103	17	296	29	14	239	97
	11% <b>C</b> <sub>in</sub>	10%	15% <b>T</b> <sub>ej</sub>	10%	9%	17% <b>T</b> <sub>C</sub>	3%	3%	16% <b>T</b> <sub>n</sub>	7%
8 - (8)	449	170	105	152	23	377	52	20	285	158
	15% <b>C</b> <sub>in</sub>	14%	17%	15%	12%	22% <b>T</b> <sub>C</sub>	6%	4%	18% <b>T</b> <sub>n</sub>	11%
7 - (7)	409	156	79	151	23	273	114	22	197	208
	14% <b>j</b>	13%	12%	15%	12%	16% <b>T</b> <sub>l</sub>	13% <b>l</b>	5%	13%	15%
6 - (6)	351	132	77	117	24	145	185	21	148	191
	12% <b>k</b>	11%	12%	12%	12%	9% <b>l</b>	22% <b>T</b> <sub>k</sub>	4%	10%	13% <b>m</b>
5 - (5)	337	133	74	106	24	111	188	38	139	188
	11% <b>k</b> <sub>m</sub>	11%	12%	11%	12%	7%	22% <b>T</b> <sub>k</sub>	8%	9%	13% <b>T</b> <sub>m</sub>
4 - (4)	216	96	35	79	7	30	133	53	66	148
	7% <b>j</b> <sub>k</sub>	8% <b>j</b>	5%	8% <b>j</b>	3%	2%	16% <b>T</b> <sub>k</sub>	11% <b>T</b> <sub>k</sub>	4%	10% <b>T</b> <sub>m</sub>
3 - (3)	145	58	27	56	4	18	64	63	44	96
	5% <b>k</b> <sub>m</sub>	5%	4%	6% <b>j</b>	2%	1%	7% <b>T</b> <sub>k</sub>	13% <b>T</b> <sub>k</sub> <b>C</b>	3%	7% <b>T</b> <sub>m</sub>
2 - (2)	106	54	13	32	7	15	37	55	21	83
	4% <b>k</b> <sub>m</sub>	4% <b>f</b>	2%	3%	3%	1%	4% <b>k</b>	12% <b>T</b> <sub>k</sub> <b>C</b>	1%	6% <b>T</b> <sub>m</sub>
1 - Extremely dissatisfied (1)	211	114	27	62	10	10	31	170	35	173
	7% <b>f</b> <sub>k</sub> <b>C</b> <sub>m</sub>	9% <b>T</b> <sub>f</sub>	4%	6%	5%	1%	4% <b>k</b>	36% <b>T</b> <sub>k</sub> <b>C</b>	2%	12% <b>T</b> <sub>m</sub>
Not applicable	20	4	2	6	8	14	4	2	9	4
	1%	*	*	1%	4% <b>T</b> <sub>efi</sub>	1%	*	*	1%	*
NET: Dissatisfied (1-3)	463	226	66	150	21	43	132	288	101	352
	15% <b>f</b> <sub>k</sub> <b>m</b>	19% <b>T</b> <sub>f</sub> <b>j</b>	11%	15% <b>f</b>	11%	3%	15% <b>k</b>	61% <b>T</b> <sub>k</sub> <b>C</b>	7%	25% <b>T</b> <sub>m</sub>
NET: Neutral (4-6)	904	361	186	302	55	286	506	112	353	527
	30% <b>k</b> <sub>m</sub>	30%	29%	31%	28%	17%	59% <b>T</b> <sub>k</sub>	24% <b>k</b>	23%	37% <b>T</b> <sub>m</sub>
NET: Satisfied (7-10)	1640	620	378	533	110	1357	214	70	1077	540
	54% <b>C</b> <sub>in</sub>	51%	60% <b>T</b> <sub>ei</sub>	54%	57%	80% <b>T</b> <sub>C</sub>	25% <b>l</b>	15%	70% <b>T</b> <sub>n</sub>	38%
Mean score	6.47 <b>e</b> <b>C</b> <sub>in</sub>	6.22	6.89 <b>T</b> <sub>ei</sub>	6.41	6.97 <b>T</b> <sub>ei</sub>	7.91 <b>T</b> <sub>C</sub>	5.33 <b>l</b>	3.36	7.46 <b>T</b> <sub>n</sub>	5.40
Standard error	0.05	0.08	0.10	0.08	0.19	0.04	0.07	0.12	0.06	0.07

