

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

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Base : Those responsible for and answering about mobile phones that are not dissatisfied with the overall service provided by their mobile phone service provider who would not recommend their mobile phone service provider	
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**Table 1**

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

**NATION**

Base : All respondents

	Total	GENDER		AGE						ALL UK	LOCATION	
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h		URBAN j	RURAL k
Significance Level: 95%												
Unweighted total	3378	1646	1732	391	476	613	586	527	783	3378	2891	478
Effective Weighted Sample	2579	1254	1326	322	384	497	465	418	623	2579	2241	332
Total	3000	1496	1504	488	495	666	445	402	503	3000	2634	358
England	2497	1242	1255	409	411	572	364	329	412	2497	2219	270
	83%	83%	83%	84%	83%	86%	82%	82%	82%	83%	84%	75%
Scotland	249	126	122	38	39	46	42	36	48	249	220	29
	8%	8%	8%	8%	8%	7%	9%	9%	9%	8%	8%	8%
Wales	157	77	80	26	28	26	25	23	29	157	123	35
	5%	5%	5%	5%	6%	4%	6%	6%	6%	5%	5%	10%
Northern Ireland	97	50	47	16	17	21	14	13	14	97	72	24
	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	7%

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

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**Table 1**

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

**NATION**

Base : All respondents

	SOCIO-ECONOMIC GROUP							NATION						
	Total	AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	IRELAND	N	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k		l
Unweighted total	3378	784	1058	660	876	1842	1536	3378	2228	403	386	361		3378
Effective Weighted Sample	2579	603	805	516	672	1403	1180	2579	1932	375	354	321		2579
Total	3000	775	915	514	796	1690	1310	3000	2497	249	157	97		3000
England	2497	669	764	424	639	1433	1064	2497	2497	-	-	-		2497
	83%	86%	84%	82%	80%	85%	81%	83%	100%	-%	-%	-%		83%
		df				df			ijkl					ijk
Scotland	249	58	76	45	70	134	115	249	-	249	-	-		249
	8%	8%	8%	9%	9%	8%	9%	8%	-%	100%	-%	-%		8%
										hijkl				hjk
Wales	157	23	46	27	61	69	88	157	-	-	157	-		157
	5%	3%	5%	5%	8%	4%	7%	5%	-%	-%	100%	-%		5%
					abeg		ae	a			hikl			hik
Northern Ireland	97	25	29	18	25	54	43	97	-	-	-	97		97
	3%	3%	3%	4%	3%	3%	3%	3%	-%	-%	-%	100%		3%
												hijl		hij

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 2**

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

**URBANITY INDICATOR**

Base : All respondents

	Total	GENDER		AGE						ALL UK	LOCATION	
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h		URBAN j	RURAL k
Significance Level: 95%												
Unweighted total	3378	1646	1732	391	476	613	586	527	783	3378	2891	478
Effective Weighted Sample	2579	1254	1326	322	384	497	465	418	623	2579	2241	332
Total	3000	1496	1504	488	495	666	445	402	503	3000	2634	358
Urban	2634 88%	1307 87%	1326 88%	444 91% fgh	455 92% efghi	582 87%	383 86%	339 84%	431 86%	2634 88% g	2634 100% k	- -%
Rural	358 12%	183 12%	175 12%	44 9%	37 7%	81 12% d	62 14% cd	62 15% cdi	72 14% cd	358 12% d	- -%	358 100% j
Refused	8 *%	5 *%	3 *%	- -%	3 1%	3 *%	1 *%	1 *%	* *%	8 *%	- -%	- -%

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

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**Table 2**

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

**URBANITY INDICATOR**

Base : All respondents

	SOCIO-ECONOMIC GROUP								NATION				
	Total	AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	IRELAND	N ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	3378	784	1058	660	876	1842	1536	3378	2228	403	386	361	3378
Effective Weighted Sample	2579	603	805	516	672	1403	1180	2579	1932	375	354	321	2579
Total	3000	775	915	514	796	1690	1310	3000	2497	249	157	97	3000
Urban	2634	655	814	450	714	1469	1164	2634	2219	220	123	72	2634
	88%	85%	89%	88%	90%	87%	89%	88%	89%	88%	78%	74%	88%
			a		a		a	a	jk	jk			jk
Rural	358	116	98	62	82	214	144	358	270	29	35	24	358
	12%	15%	11%	12%	10%	13%	11%	12%	11%	12%	22%	25%	12%
		bdfg									hil	hil	
Refused	8	4	3	2	-	6	2	8	7	-	-	1	8
	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%	-%	1%	*%

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 3**

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

**RESPONDENT'S GENDER**

Base : All respondents

	Total	GENDER		AGE						LOCATION		
		MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+	ALL UK	URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	3378	1646	1732	391	476	613	586	527	783	3378	2891	478
Effective Weighted Sample	2579	1254	1326	322	384	497	465	418	623	2579	2241	332
Total	3000	1496	1504	488	495	666	445	402	503	3000	2634	358
Male	1496	1496	-	255	220	333	224	208	255	1496	1307	183
	50%	100%	-%	52%	44%	50%	50%	52%	51%	50%	50%	51%
		b		d				d		d		
Female	1504	-	1504	233	275	333	220	194	249	1504	1326	175
	50%	-%	100%	48%	56%	50%	50%	48%	49%	50%	50%	49%
			a		cgi							

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



**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 3**

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

**RESPONDENT'S GENDER**

Base : All respondents

	SOCIO-ECONOMIC GROUP								NATION					
	Total	AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	IRELAND	N	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k		l
Unweighted total	3378	784	1058	660	876	1842	1536	3378	2228	403	386	361		3378
Effective Weighted Sample	2579	603	805	516	672	1403	1180	2579	1932	375	354	321		2579
Total	3000	775	915	514	796	1690	1310	3000	2497	249	157	97		3000
Male	1496	432	426	295	343	858	638	1496	1242	126	77	50		1496
	50%	56%	47%	57%	43%	51%	49%	50%	50%	51%	49%	52%		50%
		bdefg		bdefg		d	d	d						
Female	1504	343	489	220	452	832	672	1504	1255	122	80	47		1504
	50%	44%	53%	43%	57%	49%	51%	50%	50%	49%	51%	48%		50%
			ac		acefg	ac	ac	ac						

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 4**

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

**RESPONDENT'S AGE**

Base : All respondents

	Total	GENDER		AGE						LOCATION		
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	ALL UK i	URBAN j	RURAL k
Significance Level: 95%												
Unweighted total	3378	1646	1732	391	476	613	586	527	783	3378	2891	478
Effective Weighted Sample	2579	1254	1326	322	384	497	465	418	623	2579	2241	332
Total	3000	1496	1504	488	495	666	445	402	503	3000	2634	358
16-24 years	488 16%	255 17%	233 16%	488 100% defghi	- -%	- -%	- -%	- -%	- -%	488 16% defgh	444 17% k	44 12%
25-34 years	495 17%	220 15%	275 18% a	- -%	495 100% cefg	- -%	- -%	- -%	- -%	495 17% cefg	455 17% k	37 10%
35-44 years	666 22%	333 22%	333 22%	- -%	- -%	666 100% cdfghi	- -%	- -%	- -%	666 22% cdfgh	582 22%	81 23%
45-54 years	445 15%	224 15%	220 15%	- -%	- -%	- -%	445 100% cdeghi	- -%	- -%	445 15% cdegh	383 15%	62 17%
55-64 years	402 13%	208 14%	194 13%	- -%	- -%	- -%	- -%	402 100% cdefhi	- -%	402 13% cdefh	339 13%	62 17% j
65-74 years	302 10%	162 11%	140 9%	- -%	- -%	- -%	- -%	- -%	302 60% cdefgi	302 10% cdefg	256 10%	45 13%
75 years or over	201 7%	93 6%	109 7%	- -%	- -%	- -%	- -%	- -%	201 40% cdefgi	201 7% cdefg	174 7%	27 8%
Refused	1 *%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	1 *%	- -%

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

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**Table 4**

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

**RESPONDENT'S AGE**

Base : All respondents

	SOCIO-ECONOMIC GROUP							NATION						
	Total	AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	IRELAND	N	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k		l
Unweighted total	3378	784	1058	660	876	1842	1536	3378	2228	403	386	361		3378
Effective Weighted Sample	2579	603	805	516	672	1403	1180	2579	1932	375	354	321		2579
Total	3000	775	915	514	796	1690	1310	3000	2497	249	157	97		3000
16-24 years	488 16%	99 13%	191 21% adefg	89 17% a	110 14%	290 17% a	198 15%	488 16% a	409 16%	38 15%	26 16%	16 17%		488 16%
25-34 years	495 17%	136 17%	143 16%	90 18%	126 16%	279 16%	216 17%	495 17%	411 16%	39 16%	28 18%	17 18%		495 17%
35-44 years	666 22%	203 26% cdfg	216 24% df	108 21%	139 17%	419 25% df	247 19%	666 22% df	572 23% j	46 18%	26 17%	21 22%		666 22% j
45-54 years	445 15%	116 15%	129 14%	81 16%	119 15%	245 15%	200 15%	445 15%	364 15%	42 17%	25 16%	14 15%		445 15%
55-64 years	402 13%	112 14%	106 12%	62 12%	123 15% b	217 13%	185 14%	402 13%	329 13%	36 15%	23 15%	13 14%		402 13%
65-74 years	302 10%	76 10%	82 9%	48 9%	96 12% be	157 9%	145 11%	302 10%	249 10%	28 11%	17 11%	8 8%		302 10%
75 years or over	201 7%	35 4%	48 5%	36 7%	83 10% abceg	82 5%	119 9% abeg	201 7% ae	163 7%	20 8%	12 8%	6 7%		201 7%
Refused	1 *%	- -%	* *%	- -%	* *%	* *%	* *%	1 *%	- -%	* *%	* *%	- -%		1 *%

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

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**Table 5**

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

**SOCIO-ECONOMIC GROUP**

Base : All respondents

	Total	GENDER		AGE						ALL UK	LOCATION	
		MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+		URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	3378	1646	1732	391	476	613	586	527	783	3378	2891	478
Effective Weighted Sample	2579	1254	1326	322	384	497	465	418	623	2579	2241	332
Total	3000	1496	1504	488	495	666	445	402	503	3000	2634	358
AB	775	432	343	99	136	203	116	112	110	775	655	116
	26%	29%	23%	20%	27%	30%	26%	28%	22%	26%	25%	32%
		b			ch	chi		ch		ch		j
C1	915	426	489	191	143	216	129	106	129	915	814	98
	30%	28%	33%	39%	29%	32%	29%	26%	26%	30%	31%	27%
			a	defghi		gh				h		
C2	514	295	220	89	90	108	81	62	85	514	450	62
	17%	20%	15%	18%	18%	16%	18%	15%	17%	17%	17%	17%
		b										
DE	796	343	452	110	126	139	119	123	179	796	714	82
	27%	23%	30%	22%	25%	21%	27%	31%	36%	27%	27%	23%
			a				e	ce	cdefi	e		

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 5**

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

**SOCIO-ECONOMIC GROUP**

Base : All respondents

	SOCIO-ECONOMIC GROUP							NATION					
	Total	AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	IRELAND	N ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	3378	784	1058	660	876	1842	1536	3378	2228	403	386	361	3378
Effective Weighted Sample	2579	603	805	516	672	1403	1180	2579	1932	375	354	321	2579
Total	3000	775	915	514	796	1690	1310	3000	2497	249	157	97	3000
AB	775 26%	775 100%	- -%	- -%	- -%	775 46%	- -%	775 26%	669 27%	58 23%	23 15%	25 26%	775 26%
		bcdefg				bcdfg		bcdf	j	j		j	j
C1	915 30%	- -%	915 100%	- -%	- -%	915 54%	- -%	915 30%	764 31%	76 30%	46 29%	29 30%	915 30%
			acdefg			acdfg		acdf					
C2	514 17%	- -%	- -%	514 100%	- -%	- -%	514 39%	514 17%	424 17%	45 18%	27 17%	18 19%	514 17%
				abdefg			abdeg	abde					
DE	796 27%	- -%	- -%	- -%	796 100%	- -%	796 61%	796 27%	639 26%	70 28%	61 39%	25 25%	796 27%
					abcefg		abceg	abce			hikl		

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 6**

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

**S3a. Are you personally in full time or part time employment? (SINGLE CODE)**

Base : All respondents

	Total	GENDER		AGE						ALL UK	LOCATION	
		MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+		URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	3378	1646	1732	391	476	613	586	527	783	3378	2891	478
Effective Weighted Sample	2579	1254	1326	322	384	497	465	418	623	2579	2241	332
Total	3000	1496	1504	488	495	666	445	402	503	3000	2634	358
Yes	1833	987	845	289	386	548	333	216	61	1833	1599	225
	61%	66%	56%	59%	78%	82%	75%	54%	12%	61%	61%	63%
		b		h	cghi	cfghi	cghi	h		gh		
No	1167	508	659	199	110	119	112	186	443	1167	1034	133
	39%	34%	44%	41%	22%	18%	25%	46%	88%	39%	39%	37%
			a	def			e	defi	cdefgi	def		

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 6**

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

**S3a. Are you personally in full time or part time employment? (SINGLE CODE)**

Base : All respondents

	SOCIO-ECONOMIC GROUP							NATION						
	Total	AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	IRELAND	N	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k		l
Unweighted total	3378	784	1058	660	876	1842	1536	3378	2228	403	386	361		3378
Effective Weighted Sample	2579	603	805	516	672	1403	1180	2579	1932	375	354	321		2579
Total	3000	775	915	514	796	1690	1310	3000	2497	249	157	97		3000
Yes	1833	584	624	355	270	1208	625	1833	1528	154	86	64		1833
	61%	75%	68%	69%	34%	71%	48%	61%	61%	62%	55%	66%		61%
		bcdfg	dfg	dfg		dfg	d	df	j	j		j		j
No	1167	192	291	159	526	482	685	1167	969	95	71	33		1167
	39%	25%	32%	31%	66%	29%	52%	39%	39%	38%	45%	34%		39%
			a	a	abcefg		abcefg	abce			hikl			

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 7**

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

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

Base : All respondents

	Total	GENDER		AGE						ALL UK	LOCATION	
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h		URBAN j	RURAL k
Significance Level: 95%												
Unweighted total	3378	1646	1732	391	476	613	586	527	783	3378	2891	478
Effective Weighted Sample	2579	1254	1326	322	384	497	465	418	623	2579	2241	332
Total	3000	1496	1504	488	495	666	445	402	503	3000	2634	358
Mobile phone	2850	1415	1435	483	478	653	435	383	417	2850	2506	337
	95%	95%	95%	99%	97%	98%	98%	95%	83%	95%	95%	94%
				dghi	h	ghi	ghi	h		h		
Landline phone (i.e. home phone)	2640	1305	1335	394	401	588	405	375	476	2640	2306	328
	88%	87%	89%	81%	81%	88%	91%	93%	95%	88%	88%	92%
						cd	cd	cdei	cdefi	cd		j
Fixed broadband internet (through a phone line or cable service, perhaps using a Wi-Fi router)	2520	1262	1258	422	434	584	414	349	317	2520	2229	283
	84%	84%	84%	86%	88%	88%	93%	87%	63%	84%	85%	79%
				h	h	hi	cdeghi	h		h	k	
Any Pay TV service through satellite, cable or broadband [such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV]	1740	881	859	301	288	428	285	234	203	1740	1553	180
	58%	59%	57%	62%	58%	64%	64%	58%	40%	58%	59%	50%
				h	h	hi	hi	h		h	k	

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



**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 7**

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

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

Base : All respondents

	SOCIO-ECONOMIC GROUP							NATION					
	Total	AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	IRELAND	N ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	3378	784	1058	660	876	1842	1536	3378	2228	403	386	361	3378
Effective Weighted Sample	2579	603	805	516	672	1403	1180	2579	1932	375	354	321	2579
Total	3000	775	915	514	796	1690	1310	3000	2497	249	157	97	3000
Mobile phone	2850	752	896	490	712	1648	1202	2850	2377	231	151	92	2850
	95%	97%	98%	95%	90%	98%	92%	95%	95%	93%	96%	95%	95%
		dfg	cdfg	df		cdfg		df	i				
Landline phone (i.e. home phone)	2640	713	824	453	650	1537	1103	2640	2217	212	124	87	2640
	88%	92%	90%	88%	82%	91%	84%	88%	89%	85%	78%	90%	88%
		cdfg	df	df		dfg		df	j	j		j	j
Fixed broadband internet (through a phone line or cable service, perhaps using a Wi-Fi router)	2520	732	813	436	539	1545	975	2520	2136	192	115	77	2520
	84%	94%	89%	85%	68%	91%	74%	84%	86%	77%	73%	79%	84%
		bcdefg	cdfg	df		cdfg	d	df	ijk				ijk
Any Pay TV service through satellite, cable or broadband [such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV]	1740	510	564	301	365	1074	666	1740	1454	138	80	68	1740
	58%	66%	62%	59%	46%	64%	51%	58%	58%	55%	51%	70%	58%
		cdfg	df	df		cdfg	d	df	j			hijl	j

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 8**

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

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

Base : All respondents

	Total	GENDER		AGE						ALL UK	LOCATION	
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h		URBAN j	RURAL k
Significance Level: 95%												
Unweighted total	3378	1646	1732	391	476	613	586	527	783	3378	2891	478
Effective Weighted Sample	2579	1254	1326	322	384	497	465	418	623	2579	2241	332
Total	3000	1496	1504	488	495	666	445	402	503	3000	2634	358
Mobile phone	2762	1374	1388	468	466	629	429	368	401	2762	2426	328
	92%	92%	92%	96%	94%	94%	96%	92%	80%	92%	92%	92%
				ghi	h	h	ghi	h		h		
Landline phone (i.e. home phone)	2010	1012	997	102	253	501	362	337	454	2010	1738	265
	67%	68%	66%	21%	51%	75%	81%	84%	90%	67%	66%	74%
					c	cdi	cdei	cdei	cdefgi	cd		j
Fixed broadband internet	1982	1013	969	142	324	536	374	312	293	1982	1739	236
	66%	68%	64%	29%	65%	80%	84%	78%	58%	66%	66%	66%
					ch	cdhi	cdghi	cdhi	c	ch		
Any Pay TV service through satellite, cable or broadband [such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV]	1338	694	644	97	213	379	254	205	190	1338	1184	147
	45%	46%	43%	20%	43%	57%	57%	51%	38%	45%	45%	41%
					c	cdhi	cdhi	cdhi	c	ch		

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 8**

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

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

Base : All respondents

	SOCIO-ECONOMIC GROUP							NATION					
	Total	AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	IRELAND	N ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	3378	784	1058	660	876	1842	1536	3378	2228	403	386	361	3378
Effective Weighted Sample	2579	603	805	516	672	1403	1180	2579	1932	375	354	321	2579
Total	3000	775	915	514	796	1690	1310	3000	2497	249	157	97	3000
Mobile phone	2762	736	866	474	685	1602	1159	2762	2296	229	147	91	2762
	92%	95%	95%	92%	86%	95%	88%	92%	92%	92%	93%	93%	92%
		dfg	dfg	df		cdfg		df					
Landline phone (i.e. home phone)	2010	556	598	337	518	1154	855	2010	1666	172	101	70	2010
	67%	72%	65%	66%	65%	68%	65%	67%	67%	69%	64%	73%	67%
		bcdg										hjl	
Fixed broadband internet	1982	596	618	348	421	1213	768	1982	1663	156	100	63	1982
	66%	77%	68%	68%	53%	72%	59%	66%	67%	63%	63%	65%	66%
		bcdg	df	df		bdfg	d	df					
Any Pay TV service through satellite, cable or broadband [such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV]	1338	409	423	229	277	832	506	1338	1111	107	67	53	1338
	45%	53%	46%	44%	35%	49%	39%	45%	44%	43%	43%	54%	45%
		bcdg	df	df		dfg		df				hijl	

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 9**

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

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

Base : All respondents

	Total	GENDER		AGE						ALL UK	LOCATION	
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h		URBAN j	RURAL k
Significance Level: 95%												
Unweighted total	3378	1646	1732	391	476	613	586	527	783	3378	2891	478
Effective Weighted Sample	2579	1254	1326	322	384	497	465	418	623	2579	2241	332
Total	3000	1496	1504	488	495	666	445	402	503	3000	2634	358
Mobile phone	382 13%	204 14%	178 12%	36 7%	51 10%	94 14%	64 14%	74 18%	63 13%	382 13%	337 13%	40 11%
						c	c	cdhi	c	c		
Landline phone (i.e. home phone)	1711 57%	870 58%	840 56%	94 19%	225 45%	462 69%	335 75%	291 72%	302 60%	1711 57%	1488 56%	217 61%
					c	cdhi	cdehi	cdhi	cd	cd		
Fixed broadband internet	1786 60%	912 61%	874 58%	110 23%	260 53%	490 73%	351 79%	292 73%	283 56%	1786 60%	1559 59%	220 61%
					c	cdhi	cdghi	cdhi	c	cd		
Any Pay TV service through satellite, cable or broadband [such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV]	1019 34%	519 35%	499 33%	69 14%	165 33%	298 45%	193 43%	152 38%	142 28%	1019 34%	925 35%	88 25%
					c	cdghi	cdhi	ch	c	ch	k	
ANY BUNDLE	1866 62%	950 64%	916 61%	117 24%	273 55%	507 76%	359 81%	298 74%	311 62%	1866 62%	1631 62%	228 64%
					c	cdhi	cdghi	cdhi	cd	cd		
None from same provider	1134 38%	546 36%	588 39%	371 76%	222 45%	159 24%	86 19%	104 26%	192 38%	1134 38%	1003 38%	130 36%
				defghi	efghi			f	efg	efg		

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 9**

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

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

Base : All respondents

	SOCIO-ECONOMIC GROUP							NATION					
	Total	AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	IRELAND	N ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	3378	784	1058	660	876	1842	1536	3378	2228	403	386	361	3378
Effective Weighted Sample	2579	603	805	516	672	1403	1180	2579	1932	375	354	321	2579
Total	3000	775	915	514	796	1690	1310	3000	2497	249	157	97	3000
Mobile phone	382 13%	115 15% df	129 14% df	60 12%	77 10%	245 14% df	137 10%	382 13% df	340 14% ijk	22 9%	14 9%	6 6%	382 13% ijk
Landline phone (i.e. home phone)	1711 57%	502 65% bcdfg	536 59% df	291 57% df	381 48%	1038 61% dfg	673 51%	1711 57% df	1427 57%	137 55%	87 55%	60 62%	1711 57%
Fixed broadband internet	1786 60%	534 69% bcdfg	557 61% df	309 60% df	386 49%	1091 65% dfg	696 53%	1786 60% df	1491 60%	145 58%	91 58%	59 61%	1786 60%
Any Pay TV service through satellite, cable or broadband [such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV]	1019 34%	307 40% dfg	321 35% df	184 36% df	208 26%	627 37% dfg	392 30%	1019 34% df	847 34%	82 33%	48 30%	42 43% hijl	1019 34%
ANY BUNDLE	1866 62%	550 71% bcdfg	580 63% df	324 63% df	412 52%	1130 67% dfg	736 56%	1866 62% df	1561 63%	148 59%	95 60%	63 65%	1866 62%
None from same provider	1134 38%	225 29%	335 37% a	191 37% a	383 48% abceg	559 33%	574 44% abceg	1134 38% ae	936 37%	101 41%	62 40%	34 35%	1134 38%

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 10**

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

**LANDLINE PROVIDER (SINGLE CODE)**

Base : Those responsible for and answering about landlines

	Total	LANDLINE PROVIDER							LANDLINE BUNDLE		
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2466	790	117	114	533	377	382	153	2466	2110	356
Effective Weighted Sample	1854	600	102	98	399	347	316	124	1854	1576	277
Total	2012	659	78	57	487	188	390	153	2012	1714	298
BT	659	659	-	-	-	-	-	-	659	411	248
	33%	100%	-%	-%	-%	-%	-%	-%	33%	24%	83%
		bcdefgh							bcdefg		i
Sky	487	-	-	-	487	-	-	-	487	478	9
	24%	-%	-%	-%	100%	-%	-%	-%	24%	28%	3%
					abcefg				abcefg		j
Virgin Media	390	-	-	-	-	-	390	-	390	382	8
	19%	-%	-%	-%	-%	-%	100%	-%	19%	22%	3%
							abcdegh		abcdeg		j
TalkTalk	188	-	-	-	-	188	-	-	188	184	4
	9%	-%	-%	-%	-%	100%	-%	-%	9%	11%	1%
						abcdfgh			abcdfg		j
EE	78	-	78	-	-	-	-	-	78	72	6
	4%	-%	100%	-%	-%	-%	-%	-%	4%	4%	2%
			acdefgh						acdefg		
Plusnet	57	-	-	57	-	-	-	-	57	54	2
	3%	-%	-%	100%	-%	-%	-%	-%	3%	3%	1%
				abdefgh					adef		j
Other landline provider	153	-	-	-	-	-	-	153	153	133	20
	8%	-%	-%	-%	-%	-%	-%	100%	8%	8%	7%
							abcdefh		abcdef		

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 10**

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

**LANDLINE PROVIDER (SINGLE CODE)**

Base : Those responsible for and answering about landlines

	Total	NATION				
		ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e
Unweighted total	2466	1628	298	265	275	2466
Effective Weighted Sample	1854	1383	277	239	242	1854
Total	2012	1670	170	102	70	2012
BT	659	530	67	33	29	659
	33%	32%	40%	33%	41%	33%
			ae		ace	
Sky	487	404	37	25	21	487
	24%	24%	22%	25%	29%	24%
					b	
Virgin Media	390	351	22	9	8	390
	19%	21%	13%	9%	11%	19%
		bcd				bcd
TalkTalk	188	139	22	17	10	188
	9%	8%	13%	17%	15%	9%
			a	ae	ae	
EE	78	66	5	7	*	78
	4%	4%	3%	7%	*%	4%
		d	d	d		d
Plusnet	57	50	4	3	*	57
	3%	3%	2%	3%	1%	3%
		d				d
Other landline provider	153	130	13	8	2	153
	8%	8%	8%	8%	3%	8%
		d	d	d		d

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 11**

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

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

Base : Those responsible for and answering about landlines

	Total	LANDLINE PROVIDER							LANDLINE BUNDLE		
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2466	790	117	114	533	377	382	153	2466	2110	356
Effective Weighted Sample	1854	600	102	98	399	347	316	124	1854	1576	277
Total	2012	659	78	57	487	188	390	153	2012	1714	298
Base for % (Unweighted and weighted)	2404	779	108	112	512	372	372	149	2404	2052	352
	1956	651	73	55	465	185	378	149	1956	1662	294
Very satisfied	991	363	40	29	208	76	202	73	991	815	176
	51%	56%	55%	52%	45%	41%	53%	49%	51%	49%	60%
		deh	e				de		de		i
Fairly satisfied	696	207	26	20	194	74	113	63	696	597	99
	36%	32%	35%	37%	42%	40%	30%	42%	36%	36%	34%
					afh	af		af	f		
Neither/ nor	199	52	6	4	52	25	48	13	199	187	13
	10%	8%	8%	8%	11%	14%	13%	9%	10%	11%	4%
						a	a			j	
Fairly dissatisfied	44	20	1	1	5	6	10	-	44	40	4
	2%	3%	1%	3%	1%	3%	3%	-%	2%	2%	1%
		dg				g					
Very dissatisfied	26	9	1	1	6	5	5	-	26	24	2
	1%	1%	1%	1%	1%	3%	1%	-%	1%	1%	1%
<b>SUMMARY CODES</b>											
TOTAL SATISFIED	1687	570	65	49	402	150	315	136	1687	1412	275
	86%	88%	90%	89%	86%	81%	83%	91%	86%	85%	94%
		e	e		e			ef	e		i
TOTAL DISSATISFIED	70	29	2	2	11	10	15	-	70	63	6
	4%	4%	2%	4%	2%	6%	4%	-%	4%	4%	2%
		g		g		dg	g		g		
Don't know	56	9	5	1	21	3	12	4	56	52	4

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



**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 11**

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

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

Base : Those responsible for and answering about landlines

	NATION					
	Total	ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e
Unweighted total	2466	1628	298	265	275	2466
Effective Weighted Sample	1854	1383	277	239	242	1854
Total	2012	1670	170	102	70	2012
Base for % (Unweighted and weighted)	2404	1588	290	258	268	2404
	1956	1624	165	99	68	1956
Very satisfied	991	815	79	63	33	991
	51%	50%	48%	64%	49%	51%
				abde		
Fairly satisfied	696	578	68	24	26	696
	36%	36%	41%	24%	38%	36%
		c	c		c	c
Neither/ nor	199	169	15	8	7	199
	10%	10%	9%	8%	10%	10%
Fairly dissatisfied	44	38	2	2	1	44
	2%	2%	1%	2%	2%	2%
Very dissatisfied	26	22	1	3	*	26
	1%	1%	*%	3%	*%	1%
				bd		
<b>SUMMARY CODES</b>						
TOTAL SATISFIED	1687	1394	147	87	59	1687
	86%	86%	89%	87%	87%	86%
TOTAL DISSATISFIED	70	60	3	5	2	70
	4%	4%	2%	5%	3%	4%
Don't know	56	47	5	3	2	56
Columns Tested: a,b,c,d,e						

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 12**

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

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

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

	Total	LANDLINE PROVIDER								LANDLINE BUNDLE	
		BT a	EE ~b	PLUSNET ~c	SKY ~d	TALKTALK ~e	VIRGIN MEDIA ~f	OTHERS ~g	ALL h	YES ~i	NO j
Significance Level: 95%											
Unweighted total	356	301	9	3	8	7	7	21	356	-	356
Effective Weighted Sample	277	233	8	3	7	7	5	19	277	-	277
Total	298	248	6	2	9	4	8	20	298	-	298
Base for % (Unweighted and weighted)	349	295	**	**	**	**	**	**	349	**	349
	291	242	6	2	9	4	8	19	291	-	291
Very satisfied	118 41%	102 42%	**	**	**	**	**	**	118 41%	**	118 41%
Fairly satisfied	113 39%	87 36%	**	**	**	**	**	**	113 39%	**	113 39%
Neither/ nor	37 13%	29 12%	**	**	**	**	**	**	37 13%	**	37 13%
Fairly dissatisfied	20 7%	19 8%	**	**	**	**	**	**	20 7%	**	20 7%
Very dissatisfied	3 1%	3 1%	**	**	**	**	**	**	3 1%	**	3 1%
<b>SUMMARY CODES</b>											
TOTAL SATISFIED	230 79%	190 79%	**	**	**	**	**	**	230 79%	**	230 79%
TOTAL DISSATISFIED	23 8%	23 9%	**	**	**	**	**	**	23 8%	**	23 8%
Don't know	8	6	**	**	**	**	**	**	8	**	8

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 12**

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

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

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

	NATION					
	Total	ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%		a	~b	~c	~d	e
Unweighted total	356	218	61	36	41	356
Effective Weighted Sample	277	197	58	33	38	277
Total	298	239	35	14	10	298
Base for % (Unweighted and weighted)	349	212	**	**	**	349
	291	232	35	14	10	291
Very satisfied	118	94	**	**	**	118
	41%	40%	**	**	**	41%
Fairly satisfied	113	90	**	**	**	113
	39%	39%	**	**	**	39%
Neither/ nor	37	34	**	**	**	37
	13%	14%	**	**	**	13%
Fairly dissatisfied	20	14	**	**	**	20
	7%	6%	**	**	**	7%
Very dissatisfied	3	1	**	**	**	3
	1%	1%	**	**	**	1%
<b>SUMMARY CODES</b>						
TOTAL SATISFIED	230	183	**	**	**	230
	79%	79%	**	**	**	79%
TOTAL DISSATISFIED	23	15	**	**	**	23
	8%	6%	**	**	**	8%
Don't know	8	7	**	**	**	8

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 13**

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

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

Base : Those responsible for and answering about landlines

	Total	LANDLINE PROVIDER							LANDLINE BUNDLE		
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2466	790	117	114	533	377	382	153	2466	2110	356
Effective Weighted Sample	1854	600	102	98	399	347	316	124	1854	1576	277
Total	2012	659	78	57	487	188	390	153	2012	1714	298
Base for % (Unweighted and weighted)	2383	777	109	109	507	365	371	145	2383	2030	353
	1941	647	73	54	464	181	377	145	1941	1647	295
Very satisfied	1164	430	44	34	239	96	234	88	1164	964	200
	60%	66%	60%	62%	52%	53%	62%	60%	60%	59%	68%
		deh					de		de		i
Fairly satisfied	578	167	25	15	174	57	100	41	578	501	78
	30%	26%	34%	27%	38%	31%	27%	29%	30%	30%	26%
					afh						
Neither/ nor	158	39	5	4	41	22	33	15	158	143	15
	8%	6%	6%	7%	9%	12%	9%	10%	8%	9%	5%
						ah				j	
Fairly dissatisfied	26	7	*	*	5	3	9	1	26	24	1
	1%	1%	*%	1%	1%	2%	2%	1%	1%	1%	*%
Very dissatisfied	15	4	-	1	5	3	2	-	15	14	1
	1%	1%	-%	2%	1%	1%	*%	-%	1%	1%	*%
<b>SUMMARY CODES</b>											
TOTAL SATISFIED	1743	597	68	49	413	153	334	129	1743	1465	278
	90%	92%	93%	90%	89%	85%	89%	89%	90%	89%	94%
		e	e					e		i	
TOTAL DISSATISFIED	40	12	*	2	10	6	10	1	40	38	2
	2%	2%	*%	3%	2%	3%	3%	1%	2%	2%	1%
Don't know	71	12	5	3	23	7	13	8	71	67	4

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 13**

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

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

Base : Those responsible for and answering about landlines

	NATION					
	Total	ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e
Unweighted total	2466	1628	298	265	275	2466
Effective Weighted Sample	1854	1383	277	239	242	1854
Total	2012	1670	170	102	70	2012
Base for % (Unweighted and weighted)	2383	1577	288	248	270	2383
	1941	1614	163	95	69	1941
Very satisfied	1164	967	88	71	38	1164
	60%	60%	54%	75%	56%	60%
				abde		
Fairly satisfied	578	476	63	16	23	578
	30%	30%	39%	17%	33%	30%
		c	ace		c	c
Neither/ nor	158	139	8	5	6	158
	8%	9%	5%	5%	9%	8%
		b				
Fairly dissatisfied	26	20	3	1	2	26
	1%	1%	2%	1%	2%	1%
Very dissatisfied	15	13	1	2	-	15
	1%	1%	*%	2%	-%	1%
				d		
<b>SUMMARY CODES</b>						
TOTAL SATISFIED	1743	1443	152	87	61	1743
	90%	89%	93%	92%	89%	90%
TOTAL DISSATISFIED	40	33	4	2	2	40
	2%	2%	2%	2%	2%	2%
Don't know	71	56	7	7	1	71
Columns Tested: a,b,c,d,e						

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 14**

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

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

Base : Those responsible for and answering about landlines

	Total	LOCATION	
		URBAN a	RURAL b
Significance Level: 95%			
Unweighted total	2466	2096	363
Effective Weighted Sample	1854	1596	252
Total	2012	1740	266
Base for % (Unweighted and weighted)	2383	2021	355
	1941	1673	262
Very satisfied	1164 60%	1001 60%	160 61%
Fairly satisfied	578 30%	502 30%	75 29%
Neither/ nor	158 8%	138 8%	19 7%
Fairly dissatisfied	26 1%	23 1%	3 1%
Very dissatisfied	15 1%	10 1%	5 2%
			a
<b>SUMMARY CODES</b>			
TOTAL SATISFIED	1743 90%	1503 90%	235 90%
TOTAL DISSATISFIED	40 2%	32 2%	8 3%
Don't know	71	67	4
Columns Tested: a,b			

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 15**

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

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

Base : Those responsible for and answering about landlines

	Total	LANDLINE PROVIDER							LANDLINE BUNDLE		
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2466	790	117	114	533	377	382	153	2466	2110	356
Effective Weighted Sample	1854	600	102	98	399	347	316	124	1854	1576	277
Total	2012	659	78	57	487	188	390	153	2012	1714	298
Base for % (Unweighted and weighted)	2340	769	109	104	495	360	361	142	2340	1988	352
	1901	642	73	51	451	178	366	140	1901	1606	295
Very satisfied	1115	418	41	29	215	91	239	81	1115	917	198
	59%	65%	57%	58%	48%	51%	65%	58%	59%	57%	67%
		deh					deh	d	de		i
Fairly satisfied	585	167	25	15	183	63	91	41	585	504	81
	31%	26%	34%	29%	41%	35%	25%	29%	31%	31%	28%
					acfgh	af			af		
Neither/ nor	144	35	5	5	41	17	26	15	144	128	15
	8%	5%	7%	10%	9%	10%	7%	10%	8%	8%	5%
					a	a		a			
Fairly dissatisfied	37	16	1	1	6	3	6	3	37	37	-
	2%	2%	2%	3%	1%	2%	2%	2%	2%	2%	-%
										j	
Very dissatisfied	20	6	*	1	5	4	4	-	20	19	*
	1%	1%	*%	1%	1%	2%	1%	-%	1%	1%	*%
<b>SUMMARY CODES</b>											
TOTAL SATISFIED	1701	585	66	44	398	155	330	122	1701	1421	279
	89%	91%	91%	86%	88%	87%	90%	87%	89%	89%	95%
		e									i
TOTAL DISSATISFIED	56	22	1	2	11	7	10	3	56	56	*
	3%	3%	2%	4%	2%	4%	3%	2%	3%	3%	*%
										j	
Don't know	111	18	5	6	36	10	25	13	111	108	3
Columns Tested: a,b,c,d,e,f,g,h - i,j											