Proportions/Means: Columns Tested (5% risk level) - T/ef/ij - T/k/C/l - T/m/n

\* = Less than .5

## *Ofcom - Quality of Customer Service - Complaints 2018*

Fieldwork: 5th December 2018 - 14th January 2019

Table 12

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3027	1190	637	1001	199	1695	855	477	1533	1431
Weighted Base	3027	1210	632	991	194	1699	856	472	1540	1425
Effective base	2907	1151	609	958	190	1629	821	457	1474	1373
10 - Extremely satisfied (10)	474	180	109	136	49	449	12	13	408	58
	<b>16%<i>CIn</i></b>	15%	17%	14%	<b>25%<i>Tefi</i></b>	<b>26%<i>TCI</i></b>	1%	3%	<b>26%<i>Tn</i></b>	4%
9 - (9)	359	145	92	110	13	332	19	8	260	96
	<b>12%<i>jCIn</i></b>	<b>12%<i>j</i></b>	<b>15%<i>ij</i></b>	11%	7%	<b>20%<i>TCI</i></b>	2%	2%	<b>17%<i>Tn</i></b>	7%
8 - (8)	453	164	99	160	30	375	67	11	294	155
	<b>15%<i>CIn</i></b>	14%	16%	16%	16%	<b>22%<i>TCI</i></b>	<b>8%<i>l</i></b>	2%	<b>19%<i>Tn</i></b>	11%
7 - (7)	407	156	84	148	20	259	133	15	209	197
	<b>13%<i>l</i></b>	13%	13%	15%	10%	<b>15%<i>l</i></b>	<b>16%<i>l</i></b>	3%	14%	14%
6 - (6)	314	112	81	104	16	114	184	15	121	179
	<b>10%<i>kIm</i></b>	9%	<b>13%<i>e</i></b>	11%	8%	<b>7%<i>l</i></b>	<b>22%<i>Tkl</i></b>	3%	8%	<b>13%<i>Tm</i></b>
5 - (5)	311	124	61	105	20	79	203	29	108	192
	<b>10%<i>kIm</i></b>	10%	10%	11%	10%	5%	<b>24%<i>Tkl</i></b>	6%	7%	<b>13%<i>Tm</i></b>
4 - (4)	190	82	37	64	7	35	107	47	48	136
	<b>6%<i>kIm</i></b>	7%	6%	6%	3%	2%	<b>13%<i>Tk</i></b>	<b>10%<i>Tk</i></b>	3%	<b>10%<i>Tm</i></b>
3 - (3)	148	54	30	51	13	12	72	65	32	111
	<b>5%<i>kIm</i></b>	4%	5%	5%	7%	1%	<b>8%<i>Tk</i></b>	<b>14%<i>TkC</i></b>	2%	<b>8%<i>Tm</i></b>
2 - (2)	106	47	13	45	1	16	27	63	20	83
	<b>3%<i>jkm</i></b>	<b>4%<i>ij</i></b>	2%	<b>5%<i>ij</i></b>	*	1%	<b>3%<i>k</i></b>	<b>13%<i>TkC</i></b>	1%	<b>6%<i>Tm</i></b>
1 - Extremely dissatisfied (1)	240	140	23	60	17	8	27	206	27	210
	<b>8%<i>fkCm</i></b>	<b>12%<i>Tfi</i></b>	4%	<b>6%<i>f</i></b>	<b>9%<i>f</i></b>	*	<b>3%<i>k</i></b>	<b>44%<i>TkC</i></b>	2%	<b>15%<i>Tm</i></b>
Not applicable	25	7	3	8	7	18	5	1	13	6
	1%	1%	1%	1%	<b>4%<i>Tefi</i></b>	1%	1%	*	1%	*
NET: Dissatisfied (1-3)	495	241	66	157	31	36	125	333	79	404
	<b>16%<i>fkIm</i></b>	<b>20%<i>Tfi</i></b>	10%	<b>16%<i>f</i></b>	<b>16%<i>f</i></b>	2%	<b>15%<i>k</i></b>	<b>71%<i>TkC</i></b>	5%	<b>28%<i>Tm</i></b>
NET: Neutral (4-6)	814	318	180	274	43	229	494	90	277	508
	<b>27%<i>kIm</i></b>	26%	28%	28%	22%	13%	<b>58%<i>Tkl</i></b>	<b>19%<i>k</i></b>	18%	<b>36%<i>Tm</i></b>
NET: Satisfied (7-10)	1694	645	383	553	113	1416	231	47	1171	506
	<b>56%<i>CIn</i></b>	53%	<b>61%<i>Te</i></b>	56%	58%	<b>83%<i>TCI</i></b>	<b>27%<i>l</i></b>	10%	<b>76%<i>Tn</i></b>	36%
Mean score	<b>6.51eCIn</b>	6.25	<b>6.95TeI</b>	6.48	<b>6.84e</b>	<b>8.09TCI</b>	<b>5.41I</b>	2.85	<b>7.76Tn</b>	5.19
Standard error	0.05	0.08	0.10	0.08	0.21	0.04	0.06	0.11	0.06	0.07

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

## *Ofcom - Quality of Customer Service - Complaints 2018*

Fieldwork: 5th December 2018 - 14th January 2019

Table 13

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3027	1190	637	1001	199	1695	855	477	1533	1431
Weighted Base	3027	1210	632	991	194	1699	856	472	1540	1425
Effective base	2907	1151	609	958	190	1629	821	457	1474	1373
10 - Extremely satisfied (10)	615	221	125	204	64	535	43	36	454	153
	20% <b>CIn</b>	18%	20%	21%	33% <b>Tefi</b>	31% <b>TCI</b>	5%	8%	29% <b>Tn</b>	11%
9 - (9)	435	168	91	142	33	359	52	24	284	146
	14% <b>CIn</b>	14%	14%	14%	17%	21% <b>TCI</b>	6%	5%	18% <b>Tn</b>	10%
8 - (8)	491	205	104	159	23	343	114	34	279	207
	16% <b>CI</b>	17%	16%	16%	12%	20% <b>TCI</b>	13% <b>I</b>	7%	18% <b>n</b>	15%
7 - (7)	407	161	95	137	14	218	155	34	173	231
	13% <b>jIm</b>	13% <b>j</b>	15% <b>j</b>	14% <b>j</b>	7%	13% <b>I</b>	18% <b>TkI</b>	7%	11%	16% <b>Tm</b>
6 - (6)	293	111	69	99	13	103	161	29	118	165
	10% <b>kIm</b>	9%	11%	10%	7%	6%	19% <b>TkI</b>	6%	8%	12% <b>m</b>
5 - (5)	298	126	56	98	17	65	171	61	90	194
	10% <b>km</b>	10%	9%	10%	9%	4%	20% <b>TkI</b>	13% <b>Tk</b>	6%	14% <b>Tm</b>
4 - (4)	139	59	31	42	7	19	70	49	43	92
	5% <b>km</b>	5%	5%	4%	3%	1%	8% <b>Tk</b>	10% <b>Tk</b>	3%	6% <b>Tm</b>
3 - (3)	118	53	29	32	4	15	41	62	38	77
	4% <b>km</b>	4%	5%	3%	2%	1%	5% <b>k</b>	13% <b>TkC</b>	2%	5% <b>Tm</b>
2 - (2)	68	35	9	22	2	4	21	43	20	47
	2% <b>km</b>	3%	1%	2%	1%	*	2% <b>k</b>	9% <b>TkC</b>	1%	3% <b>Tm</b>
1 - Extremely dissatisfied (1)	113	62	16	31	5	10	12	91	20	91
	4% <b>kCm</b>	5% <b>Tfi</b>	2%	3%	2%	1%	1% <b>k</b>	19% <b>TkC</b>	1%	6% <b>Tm</b>
Not applicable	51	8	6	26	11	27	14	10	20	22
	2% <b>e</b>	1%	1%	3% <b>ef</b>	6% <b>Tefi</b>	2%	2%	2%	1%	2%
NET: Dissatisfied (1-3)	299	150	54	84	11	30	74	195	78	214
	10% <b>km</b>	12% <b>Tfi</b>	9%	8%	6%	2%	9% <b>k</b>	41% <b>TkC</b>	5%	15% <b>Tm</b>
NET: Neutral (4-6)	729	296	156	239	37	187	402	139	251	450
	24% <b>km</b>	24%	25%	24%	19%	11%	47% <b>TkI</b>	29% <b>Tk</b>	16%	32% <b>Tm</b>
NET: Satisfied (7-10)	1947	756	415	642	135	1455	365	128	1191	738
	64% <b>CIn</b>	62%	66%	65%	69%	86% <b>TCI</b>	43% <b>I</b>	27%	77% <b>Tn</b>	52%
Mean score	7.14 <b>eCIn</b>	6.92	7.21 <b>e</b>	7.22 <b>e</b>	7.87 <b>Tefi</b>	8.33 <b>TCI</b>	6.16 <b>I</b>	4.59	7.93 <b>Tn</b>	6.32
Standard error	0.05	0.07	0.09	0.08	0.17	0.04	0.07	0.13	0.05	0.07