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 15**

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

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

Base : Those responsible for and answering about landlines

	NATION					
	Total	ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e
Unweighted total	2466	1628	298	265	275	2466
Effective Weighted Sample	1854	1383	277	239	242	1854
Total	2012	1670	170	102	70	2012
Base for % (Unweighted and weighted)	2340	1548	281	245	266	2340
	1901	1581	159	94	68	1901
Very satisfied	1115 59%	919 58%	91 57%	70 74%	36 53%	1115 59%
				abde		
Fairly satisfied	585 31%	489 31%	57 36%	13 14%	26 39%	585 31%
		c	c		ace	c
Neither/ nor	144 8%	122 8%	9 6%	7 8%	5 8%	144 8%
Fairly dissatisfied	37 2%	33 2%	2 1%	2 2%	* *%	37 2%
Very dissatisfied	20 1%	17 1%	1 *%	2 2%	- -%	20 1%
				d		
<b>SUMMARY CODES</b>						
TOTAL SATISFIED	1701 89%	1408 89%	148 93%	83 89%	62 92%	1701 89%
TOTAL DISSATISFIED	56 3%	50 3%	3 2%	3 4%	* *%	56 3%
		d		d		d
Don't know	111	90	11	8	3	111
Columns Tested: a,b,c,d,e						



**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 16**

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

**MOBILE PHONE SERVICE PROVIDER (SINGLE CODE)**

Base : Those responsible for and answering about mobile phones

	MOBILE PHONE SERVICE PROVIDER										MOBILE BUNDLE		
	Total	EE a	GIFFGAFF b	O2 c	TESCO MOBILE d	THREE e	VIRGIN MOBILE f	VODAFONE g	OTHERS h	ALL i	YES j	NO k	
Significance Level: 95%													
Unweighted total	3082	744	134	694	242	329	170	429	340	3082	430	2652	
Effective Weighted Sample	2333	574	107	491	181	257	139	333	259	2333	333	2001	
Total	2762	691	144	542	198	322	174	398	292	2762	377	2385	
EE	691	691	-	-	-	-	-	-	-	691	58	633	
	25%	100%	-%	-%	-%	-%	-%	-%	-%	25%	15%	27%	
		bcdefghi								bcdefgh		j	
O2	542	-	-	542	-	-	-	-	-	542	7	534	
	20%	-%	-%	100%	-%	-%	-%	-%	-%	20%	2%	22%	
				abdefghi						abdefgh		j	
Vodafone	398	-	-	-	-	-	-	398	-	398	27	372	
	14%	-%	-%	-%	-%	-%	-%	100%	-%	14%	7%	16%	
								abcdefhi		abcdefh		j	
Three	322	-	-	-	-	322	-	-	-	322	7	315	
	12%	-%	-%	-%	-%	100%	-%	-%	-%	12%	2%	13%	
						abcdfghi				abcdfgh		j	
Tesco Mobile	198	-	-	-	198	-	-	-	-	198	1	197	
	7%	-%	-%	-%	100%	-%	-%	-%	-%	7%	*%	8%	
					abcefgi						abcefg		j
Virgin Mobile	174	-	-	-	-	-	174	-	-	174	107	67	
	6%	-%	-%	-%	-%	-%	100%	-%	-%	6%	28%	3%	
							abcdeghi			abcdegh	k		
giffgaff	144	-	144	-	-	-	-	-	-	144	7	137	
	5%	-%	100%	-%	-%	-%	-%	-%	-%	5%	2%	6%	
			acdefghi							acdefgh		j	
Other mobile phone service provider	292	-	-	-	-	-	-	-	292	292	161	131	
	11%	-%	-%	-%	-%	-%	-%	-%	100%	11%	43%	5%	
									abcdefgi		abcdefg	k	

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 16**

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

**MOBILE PHONE SERVICE PROVIDER (SINGLE CODE)**

Base : Those responsible for and answering about mobile phones

	Total	MOBILE PACKAGE		NATION					ALL UK
		CONTRACT	PREPAY	ENGLAND	SCOTLAND	WALES	IRELAND	N	
Significance Level: 95%		a	b	c	d	e	f	g	
Unweighted total	3082	2308	766	2028	364	355	335	3082	
Effective Weighted Sample	2333	1750	579	1746	335	322	298	2333	
Total	2762	2103	652	2296	228	147	90	2762	
EE	691	550	140	581	51	53	7	691	
	25%	26%	22%	25%	22%	36%	7%	25%	
		b		f	f	cdgf		f	
O2	542	417	122	408	55	33	45	542	
	20%	20%	19%	18%	24%	23%	50%	20%	
					c	c	cdeg		
Vodafone	398	307	91	331	37	19	12	398	
	14%	15%	14%	14%	16%	13%	14%	14%	
Three	322	269	53	275	26	11	10	322	
	12%	13%	8%	12%	11%	8%	11%	12%	
		b		e				e	
Tesco Mobile	198	127	70	164	17	11	6	198	
	7%	6%	11%	7%	8%	7%	7%	7%	
			a						
Virgin Mobile	174	149	26	156	12	5	2	174	
	6%	7%	4%	7%	5%	3%	2%	6%	
		b		ef	f			ef	
giffgaff	144	45	99	132	5	3	4	144	
	5%	2%	15%	6%	2%	2%	5%	5%	
			a	de				de	
Other mobile phone service provider	292	239	50	249	26	13	4	292	
	11%	11%	8%	11%	11%	9%	4%	11%	
		b		f	f	f		f	

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 17**

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

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

Base : Those responsible for and answering about mobile phones

	Total	MOBILE PHONE SERVICE PROVIDER								MOBILE BUNDLE		
		EE a	GIFFGAFF b	O2 c	TESCO MOBILE d	THREE e	VIRGIN MOBILE f	VODAFONE g	OTHERS h	ALL i	YES j	NO k
Significance Level: 95%												
Unweighted total	3082	744	134	694	242	329	170	429	340	3082	430	2652
Effective Weighted Sample	2333	574	107	491	181	257	139	333	259	2333	333	2001
Total	2762	691	144	542	198	322	174	398	292	2762	377	2385
Monthly contract/ SIM only - paying monthly	2103 76%	550 80%	45 31%	417 77%	127 64%	269 83%	149 85%	307 77%	239 82%	2103 76%	326 87%	1777 74%
		bd		bd	b	bcdi	bcdgi	bd	bdi	bd	k	
Prepay/ pay as you go - using top-ups	652 24%	140 20%	99 69%	122 23%	70 35%	53 17%	26 15%	91 23%	50 17%	652 24%	49 13%	603 25%
			acdefghi	f	acefghi			f		efh		j
Don't know	7 *%	* *%	- -%	2 *%	2 1%	- -%	- -%	- -%	2 1%	7 *%	1 *%	6 *%

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 17**

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

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

Base : Those responsible for and answering about mobile phones

	Total	MOBILE PACKAGE		NATION				
		CONTRACT a	PREPAY b	ENGLAND c	SCOTLAND d	WALES e	IRELAND f	ALL UK g
Significance Level: 95%								
Unweighted total	3082	2308	766	2028	364	355	335	3082
Effective Weighted Sample	2333	1750	579	1746	335	322	298	2333
Total	2762	2103	652	2296	228	147	90	2762
Monthly contract/ SIM only - paying monthly	2103	2103	-	1759	167	108	69	2103
	76%	100%	-%	77%	73%	73%	76%	76%
		b						
Prepay/ pay as you go - using top-ups	652	-	652	531	61	39	22	652
	24%	-%	100%	23%	27%	26%	24%	24%
			a					
Don't know	7	-	-	6	-	1	-	7
	*%	-%	-%	*%	-%	1%	-%	*%

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 18**

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

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

Base : Those responsible for and answering about mobile phones

	MOBILE PHONE SERVICE PROVIDER										MOBILE BUNDLE	
	Total	EE a	GIFFGAFF b	O2 c	TESCO MOBILE d	THREE e	VIRGIN MOBILE f	VODAFONE g	OTHERS h	ALL i	YES j	NO k
Significance Level: 95%												
Unweighted total	3082	744	134	694	242	329	170	429	340	3082	430	2652
Effective Weighted Sample	2333	574	107	491	181	257	139	333	259	2333	333	2001
Total	2762	691	144	542	198	322	174	398	292	2762	377	2385
Base for % (Unweighted and weighted)	3078	743	133	694	242	329	170	428	339	3078	430	2648
	2759	690	144	542	198	322	174	397	291	2759	377	2382
Very satisfied	1558	419	98	291	128	158	100	190	174	1558	221	1337
	56%	61%	68%	54%	65%	49%	57%	48%	60%	56%	59%	56%
		ceg	cegi		cegi				eg	eg		
Fairly satisfied	997	221	40	207	51	140	59	180	98	997	126	870
	36%	32%	28%	38%	26%	43%	34%	45%	34%	36%	33%	37%
				abd		abdhi		abcdfhi		d		
Neither/ nor	122	25	6	29	13	15	11	18	7	122	16	106
	4%	4%	4%	5%	6%	5%	6%	5%	2%	4%	4%	4%
					h		h					
Fairly dissatisfied	57	20	*	10	6	6	3	5	6	57	8	49
	2%	3%	*%	2%	3%	2%	2%	1%	2%	2%	2%	2%
Very dissatisfied	25	5	-	5	-	4	*	5	6	25	5	19
	1%	1%	-%	1%	-%	1%	*%	1%	2%	1%	1%	1%
<b>SUMMARY CODES</b>												
TOTAL SATISFIED	2555	640	138	498	179	298	159	370	273	2555	348	2207
	93%	93%	96%	92%	90%	92%	91%	93%	94%	93%	92%	93%
TOTAL DISSATISFIED	82	25	*	15	6	10	4	10	12	82	13	69
	3%	4%	*%	3%	3%	3%	2%	2%	4%	3%	3%	3%
Don't know	3	1	1	-	-	-	-	1	*	3	-	3

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 18**

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

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

Base : Those responsible for and answering about mobile phones

	Total	MOBILE PACKAGE		NATION					ALL UK
		CONTRACT	PREPAY	ENGLAND	SCOTLAND	WALES	IRELAND	N	
		a	b	c	d	e	f	g	
Significance Level: 95%									
Unweighted total	3082	2308	766	2028	364	355	335	3082	
Effective Weighted Sample	2333	1750	579	1746	335	322	298	2333	
Total	2762	2103	652	2296	228	147	90	2762	
Base for % (Unweighted and weighted)	3078	2306	764	2026	363	354	335	3078	
	2759	2101	651	2294	228	147	90	2759	
Very satisfied	1558 56%	1188 57%	366 56%	1283 56%	120 53%	94 64%	61 67%	1558 56%	
Fairly satisfied	997	759	237	835	95	40	26	997	
	36%	36%	36%	36%	42%	27%	29%	36%	
Neither/ nor	122	86	36	108	6	5	3	122	
	4%	4%	6%	5%	3%	4%	3%	4%	
Fairly dissatisfied	57	48	7	48	4	4	1	57	
	2%	2%	1%	2%	2%	3%	1%	2%	
Very dissatisfied	25	20	4	19	2	4	*	25	
	1%	1%	1%	1%	1%	2%	*%	1%	
<b>SUMMARY CODES</b>									
TOTAL SATISFIED	2555 93%	1947 93%	603 93%	2119 92%	215 95%	134 91%	87 96%	2555 93%	
ceg									
TOTAL DISSATISFIED	82 3%	68 3%	12 2%	67 3%	7 3%	8 5%	1 1%	82 3%	
cfg									
Don't know	3	2	2	2	*	1	-	3	
Columns Tested: a,b - c,d,e,f,g									

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 19**

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

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

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

	MOBILE PHONE SERVICE PROVIDER										MOBILE BUNDLE	
	Total	EE a	GIFFGAFF b	O2 c	TESCO MOBILE d	THREE e	VIRGIN MOBILE ~f	VODAFONE g	OTHERS h	ALL i	YES ~j	NO k
Significance Level: 95%												
Unweighted total	2652	658	130	686	240	323	70	406	139	2652	-	2652
Effective Weighted Sample	2001	509	103	486	180	252	56	313	108	2001	-	2001
Total	2385	633	137	534	197	315	67	372	131	2385	-	2385
Base for % (Unweighted and weighted)	2642	656	130	684	240	322	**	401	139	2642	**	2642
	2376	630	137	533	197	315	67	367	131	2376	-	2376
Very satisfied	1139 48%	278 44%	102 75%	237 44%	127 64%	151 48%	** **	133 36%	79 60%	1139 48%	** **	1139 48%
		g	aceghi	g	acegi	g			acegi	g		
Fairly satisfied	926 39%	260 41%	30 22%	217 41%	55 28%	126 40%	** **	166 45%	39 30%	926 39%	** **	926 39%
		bdh		bdh		bd		bdhi		bd		
Neither/ nor	187 8%	54 9%	4 3%	47 9%	12 6%	16 5%	** **	43 12%	9 7%	187 8%	** **	187 8%
				b				bdei				
Fairly dissatisfied	86 4%	26 4%	* *%	23 4%	2 1%	18 6%	** **	14 4%	2 1%	86 4%	** **	86 4%
		d		bd		bd						
Very dissatisfied	38 2%	12 2%	- -%	8 2%	1 1%	4 1%	** **	11 3%	2 1%	38 2%	** **	38 2%
<b>SUMMARY CODES</b>												
TOTAL SATISFIED	2066 87%	538 85%	132 97%	454 85%	182 92%	277 88%	** **	300 82%	118 91%	2066 87%	** **	2066 87%
			acegi		acgi	g			g	g		
TOTAL DISSATISFIED	124 5%	38 6%	* *%	31 6%	3 2%	22 7%	** **	25 7%	3 3%	124 5%	** **	124 5%
		bd		bd		bd		bd		bd		
Don't know	9	2	-	2	-	*	**	5	-	9	**	9

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 19**

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

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

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

	MOBILE PACKAGE			NATION				
	Total	CONTRACT a	PREPAY b	ENGLAND c	SCOTLAND d	WALES e	IRELAND f	ALL UK g
Significance Level: 95%								
Unweighted total	2652	1936	710	1700	325	314	313	2652
Effective Weighted Sample	2001	1461	537	1470	301	287	278	2001
Total	2385	1777	603	1960	206	134	85	2385
Base for % (Unweighted and weighted)	2642	1927	709	1692	325	314	311	2642
	2376	1769	602	1951	206	134	84	2376
Very satisfied	1139 48%	817 46%	317 53% a	921 47%	95 46%	73 54% cdg	51 60% cdg	1139 48%
Fairly satisfied	926 39%	707 40%	219 36%	767 39% ef	91 44% ef	43 32%	26 31%	926 39% ef
Neither/ nor	187 8%	139 8%	47 8%	162 8% d	10 5%	9 7%	6 7%	187 8%
Fairly dissatisfied	86 4%	74 4% b	11 2%	69 4%	9 4%	7 5% f	1 2%	86 4%
Very dissatisfied	38 2%	31 2%	6 1%	33 2%	2 1%	3 2% f	* *%	38 2%
<b>SUMMARY CODES</b>								
TOTAL SATISFIED	2066 87%	1524 86%	537 89%	1687 86%	186 90%	116 87%	77 91% c	2066 87%
TOTAL DISSATISFIED	124 5%	106 6% b	18 3%	102 5% f	11 5% f	9 7% f	2 2%	124 5% f
Don't know	9	8	1	9	-	-	*	9

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



**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 20**

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

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

Base : Those responsible for and answering about mobile phones

	MOBILE PHONE SERVICE PROVIDER										MOBILE BUNDLE	
	Total	EE a	GIFFGAFF b	O2 c	TESCO MOBILE d	THREE e	VIRGIN MOBILE f	VODAFONE g	OTHERS h	ALL i	YES j	NO k
Significance Level: 95%												
Unweighted total	3082	744	134	694	242	329	170	429	340	3082	430	2652
Effective Weighted Sample	2333	574	107	491	181	257	139	333	259	2333	333	2001
Total	2762	691	144	542	198	322	174	398	292	2762	377	2385
Base for % (Unweighted and weighted)	3079	743	134	693	242	329	170	428	340	3079	430	2649
	2759	690	144	541	198	322	174	397	292	2759	377	2382
Very satisfied	1391	368	81	269	113	116	95	202	147	1391	193	1198
	50%	53%	56%	50%	57%	36%	54%	51%	51%	50%	51%	50%
		e	e	e	e		e	e	e	e		
Fairly satisfied	1018	236	50	201	61	147	72	144	106	1018	147	871
	37%	34%	35%	37%	31%	46%	42%	36%	36%	37%	39%	37%
						acdghi	d					
Neither/ nor	168	39	6	40	9	31	4	22	15	168	16	152
	6%	6%	4%	7%	5%	10%	2%	6%	5%	6%	4%	6%
				f		afi						
Fairly dissatisfied	117	26	5	17	12	20	1	20	15	117	13	104
	4%	4%	4%	3%	6%	6%	1%	5%	5%	4%	3%	4%
					f	cf		f	f	f		
Very dissatisfied	65	21	1	14	3	8	2	8	8	65	8	56
	2%	3%	1%	3%	1%	2%	1%	2%	3%	2%	2%	2%
<b>SUMMARY CODES</b>												
TOTAL SATISFIED	2409	604	132	470	174	263	167	346	253	2409	340	2070
	87%	88%	91%	87%	88%	82%	96%	87%	87%	87%	90%	87%
		e	e				acdeghe			e		
TOTAL DISSATISFIED	182	46	7	31	15	28	3	29	23	182	21	161
	7%	7%	5%	6%	8%	9%	2%	7%	8%	7%	6%	7%
		f			f	f		f	f	f		
Don't know	3	1	-	*	-	-	-	1	-	3	-	3

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 20**

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

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

Base : Those responsible for and answering about mobile phones

	Total	MOBILE PACKAGE		NATION					ALL UK
		CONTRACT a	PREPAY b	ENGLAND c	SCOTLAND d	WALES e	IRELAND f	N	
Significance Level: 95%									
Unweighted total	3082	2308	766	2028	364	355	335	3082	
Effective Weighted Sample	2333	1750	579	1746	335	322	298	2333	
Total	2762	2103	652	2296	228	147	90	2762	
Base for % (Unweighted and weighted)	3079	2308	763	2025	364	355	335	3079	
	2759	2103	649	2293	228	147	90	2759	
Very satisfied	1391 50%	1052 50%	335 52%	1128 49%	121 53%	89 60%	53 59%	1391 50%	
						cg	cg		
Fairly satisfied	1018 37%	769 37%	247 38%	862 38%	85 37%	39 27%	31 35%	1018 37%	
				e	e		e	e	
Neither/ nor	168 6%	134 6%	34 5%	144 6%	12 5%	9 6%	3 3%	168 6%	
				f				f	
Fairly dissatisfied	117 4%	93 4%	24 4%	103 4%	7 3%	4 3%	2 3%	117 4%	
Very dissatisfied	65 2%	55 3%	9 1%	56 2%	2 1%	6 4%	1 1%	65 2%	
						dfg			
<b>SUMMARY CODES</b>									
TOTAL SATISFIED	2409 87%	1821 87%	583 90%	1990 87%	206 91%	128 87%	85 94%	2409 87%	
			a				ceg		
TOTAL DISSATISFIED	182 7%	148 7%	33 5%	159 7%	9 4%	10 7%	3 3%	182 7%	
				df		f		f	
Don't know	3	-	3	3	-	-	-	3	
Columns Tested: a,b - c,d,e,f,g									

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 21**

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

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

Base : Those responsible for and answering about mobile phones

	Total	LOCATION	
		URBAN a	RURAL b
Significance Level: 95%			
Unweighted total	3082	2643	432
Effective Weighted Sample	2333	2031	298
Total	2762	2427	328
Base for % (Unweighted and weighted)	3079	2640	432
	2759	2424	328
Very satisfied	1391 50%	1275 53%	114 35%
		b	
Fairly satisfied	1018 37%	882 36%	132 40%
Neither/ nor	168 6%	140 6%	28 8%
Fairly dissatisfied	117 4%	84 3%	33 10%
			a
Very dissatisfied	65 2%	43 2%	22 7%
			a
<b>SUMMARY CODES</b>			
TOTAL SATISFIED	2409 87%	2157 89%	246 75%
		b	
TOTAL DISSATISFIED	182 7%	127 5%	55 17%
			a
Don't know	3	3	-
Columns Tested: a,b			

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 22**

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

**FIXED BROADBAND PROVIDER (SINGLE CODE)**

Base : Those responsible for and answering about broadband

	Total	FIXED BROADBAND PROVIDER								INTERNET BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2399	507	136	125	604	416	448	163	2399	2186	213
Effective Weighted Sample	1805	384	117	110	454	382	374	132	1805	1640	166
Total	1982	441	93	61	555	207	457	168	1982	1789	193
Sky	555	-	-	-	555	-	-	-	555	521	34
	28%	-%	-%	-%	100%	-%	-%	-%	28%	29%	18%
					abcefg				abcefg	j	
Virgin Media	457	-	-	-	-	-	457	-	457	400	56
	23%	-%	-%	-%	-%	-%	100%	-%	23%	22%	29%
							abcdegh		abcdeg		i
BT	441	441	-	-	-	-	-	-	441	405	35
	22%	100%	-%	-%	-%	-%	-%	-%	22%	23%	18%
		bcddefgh							bcddefg		
TalkTalk	207	-	-	-	-	207	-	-	207	185	22
	10%	-%	-%	-%	-%	100%	-%	-%	10%	10%	11%
						abcdfgh			abcdfg		
EE	93	-	93	-	-	-	-	-	93	82	11
	5%	-%	100%	-%	-%	-%	-%	-%	5%	5%	6%
			acdefgh						acdefg		
Plusnet	61	-	-	61	-	-	-	-	61	54	8
	3%	-%	-%	100%	-%	-%	-%	-%	3%	3%	4%
				abdefgh					adefg		
Other fixed broadband provider	168	-	-	-	-	-	-	168	168	142	26
	8%	-%	-%	-%	-%	-%	-%	100%	8%	8%	14%
								abcdefh	abcdef		i

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 22**

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

**FIXED BROADBAND PROVIDER (SINGLE CODE)**

Base : Those responsible for and answering about broadband

	Total	NATION					ALL UK
		ENGLAND	SCOTLAND	WALES	IRELAND	N	
Significance Level: 95%		a	b	c	d	e	
Unweighted total	2399	1628	271	259	241	2399	
Effective Weighted Sample	1805	1372	250	235	208	1805	
Total	1982	1665	154	100	63	1982	
Sky	555	458	46	29	22	555	
	28%	28%	30%	29%	35%	28%	
					ae		
Virgin Media	457	410	26	13	8	457	
	23%	25%	17%	13%	13%	23%	
		bcd				bcd	
BT	441	361	38	24	18	441	
	22%	22%	25%	24%	29%	22%	
					ae		
TalkTalk	207	155	23	18	11	207	
	10%	9%	15%	18%	18%	10%	
			ae	ae	ae		
EE	93	81	6	6	*	93	
	5%	5%	4%	6%	*%	5%	
		d	d	d		d	
Plusnet	61	53	4	3	1	61	
	3%	3%	3%	3%	2%	3%	
Other fixed broadband provider	168	147	11	8	2	168	
	8%	9%	7%	8%	3%	8%	
		d		d		d	

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 23**

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

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

Base : Those responsible for and answering about broadband

	Total	FIXED BROADBAND PROVIDER								INTERNET BUNDLE	
		BT a	EE b	PLUSNET c	SKY d	TALKTALK e	VIRGIN MEDIA f	OTHERS g	ALL h	YES i	NO j
Significance Level: 95%											
Unweighted total	2399	507	136	125	604	416	448	163	2399	2186	213
Effective Weighted Sample	1805	384	117	110	454	382	374	132	1805	1640	166
Total	1982	441	93	61	555	207	457	168	1982	1789	193
Base for % (Unweighted and weighted)	2395	507	136	124	602	415	448	163	2395	2182	213
	1980	441	93	61	554	206	457	168	1980	1787	193
Very satisfied	868	204	43	28	223	73	221	75	868	784	84
	44%	46%	47%	46%	40%	35%	48%	45%	44%	44%	44%
		e	e	e			de		e		
Fairly satisfied	773	148	38	24	239	89	168	68	773	698	75
	39%	33%	41%	40%	43%	43%	37%	40%	39%	39%	39%
					a	a			a		
Neither/ nor	154	39	6	4	41	20	31	12	154	136	18
	8%	9%	6%	7%	7%	10%	7%	7%	8%	8%	9%
Fairly dissatisfied	126	31	3	2	36	15	30	9	126	113	12
	6%	7%	3%	4%	6%	7%	7%	5%	6%	6%	6%
Very dissatisfied	59	19	3	2	16	9	6	5	59	56	3
	3%	4%	3%	3%	3%	4%	1%	3%	3%	3%	2%
		f				f					
<b>SUMMARY CODES</b>											
TOTAL SATISFIED	1641	351	81	53	462	162	389	143	1641	1482	159
	83%	80%	87%	86%	83%	79%	85%	85%	83%	83%	83%
			e				ae		e		
TOTAL DISSATISFIED	185	50	6	4	52	24	36	13	185	170	15
	9%	11%	6%	7%	9%	12%	8%	8%	9%	9%	8%
Don't know	2	-	-	*	2	1	-	-	2	2	-

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 23**

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

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

Base : Those responsible for and answering about broadband

	Total	NATION				
		ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e
Unweighted total	2399	1628	271	259	241	2399
Effective Weighted Sample	1805	1372	250	235	208	1805
Total	1982	1665	154	100	63	1982
Base for % (Unweighted and weighted)	2395	1625	271	258	241	2395
	1980	1663	154	100	63	1980
Very satisfied	868	726	61	52	29	868
	44%	44%	40%	52%	46%	44%
				abe		
Fairly satisfied	773	648	71	29	26	773
	39%	39%	46%	29%	41%	39%
		c	ace		c	c
Neither/ nor	154	126	13	8	6	154
	8%	8%	9%	8%	10%	8%
Fairly dissatisfied	126	115	4	5	2	126
	6%	7%	3%	5%	3%	6%
		bd				bd
Very dissatisfied	59	48	5	6	*	59
	3%	3%	3%	6%	1%	3%
				ade		
<b>SUMMARY CODES</b>						
TOTAL SATISFIED	1641	1374	132	81	55	1641
	83%	83%	86%	81%	87%	83%
TOTAL DISSATISFIED	185	163	9	11	2	185
	9%	10%	6%	11%	3%	9%
		d		bd		d
Don't know	2	2	-	*	-	2
Columns Tested: a,b,c,d,e						

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 24**

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

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

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

	Total	FIXED BROADBAND PROVIDER								INTERNET BUNDLE		
		BT ~a	EE ~b	PLUSNET ~c	SKY ~d	TALKTALK ~e	VIRGIN MEDIA ~f	OTHERS ~g	ALL h	YES ~i	NO j	
Significance Level: 95%												
Unweighted total	213	32	14	14	31	43	54	25	213	-	213	
Effective Weighted Sample	166	26	12	13	23	40	46	23	166	-	166	
Total	193	35	11	8	34	22	56	26	193	-	193	
Base for % (Unweighted and weighted)	213	**	**	**	**	**	**	**	213	**	213	
	193	35	11	8	34	22	56	26	193	-	193	
Very satisfied	65	**	**	**	**	**	**	**	65	**	65	
	34%	**	**	**	**	**	**	**	34%	**	34%	
Fairly satisfied	82	**	**	**	**	**	**	**	82	**	82	
	42%	**	**	**	**	**	**	**	42%	**	42%	
Neither/ nor	23	**	**	**	**	**	**	**	23	**	23	
	12%	**	**	**	**	**	**	**	12%	**	12%	
Fairly dissatisfied	17	**	**	**	**	**	**	**	17	**	17	
	9%	**	**	**	**	**	**	**	9%	**	9%	
Very dissatisfied	6	**	**	**	**	**	**	**	6	**	6	
	3%	**	**	**	**	**	**	**	3%	**	3%	
<b>SUMMARY CODES</b>												
TOTAL SATISFIED	147	**	**	**	**	**	**	**	147	**	147	
	76%	**	**	**	**	**	**	**	76%	**	76%	
TOTAL DISSATISFIED	23	**	**	**	**	**	**	**	23	**	23	
	12%	**	**	**	**	**	**	**	12%	**	12%	

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



**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 24**

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

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

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

	NATION					
	Total	ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%		a	~b	~c	~d	e
Unweighted total	213	159	19	20	15	213
Effective Weighted Sample	166	135	17	18	12	166
Total	193	169	11	8	4	193
Base for % (Unweighted and weighted)	213	159	**	**	**	213
	193	169	11	8	4	193
Very satisfied	65	56	**	**	**	65
	34%	33%	**	**	**	34%
Fairly satisfied	82	74	**	**	**	82
	42%	43%	**	**	**	42%
Neither/ nor	23	20	**	**	**	23
	12%	12%	**	**	**	12%
Fairly dissatisfied	17	15	**	**	**	17
	9%	9%	**	**	**	9%
Very dissatisfied	6	5	**	**	**	6
	3%	3%	**	**	**	3%
<b>SUMMARY CODES</b>						
TOTAL SATISFIED	147	129	**	**	**	147
	76%	76%	**	**	**	76%
TOTAL DISSATISFIED	23	20	**	**	**	23
	12%	12%	**	**	**	12%

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 25**

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

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

Base : Those responsible for and answering about broadband

	Total	FIXED BROADBAND PROVIDER								INTERNET BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2399	507	136	125	604	416	448	163	2399	2186	213
Effective Weighted Sample	1805	384	117	110	454	382	374	132	1805	1640	166
Total	1982	441	93	61	555	207	457	168	1982	1789	193
Base for % (Unweighted and weighted)	2387	505	136	125	600	411	447	163	2387	2174	213
	1975	440	93	61	552	205	456	168	1975	1783	193
Very satisfied	840 43%	202 46% de	36 38%	23 38%	198 36%	69 34%	233 51% bcdeh	80 47%	840 43% de	745 42%	95 49%
Fairly satisfied	748 38%	139 32%	37 39%	25 41%	250 45% afh	82 40% a	155 34%	60 36%	748 38% a	685 38%	64 33%
Neither/ nor	149 8%	34 8%	7 7%	6 10%	42 8%	22 11% fh	26 6%	11 7%	149 8%	135 8%	14 7%
Fairly dissatisfied	158 8%	44 10%	9 10%	4 7%	36 7%	22 11% df	31 7%	11 7%	158 8%	147 8%	12 6%
Very dissatisfied	80 4%	21 5%	5 5%	2 4%	26 5%	10 5%	10 2%	6 3%	80 4%	71 4%	9 5%
<b>SUMMARY CODES</b>											
TOTAL SATISFIED	1589 80%	342 78%	72 78%	48 79%	448 81% e	151 74%	388 85% aeh	140 83% e	1589 80% e	1430 80%	159 82%
TOTAL DISSATISFIED	238 12%	64 15% f	14 15%	7 11%	62 11%	32 16% fh	42 9%	17 10%	238 12%	218 12%	20 11%
Don't know	7	*	-	-	3	2	1	-	7	7	-

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 25**

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

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

Base : Those responsible for and answering about broadband

	Total	NATION				
		ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e
Unweighted total	2399	1628	271	259	241	2399
Effective Weighted Sample	1805	1372	250	235	208	1805
Total	1982	1665	154	100	63	1982
Base for % (Unweighted and weighted)	2387	1619	270	258	240	2387
	1975	1659	154	100	63	1975
Very satisfied	840 43%	709 43%	53 34%	52 53%	26 41%	840 43%
		b		abde		b
Fairly satisfied	748 38%	622 37%	75 49%	25 26%	26 41%	748 38%
		c	ace		c	c
Neither/ nor	149 8%	124 7%	10 6%	8 8%	7 11%	149 8%
Fairly dissatisfied	158 8%	134 8%	11 7%	10 10%	3 5%	158 8%
Very dissatisfied	80 4%	69 4%	5 3%	5 5%	1 2%	80 4%
<b>SUMMARY CODES</b>						
TOTAL SATISFIED	1589 80%	1331 80%	128 83%	78 78%	52 82%	1589 80%
TOTAL DISSATISFIED	238 12%	204 12%	16 10%	14 14%	4 7%	238 12%
		d		d		d
Don't know	7	6	1	*	*	7
Columns Tested: a,b,c,d,e						

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 26**

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

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

Base : Those responsible for and answering about broadband

	Total	FIXED BROADBAND PROVIDER								INTERNET BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2399	507	136	125	604	416	448	163	2399	2186	213
Effective Weighted Sample	1805	384	117	110	454	382	374	132	1805	1640	166
Total	1982	441	93	61	555	207	457	168	1982	1789	193
Base for % (Unweighted and weighted)	2395	507	136	124	603	414	448	163	2395	2182	213
	1980	441	93	61	554	206	457	168	1980	1787	193
Very satisfied	883	216	43	31	211	82	225	76	883	791	92
	45%	49%	46%	51%	38%	40%	49%	45%	45%	44%	48%
		de		de			de		d		
Fairly satisfied	760	141	36	22	256	77	163	66	760	691	69
	38%	32%	39%	36%	46%	37%	36%	39%	38%	39%	36%
					acefh				a		
Neither/ nor	142	40	6	5	33	20	23	14	142	127	14
	7%	9%	7%	9%	6%	10%	5%	8%	7%	7%	7%
		f				df					
Fairly dissatisfied	126	26	5	2	34	19	32	7	126	115	11
	6%	6%	5%	4%	6%	9%	7%	4%	6%	6%	6%
						ch					
Very dissatisfied	70	18	3	1	20	9	14	5	70	63	7
	4%	4%	3%	2%	4%	4%	3%	3%	4%	4%	4%
<b>SUMMARY CODES</b>											
TOTAL SATISFIED	1643	356	79	53	467	159	388	142	1643	1482	161
	83%	81%	85%	86%	84%	77%	85%	84%	83%	83%	83%
			e	e	e	e	e	e	e		
TOTAL DISSATISFIED	195	44	8	3	55	28	45	13	195	178	18
	10%	10%	9%	5%	10%	13%	10%	8%	10%	10%	9%
						ch					
Don't know	2	-	-	*	1	1	-	-	2	2	-
Columns Tested: a,b,c,d,e,f,g,h - i,j											

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 26**

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

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

Base : Those responsible for and answering about broadband

	Total	NATION				
		ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e
Unweighted total	2399	1628	271	259	241	2399
Effective Weighted Sample	1805	1372	250	235	208	1805
Total	1982	1665	154	100	63	1982
Base for % (Unweighted and weighted)	2395	1625	271	258	241	2395
	1980	1663	154	100	63	1980
Very satisfied	883 45%	735 44%	64 42%	56 56%	28 44%	883 45%
				abde		
Fairly satisfied	760 38%	636 38%	70 45%	25 25%	29 46%	760 38%
		c	ace		ace	c
Neither/ nor	142 7%	119 7%	11 7%	6 6%	5 8%	142 7%
Fairly dissatisfied	126 6%	111 7%	5 3%	8 8%	1 1%	126 6%
		bd		bd		d
Very dissatisfied	70 4%	61 4%	4 3%	4 4%	1 1%	70 4%
		d		d		d
<b>SUMMARY CODES</b>						
TOTAL SATISFIED	1643 83%	1371 82%	134 87%	81 81%	57 90%	1643 83%
					ace	
TOTAL DISSATISFIED	195 10%	172 10%	10 6%	13 13%	1 2%	195 10%
		bd	d	bd		d
Don't know	2	2	-	*	-	2
Columns Tested: a,b,c,d,e						

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 27**

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

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

Base : Those responsible for and answering about broadband

	Total	LOCATION	
		URBAN a	RURAL b
Significance Level: 95%			
Unweighted total	2399	2069	322
Effective Weighted Sample	1805	1577	221
Total	1982	1740	236
Base for % (Unweighted and weighted)	2395	2065	322
	1980	1737	236
Very satisfied	883 45%	784 45%	97 41%
Fairly satisfied	760 38%	668 38%	87 37%
Neither/ nor	142 7%	122 7%	19 8%
Fairly dissatisfied	126 6%	106 6%	19 8%
Very dissatisfied	70 4%	56 3%	13 6%
<b>SUMMARY CODES</b>			
TOTAL SATISFIED	1643 83%	1452 84%	184 78%
		b	
TOTAL DISSATISFIED	195 10%	163 9%	32 14%
			a
Don't know	2	2	-
Columns Tested: a,b			