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

## *Ofcom - Quality of Customer Service - Complaints 2018*

### Fieldwork: 5th December 2018 - 14th January 2019

Table 14

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3027	1190	637	1001	199	1695	855	477	1533	1431
Weighted Base	3027	1210	632	991	194	1699	856	472	1540	1425
Effective base	2907	1151	609	958	190	1629	821	457	1474	1373
10 - Extremely satisfied	(10) 554	218	113	168	56	503	31	20	454	92
		18% <b>CIn</b>	18%	17%	29% <b>Tefi</b>	30% <b>TCI</b>	4%	4%	29% <b>Tn</b>	6%
9 -	(9) 371	136	95	121	20	318	36	17	262	107
		12% <b>CIn</b>	11%	12%	10%	19% <b>TCI</b>	4%	4%	17% <b>Tn</b>	7%
8 -	(8) 464	179	92	165	28	368	81	15	274	186
		15% <b>CIn</b>	15%	17%	14%	22% <b>TCI</b>	9% <b>I</b>	3%	18% <b>Tn</b>	13%
7 -	(7) 391	128	99	150	15	240	122	29	164	222
		13% <b>eIIm</b>	11%	16% <b>ej</b>	8%	14% <b>I</b>	14% <b>I</b>	6%	11%	16% <b>Tm</b>
6 -	(6) 308	122	70	101	15	102	180	26	131	168
		10% <b>kI</b>	10%	10%	8%	6%	21% <b>TkI</b>	6%	9%	12% <b>m</b>
5 -	(5) 301	124	60	96	21	68	196	37	103	187
		10% <b>kIm</b>	10%	10%	11%	4%	23% <b>TkI</b>	8% <b>k</b>	7%	13% <b>Tm</b>
4 -	(4) 175	71	42	52	11	37	90	48	50	121
		6% <b>kIm</b>	6%	5%	5%	2%	10% <b>Tk</b>	10% <b>Tk</b>	3%	9% <b>Tm</b>
3 -	(3) 126	52	25	45	4	12	53	61	32	92
		4% <b>kIm</b>	4%	5%	2%	1%	6% <b>Tk</b>	13% <b>TkC</b>	2%	6% <b>Tm</b>
2 -	(2) 79	50	9	20	1	6	21	52	12	65
		3% <b>kIm</b>	4% <b>Tij</b>	2%	*	*	2% <b>k</b>	11% <b>TkC</b>	1%	5% <b>Tm</b>
1 - Extremely dissatisfied	(1) 194	117	22	44	11	16	25	152	33	158
		6% <b>fIkCm</b>	10% <b>Tij</b>	4%	6%	1%	3% <b>k</b>	32% <b>TkC</b>	2%	11% <b>Tm</b>
Not applicable	64	13	6	31	14	29	20	15	26	27
		2% <b>e</b>	1%	3% <b>ef</b>	7% <b>Tefi</b>	2%	2%	3% <b>k</b>	2%	2%
NET: Dissatisfied	(1-3) 399	219	56	108	16	34	100	265	77	316
		13% <b>fIkCm</b>	18% <b>Tij</b>	11%	8%	2%	12% <b>k</b>	56% <b>TkC</b>	5%	22% <b>Tm</b>
NET: Neutral	(4-6) 784	316	172	250	46	207	466	111	284	476
		26% <b>kIm</b>	26%	25%	24%	12%	54% <b>TkI</b>	24% <b>k</b>	18%	33% <b>Tm</b>
NET: Satisfied	(7-10) 1781	661	399	602	118	1430	270	81	1154	606
		59% <b>eCIn</b>	55%	63% <b>e</b>	61% <b>e</b>	61%	84% <b>TCI</b>	32% <b>I</b>	17%	75% <b>Tn</b>
Mean score	6.79 <b>eCIn</b>	6.47	7.05 <b>Te</b>	6.92 <b>e</b>	7.34 <b>TeI</b>	8.19 <b>TCI</b>	5.72 <b>I</b>	3.60	7.85 <b>Tn</b>	5.66
Standard error	0.05	0.08	0.10	0.08	0.20	0.04	0.07	0.13	0.06	0.07