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 28**

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

**PAY TV PROVIDER (SINGLE CODE)**

Base : Those responsible for and answering about pay TV

	Total	PAY TV PROVIDER					PAY TV BUNDLE		
		BT	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	~e	f	g	h
Unweighted total	1576	151	870	116	356	83	1576	1183	393
Effective Weighted Sample	1184	103	654	99	291	60	1184	893	291
Total	1340	106	746	62	355	71	1340	1019	321
Sky	746	-	746	-	-	**	746	488	257
	56%	-%	100%	-%	-%	**	56%	48%	80%
			acdf				acd		g
Virgin Media	355	-	-	-	355	**	355	334	21
	26%	-%	-%	-%	100%	**	26%	33%	7%
					abcf		abc	h	
BT	106	106	-	-	-	**	106	101	5
	8%	100%	-%	-%	-%	**	8%	10%	2%
		bcd					bcd	h	
TalkTalk	62	-	-	62	-	**	62	54	9
	5%	-%	-%	100%	-%	**	5%	5%	3%
				abdf			abd		
Other pay TV provider	71	-	-	-	-	**	71	43	28
	5%	-%	-%	-%	-%	**	5%	4%	9%
							abcd		g

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 28**

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

**PAY TV PROVIDER (SINGLE CODE)**

Base : Those responsible for and answering about pay TV

	Total	NATION				
		ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e
Unweighted total	1576	1000	188	176	212	1576
Effective Weighted Sample	1184	879	174	164	187	1184
Total	1340	1112	107	67	53	1340
Sky	746	615	61	43	27	746
	56%	55%	57%	63%	52%	56%
				d		
Virgin Media	355	313	23	10	8	355
	26%	28%	21%	15%	16%	26%
		cd				cd
BT	106	77	12	7	10	106
	8%	7%	11%	10%	19%	8%
			a		ace	
TalkTalk	62	45	7	4	5	62
	5%	4%	7%	7%	9%	5%
					ae	
Other pay TV provider	71	62	4	3	2	71
	5%	6%	4%	5%	4%	5%

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



**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 29**

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

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

Base : Those responsible for and answering about pay TV

	Total	PAY TV PROVIDER					PAY TV BUNDLE		
		BT a	SKY b	TALKTALK c	VIRGIN MEDIA d	OTHERS ~e	ALL f	YES g	NO h
Significance Level: 95%									
Unweighted total	1576	151	870	116	356	83	1576	1183	393
Effective Weighted Sample	1184	103	654	99	291	60	1184	893	291
Total	1340	106	746	62	355	71	1340	1019	321
Base for % (Unweighted and weighted)	1575	151	870	116	356	**	1575	1182	393
	1339	106	746	62	355	70	1339	1019	321
Very satisfied	638 48%	55 52%	334 45%	30 48%	176 50%	** **	638 48%	477 47%	161 50%
Fairly satisfied	544 41%	35 33%	336 45%	22 35%	129 36%	** **	544 41%	419 41%	125 39%
			ad						
Neither/ nor	85 6%	6 6%	42 6%	8 13%	27 8%	** **	85 6%	63 6%	22 7%
			bf						
Fairly dissatisfied	57 4%	8 8%	29 4%	1 2%	15 4%	** **	57 4%	46 4%	11 4%
Very dissatisfied	15 1%	1 1%	4 1%	1 1%	8 2%	** **	15 1%	13 1%	2 1%
					b				
<b>SUMMARY CODES</b>									
TOTAL SATISFIED	1182 88%	91 85%	671 90%	52 83%	305 86%	** **	1182 88%	897 88%	285 89%
			c						
TOTAL DISSATISFIED	72 5%	10 9%	33 4%	2 4%	23 6%	** **	72 5%	59 6%	13 4%
Don't know	*	-	-	-	-	**	*	*	-
Columns Tested: a,b,c,d,e,f - g,h									

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 29**

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

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

Base : Those responsible for and answering about pay TV

	Total	NATION				
		ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
		a	b	c	d	e
Significance Level: 95%						
Unweighted total	1576	1000	188	176	212	1576
Effective Weighted Sample	1184	879	174	164	187	1184
Total	1340	1112	107	67	53	1340
Base for % (Unweighted and weighted)	1575	1000	187	176	212	1575
	1339	1112	107	67	53	1339
Very satisfied	638	517	52	39	29	638
	48%	46%	49%	59%	55%	48%
				ae	ae	
Fairly satisfied	544	459	47	20	18	544
	41%	41%	44%	29%	35%	41%
		c	c			c
Neither/ nor	85	74	5	4	3	85
	6%	7%	4%	5%	5%	6%
Fairly dissatisfied	57	50	1	3	2	57
	4%	5%	1%	5%	4%	4%
		b				
Very dissatisfied	15	12	1	1	-	15
	1%	1%	1%	2%	-%	1%
<b>SUMMARY CODES</b>						
TOTAL SATISFIED	1182	976	99	59	48	1182
	88%	88%	93%	88%	90%	88%
			a			
TOTAL DISSATISFIED	72	62	3	4	2	72
	5%	6%	3%	7%	4%	5%
Don't know	*	-	*	-	-	*
Columns Tested: a,b,c,d,e						

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 30**

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

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

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

	Total	PAY TV PROVIDER					PAY TV BUNDLE		
		BT ~a	SKY b	TALKTALK ~c	VIRGIN MEDIA ~d	OTHERS ~e	ALL f	YES ~g	NO h
Significance Level: 95%									
Unweighted total	393	7	327	9	21	29	393	-	393
Effective Weighted Sample	291	4	244	8	16	21	291	-	291
Total	321	5	257	9	21	28	321	-	321
Base for % (Unweighted and weighted)	393	**	327	**	**	**	393	**	393
	321	5	257	9	21	28	321	-	321
Very satisfied	94	**	64	**	**	**	94	**	94
	29%	**	25%	**	**	**	29%	**	29%
Fairly satisfied	135	**	116	**	**	**	135	**	135
	42%	**	45%	**	**	**	42%	**	42%
Neither/ nor	40	**	31	**	**	**	40	**	40
	12%	**	12%	**	**	**	12%	**	12%
Fairly dissatisfied	34	**	31	**	**	**	34	**	34
	11%	**	12%	**	**	**	11%	**	11%
Very dissatisfied	18	**	15	**	**	**	18	**	18
	6%	**	6%	**	**	**	6%	**	6%
<b>SUMMARY CODES</b>									
TOTAL SATISFIED	229	**	180	**	**	**	229	**	229
	71%	**	70%	**	**	**	71%	**	71%
TOTAL DISSATISFIED	52	**	46	**	**	**	52	**	52
	16%	**	18%	**	**	**	16%	**	16%

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 30**

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

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

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

	NATION					
	Total	ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%		a	~b	~c	~d	e
Unweighted total	393	259	42	53	39	393
Effective Weighted Sample	291	216	38	49	33	291
Total	321	265	25	19	11	321
Base for % (Unweighted and weighted)	393	259	**	**	**	393
	321	265	25	19	11	321
Very satisfied	94	77	**	**	**	94
	29%	29%	**	**	**	29%
Fairly satisfied	135	112	**	**	**	135
	42%	42%	**	**	**	42%
Neither/ nor	40	35	**	**	**	40
	12%	13%	**	**	**	12%
Fairly dissatisfied	34	26	**	**	**	34
	11%	10%	**	**	**	11%
Very dissatisfied	18	15	**	**	**	18
	6%	5%	**	**	**	6%
<b>SUMMARY CODES</b>						
TOTAL SATISFIED	229	190	**	**	**	229
	71%	71%	**	**	**	71%
TOTAL DISSATISFIED	52	41	**	**	**	52
	16%	15%	**	**	**	16%

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 31**

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

**PT3. And how satisfied are you with the reliability of your Pay TV service from (PAY TV SERVICE PROVIDER)? (SINGLE CODE)**

Base : Those responsible for and answering about pay TV

	Total	PAY TV PROVIDER					PAY TV BUNDLE		
		BT	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	~e	f	g	h
Unweighted total	1576	151	870	116	356	83	1576	1183	393
Effective Weighted Sample	1184	103	654	99	291	60	1184	893	291
Total	1340	106	746	62	355	71	1340	1019	321
Base for % (Unweighted and weighted)	1573	151	870	116	354	**	1573	1180	393
	1338	106	746	62	353	70	1338	1017	321
Very satisfied	726	59	399	24	205	**	726	541	185
	54%	55%	54%	39%	58%	**	54%	53%	58%
		c	c		c		c		
Fairly satisfied	484	28	289	30	113	**	484	380	103
	36%	27%	39%	48%	32%	**	36%	37%	32%
			ad	adf					
Neither/ nor	73	9	35	5	21	**	73	54	19
	5%	8%	5%	8%	6%	**	5%	5%	6%
Fairly dissatisfied	44	9	17	2	12	**	44	35	9
	3%	9%	2%	3%	4%	**	3%	3%	3%
		bdf							
Very dissatisfied	11	1	5	1	2	**	11	7	4
	1%	1%	1%	1%	1%	**	1%	1%	1%
<b>SUMMARY CODES</b>									
TOTAL SATISFIED	1209	87	689	55	318	**	1209	921	288
	90%	82%	92%	88%	90%	**	90%	91%	90%
			a		a		a		
TOTAL DISSATISFIED	55	11	22	3	14	**	55	42	13
	4%	10%	3%	4%	4%	**	4%	4%	4%
		bdf							
Don't know	2	-	-	-	1	**	2	2	-
Columns Tested: a,b,c,d,e,f - g,h									

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 31**

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

**PT3. And how satisfied are you with the reliability of your Pay TV service from (PAY TV SERVICE PROVIDER)? (SINGLE CODE)**

Base : Those responsible for and answering about pay TV

	Total	NATION				ALL UK
		ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 95%		a	b	c	d	e
Unweighted total	1576	1000	188	176	212	1576
Effective Weighted Sample	1184	879	174	164	187	1184
Total	1340	1112	107	67	53	1340
Base for % (Unweighted and weighted)	1573	999	187	175	212	1573
	1338	1111	107	67	53	1338
Very satisfied	726 54%	592 53%	54 51%	48 72%	31 59%	726 54%
				abde		
Fairly satisfied	484 36%	406 37%	46 43%	14 21%	18 34%	484 36%
		c	c		c	c
Neither/ nor	73 5%	66 6%	4 4%	1 2%	2 4%	73 5%
		c				c
Fairly dissatisfied	44 3%	41 4%	1 1%	1 2%	1 1%	44 3%
Very dissatisfied	11 1%	7 1%	2 1%	2 3%	1 1%	11 1%
				ae		
<b>SUMMARY CODES</b>						
TOTAL SATISFIED	1209 90%	998 90%	100 94%	63 93%	49 93%	1209 90%
TOTAL DISSATISFIED	55 4%	48 4%	3 3%	3 5%	1 3%	55 4%
Don't know	2	1	*	*	-	2
Columns Tested: a,b,c,d,e						

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 32**

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

**PT3. And how satisfied are you with the reliability of your Pay TV service from (PAY TV SERVICE PROVIDER)? (SINGLE CODE)**

Base : Those responsible for and answering about pay TV

	Total	LOCATION	
		URBAN a	RURAL b
Significance Level: 95%			
Unweighted total	1576	1368	201
Effective Weighted Sample	1184	1045	133
Total	1340	1186	147
Base for % (Unweighted and weighted)	1573	1365	201
	1338	1184	147
Very satisfied	726 54%	647 55%	76 51%
Fairly satisfied	484 36%	424 36%	58 39%
Neither/ nor	73 5%	64 5%	8 6%
Fairly dissatisfied	44 3%	40 3%	5 3%
Very dissatisfied	11 1%	10 1%	1 *%
<b>SUMMARY CODES</b>			
TOTAL SATISFIED	1209 90%	1070 90%	134 91%
TOTAL DISSATISFIED	55 4%	50 4%	5 3%
Don't know	2	2	-
Columns Tested: a,b			

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 33**

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

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

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

	Total	SERVICES INCLUDED				SERVICE PROVIDER							
		LANDLINE	MOBILE	INTERNET	PAY TV	BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted total	2273	2110	430	2186	1183	493	126	112	588	378	418	158	2273
Effective Weighted Sample	1709	1581	337	1649	895	372	110	98	446	350	348	125	1709
Total	1869	1714	386	1788	1018	416	85	54	539	186	427	163	1869
Base for % (Unweighted and weighted)	2271	2108	430	2184	1183	491	126	112	588	378	418	158	2271
	1866	1712	386	1786	1018	413	85	54	539	186	427	163	1866
Very satisfied	813 44%	756 44%	196 51% ac	770 43%	454 45%	188 46% i	40 47% i	28 51% hi	217 40%	66 35%	195 46% i	78 48% i	813 44% i
Fairly satisfied	788 42%	705 41%	157 41%	756 42%	443 44%	141 34%	35 41%	20 38%	263 49% ejjl	86 46% e	172 40%	71 44%	788 42% e
Neither/ nor	138 7%	129 8%	19 5%	135 8%	58 6%	44 11% hl	7 8%	3 5%	25 5%	18 9% h	32 7%	10 6%	138 7% h
Fairly dissatisfied	97 5%	93 5% b	11 3%	95 5% b	51 5%	30 7% k	3 3%	3 5%	27 5%	11 6%	21 5%	3 2%	97 5%
Very dissatisfied	30 2%	29 2%	3 1%	29 2%	12 1%	10 3%	1 1%	1 1%	7 1%	5 3%	7 2%	- -%	30 2%
<b>SUMMARY CODES</b>													
TOTAL SATISFIED	1601 86%	1461 85%	353 91% ac	1526 85%	897 88%	329 80%	75 88% e	48 89% e	480 89% ei	153 82%	367 86% e	149 92% ei	1601 86% e
TOTAL DISSATISFIED	127 7%	122 7% b	14 4%	125 7% b	63 6%	40 10% fkl	3 4%	3 6%	34 6% k	16 9% k	28 6% k	3 2%	127 7% k
Don't know	2	2	-	2	-	2	-	-	-	-	-	-	2

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



**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 33**

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

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

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

	Total	NATION				ALL UK
		ENGLAND	SCOTLAND	WALES	IRELAND	
		a	b	c	d	e
Significance Level: 95%						
Unweighted total	2273	1524	257	249	243	2273
Effective Weighted Sample	1709	1291	239	227	212	1709
Total	1869	1564	146	96	63	1869
Base for % (Unweighted and weighted)	2271	1522	257	249	243	2271
	1866	1561	146	96	63	1866
Very satisfied	813	672	62	50	28	813
	44%	43%	43%	53%	45%	44%
				abe		
Fairly satisfied	788	659	68	31	29	788
	42%	42%	47%	32%	47%	42%
		c	c		c	c
Neither/ nor	138	120	7	7	4	138
	7%	8%	5%	8%	6%	7%
Fairly dissatisfied	97	87	5	5	1	97
	5%	6%	4%	5%	1%	5%
		d	d	d		d
Very dissatisfied	30	24	3	2	*	30
	2%	2%	2%	2%	1%	2%
<b>SUMMARY CODES</b>						
TOTAL SATISFIED	1601	1331	131	81	58	1601
	86%	85%	89%	85%	92%	86%
					ace	
TOTAL DISSATISFIED	127	111	8	7	1	127
	7%	7%	6%	7%	2%	7%
		d	d	d		d
Don't know	2	2	-	-	-	2
Columns Tested: a,b,c,d,e						

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 34**

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

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

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

	Total	SERVICES INCLUDED				SERVICE PROVIDER							
		LANDLINE a	MOBILE b	INTERNET c	PAY TV d	BT e	EE f	PLUSNET g	SKY h	TALKTALK i	VIRGIN MEDIA j	OTHERS k	ALL l
Significance Level: 95%													
Unweighted total	2273	2110	430	2186	1183	493	126	112	588	378	418	158	2273
Effective Weighted Sample	1709	1581	337	1649	895	372	110	98	446	350	348	125	1709
Total	1869	1714	386	1788	1018	416	85	54	539	186	427	163	1869
Base for % (Unweighted and weighted)	2261	2099	429	2174	1180	488	125	112	587	374	417	158	2261
	1857	1703	385	1776	1014	409	84	54	537	184	426	163	1857
Very satisfied	597 32%	553 32%	150 39% acd	565 32%	308 30%	133 32%	33 39% h	22 40% h	142 26%	65 35% h	133 31%	70 43% ehjl	597 32% h
Fairly satisfied	754 41%	686 40%	152 40%	719 40%	415 41%	146 36%	29 35%	24 44%	231 43% e	82 44% e	179 42%	64 39%	754 41%
Neither/ nor	243 13%	217 13%	48 13%	236 13%	139 14%	55 14%	13 16%	5 10%	80 15%	20 11%	49 12%	21 13%	243 13%
Fairly dissatisfied	183 10%	173 10% b	23 6%	177 10% b	111 11% b	53 13% gik	6 7%	3 5%	60 11% ik	12 7%	44 10% k	5 3%	183 10% k
Very dissatisfied	79 4%	74 4%	11 3%	78 4%	41 4%	22 5%	3 3%	1 1%	24 5%	6 3%	20 5%	3 2%	79 4%
<b>SUMMARY CODES</b>													
TOTAL SATISFIED	1351 73%	1240 73%	302 79% acd	1284 72%	723 71%	279 68%	62 74%	45 84% ehjl	372 69%	147 80% ehjl	312 73%	134 82% ehjl	1351 73%
TOTAL DISSATISFIED	262 14%	247 14% b	34 9%	255 14% b	152 15% b	75 18% fgikl	9 10%	3 6%	84 16% gik	18 10%	65 15% gik	8 5%	262 14% gik
Don't know	12	11	1	12	4	6	1	-	2	2	1	-	12

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 34**

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

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

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

	Total	NATION				
		ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
		a	b	c	d	e
Significance Level: 95%						
Unweighted total	2273	1524	257	249	243	2273
Effective Weighted Sample	1709	1291	239	227	212	1709
Total	1869	1564	146	96	63	1869
Base for % (Unweighted and weighted)	2261	1513	256	249	243	2261
	1857	1552	146	96	63	1857
Very satisfied	597 32%	494 32%	41 28%	36 38% b	25 40% abe	597 32%
Fairly satisfied	754 41%	626 40%	70 48% ace	33 35%	25 41%	754 41%
Neither/ nor	243 13%	208 13%	16 11%	12 13%	6 10%	243 13%
Fairly dissatisfied	183 10%	157 10%	14 10%	9 9%	4 6%	183 10%
Very dissatisfied	79 4%	67 4%	5 3%	5 6%	2 3%	79 4%
<b>SUMMARY CODES</b>						
TOTAL SATISFIED	1351 73%	1121 72%	111 76%	69 72%	51 81% ace	1351 73%
TOTAL DISSATISFIED	262 14%	223 14% d	19 13%	14 15%	6 9%	262 14% d
Don't know	12	11	1	-	-	12
Columns Tested: a,b,c,d,e						

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 35**

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

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

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

	Total	LANDLINE PROVIDER								LANDLINE BUNDLE		
		BT ~a	EE ~b	PLUSNET ~c	SKY ~d	TALKTALK ~e	VIRGIN MEDIA ~f	OTHERS ~g	ALL ~h	YES ~i	NO ~j	
Significance Level: 95%												
Unweighted total	99	38	4	4	13	25	15	-	99	89	10	
Effective Weighted Sample	76	31	3	4	11	23	13	-	76	69	8	
Total	70	29	2	2	11	10	15	-	70	63	6	
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	**	**	**	**	**	**	**	**	**	**	**	
Too expensive/ not good value for money	**	**	**	**	**	**	**	**	**	**	**	
Poor customer service/ unhelpful	**	**	**	**	**	**	**	**	**	**	**	
Problems with payment/ billing	**	**	**	**	**	**	**	**	**	**	**	
Problems left unresolved/ takes a long time to fix	**	**	**	**	**	**	**	**	**	**	**	
I have to pay for something I don't use/ have to have a landline	**	**	**	**	**	**	**	**	**	**	**	
Difficult to contact anyone at the company	**	**	**	**	**	**	**	**	**	**	**	
Speed isn't as advertised/ slow	**	**	**	**	**	**	**	**	**	**	**	

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 35**

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

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

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

	Total	LANDLINE PROVIDER								LANDLINE BUNDLE		
		BT ~a	EE ~b	PLUSNET ~c	SKY ~d	TALKTALK ~e	VIRGIN MEDIA ~f	OTHERS ~g	ALL ~h	YES ~i	NO ~j	
Significance Level: 95%												
Unweighted total	99	38	4	4	13	25	15	-	99	89	10	
Effective Weighted Sample	76	31	3	4	11	23	13	-	76	69	8	
Total	70	29	2	2	11	10	15	-	70	63	6	
Price keeps increasing	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	
Not a trustworthy company	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	
Locked into a contract and can't get out	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	
They do not value loyalty	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	
Overseas call centre	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	
Other	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	
Don't know/ no reason	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 35**

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

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

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

	NATION					
	Total	ENGLAND ~a	SCOTLAND ~b	WALES ~c	IRELAND ~d	ALL UK ~e
Significance Level: 95%						
Unweighted total	99	75	7	11	6	99
Effective Weighted Sample	76	61	7	10	5	76
Total	70	60	3	5	2	70
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	**	**	**	**	**	**
Too expensive/ not good value for money	**	**	**	**	**	**
Poor customer service/ unhelpful	**	**	**	**	**	**
Problems with payment/ billing	**	**	**	**	**	**
Problems left unresolved/ takes a long time to fix	**	**	**	**	**	**
I have to pay for something I don't use/ have to have a landline	**	**	**	**	**	**
Difficult to contact anyone at the company	**	**	**	**	**	**
Speed isn't as advertised/ slow	**	**	**	**	**	**

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 35**

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

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

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

	NATION					ALL UK
	Total	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 95%		~a	~b	~c	~d	~e
Unweighted total	99	75	7	11	6	99
Effective Weighted Sample	76	61	7	10	5	76
Total	70	60	3	5	2	70
Price keeps increasing	**	**	**	**	**	**
	**	**	**	**	**	**
Not a trustworthy company	**	**	**	**	**	**
	**	**	**	**	**	**
Locked into a contract and can't get out	**	**	**	**	**	**
	**	**	**	**	**	**
They do not value loyalty	**	**	**	**	**	**
	**	**	**	**	**	**
Overseas call centre	**	**	**	**	**	**
	**	**	**	**	**	**
Other	**	**	**	**	**	**
	**	**	**	**	**	**
Don't know/ no reason	**	**	**	**	**	**
	**	**	**	**	**	**

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 36**

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

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

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

Base : Those responsible for and answering about landlines

	Total	LANDLINE PROVIDER								LANDLINE BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2466	790	117	114	533	377	382	153	2466	2110	356
Effective Weighted Sample	1854	600	102	98	399	347	316	124	1854	1576	277
Total	2012	659	78	57	487	188	390	153	2012	1714	298
0 - Extremely Unlikely	54 3%	16 2%	2 3%	1 2%	13 3%	7 4%	10 3%	5 3%	54 3%	48 3%	6 2%
1	15 1%	7 1%	1 1%	* 1%	3 1%	2 1%	2 1%	- -%	15 1%	12 1%	3 1%
2	19 1%	4 1%	* *%	1 2%	6 1%	2 1%	4 1%	2 1%	19 1%	19 1%	- -%
3	30 1%	8 1%	- -%	* 1%	8 2%	3 2%	7 2%	4 3%	30 1%	22 1%	7 2%
4	35 2%	13 2%	3 4%	* 1%	3 1%	3 2%	7 2%	6 4%	35 2%	31 2%	4 1%
5	222 11%	69 10%	11 14%	6 11%	55 11%	20 11%	46 12%	15 10%	222 11%	194 11%	28 9%
6	121 6%	39 6%	4 5%	3 5%	28 6%	15 8%	23 6%	9 6%	121 6%	107 6%	14 5%
7	289 14%	92 14%	11 14%	10 17%	82 17%	34 18%	46 12%	16 11%	289 14%	246 14%	43 14%
8	413 21%	141 21%	17 22%	12 20%	96 20%	44 23%	77 20%	26 17%	413 21%	349 20%	63 21%
9	294 15%	88 13%	13 17%	7 13%	85 17%	23 12%	58 15%	20 13%	294 15%	251 15%	44 15%

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



**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 36**

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

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

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

Base : Those responsible for and answering about landlines

	Total	LANDLINE PROVIDER							LANDLINE BUNDLE		
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2466	790	117	114	533	377	382	153	2466	2110	356
Effective Weighted Sample	1854	600	102	98	399	347	316	124	1854	1576	277
Total	2012	659	78	57	487	188	390	153	2012	1714	298
10 - Extremely Likely	520	183	16	16	110	36	111	49	520	434	86
	26%	28%	20%	28%	23%	19%	29%	32%	26%	25%	29%
		e					e	bde	e		
PROMOTERS (9-10)	815	271	29	23	195	59	169	69	815	685	130
	40%	41%	37%	41%	40%	31%	43%	45%	40%	40%	43%
		e			e		e	e	e		
PASSIVES (7-8)	702	233	28	21	178	78	123	43	702	596	106
	35%	35%	35%	37%	36%	41%	31%	28%	35%	35%	36%
						fgh					
DETRACTORS (0-6)	496	156	22	12	114	52	98	42	496	433	62
	25%	24%	28%	22%	23%	28%	25%	27%	25%	25%	21%
Answered	2012	659	78	57	487	188	390	153	2012	1714	298
NPS (PROMOTERS - DETRACTORS)	16	17	9	19	17	4	18	18	16	15	23
		e			e		e		e		
Standard deviation	79.14	78.57	80.42	77.64	78.00	76.79	80.85	83.34	79.14	79.44	77.14
Standard error	1.59	2.80	7.43	7.27	3.38	3.95	4.14	6.74	1.59	1.73	4.09

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 36**

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

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

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

Base : Those responsible for and answering about landlines

	Total	NATION				
		ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
		a	b	c	d	e
Significance Level: 95%						
Unweighted total	2466	1628	298	265	275	2466
Effective Weighted Sample	1854	1383	277	239	242	1854
Total	2012	1670	170	102	70	2012
0 - Extremely Unlikely	54 3%	47 3%	2 1%	5 5% bd	1 1%	54 3%
1	15 1%	14 1%	1 *%	* *%	- -%	15 1%
2	19 1%	14 1%	2 1%	3 2% ae	* *%	19 1%
3	30 1%	27 2% d	2 1%	1 1%	- -%	30 1%
4	35 2%	31 2%	1 1%	1 1%	2 2%	35 2%
5	222 11%	189 11%	17 10%	9 8%	8 11%	222 11%
6	121 6%	103 6% c	8 5%	3 3%	7 10% abce	121 6% c
7	289 14%	248 15%	21 12%	12 12%	9 12%	289 14%
8	413 21%	334 20%	47 27% ace	16 16%	16 23% c	413 21%

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 36**

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

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

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

Base : Those responsible for and answering about landlines

	NATION					
	Total	ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e
Unweighted total	2466	1628	298	265	275	2466
Effective Weighted Sample	1854	1383	277	239	242	1854
Total	2012	1670	170	102	70	2012
9	294	241	21	13	19	294
	15%	14%	12%	13%	28%	15%
					abce	
10 - Extremely Likely	520	421	50	41	9	520
	26%	25%	29%	40%	12%	26%
		d	d	abde		d
PROMOTERS (9-10)	815	662	71	54	28	815
	40%	40%	42%	53%	40%	40%
				abde		
PASSIVES (7-8)	702	582	68	28	25	702
	35%	35%	40%	27%	35%	35%
		c	c			c
DETRACTORS (0-6)	496	426	32	20	17	496
	25%	25%	19%	20%	25%	25%
		b				b
Answered	2012	1670	170	102	70	2012
NPS (PROMOTERS - DETRACTORS)	16	14	23	33	15	16
				ade		
Standard deviation	79.14	79.49	74.41	79.21	79.63	79.14
Standard error	1.59	1.97	4.31	4.87	4.80	1.59

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 39**

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

**QN5. Why would you not particularly recommend (LANDLINE PROVIDER) as a landline provider? (MULTI CODE)**

Base : Those responsible for and answering about landlines that are not dissatisfied with the overall service provided by their landline provider who would not recommend their landline service provider

	Total	LANDLINE PROVIDER								LANDLINE BUNDLE	
		BT ~a	EE ~b	PLUSNET ~c	SKY ~d	TALKTALK ~e	VIRGIN MEDIA ~f	OTHERS ~g	ALL h	YES i	NO ~j
Significance Level: 95%											
Unweighted total	123	32	7	5	22	23	20	14	123	109	14
Effective Weighted Sample	91	25	6	5	18	22	15	12	91	82	10
Total	105	28	5	2	23	10	18	18	105	90	15
Too expensive/ not good value for money	27 26%	**	**	**	**	**	**	**	27 26%	22 25%	**
I do not recommend/ I don't use it enough/ know enough to recommend	22 21%	**	**	**	**	**	**	**	22 21%	20 22%	**
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	21 20%	**	**	**	**	**	**	**	21 20%	20 22%	**
Poor customer service/ unhelpful	6 6%	**	**	**	**	**	**	**	6 6%	6 6%	**
I have to pay for something I don't use/ have to have a landline	4 4%	**	**	**	**	**	**	**	4 4%	4 5%	**
They do not value loyalty	4 4%	**	**	**	**	**	**	**	4 4%	2 3%	**
General negative comments	4 4%	**	**	**	**	**	**	**	4 4%	4 4%	**

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 39**

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

**QN5. Why would you not particularly recommend (LANDLINE PROVIDER) as a landline provider? (MULTI CODE)**

Base : Those responsible for and answering about landlines that are not dissatisfied with the overall service provided by their landline provider who would not recommend their landline service provider

	Total	LANDLINE PROVIDER								LANDLINE BUNDLE	
		BT ~a	EE ~b	PLUSNET ~c	SKY ~d	TALKTALK ~e	VIRGIN MEDIA ~f	OTHERS ~g	ALL h	YES i	NO ~j
Significance Level: 95%											
Unweighted total	123	32	7	5	22	23	20	14	123	109	14
Effective Weighted Sample	91	25	6	5	18	22	15	12	91	82	10
Total	105	28	5	2	23	10	18	18	105	90	15
Price keeps increasing	3 3%	**	**	**	**	**	**	**	3 3%	2 3%	**
They offer poor deals/ I have seen better deals elsewhere	3 2%	**	**	**	**	**	**	**	3 2%	3 3%	**
Difficult to contact anyone at the company	2 2%	**	**	**	**	**	**	**	2 2%	2 2%	**
Speed isn't as advertised/ slow	2 2%	**	**	**	**	**	**	**	2 2%	2 3%	**
Problems left unresolved/ takes a long time to fix	2 2%	**	**	**	**	**	**	**	2 2%	2 2%	**
I am considering leaving	* *%	**	**	**	**	**	**	**	* *%	* *%	**
Locked into a contract and can't get out	* *%	**	**	**	**	**	**	**	* *%	* *%	**
Problems with payment/ billing	* *%	**	**	**	**	**	**	**	* *%	* *%	**
Other	10 10%	**	**	**	**	**	**	**	10 10%	9 10%	**

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 39**

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

**QN5. Why would you not particularly recommend (LANDLINE PROVIDER) as a landline provider? (MULTI CODE)**

Base : Those responsible for and answering about landlines that are not dissatisfied with the overall service provided by their landline provider who would not recommend their landline service provider

	Total	LANDLINE PROVIDER							LANDLINE BUNDLE			
		BT ~a	EE ~b	PLUSNET ~c	SKY ~d	TALKTALK ~e	VIRGIN MEDIA ~f	OTHERS ~g	ALL h	YES i	NO ~j	
Significance Level: 95%												
Unweighted total	123	32	7	5	22	23	20	14	123	109	14	
Effective Weighted Sample	91	25	6	5	18	22	15	12	91	82	10	
Total	105	28	5	2	23	10	18	18	105	90	15	
Don't know/ no reason	14	**	**	**	**	**	**	**	14	7	**	
	13%	**	**	**	**	**	**	**	13%	8%	**	

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 39**

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

**QN5. Why would you not particularly recommend (LANDLINE PROVIDER) as a landline provider? (MULTI CODE)**

Base : Those responsible for and answering about landlines that are not dissatisfied with the overall service provided by their landline provider who would not recommend their landline service provider

	NATION					
	Total	ENGLAND ~a	SCOTLAND ~b	WALES ~c	IRELAND ~d	ALL UK e
Significance Level: 95%						
Unweighted total	123	94	10	14	5	123
Effective Weighted Sample	91	75	9	13	5	91
Total	105	93	6	5	1	105
Too expensive/ not good value for money	27 26%	** **	** **	** **	** **	27 26%
I do not recommend/ I don't use it enough/ know enough to recommend	22 21%	** **	** **	** **	** **	22 21%
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	21 20%	** **	** **	** **	** **	21 20%
Poor customer service/ unhelpful	6 6%	** **	** **	** **	** **	6 6%
I have to pay for something I don't use/ have to have a landline	4 4%	** **	** **	** **	** **	4 4%
They do not value loyalty	4 4%	** **	** **	** **	** **	4 4%
General negative comments	4 4%	** **	** **	** **	** **	4 4%

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 39**

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

**QN5. Why would you not particularly recommend (LANDLINE PROVIDER) as a landline provider? (MULTI CODE)**

Base : Those responsible for and answering about landlines that are not dissatisfied with the overall service provided by their landline provider who would not recommend their landline service provider

	NATION					
	Total	ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%		~a	~b	~c	~d	e
Unweighted total	123	94	10	14	5	123
Effective Weighted Sample	91	75	9	13	5	91
Total	105	93	6	5	1	105
Price keeps increasing	3 3%	**	**	**	**	3 3%
They offer poor deals/ I have seen better deals elsewhere	3 2%	**	**	**	**	3 2%
Difficult to contact anyone at the company	2 2%	**	**	**	**	2 2%
Speed isn't as advertised/ slow	2 2%	**	**	**	**	2 2%
Problems left unresolved/ takes a long time to fix	2 2%	**	**	**	**	2 2%
I am considering leaving	* *%	**	**	**	**	* *%
Locked into a contract and can't get out	* *%	**	**	**	**	* *%
Problems with payment/ billing	* *%	**	**	**	**	* *%
Other	10 10%	**	**	**	**	10 10%

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



**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 39**

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

**QN5. Why would you not particularly recommend (LANDLINE PROVIDER) as a landline provider? (MULTI CODE)**

Base : Those responsible for and answering about landlines that are not dissatisfied with the overall service provided by their landline provider who would not recommend their landline service provider

	NATION					ALL UK
	Total	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 95%		~a	~b	~c	~d	e
Unweighted total	123	94	10	14	5	123
Effective Weighted Sample	91	75	9	13	5	91
Total	105	93	6	5	1	105
Don't know/ no reason	14	**	**	**	**	14
	13%	**	**	**	**	13%

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 40**

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

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

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

	Total	MOBILE PHONE SERVICE PROVIDER								MOBILE BUNDLE		
		EE ~a	GIFFGAFF ~b	O2 ~c	TESCO MOBILE ~d	THREE ~e	VIRGIN MOBILE ~f	VODAFONE ~g	OTHERS ~h	ALL i	YES ~j	NO ~k
Significance Level: 95%												
Unweighted total	102	32	1	19	7	9	5	12	17	102	19	83
Effective Weighted Sample	78	25	1	13	6	8	4	10	13	78	15	64
Total	82	25	*	15	6	10	4	10	12	82	13	69
Poor reception/ coverage - unspecified	29	**	**	**	**	**	**	**	**	29	**	**
	35%	**	**	**	**	**	**	**	**	35%	**	**
Poor mobile reception/ coverage - in my area	15	**	**	**	**	**	**	**	**	15	**	**
	18%	**	**	**	**	**	**	**	**	18%	**	**
Too expensive/ not good value for money	13	**	**	**	**	**	**	**	**	13	**	**
	16%	**	**	**	**	**	**	**	**	16%	**	**
Poor mobile reception/ coverage - at home	9	**	**	**	**	**	**	**	**	9	**	**
	11%	**	**	**	**	**	**	**	**	11%	**	**
Poor customer service/ unhelpful	8	**	**	**	**	**	**	**	**	8	**	**
	10%	**	**	**	**	**	**	**	**	10%	**	**
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	6	**	**	**	**	**	**	**	**	6	**	**
	8%	**	**	**	**	**	**	**	**	8%	**	**
Problems with payment/ billing	5	**	**	**	**	**	**	**	**	5	**	**
	6%	**	**	**	**	**	**	**	**	6%	**	**
They offer poor deals/ I have seen better deals elsewhere	4	**	**	**	**	**	**	**	**	4	**	**
	4%	**	**	**	**	**	**	**	**	4%	**	**

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 40**

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

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

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

	Total	MOBILE PHONE SERVICE PROVIDER									MOBILE BUNDLE	
		EE ~a	GIFFGAFF ~b	O2 ~c	TESCO MOBILE ~d	THREE ~e	VIRGIN MOBILE ~f	VODAFONE ~g	OTHERS ~h	ALL i	YES ~j	NO ~k
Significance Level: 95%												
Unweighted total	102	32	1	19	7	9	5	12	17	102	19	83
Effective Weighted Sample	78	25	1	13	6	8	4	10	13	78	15	64
Total	82	25	*	15	6	10	4	10	12	82	13	69
Speed isn't as advertised/ slow	3 3%	**	**	**	**	**	**	**	**	3 3%	**	**
I am considering leaving	2 2%	**	**	**	**	**	**	**	**	2 2%	**	**
Problems left unresolved/ takes a long time to fix	2 2%	**	**	**	**	**	**	**	**	2 2%	**	**
Locked into a contract and can't get out	1 2%	**	**	**	**	**	**	**	**	1 2%	**	**
Not a trustworthy company	1 1%	**	**	**	**	**	**	**	**	1 1%	**	**
Not contacted when I was exceeding my data limit	1 1%	**	**	**	**	**	**	**	**	1 1%	**	**
General negative comments	1 1%	**	**	**	**	**	**	**	**	1 1%	**	**
Price keeps increasing	1 1%	**	**	**	**	**	**	**	**	1 1%	**	**