Proportions/Means: Columns Tested (5% risk level) - T/ef/I/j - T/K/C/I - T/m/n

## Ofcom - Quality of Customer Service - Complaints 2018

### Fieldwork: 5th December 2018 - 14th January 2019

Table 15

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3027	1190	637	1001	199	1695	855	477	1533	1431
Weighted Base	3027	1210	632	991	194	1699	856	472	1540	1425
Effective base	2907	1151	609	958	190	1629	821	457	1474	1373
10 - Extremely satisfied (10)	468	173	107	140	47	423	23	22	382	78
	15% <b>Cin</b>	14%	17%	14%	24% <b>Tefi</b>	25% <b>TCI</b>	3%	5%	25% <b>Tn</b>	6%
9 - (9)	321	122	86	95	18	287	30	5	223	95
	11% <b>Cin</b>	10%	14% <b>Tei</b>	10%	9%	17% <b>TCI</b>	3% <b>l</b>	1%	14% <b>Tn</b>	7%
8 - (8)	494	179	104	185	26	392	78	24	290	200
	16% <b>Cl</b>	15%	16%	19% <b>ee</b>	13%	23% <b>TCI</b>	9% <b>l</b>	5%	19% <b>Tn</b>	14%
7 - (7)	386	146	87	136	18	229	130	28	187	194
	13% <b>l</b>	12%	14%	14%	9%	13% <b>l</b>	15% <b>l</b>	6%	12%	14%
6 - (6)	332	132	72	112	16	132	173	27	142	184
	11% <b>kl</b>	11%	11%	11%	8%	8%	20% <b>Tkl</b>	6%	9%	13% <b>m</b>
5 - (5)	306	130	70	93	14	79	182	44	101	191
	10% <b>km</b>	11%	11%	9%	7%	5%	21% <b>Tkl</b>	9% <b>k</b>	7%	13% <b>Tm</b>
4 - (4)	200	79	42	69	10	48	106	45	65	130
	7% <b>km</b>	7%	7%	7%	5%	3%	12% <b>Tk</b>	10% <b>Tk</b>	4%	9% <b>Tm</b>
3 - (3)	150	69	23	48	10	22	59	69	40	108
	5% <b>km</b>	6%	4%	5%	5%	1%	7% <b>Tk</b>	15% <b>TkC</b>	3%	8% <b>Tm</b>
2 - (2)	86	42	14	28	2	16	26	43	26	58
	3% <b>km</b>	3%	2%	3%	1%	1%	3% <b>k</b>	9% <b>TkC</b>	2%	4% <b>Tm</b>
1 - Extremely dissatisfied (1)	187	110	21	45	10	12	27	148	34	152
	6% <b>fkCm</b>	9% <b>Tfi</b>	3%	5%	5%	1%	3% <b>k</b>	31% <b>TkC</b>	2%	11% <b>Tm</b>
Not applicable	97	28	6	40	23	60	21	16	50	35
	3% <b>f</b>	2% <b>f</b>	1%	4% <b>ef</b>	12% <b>Tefi</b>	4%	2%	3%	3%	2%
NET: Dissatisfied (1-3)	424	222	58	121	22	50	113	261	99	317
	14% <b>fkCm</b>	18% <b>Tfi</b>	9%	12%	11%	3%	13% <b>k</b>	55% <b>TkC</b>	6%	22% <b>Tm</b>
NET: Neutral (4-6)	838	340	184	274	40	259	462	117	308	505
	28% <b>jkCm</b>	28% <b>j</b>	29% <b>j</b>	28% <b>j</b>	21%	15%	54% <b>Tkl</b>	25% <b>k</b>	20%	35% <b>Tm</b>
NET: Satisfied (7-10)	1669	620	384	556	109	1330	260	78	1083	568
	55% <b>eCin</b>	51%	61% <b>Te</b>	56% <b>e</b>	56%	78% <b>TCI</b>	30% <b>l</b>	17%	70% <b>Tn</b>	40%
Mean score	6.60 <b>eCin</b>	6.29	6.95 <b>Tei</b>	6.67 <b>e</b>	7.12 <b>Tei</b>	7.95 <b>TCI</b>	5.58 <b>l</b>	3.63	7.57 <b>Tn</b>	5.59
Standard error	0.05	0.08	0.10	0.08	0.21	0.05	0.07	0.12	0.06	0.07

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

## *Ofcom - Quality of Customer Service - Complaints 2018*

Fieldwork: 5th December 2018 - 14th January 2019

Table 16

**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**

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	3027	1190	637	1001	199	1695	855	477	1533	1431	
Weighted Base	3027	1210	632	991	194	1699	856	472	1540	1425	
Effective base	2907	1151	609	958	190	1629	821	457	1474	1373	
10 - Extremely satisfied	(10) 407	147	101	117	43	373	16	18	355	47	
		13% <b>C</b> <b>i</b> <b>n</b>	12%	16% <b>e</b> <b>i</b>	12%	22% <b>T</b> <b>e</b> <b>i</b> <b>j</b>	2%	4% <b>C</b>	23% <b>T</b> <b>n</b>	3%	
9 -	(9) 354	134	89	114	17	307	34	13	247	102	
		12% <b>C</b> <b>i</b> <b>n</b>	11%	14%	12%	18% <b>T</b> <b>C</b> <b>i</b>	4%	3%	16% <b>T</b> <b>n</b>	7%	
8 -	(8) 387	151	101	117	18	303	70	14	237	147	
		13% <b>C</b> <b>i</b> <b>n</b>	13%	16% <b>T</b> <b>e</b> <b>i</b> <b>j</b>	12%	18% <b>T</b> <b>C</b> <b>i</b>	8% <b>i</b>	3%	15% <b>T</b> <b>n</b>	10%	
7 -	(7) 328	113	94	112	9	199	116	13	159	166	
		11% <b>j</b>	9% <b>j</b>	15% <b>T</b> <b>e</b> <b>i</b> <b>j</b>	11% <b>j</b>	12% <b>i</b>	14% <b>T</b> <b>i</b>	3%	10%	12%	
6 -	(6) 290	104	81	94	11	116	150	24	121	161	
		10% <b>k</b>	9%	13% <b>T</b> <b>e</b> <b>i</b> <b>j</b>	9%	7%	18% <b>T</b> <b>k</b>	5%	8%	11% <b>m</b>	
5 -	(5) 290	121	57	90	22	83	178	29	110	169	
		10% <b>k</b> <b>i</b> <b>m</b>	10%	9%	9%	5%	21% <b>T</b> <b>k</b>	6%	7%	12% <b>T</b> <b>m</b>	
4 -	(4) 188	74	37	70	6	51	82	54	68	117	
		6% <b>k</b> <b>m</b>	6%	6%	7% <b>j</b>	3%	10% <b>T</b> <b>k</b>	11% <b>T</b> <b>k</b>	4%	8% <b>T</b> <b>m</b>	
3 -	(3) 152	57	26	62	8	45	64	43	46	102	
		5% <b>k</b> <b>m</b>	5%	4%	6%	3%	8% <b>T</b> <b>k</b>	9% <b>T</b> <b>k</b>	3%	7% <b>T</b> <b>m</b>	
2 -	(2) 120	58	15	44	3	27	45	48	24	92	
		4% <b>f</b> <b>k</b> <b>m</b>	5% <b>f</b>	2%	4% <b>f</b>	2%	5% <b>k</b>	10% <b>T</b> <b>k</b> <b>C</b>	2%	6% <b>T</b> <b>m</b>	
1 - Extremely dissatisfied	(1) 332	180	23	108	21	64	71	197	63	265	
		11% <b>f</b> <b>k</b> <b>C</b> <b>m</b>	15% <b>T</b> <b>f</b>	4%	11% <b>f</b>	11% <b>f</b>	4%	8% <b>k</b>	42% <b>T</b> <b>k</b> <b>C</b>	4%	19% <b>T</b> <b>m</b>
Not applicable	180	70	11	63	36	131	29	20	110	56	
		6% <b>f</b> <b>C</b> <b>n</b>	6% <b>f</b>	2%	6% <b>f</b>	18% <b>T</b> <b>e</b> <b>f</b> <b>i</b> <b>j</b>	8% <b>T</b> <b>C</b> <b>i</b>	3%	4%	7% <b>n</b>	4%
NET: Dissatisfied	(1-3) 604	295	63	213	33	136	180	288	133	460	
		20% <b>f</b> <b>k</b> <b>m</b>	24% <b>T</b> <b>f</b>	10%	22% <b>f</b>	17% <b>f</b>	8%	21% <b>k</b>	61% <b>T</b> <b>k</b> <b>C</b>	9%	32% <b>T</b> <b>m</b>
NET: Neutral	(4-6) 767	300	175	254	39	250	410	107	298	448	
		25% <b>k</b> <b>m</b>	25%	28% <b>j</b>	26%	20%	15%	48% <b>T</b> <b>k</b>	23% <b>k</b>	19%	31% <b>T</b> <b>m</b>
NET: Satisfied	(7-10) 1476	545	383	460	87	1182	236	57	998	461	
		49% <b>e</b> <b>C</b> <b>i</b> <b>n</b>	45%	61% <b>T</b> <b>e</b> <b>i</b> <b>j</b>	46%	45%	70% <b>T</b> <b>C</b> <b>i</b>	28% <b>i</b>	12%	65% <b>T</b> <b>n</b>	32%
Mean score	6.19 <b>e</b> <b>C</b> <b>i</b> <b>n</b>	5.85	6.94 <b>T</b> <b>e</b> <b>i</b>	6.03	6.56 <b>e</b> <b>i</b>	7.57 <b>T</b> <b>C</b> <b>i</b>	5.22 <b>i</b>	3.14	7.40 <b>T</b> <b>n</b>	4.94	
Standard error	0.05	0.09	0.10	0.09	0.25	0.06	0.08	0.12	0.07	0.07	

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

## *Ofcom - Quality of Customer Service - Complaints 2018*

### Fieldwork: 5th December 2018 - 14th January 2019

Table 17

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3027	1190	637	1001	199	1695	855	477	1533	1431
Weighted Base	3027	1210	632	991	194	1699	856	472	1540	1425
Effective base	2907	1151	609	958	190	1629	821	457	1474	1373
10 - Extremely satisfied (10)	589	212	119	195	62	535	34	20	476	106
	19% <b>CIn</b>	18%	19%	20%	32% <b>Tefi</b>	31% <b>TCI</b>	4%	4%	31% <b>Tn</b>	7%
9 - (9)	413	157	98	132	25	350	47	16	293	115
	14% <b>CIn</b>	13%	16%	13%	13%	21% <b>TCI</b>	5%	3%	19% <b>Tn</b>	8%
8 - (8)	482	184	108	170	18	354	110	18	295	182
	16% <b>jCIn</b>	15% <b>j</b>	17% <b>j</b>	17% <b>j</b>	10%	21% <b>TCI</b>	13% <b>l</b>	4%	19% <b>Tn</b>	13%
7 - (7)	367	138	88	126	16	207	135	25	161	203
	12% <b>l</b>	11%	14% <b>j</b>	13%	8%	12% <b>l</b>	16% <b>Tkl</b>	5%	10%	14% <b>m</b>
6 - (6)	316	131	59	112	14	115	175	26	113	195
	10% <b>klm</b>	11%	9%	11%	7%	7%	20% <b>Tkl</b>	5%	7%	14% <b>Tm</b>
5 - (5)	286	113	64	89	20	61	173	52	91	183
	9% <b>km</b>	9%	10%	9%	11%	4%	20% <b>Tkl</b>	11% <b>k</b>	6%	13% <b>Tm</b>
4 - (4)	171	71	40	53	7	28	95	48	38	129
	6% <b>km</b>	6%	6%	5%	4%	2%	11% <b>Tk</b>	10% <b>Tk</b>	2%	9% <b>Tm</b>
3 - (3)	120	59	20	36	5	15	39	66	30	84
	4% <b>km</b>	5%	3%	4%	3%	1%	5% <b>k</b>	14% <b>TkC</b>	2%	6% <b>Tm</b>
2 - (2)	72	35	12	22	3	8	14	50	9	61
	2% <b>km</b>	3%	2%	2%	1%	*	2% <b>k</b>	11% <b>TkC</b>	1%	4% <b>Tm</b>
1 - Extremely dissatisfied (1)	171	100	19	42	10	8	22	141	22	148
	6% <b>fkCm</b>	8% <b>Tfi</b>	3%	4%	5%	*	3% <b>k</b>	30% <b>TkC</b>	1%	10% <b>Tm</b>
Not applicable	41	9	5	14	13	17	13	11	13	18
	1%	1%	1%	1%	7% <b>Tefi</b>	1%	2%	2% <b>k</b>	1%	1%
NET: Dissatisfied (1-3)	363	195	50	100	18	31	74	257	61	293
	12% <b>fkCm</b>	16% <b>Tfi</b>	8%	10%	9%	2%	9% <b>k</b>	55% <b>TkC</b>	4%	21% <b>Tm</b>
NET: Neutral (4-6)	773	314	163	254	42	205	443	126	241	508
	26% <b>km</b>	26%	26%	26%	21%	12%	52% <b>Tkl</b>	27% <b>k</b>	16%	36% <b>Tm</b>
NET: Satisfied (7-10)	1850	692	414	623	121	1446	326	78	1225	606
	61% <b>eCIn</b>	57%	65% <b>Te</b>	63% <b>e</b>	63%	85% <b>TCI</b>	38% <b>l</b>	17%	80% <b>Tn</b>	43%
Mean score	6.94 <b>eCIn</b>	6.63	7.17 <b>Te</b>	7.07 <b>e</b>	7.46 <b>Te</b>	8.30 <b>TCI</b>	5.99 <b>l</b>	3.69	8.05 <b>Tn</b>	5.76
Standard error	0.05	0.08	0.09	0.08	0.20	0.04	0.07	0.12	0.05	0.07