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 40**

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

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

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

	Total	MOBILE PHONE SERVICE PROVIDER									MOBILE BUNDLE	
		EE ~a	GIFFGAFF ~b	O2 ~c	TESCO MOBILE ~d	THREE ~e	VIRGIN MOBILE ~f	VODAFONE ~g	OTHERS ~h	ALL i	YES ~j	NO ~k
Significance Level: 95%												
Unweighted total	102	32	1	19	7	9	5	12	17	102	19	83
Effective Weighted Sample	78	25	1	13	6	8	4	10	13	78	15	64
Total	82	25	*	15	6	10	4	10	12	82	13	69
They do not value loyalty	*	**	**	**	**	**	**	**	**	*	**	**
	*%	**	**	**	**	**	**	**	**	*%	**	**
Overseas call centre	*	**	**	**	**	**	**	**	**	*	**	**
	*%	**	**	**	**	**	**	**	**	*%	**	**
Other	8	**	**	**	**	**	**	**	**	8	**	**
	10%	**	**	**	**	**	**	**	**	10%	**	**
Don't know/ no reason	1	**	**	**	**	**	**	**	**	1	**	**
	1%	**	**	**	**	**	**	**	**	1%	**	**

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 40**

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

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

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

	Total	MOBILE PACKAGE		NATION					ALL UK
		CONTRACT ~a	PREPAY ~b	ENGLAND ~c	SCOTLAND ~d	WALES ~e	IRELAND ~f	N	
Significance Level: 95%									
Unweighted total	102	83	17	70	10	18	4	102	
Effective Weighted Sample	78	65	11	58	9	16	4	78	
Total	82	68	12	67	7	8	1	82	
Poor reception/ coverage - unspecified	29	**	**	**	**	**	**	29	
	35%	**	**	**	**	**	**	35%	
Poor mobile reception/ coverage - in my area	15	**	**	**	**	**	**	15	
	18%	**	**	**	**	**	**	18%	
Too expensive/ not good value for money	13	**	**	**	**	**	**	13	
	16%	**	**	**	**	**	**	16%	
Poor mobile reception/ coverage - at home	9	**	**	**	**	**	**	9	
	11%	**	**	**	**	**	**	11%	
Poor customer service/ unhelpful	8	**	**	**	**	**	**	8	
	10%	**	**	**	**	**	**	10%	
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	6	**	**	**	**	**	**	6	
	8%	**	**	**	**	**	**	8%	
Problems with payment/ billing	5	**	**	**	**	**	**	5	
	6%	**	**	**	**	**	**	6%	
They offer poor deals/ I have seen better deals elsewhere	4	**	**	**	**	**	**	4	
	4%	**	**	**	**	**	**	4%	

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 40**

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

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

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

	Total	MOBILE PACKAGE		NATION					ALL UK
		CONTRACT ~a	PREPAY ~b	ENGLAND ~c	SCOTLAND ~d	WALES ~e	IRELAND ~f	N	
Significance Level: 95%									
Unweighted total	102	83	17	70	10	18	4	102	
Effective Weighted Sample	78	65	11	58	9	16	4	78	
Total	82	68	12	67	7	8	1	82	
Speed isn't as advertised/ slow	3 3%	** **	** **	** **	** **	** **	** **	3 3%	
I am considering leaving	2 2%	** **	** **	** **	** **	** **	** **	2 2%	
Problems left unresolved/ takes a long time to fix	2 2%	** **	** **	** **	** **	** **	** **	2 2%	
Locked into a contract and can't get out	1 2%	** **	** **	** **	** **	** **	** **	1 2%	
Not a trustworthy company	1 1%	** **	** **	** **	** **	** **	** **	1 1%	
Not contacted when I was exceeding my data limit	1 1%	** **	** **	** **	** **	** **	** **	1 1%	
General negative comments	1 1%	** **	** **	** **	** **	** **	** **	1 1%	
Price keeps increasing	1 1%	** **	** **	** **	** **	** **	** **	1 1%	

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 40**

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

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

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

	Total	MOBILE PACKAGE		NATION				ALL UK
		CONTRACT ~a	PREPAY ~b	ENGLAND ~c	SCOTLAND ~d	WALES ~e	IRELAND ~f	
Significance Level: 95%								
Unweighted total	102	83	17	70	10	18	4	102
Effective Weighted Sample	78	65	11	58	9	16	4	78
Total	82	68	12	67	7	8	1	82
They do not value loyalty	*	**	**	**	**	**	**	*
	*%	**	**	**	**	**	**	*%
Overseas call centre	*	**	**	**	**	**	**	*
	*%	**	**	**	**	**	**	*%
Other	8	**	**	**	**	**	**	8
	10%	**	**	**	**	**	**	10%
Don't know/ no reason	1	**	**	**	**	**	**	1
	1%	**	**	**	**	**	**	1%

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 41**

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

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

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

Base : Those responsible for and answering about mobile phones

	MOBILE PHONE SERVICE PROVIDER										MOBILE BUNDLE	
	Total	EE a	GIFFGAFF b	O2 c	TESCO MOBILE d	THREE e	VIRGIN MOBILE f	VODAFONE g	OTHERS h	ALL i	YES j	NO k
Significance Level: 95%												
Unweighted total	3082	744	134	694	242	329	170	429	340	3082	430	2652
Effective Weighted Sample	2333	574	107	491	181	257	139	333	259	2333	333	2001
Total	2762	691	144	542	198	322	174	398	292	2762	377	2385
0 - Extremely Unlikely	37 1%	11 2%	- -%	9 2%	1 1%	5 2%	1 1%	4 1%	6 2%	37 1%	7 2%	30 1%
1	11 *%	4 1%	- -%	1 *%	- -%	1 *%	- -%	2 *%	3 1%	11 *%	1 *%	9 *%
2	26 1%	3 *%	- -%	6 1%	3 1%	7 2% a	* *%	5 1%	1 *%	26 1%	1 *%	25 1%
3	34 1%	11 2%	1 1%	4 1%	3 1%	3 1%	2 1%	7 2%	4 2%	34 1%	6 1%	29 1%
4	28 1%	6 1%	6 4% acegi	2 *%	3 1%	1 *%	2 1%	3 1%	5 2% c	28 1%	8 2%	21 1%
5	181 7%	42 6%	3 2%	41 8% b	8 4%	18 5%	13 7%	32 8% b	25 9% bd	181 7% b	27 7%	154 6%
6	147 5%	34 5%	7 5%	31 6%	12 6%	22 7%	5 3%	20 5%	15 5%	147 5%	12 3%	135 6%
7	362 13%	93 13% d	13 9%	84 15% dh	16 8%	54 17% dh	19 11%	53 13%	29 10%	362 13% d	40 11%	322 13%
8	637 23%	175 25% bd	21 15%	117 22%	36 18%	81 25% b	46 26% b	98 24% b	64 22%	637 23% b	84 22%	553 23%

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



**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 41**

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

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

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

Base : Those responsible for and answering about mobile phones

	MOBILE PHONE SERVICE PROVIDER										MOBILE BUNDLE	
	Total	EE a	GIFFGAFF b	O2 c	TESCO MOBILE d	THREE e	VIRGIN MOBILE f	VODAFONE g	OTHERS h	ALL i	YES j	NO k
Significance Level: 95%												
Unweighted total	3082	744	134	694	242	329	170	429	340	3082	430	2652
Effective Weighted Sample	2333	574	107	491	181	257	139	333	259	2333	333	2001
Total	2762	691	144	542	198	322	174	398	292	2762	377	2385
9	434	116	31	82	32	48	25	58	42	434	65	369
	16%	17%	22%	15%	16%	15%	14%	15%	15%	16%	17%	15%
10 - Extremely Likely	864	196	62	165	86	81	62	116	96	864	126	739
	31%	28%	43%	31%	43%	25%	36%	29%	33%	31%	33%	31%
			acegi		aceghi		e		e	e		
PROMOTERS (9-10)	1299	312	93	247	117	129	87	175	139	1299	191	1108
	47%	45%	65%	46%	59%	40%	50%	44%	48%	47%	51%	46%
			acefghi		aceghi				e			
PASSIVES (7-8)	999	268	34	201	51	136	65	151	93	999	124	875
	36%	39%	24%	37%	26%	42%	37%	38%	32%	36%	33%	37%
		bd		bd		bdh	bd	bd	bd	bd		
DETRACTORS (0-6)	464	111	17	94	30	58	23	73	60	464	62	402
	17%	16%	12%	17%	15%	18%	13%	18%	21%	17%	16%	17%
									b			
Answered	2762	691	144	542	198	322	174	398	292	2762	377	2385
NPS (PROMOTERS - DETRACTORS)	30	29	53	28	44	22	37	26	27	30	34	30
			aceghi		aceghi							
Standard deviation	73.97	72.72	69.53	74.13	74.05	72.88	70.47	74.63	78.13	73.97	74.54	73.88
Standard error	1.33	2.67	6.01	2.81	4.76	4.02	5.40	3.60	4.24	1.33	3.59	1.43

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 41**

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

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

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

Base : Those responsible for and answering about mobile phones

	Total	MOBILE PACKAGE		NATION					ALL UK
		CONTRACT	PREPAY	ENGLAND	SCOTLAND	WALES	IRELAND	N	
		a	b	c	d	e	f	g	
Significance Level: 95%									
Unweighted total	3082	2308	766	2028	364	355	335	3082	
Effective Weighted Sample	2333	1750	579	1746	335	322	298	2333	
Total	2762	2103	652	2296	228	147	90	2762	
0 - Extremely Unlikely	37 1%	28 1%	9 1%	29 1%	3 1% f	4 3% cfg	- -%	37 1% f	
1	11 *% 1%	7 *% 1%	4 1%	9 *% 1%	1 *% 1%	1 *% 1%	- -% 1%	11 *% 1%	
2	26 1%	21 1%	5 1%	23 1%	1 1%	* *% 1%	1 1%	26 1%	
3	34 1%	25 1%	9 1%	29 1%	4 2%	1 1%	* *% 1%	34 1%	
4	28 1%	25 1%	3 *% 1%	26 1%	* *% 1%	1 1%	1 1%	28 1%	
5	181 7%	134 6%	46 7%	160 7% f	12 5%	6 4%	3 3%	181 7% f	
6	147 5%	102 5%	45 7%	125 5%	9 4%	8 5%	6 6%	147 5%	
7	362 13%	281 13%	80 12%	312 14% e	24 11%	12 8%	13 14% e	362 13% e	
8	637 23%	485 23%	152 23%	524 23% e	65 28% ceg	26 18%	22 25% e	637 23% e	

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 41**

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

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

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

Base : Those responsible for and answering about mobile phones

	Total	MOBILE PACKAGE		NATION					ALL UK
		CONTRACT	PREPAY	ENGLAND	SCOTLAND	WALES	IRELAND	N	
		a	b	c	d	e	f	g	
Significance Level: 95%									
Unweighted total	3082	2308	766	2028	364	355	335	3082	
Effective Weighted Sample	2333	1750	579	1746	335	322	298	2333	
Total	2762	2103	652	2296	228	147	90	2762	
9	434	327	107	350	39	22	24	434	
	16%	16%	16%	15%	17%	15%	27%	16%	
							cdeg		
10 - Extremely Likely	864	667	193	709	69	66	21	864	
	31%	32%	30%	31%	30%	45%	23%	31%	
				f	f	cdgf		f	
PROMOTERS (9-10)	1299	995	299	1059	108	88	45	1299	
	47%	47%	46%	46%	47%	59%	50%	47%	
						cdgf			
PASSIVES (7-8)	999	766	232	836	89	38	35	999	
	36%	36%	36%	36%	39%	26%	39%	36%	
				e	e		e	e	
DETRACTORS (0-6)	464	342	120	401	31	22	10	464	
	17%	16%	18%	17%	14%	15%	11%	17%	
				f				f	
Answered	2762	2103	652	2296	228	147	90	2762	
NPS (PROMOTERS - DETRACTORS)	30	31	27	29	34	45	39	30	
						cdg	c		
Standard deviation	73.97	73.46	75.45	74.44	70.50	73.74	68.44	73.97	
Standard error	1.33	1.53	2.73	1.65	3.70	3.91	3.74	1.33	

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 44**

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

**QN6. Why would you not particularly recommend (MOBILE PHONE SERVICE PROVIDER) as a mobile phone service provider? (MULTI CODE)**

Base : Those responsible for and answering about mobile phones that are not dissatisfied with the overall service provided by their mobile phone service provider who would not recommend their mobile phone service provider

	MOBILE PHONE SERVICE PROVIDER										MOBILE BUNDLE	
	Total	EE ~a	GIFFGAFF ~b	O2 ~c	TESCO MOBILE ~d	THREE ~e	VIRGIN MOBILE ~f	VODAFONE ~g	OTHERS ~h	ALL ~i	YES ~j	NO ~k
Significance Level: 95%												
Unweighted total	88	20	5	14	5	9	6	14	15	88	18	70
Effective Weighted Sample	70	16	4	12	4	8	4	12	11	70	12	58
Total	84	19	7	14	6	10	5	13	11	84	13	71
Too expensive/ not good value for money	**	**	**	**	**	**	**	**	**	**	**	**
Poor reception/ coverage - unspecified	**	**	**	**	**	**	**	**	**	**	**	**
I do not recommend/ I don't use it enough/ know enough to recommend	**	**	**	**	**	**	**	**	**	**	**	**
Poor customer service/ unhelpful	**	**	**	**	**	**	**	**	**	**	**	**
They offer poor deals/ I have seen better deals elsewhere	**	**	**	**	**	**	**	**	**	**	**	**
Problems with payment/ billing	**	**	**	**	**	**	**	**	**	**	**	**
Problems left unresolved/ takes a long time to fix	**	**	**	**	**	**	**	**	**	**	**	**
Poor mobile reception/ coverage - at home	**	**	**	**	**	**	**	**	**	**	**	**

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 44**

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

**QN6. Why would you not particularly recommend (MOBILE PHONE SERVICE PROVIDER) as a mobile phone service provider? (MULTI CODE)**

Base : Those responsible for and answering about mobile phones that are not dissatisfied with the overall service provided by their mobile phone service provider who would not recommend their mobile phone service provider

	MOBILE PHONE SERVICE PROVIDER										MOBILE BUNDLE	
	Total	EE ~a	GIFFGAFF ~b	O2 ~c	TESCO MOBILE ~d	THREE ~e	VIRGIN MOBILE ~f	VODAFONE ~g	OTHERS ~h	ALL ~i	YES ~j	NO ~k
Significance Level: 95%												
Unweighted total	88	20	5	14	5	9	6	14	15	88	18	70
Effective Weighted Sample	70	16	4	12	4	8	4	12	11	70	12	58
Total	84	19	7	14	6	10	5	13	11	84	13	71
Difficult to contact anyone at the company	**	**	**	**	**	**	**	**	**	**	**	**
Price keeps increasing	**	**	**	**	**	**	**	**	**	**	**	**
Poor mobile reception/ coverage - in my area	**	**	**	**	**	**	**	**	**	**	**	**
I don't have enough data	**	**	**	**	**	**	**	**	**	**	**	**
General negative comments	**	**	**	**	**	**	**	**	**	**	**	**
Not a trustworthy company	**	**	**	**	**	**	**	**	**	**	**	**
I have to pay for something I don't use/ have to have a landline	**	**	**	**	**	**	**	**	**	**	**	**
Other	**	**	**	**	**	**	**	**	**	**	**	**
Don't know/ no reason	**	**	**	**	**	**	**	**	**	**	**	**

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 44**

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

**QN6. Why would you not particularly recommend (MOBILE PHONE SERVICE PROVIDER) as a mobile phone service provider? (MULTI CODE)**

Base : Those responsible for and answering about mobile phones that are not dissatisfied with the overall service provided by their mobile phone service provider who would not recommend their mobile phone service provider

	Total	MOBILE PACKAGE		NATION				
		CONTRACT ~a	PREPAY ~b	ENGLAND ~c	SCOTLAND ~d	WALES ~e	IRELAND ~f	ALL UK ~g
Significance Level: 95%								
Unweighted total	88	66	22	69	10	5	4	88
Effective Weighted Sample	70	53	17	59	9	4	4	70
Total	84	64	20	75	6	2	1	84
Too expensive/ not good value for money	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**
Poor reception/ coverage - unspecified	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**
I do not recommend/ I don't use it enough/ know enough to recommend	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**
Poor customer service/ unhelpful	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**
They offer poor deals/ I have seen better deals elsewhere	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**
Problems with payment/ billing	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**
Problems left unresolved/ takes a long time to fix	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**
Poor mobile reception/ coverage - at home	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 44**

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

**QN6. Why would you not particularly recommend (MOBILE PHONE SERVICE PROVIDER) as a mobile phone service provider? (MULTI CODE)**

Base : Those responsible for and answering about mobile phones that are not dissatisfied with the overall service provided by their mobile phone service provider who would not recommend their mobile phone service provider

	MOBILE PACKAGE			NATION				
	Total	CONTRACT ~a	PREPAY ~b	ENGLAND ~c	SCOTLAND ~d	WALES ~e	IRELAND ~f	ALL UK ~g
Significance Level: 95%								
Unweighted total	88	66	22	69	10	5	4	88
Effective Weighted Sample	70	53	17	59	9	4	4	70
Total	84	64	20	75	6	2	1	84
Difficult to contact anyone at the company	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**
Price keeps increasing	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**
Poor mobile reception/ coverage - in my area	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**
I don't have enough data	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**
General negative comments	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**
Not a trustworthy company	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**
I have to pay for something I don't use/ have to have a landline	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**
Other	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**
Don't know/ no reason	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 45**

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

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

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

	Total	FIXED BROADBAND PROVIDER								INTERNET BUNDLE	
		BT ~a	EE ~b	PLUSNET ~c	SKY ~d	TALKTALK ~e	VIRGIN MEDIA ~f	OTHERS ~g	ALL h	YES i	NO ~j
Significance Level: 95%											
Unweighted total	219	54	10	9	46	51	36	13	219	198	21
Effective Weighted Sample	169	43	9	8	40	48	30	11	169	154	15
Total	185	50	6	4	52	24	36	13	185	170	15
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	103 55%	**	**	**	**	**	**	**	103 55%	95 56%	**
Speed isn't as advertised/ slow	87 47%	**	**	**	**	**	**	**	87 47%	81 48%	**
Too expensive/ not good value for money	28 15%	**	**	**	**	**	**	**	28 15%	25 15%	**
Poor customer service/ unhelpful	18 10%	**	**	**	**	**	**	**	18 10%	13 7%	**
Problems left unresolved/ takes a long time to fix	8 5%	**	**	**	**	**	**	**	8 5%	8 5%	**
General negative comments	6 3%	**	**	**	**	**	**	**	6 3%	6 4%	**
Price keeps increasing	4 2%	**	**	**	**	**	**	**	4 2%	4 2%	**
Overseas call centre	3 1%	**	**	**	**	**	**	**	3 1%	3 2%	**