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n



## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 18

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3027	1190	637	1001	199	1695	855	477	1533	1431
Weighted Base	3027	1210	632	991	194	1699	856	472	1540	1425
Effective base	2907	1151	609	958	190	1629	821	457	1474	1373
Courtesy and politeness of advisors	1947	756	415	642	135	1455	365	128	1191	738
	<b>64%<i>CIn</i></b>	62%	66%	65%	69%	<b>86%<i>TCl</i></b>	<b>43%<i>l</i></b>	27%	<b>77%<i>Tn</i></b>	52%
Ease of finding provider contact details	1882	750	378	620	134	1417	321	143	1153	705
	<b>62%<i>CIn</i></b>	62%	60%	63%	<b>69%<i>f</i></b>	<b>83%<i>TCl</i></b>	<b>38%<i>l</i></b>	30%	<b>75%<i>Tn</i></b>	50%
Willingness to help resolve your issue	1850	692	414	623	121	1446	326	78	1225	606
	<b>61%<i>eCIn</i></b>	57%	<b>65%<i>Te</i></b>	<b>63%<i>e</i></b>	63%	<b>85%<i>TCl</i></b>	<b>38%<i>l</i></b>	17%	<b>80%<i>Tn</i></b>	43%
Advisor doing what they said they would do	1781	661	399	602	118	1430	270	81	1154	606
	<b>59%<i>eCIn</i></b>	55%	<b>63%<i>e</i></b>	<b>61%<i>e</i></b>	61%	<b>84%<i>TCl</i></b>	<b>32%<i>l</i></b>	17%	<b>75%<i>Tn</i></b>	43%
Getting the issue resolved to your satisfaction	1694	645	383	553	113	1416	231	47	1171	506
	<b>56%<i>CIn</i></b>	53%	<b>61%<i>Te</i></b>	56%	58%	<b>83%<i>TCl</i></b>	<b>27%<i>l</i></b>	10%	<b>76%<i>Tn</i></b>	36%
Logging of query details to avoid having to repeat yourself	1669	620	384	556	109	1330	260	78	1083	568
	<b>55%<i>eCIn</i></b>	51%	<b>61%<i>Te</i></b>	<b>56%<i>e</i></b>	56%	<b>78%<i>TCl</i></b>	<b>30%<i>l</i></b>	17%	<b>70%<i>Tn</i></b>	40%
The time taken to handle your issue	1640	620	378	533	110	1357	214	70	1077	540
	<b>54%<i>CIn</i></b>	51%	<b>60%<i>Tej</i></b>	54%	57%	<b>80%<i>TCl</i></b>	<b>25%<i>l</i></b>	15%	<b>70%<i>Tn</i></b>	38%
Offering compensation or a goodwill payment	1476	545	383	460	87	1182	236	57	998	461
	<b>49%<i>eCIn</i></b>	45%	<b>61%<i>Tej</i></b>	46%	45%	<b>70%<i>TCl</i></b>	<b>28%<i>l</i></b>	12%	<b>65%<i>Tn</i></b>	32%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 19

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

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

	Issue				Satisfaction			Resolved		
	Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	3027	1190	637	1001	199	1695	855	477	1533	1431
Weighted Base	3027	1210	632	991	194	1699	856	472	1540	1425
Effective base	2907	1151	609	958	190	1629	821	457	1474	1373
Completely resolved	1540	606	349	477	108	1169	282	90	1540	-
	51% <b>CIn</b>	50%	55% <b>eI</b>	48%	56%	69% <b>TCI</b>	33% <b>I</b>	19%	100% <b>Tn</b>	-
Partly resolved	1053	403	227	381	42	463	441	148	-	1053
	35% <b>jkM</b>	33% <b>j</b>	36% <b>j</b>	38% <b>Tej</b>	22%	27%	52% <b>TKI</b>	31%	-	74% <b>Tm</b>
Not resolved at all	372	183	48	117	24	45	105	222	-	372
	12% <b>fkm</b>	15% <b>Tfi</b>	8%	12% <b>f</b>	12% <b>f</b>	3%	12% <b>k</b>	47% <b>TkC</b>	-	26% <b>Tm</b>
Don't know	62	18	8	16	20	22	28	12	-	-
	2% <b>mn</b>	2%	1%	2%	10% <b>Tefi</b>	1%	3% <b>TK</b>	3%	-	-

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 20

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3027	1190	637	1001	199	1695	855	477	1533	1431
Weighted Base	3027	1210	632	991	194	1699	856	472	1540	1425
Effective base	2907	1151	609	958	190	1629	821	457	1474	1373
Yes	1270	492	301	392	85	996	212	62	1270	-
	<b>42%<i>Cln</i></b>	41%	<b>48%<i>Tei</i></b>	40%	44%	<b>59%<i>TCl</i></b>	<b>25%<i>l</i></b>	13%	<b>82%<i>Tn</i></b>	-
No	251	110	44	80	17	158	65	28	251	-
	<b>8%<i>n</i></b>	9%	7%	8%	9%	<b>9%<i>l</i></b>	8%	6%	<b>16%<i>Tn</i></b>	-
Don't know	19	4	4	6	6	14	4	-	19	-
	<b>1%<i>n</i></b>	*	1%	1%	<b>3%<i>Tefi</i></b>	<b>1%<i>l</i></b>	1%	-	<b>1%<i>Tn</i></b>	-

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 21

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1533	598	346	479	110	1164	278	91	1533	-
Weighted Base	1540	606	349	477	108	1169	282	90*	1540	-**
Effective base	1474	577	332	459	105	1119	268	88	1474	-
Yes	1270	492	301	392	85	996	212	62	1270	-
	82% <b>C</b>	81%	86% <b>e</b>	82%	79%	85% <b>C</b>	75%	69%	82%	-
No	251	110	44	80	17	158	65	28	251	-
	16%	18% <b>f</b>	13%	17%	16%	14%	23% <b>Tk</b>	31% <b>Tk</b>	16%	-
Don't know	19	4	4	6	6	14	4	-	19	-
	1%	1%	1%	1%	5% <b>Tefi</b>	1%	2%	-	1%	-

Proportions/Means: Columns Tested (5% risk level) - T/ef/ij - T/k/C/l - T/m/n

\* 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

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	<b>3027</b>	1190	637	1001	199	1695	855	477	1533	1431
Weighted Base	<b>3027</b>	1210	632	991	194	1699	856	472	1540	1425
Effective base	<b>2907</b>	1151	609	958	190	1629	821	457	1474	1373
Contract (with monthly bills)	<b>2329</b>	959	472	755	142	1308	651	371	1205	1088
	<b>77%</b>	<b>79%<sup>f</sup></b>	75%	76%	73%	77%	76%	79%	78%	76%
Pay as you go	<b>682</b>	248	156	230	47	383	202	97	329	328
	<b>23%</b>	21%	<b>25%<sup>e</sup></b>	23%	24%	23%	24%	20%	21%	23%
Don't know	<b>16</b>	2	4	6	4	9	3	5	6	8
	<b>1%</b>	*	1%	1%	<b>2%<sup>f</sup></b>	1%	*	1%	*	1%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

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

Table 23

**Q15: What is your current employment status?****Base: All complained about mobile phone service in past 6 months**

	Total (T)	Issue				Satisfaction			Resolved		
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	3027	1190	637	1001	199	1695	855	477	1533	1431	
Weighted Base	3027	1210	632	991	194	1699	856	472	1540	1425	
Effective base	2907	1151	609	958	190	1629	821	457	1474	1373	
Employed or self-employed (full-time - 30hrs/wk+)	1655	668	366	562	59	975	426	255	910	729	
		<b>55%<sup>Cn</sup></b>	<b>55%<sup>j</sup></b>	<b>58%<sup>j</sup></b>	<b>57%<sup>j</sup></b>	<b>57%<sup>C</sup></b>	50%	54%	<b>59%<sup>Tn</sup></b>	51%	
Employed or self-employed (part-time - 8-29 hrs/wk+)	588	246	128	182	32	302	197	89	272	309	
		<b>19%<sup>f</sup></b>	20%	20%	18%	18%	<b>23%<sup>Tk</sup></b>	19%	18%	<b>22%<sup>m</sup></b>	
Homemaker	248	88	52	76	32	117	91	40	100	138	
		<b>8%<sup>m</sup></b>	7%	8%	8%	<b>17%<sup>Tefi</sup></b>	7%	<b>11%<sup>Tk</sup></b>	6%	<b>10%<sup>m</sup></b>	
Student / under education	262	102	58	79	23	153	78	32	124	131	
		<b>9%<sup>f</sup></b>	8%	9%	12%	9%	9%	7%	8%	9%	
Temporarily not working (unemployed / illness)	199	77	23	71	29	104	52	43	87	95	
		<b>7%<sup>f</sup></b>	<b>6%<sup>f</sup></b>	4%	<b>7%<sup>f</sup></b>	<b>15%<sup>Tefi</sup></b>	6%	6%	<b>9%<sup>TkC</sup></b>	6%	7%
Retired	74	29	5	21	18	50	12	12	47	22	
		<b>2%<sup>f</sup></b>	<b>2%<sup>f</sup></b>	1%	<b>2%<sup>f</sup></b>	<b>9%<sup>Tefi</sup></b>	<b>3%<sup>C</sup></b>	1%	3%	<b>3%<sup>n</sup></b>	2%
NET: Employed	2243	913	494	744	91	1276	623	344	1182	1038	
		<b>74%<sup>j</sup></b>	<b>75%<sup>j</sup></b>	<b>78%<sup>Tj</sup></b>	<b>75%<sup>j</sup></b>	47%	75%	73%	<b>77%<sup>n</sup></b>	73%	

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

## *Ofcom - Quality of Customer Service - Complaints 2018*

Fieldwork: 5th December 2018 - 14th January 2019

Table 24

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

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3027	1190	637	1001	199	1695	855	477	1533	1431
Weighted Base	3027	1210	632	991	194	1699	856	472	1540	1425
Effective base	2907	1151	609	958	190	1629	821	457	1474	1373
Up to 10,399 Pounds	407	150	76	139	41	217	115	75	208	182
	13%	12%	12%	14%	21% <sup>Tefi</sup>	13%	13%	16%	13%	13%
10,400-15,599 Pounds	405	169	79	131	25	231	115	58	212	187
	13%	14%	13%	13%	13%	14%	13%	12%	14%	13%
15,600-25,999 Pounds	668	280	135	215	38	356	207	105	315	341
	22%	23%	21%	22%	20%	21%	24%	22%	20%	24% <sup>m</sup>
26,000-36,399 Pounds	588	227	137	196	28	327	167	94	298	289
	19%	19%	22% <sup>j</sup>	20%	14%	19%	20%	20%	19%	20%
36,400-51,999 Pounds	429	158	107	151	13	264	116	50	229	197
	14% <sup>l</sup>	13% <sup>j</sup>	17% <sup>ej</sup>	15% <sup>j</sup>	7%	16% <sup>l</sup>	14%	11%	15%	14%
52,000+	320	137	72	100	11	199	71	50	179	133
	11% <sup>j</sup>	11% <sup>j</sup>	11% <sup>j</sup>	10%	6%	12% <sup>C</sup>	8%	11%	12% <sup>n</sup>	9%
Don't know	71	24	7	25	15	39	20	12	40	25
	2% <sup>f</sup>	2%	1%	3% <sup>f</sup>	8% <sup>Tefi</sup>	2%	2%	3%	3%	2%
Would rather not say	139	64	19	33	23	67	45	28	60	71
	5%	5% <sup>fi</sup>	3%	3%	12% <sup>Tefi</sup>	4%	5%	6%	4%	5%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

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

Table 25

**Q17: Where do you live?****Base: All complained about mobile phone service in past 6 months**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3027	1190	637	1001	199	1695	855	477	1533	1431
Weighted Base	3027	1210	632	991	194	1699	856	472	1540	1425
Effective base	2907	1151	609	958	190	1629	821	457	1474	1373
East Midlands	238	88	65	72	14	126	71	41	132	103
	8%	7%	10% <b>ei</b>	7%	7%	7%	8%	9%	9%	7%
East of England	179	71	40	57	11	98	56	25	93	80
	6%	6%	6%	6%	6%	6%	7%	5%	6%	6%
London	646	235	162	219	30	388	168	90	344	293
	21%	19%	26% <b>Tej</b>	22% <b>j</b>	15%	23%	20%	19%	22%	21%
North East	162	70	39	42	11	79	55	28	74	82
	5%	6%	6%	4%	6%	5%	6%	6%	5%	6%
North West	382	178	69	110	25	207	122	53	180	194
	13%	15% <b>fi</b>	11%	11%	13%	12%	14%	11%	12%	14%
Scotland	183	65	33	68	17	105	41	37	90	90
	6%	5%	5%	7%	9%	6%	5%	8% <b>C</b>	6%	6%
South East	345	132	64	122	27	195	89	61	172	164
	11%	11%	10%	12%	14%	11%	10%	13%	11%	12%
South West	211	83	29	77	22	120	56	35	111	94
	7% <b>f</b>	7% <b>f</b>	5%	8% <b>f</b>	11% <b>Tef</b>	7%	7%	7%	7%	7%
Ulster / Northern Ireland	45	14	7	21	3	23	15	7	20	26
	1%	1%	1%	2%	1%	1%	2%	1%	1%	2%
Wales	124	59	21	38	5	68	39	16	57	64
	4%	5%	3%	4%	3%	4%	5%	3%	4%	4%
West Midlands	269	105	59	89	16	157	79	34	144	122
	9%	9%	9%	9%	8%	9%	9%	7%	9%	9%
Yorks & Humber	243	109	44	76	13	133	65	45	125	113
	8%	9%	7%	8%	7%	8%	8%	10%	8%	8%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n



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

Table 26

**Q18: Are you...?**

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3027	1190	637	1001	199	1695	855	477	1533	1431
Weighted Base	3027	1210	632	991	194	1699	856	472	1540	1425
Effective base	2907	1151	609	958	190	1629	821	457	1474	1373
Male	1288	493	309	419	66	742	350	195	695	573
	43% <sub>j</sub>	41%	49% <sub>Teij</sub>	42% <sub>j</sub>	34%	44%	41%	41%	45% <sub>n</sub>	40%
Female	1739	717	323	572	127	957	505	277	845	852
	57% <sub>f</sub>	59% <sub>f</sub>	51%	58% <sub>f</sub>	66% <sub>Tfi</sub>	56%	59%	59%	55%	60% <sub>m</sub>

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 27

### Q19: What is your age?

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

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3027	1190	637	1001	199	1695	855	477	1533	1431
Weighted Base	3027	1210	632	991	194	1699	856	472	1540	1425
Effective base	2907	1151	609	958	190	1629	821	457	1474	1373
16 - 17	6 *	2 *	1 *	- -	3 <b>2%Tefi</b>	5 *	1 *	- -	3 *	3 *
18 - 24	794 <b>26%l</b>	303 25%	192 <b>30%Tej</b>	260 26%	39 20%	449 <b>26%l</b>	260 <b>30%TkI</b>	86 18%	398 26%	380 27%
25 - 34	1142 <b>38%</b>	446 37%	259 <b>41%j</b>	373 38%	64 33%	655 39%	317 37%	170 36%	604 39%	516 36%
35 - 44	616 <b>20%</b>	265 22%	120 19%	198 20%	33 17%	338 20%	173 20%	105 22%	311 20%	291 20%
45 - 54	278 <b>9%f</b>	118 <b>10%f</b>	42 7%	97 <b>10%f</b>	21 11%	140 8%	66 8%	72 <b>15%TKC</b>	122 8%	154 <b>11%am</b>
55 - 64	119 <b>4%f</b>	46 <b>4%f</b>	12 2%	39 <b>4%f</b>	22 <b>11%Tefi</b>	64 4%	27 3%	28 <b>6%kC</b>	60 4%	55 4%
65 +	72 <b>2%f</b>	31 <b>3%f</b>	5 1%	23 <b>2%f</b>	13 <b>7%Tefi</b>	48 <b>3%C</b>	12 1%	12 3%	42 3%	26 2%
NET: 16-34	1942 <b>64%l</b>	751 <b>62%j</b>	453 <b>72%Tej</b>	633 <b>64%j</b>	106 54%	1109 <b>65%l</b>	577 <b>67%l</b>	256 54%	1006 65%	898 63%
NET: 36-54	894 <b>30%</b>	383 <b>32%f</b>	162 26%	295 30%	54 28%	478 28%	239 28%	177 <b>37%TKC</b>	433 28%	445 31%
NET: 55+	191 <b>6%f</b>	77 <b>6%f</b>	17 3%	63 <b>6%f</b>	34 <b>18%Tefi</b>	112 <b>7%C</b>	39 5%	40 <b>8%C</b>	102 7%	81 6%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 28

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3027	1190	637	1001	199	1695	855	477	1533	1431
Weighted Base	3027	1210	632	991	194	1699	856	472	1540	1425
Effective base	2907	1151	609	958	190	1629	821	457	1474	1373
A	372	132	118	107	15	228	94	50	224	139
	12% <sup>n</sup>	11%	19% <sup>Teij</sup>	11%	8%	13%	11%	11%	15% <sup>Tr</sup>	10%
B	710	290	157	245	19	387	209	114	349	356
	23% <sup>j</sup>	24% <sup>j</sup>	25% <sup>j</sup>	10%	10%	23%	24%	24%	23%	25%
C1	835	357	159	261	58	464	240	131	433	388
	28%	30%	25%	26%	30%	27%	28%	28%	28%	27%
C2	557	206	118	192	40	322	151	84	288	262
	18%	17%	19%	19%	21%	19%	18%	18%	19%	18%
D	222	94	32	73	22	129	64	29	102	116
	7%	8% <sup>f</sup>	5%	7%	11% <sup>Tf</sup>	8%	7%	6%	7%	8%
E	330	130	48	113	40	169	97	64	144	165
	11% <sup>f</sup>	11% <sup>f</sup>	8%	11% <sup>f</sup>	21% <sup>Tefi</sup>	10%	11%	14% <sup>k</sup>	9%	12%
NET: AB	1082	422	275	352	33	616	303	163	573	495
	36% <sup>j</sup>	35% <sup>j</sup>	43% <sup>Teij</sup>	36% <sup>j</sup>	17%	36%	35%	35%	37%	35%
NET: ABC1	1918	780	434	613	91	1080	543	295	1006	882
	63% <sup>j</sup>	64% <sup>j</sup>	69% <sup>Tij</sup>	62% <sup>j</sup>	47%	64%	64%	62%	65%	62%
NET: C2DE	1109	430	198	378	102	620	312	177	534	542
	37% <sup>f</sup>	36%	31%	38% <sup>f</sup>	53% <sup>Tefi</sup>	36%	36%	38%	35%	38%
NET: DE	552	224	80	186	62	298	161	94	246	281
	18% <sup>f</sup>	19% <sup>f</sup>	13%	19% <sup>f</sup>	32% <sup>Tefi</sup>	18%	19%	20%	16%	20% <sup>m</sup>

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

## Ofcom - Quality of Customer Service - Complaints 2018

Fieldwork: 5th December 2018 - 14th January 2019

Table 29

**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**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3027	1190	637	1001	199	1695	855	477	1533	1431
Weighted Base	3027	1210	632	991	194	1699	856	472	1540	1425
Effective base	2907	1151	609	958	190	1629	821	457	1474	1373
A city or large town (including suburbs)	1783	703	400	588	92	1047	485	251	968	791
		59% <i>In</i>	58% <i>j</i>	63% <i>Tej</i>	59% <i>j</i>	62% <i>Cl</i>	57%	53%	63% <i>Tn</i>	56%
A small town	934	385	183	302	64	499	286	149	425	489
		31% <i>m</i>	32%	29%	30%	29%	33% <i>k</i>	32%	28%	34% <i>Tm</i>
A village, hamlet or isolated dwelling in the countryside	280	110	49	94	26	137	79	63	136	136
		9%	9%	8%	10%	14% <i>Tef</i>	8%	9%	13% <i>TkC</i>	9%
Prefer not to say	30	12	-	7	11	16	5	9	11	9
		1% <i>f</i>	1% <i>f</i>	-	1% <i>f</i>	6% <i>Tefi</i>	1%	1%	2% <i>C</i>	1%
NET: Urban	2717	1088	583	890	156	1547	771	399	1393	1280
		90% <i>l</i>	90% <i>j</i>	92% <i>j</i>	90% <i>j</i>	91% <i>l</i>	90% <i>l</i>	85%	90%	90%
NET: Rural	280	110	49	94	26	137	79	63	136	136
		9%	9%	8%	10%	14% <i>Tef</i>	8%	9%	13% <i>TkC</i>	10%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n