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



**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 45**

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

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

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

	Total	FIXED BROADBAND PROVIDER								INTERNET BUNDLE	
		BT ~a	EE ~b	PLUSNET ~c	SKY ~d	TALKTALK ~e	VIRGIN MEDIA ~f	OTHERS ~g	ALL h	YES i	NO ~j
Significance Level: 95%											
Unweighted total	219	54	10	9	46	51	36	13	219	198	21
Effective Weighted Sample	169	43	9	8	40	48	30	11	169	154	15
Total	185	50	6	4	52	24	36	13	185	170	15
Difficult to contact anyone at the company	2 1%	** **	** **	** **	** **	** **	** **	** **	2 1%	2 1%	** **
I am considering leaving	2 1%	** **	** **	** **	** **	** **	** **	** **	2 1%	2 1%	** **
Not a trustworthy company	2 1%	** **	** **	** **	** **	** **	** **	** **	2 1%	2 1%	** **
They do not value loyalty	1 1%	** **	** **	** **	** **	** **	** **	** **	1 1%	1 1%	** **
Problems with payment/ billing	1 *%	** **	** **	** **	** **	** **	** **	** **	1 *%	1 1%	** **
Too pushy with their sales	1 *%	** **	** **	** **	** **	** **	** **	** **	1 *%	1 1%	** **
Locked into a contract and can't get out	1 *%	** **	** **	** **	** **	** **	** **	** **	1 *%	* *%	** **
They offer poor deals/ I have seen better deals elsewhere	* *%	** **	** **	** **	** **	** **	** **	** **	* *%	* *%	** **
Other	11 6%	** **	** **	** **	** **	** **	** **	** **	11 6%	8 5%	** **

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 45**

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

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

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

	Total	FIXED BROADBAND PROVIDER							ALL	INTERNET BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS		YES	NO
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	h	i	~j
Unweighted total	219	54	10	9	46	51	36	13	219	198	21
Effective Weighted Sample	169	43	9	8	40	48	30	11	169	154	15
Total	185	50	6	4	52	24	36	13	185	170	15
Don't know/ no reason	2	**	**	**	**	**	**	**	2	1	**
	1%	**	**	**	**	**	**	**	1%	1%	**

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 45**

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

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

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

	NATION					
	Total	ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%		a	~b	~c	~d	e
Unweighted total	219	166	16	29	8	219
Effective Weighted Sample	169	138	15	26	7	169
Total	185	163	9	11	2	185
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	103 55%	89 55%	** **	** **	** **	103 55%
Speed isn't as advertised/ slow	87 47%	76 46%	** **	** **	** **	87 47%
Too expensive/ not good value for money	28 15%	26 16%	** **	** **	** **	28 15%
Poor customer service/ unhelpful	18 10%	16 10%	** **	** **	** **	18 10%
Problems left unresolved/ takes a long time to fix	8 5%	8 5%	** **	** **	** **	8 5%
General negative comments	6 3%	6 4%	** **	** **	** **	6 3%
Price keeps increasing	4 2%	3 2%	** **	** **	** **	4 2%
Overseas call centre	3 1%	2 1%	** **	** **	** **	3 1%

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 45**

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

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

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

	NATION					
	Total	ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%		a	~b	~c	~d	e
Unweighted total	219	166	16	29	8	219
Effective Weighted Sample	169	138	15	26	7	169
Total	185	163	9	11	2	185
Difficult to contact anyone at the company	2 1%	2 1%	** **	** **	** **	2 1%
I am considering leaving	2 1%	2 1%	** **	** **	** **	2 1%
Not a trustworthy company	2 1%	2 1%	** **	** **	** **	2 1%
They do not value loyalty	1 1%	1 1%	** **	** **	** **	1 1%
Problems with payment/ billing	1 *%	1 1%	** **	** **	** **	1 *%
Too pushy with their sales	1 *%	1 1%	** **	** **	** **	1 *%
Locked into a contract and can't get out	1 *%	- -%	** **	** **	** **	1 *%
They offer poor deals/ I have seen better deals elsewhere	* *%	- -%	** **	** **	** **	* *%
Other	11 6%	9 6%	** **	** **	** **	11 6%

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 45**

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

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

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

	NATION					ALL UK
	Total	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 95%		a	~b	~c	~d	e
Unweighted total	219	166	16	29	8	219
Effective Weighted Sample	169	138	15	26	7	169
Total	185	163	9	11	2	185
Don't know/ no reason	2	2	**	**	**	2
	1%	1%	**	**	**	1%

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 46**

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

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

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

Base : Those responsible for and answering about broadband

	Total	FIXED BROADBAND PROVIDER								INTERNET BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2399	507	136	125	604	416	448	163	2399	2186	213
Effective Weighted Sample	1805	384	117	110	454	382	374	132	1805	1640	166
Total	1982	441	93	61	555	207	457	168	1982	1789	193
0 - Extremely Unlikely	78 4%	18 4%	5 5%	2 3%	18 3%	11 6%	19 4%	5 3%	78 4%	72 4%	7 3%
1	24 1%	8 2%	1 1%	* *%	6 1%	2 1%	2 *%	5 3% f	24 1%	21 1%	3 1%
2	27 1%	4 1%	2 2%	* 1%	12 2%	3 1%	5 1%	- -%	27 1%	26 1%	* *%
3	36 2%	3 1%	1 1%	1 2%	10 2%	7 3% ah	11 2%	3 2%	36 2%	33 2%	3 2%
4	57 3%	17 4%	1 1%	1 1%	12 2%	6 3%	14 3%	6 4%	57 3%	50 3%	7 4%
5	162 8%	49 11% f	7 7%	7 11% f	44 8%	19 9%	25 5%	12 7%	162 8%	149 8%	12 6%
6	132 7%	30 7%	9 10% cg	2 3%	32 6%	24 12% acdfgh	31 7%	4 2%	132 7% g	113 6%	19 10%
7	281 14%	66 15%	11 12%	8 14%	92 17% f	34 16%	53 12%	17 10%	281 14%	253 14%	29 15%
8	430 22%	92 21%	22 24%	12 20%	126 23%	43 21%	100 22%	33 20%	430 22%	394 22%	36 19%

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

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Base : Those responsible for and answering about broadband

	Total	FIXED BROADBAND PROVIDER								INTERNET BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	2399	507	136	125	604	416	448	163	2399	2186	213
Effective Weighted Sample	1805	384	117	110	454	382	374	132	1805	1640	166
Total	1982	441	93	61	555	207	457	168	1982	1789	193
9	288	59	12	12	87	24	65	29	288	259	28
	15%	13%	12%	19%	16%	11%	14%	17%	15%	14%	15%
				e							
10 - Extremely Likely	468	94	22	16	116	34	130	55	468	419	49
	24%	21%	24%	27%	21%	16%	29%	33%	24%	23%	25%
				e			adeh	adeh	e		
PROMOTERS (9-10)	756	153	34	28	203	58	196	84	756	678	77
	38%	35%	37%	46%	37%	28%	43%	50%	38%	38%	40%
		e		ae	e		ae	abdeh	e		
PASSIVES (7-8)	711	158	33	21	218	77	154	50	711	646	64
	36%	36%	36%	34%	39%	37%	34%	30%	36%	36%	33%
				g							
DETRACTORS (0-6)	516	130	26	13	134	72	107	35	516	465	51
	26%	29%	28%	21%	24%	35%	23%	21%	26%	26%	26%
		g				cdfgh					
Answered	1982	441	93	61	555	207	457	168	1982	1789	193
NPS (PROMOTERS - DETRACTORS)	12	5	9	25	13	-7	19	29	12	12	14
		e		ae	e		ae	abdeh	e		
Standard deviation	79.19	79.99	80.20	78.36	76.98	79.06	79.21	78.86	79.19	79.06	80.62
Standard error	1.62	3.55	6.88	7.01	3.13	3.88	3.74	6.18	1.62	1.69	5.52

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 46**

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

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

Base : Those responsible for and answering about broadband

	NATION					
	Total	ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e
Unweighted total	2399	1628	271	259	241	2399
Effective Weighted Sample	1805	1372	250	235	208	1805
Total	1982	1665	154	100	63	1982
0 - Extremely Unlikely	78 4%	67 4% d	5 3%	7 7% d	1 1%	78 4% d
1	24 1%	21 1%	1 1%	1 1%	* *%	24 1%
2	27 1%	22 1%	2 1%	2 2%	* 1%	27 1%
3	36 2%	33 2% d	1 1%	2 2% d	- -%	36 2%
4	57 3%	51 3%	2 1%	4 4%	1 1%	57 3%
5	162 8%	140 8%	9 6%	7 7%	6 9%	162 8%
6	132 7%	112 7%	9 6%	4 4%	6 10% c	132 7%
7	281 14%	243 15% c	20 13%	8 8%	10 16% c	281 14% c
8	430 22%	357 21%	40 26% c	18 18%	15 24%	430 22%

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



**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

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

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

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

Base : Those responsible for and answering about broadband

	Total	NATION				
		ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
		a	b	c	d	e
Significance Level: 95%						
Unweighted total	2399	1628	271	259	241	2399
Effective Weighted Sample	1805	1372	250	235	208	1805
Total	1982	1665	154	100	63	1982
9	288	229	29	13	17	288
	15%	14%	19%	14%	26%	15%
			a		abce	
10 - Extremely Likely	468	391	36	34	7	468
	24%	23%	23%	34%	11%	24%
		d	d	abde		d
PROMOTERS (9-10)	756	620	65	48	24	756
	38%	37%	42%	48%	38%	38%
				ade		
PASSIVES (7-8)	711	600	60	26	25	711
	36%	36%	39%	26%	40%	36%
		c	c		c	c
DETRACTORS (0-6)	516	446	30	26	14	516
	26%	27%	19%	26%	22%	26%
		b				b
Answered	1982	1665	154	100	63	1982
NPS (PROMOTERS - DETRACTORS)	12	10	22	22	15	12
			a	a		
Standard deviation	79.19	79.33	75.11	83.78	76.50	79.19
Standard error	1.62	1.97	4.56	5.21	4.93	1.62

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 49**

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

**QN7. Why would you not particularly recommend (FIXED BROADBAND PROVIDER) as a broadband provider? (MULTI CODE)**

Base : Those responsible for and answering about fixed broadband that are not dissatisfied with the overall service provided by their broadband provider who would not recommend their broadband provider

	Total	FIXED BROADBAND PROVIDER								INTERNET BUNDLE	
		BT ~a	EE ~b	PLUSNET ~c	SKY ~d	TALKTALK ~e	VIRGIN MEDIA ~f	OTHERS ~g	ALL h	YES ~i	NO ~j
Significance Level: 95%											
Unweighted total	105	21	7	3	20	21	25	8	105	94	11
Effective Weighted Sample	84	18	6	3	18	18	21	6	84	76	8
Total	87	20	6	1	20	10	22	8	87	77	9
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	24 28%	**	**	**	**	**	**	**	24 28%	**	**
Too expensive/ not good value for money	23 27%	**	**	**	**	**	**	**	23 27%	**	**
Speed isn't as advertised/ slow	17 19%	**	**	**	**	**	**	**	17 19%	**	**
Poor customer service/ unhelpful	13 15%	**	**	**	**	**	**	**	13 15%	**	**
Problems left unresolved/ takes a long time to fix	5 5%	**	**	**	**	**	**	**	5 5%	**	**
I do not recommend/ I don't use it enough/ know enough to recommend	4 5%	**	**	**	**	**	**	**	4 5%	**	**
Price keeps increasing	4 5%	**	**	**	**	**	**	**	4 5%	**	**

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 49**

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

**QN7. Why would you not particularly recommend (FIXED BROADBAND PROVIDER) as a broadband provider? (MULTI CODE)**

Base : Those responsible for and answering about fixed broadband that are not dissatisfied with the overall service provided by their broadband provider who would not recommend their broadband provider

	Total	FIXED BROADBAND PROVIDER								INTERNET BUNDLE	
		BT ~a	EE ~b	PLUSNET ~c	SKY ~d	TALKTALK ~e	VIRGIN MEDIA ~f	OTHERS ~g	ALL h	YES ~i	NO ~j
Significance Level: 95%											
Unweighted total	105	21	7	3	20	21	25	8	105	94	11
Effective Weighted Sample	84	18	6	3	18	18	21	6	84	76	8
Total	87	20	6	1	20	10	22	8	87	77	9
They offer poor deals/ I have seen better deals elsewhere	3 4%	**	**	**	**	**	**	**	3 4%	**	**
General negative comments	3 4%	**	**	**	**	**	**	**	3 4%	**	**
Difficult to contact anyone at the company	2 2%	**	**	**	**	**	**	**	2 2%	**	**
They do not value loyalty	2 2%	**	**	**	**	**	**	**	2 2%	**	**
Not a trustworthy company	1 2%	**	**	**	**	**	**	**	1 2%	**	**
Receive lots of unwanted communication	1 1%	**	**	**	**	**	**	**	1 1%	**	**
Overseas call centre	* *%	**	**	**	**	**	**	**	* *%	**	**
Locked into a contract and can't get out	* *%	**	**	**	**	**	**	**	* *%	**	**
Other	6 7%	**	**	**	**	**	**	**	6 7%	**	**

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 49**

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

**Q7. Why would you not particularly recommend (FIXED BROADBAND PROVIDER) as a broadband provider? (MULTI CODE)**

Base : Those responsible for and answering about fixed broadband that are not dissatisfied with the overall service provided by their broadband provider who would not recommend their broadband provider

	Total	FIXED BROADBAND PROVIDER								INTERNET BUNDLE	
		BT	EE	PLUSNET	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	h	~i	~j
Unweighted total	105	21	7	3	20	21	25	8	105	94	11
Effective Weighted Sample	84	18	6	3	18	18	21	6	84	76	8
Total	87	20	6	1	20	10	22	8	87	77	9
Don't know/ no reason	8	**	**	**	**	**	**	**	8	**	**
	9%	**	**	**	**	**	**	**	9%	**	**

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 49**

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

**QN7. Why would you not particularly recommend (FIXED BROADBAND PROVIDER) as a broadband provider? (MULTI CODE)**

Base : Those responsible for and answering about fixed broadband that are not dissatisfied with the overall service provided by their broadband provider who would not recommend their broadband provider

	NATION					
	Total	ENGLAND ~a	SCOTLAND ~b	WALES ~c	IRELAND ~d	ALL UK e
Significance Level: 95%						
Unweighted total	105	80	5	15	5	105
Effective Weighted Sample	84	69	5	13	5	84
Total	87	76	3	6	1	87
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	24 28%	** **	** **	** **	** **	24 28%
Too expensive/ not good value for money	23 27%	** **	** **	** **	** **	23 27%
Speed isn't as advertised/ slow	17 19%	** **	** **	** **	** **	17 19%
Poor customer service/ unhelpful	13 15%	** **	** **	** **	** **	13 15%
Problems left unresolved/ takes a long time to fix	5 5%	** **	** **	** **	** **	5 5%
I do not recommend/ I don't use it enough/ know enough to recommend	4 5%	** **	** **	** **	** **	4 5%
Price keeps increasing	4 5%	** **	** **	** **	** **	4 5%

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 49**

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

**Q7. Why would you not particularly recommend (FIXED BROADBAND PROVIDER) as a broadband provider? (MULTI CODE)**

Base : Those responsible for and answering about fixed broadband that are not dissatisfied with the overall service provided by their broadband provider who would not recommend their broadband provider

	NATION					
	Total	ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%		~a	~b	~c	~d	e
Unweighted total	105	80	5	15	5	105
Effective Weighted Sample	84	69	5	13	5	84
Total	87	76	3	6	1	87
They offer poor deals/ I have seen better deals elsewhere	3 4%	**	**	**	**	3 4%
General negative comments	3 4%	**	**	**	**	3 4%
Difficult to contact anyone at the company	2 2%	**	**	**	**	2 2%
They do not value loyalty	2 2%	**	**	**	**	2 2%
Not a trustworthy company	1 2%	**	**	**	**	1 2%
Receive lots of unwanted communication	1 1%	**	**	**	**	1 1%
Overseas call centre	* *%	**	**	**	**	* *%
Locked into a contract and can't get out	* *%	**	**	**	**	* *%
Other	6 7%	**	**	**	**	6 7%

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 49**

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

**QN7. Why would you not particularly recommend (FIXED BROADBAND PROVIDER) as a broadband provider? (MULTI CODE)**

Base : Those responsible for and answering about fixed broadband that are not dissatisfied with the overall service provided by their broadband provider who would not recommend their broadband provider

	NATION					ALL UK
	Total	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 95%		~a	~b	~c	~d	e
Unweighted total	105	80	5	15	5	105
Effective Weighted Sample	84	69	5	13	5	84
Total	87	76	3	6	1	87
Don't know/ no reason	8	**	**	**	**	8
	9%	**	**	**	**	9%

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 50**

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

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

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

	Total	PAY TV PROVIDER						PAY TV BUNDLE	
		BT ~a	SKY ~b	TALKTALK ~c	VIRGIN MEDIA ~d	OTHERS ~e	ALL ~f	YES ~g	NO ~h
Significance Level: 95%									
Unweighted total	85	10	45	4	20	6	85	61	24
Effective Weighted Sample	65	8	34	3	17	5	65	49	19
Total	72	10	33	2	23	4	72	59	13
Too expensive/ not good value for money	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Poor TV reception	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Poor customer service/ unhelpful	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Too many repeats/ low quality programming/ too many channels/ poor selection of channels/not enough new content	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Price keeps increasing	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Speed isn't as advertised/ slow	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Problems left unresolved/ takes a long time to fix	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**

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



**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 50**

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

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

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

	Total	PAY TV PROVIDER						PAY TV BUNDLE	
		BT ~a	SKY ~b	TALKTALK ~c	VIRGIN MEDIA ~d	OTHERS ~e	ALL ~f	YES ~g	NO ~h
Significance Level: 95%									
Unweighted total	85	10	45	4	20	6	85	61	24
Effective Weighted Sample	65	8	34	3	17	5	65	49	19
Total	72	10	33	2	23	4	72	59	13
They do not value loyalty	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
General negative comments	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
They offer poor deals/ I have seen better deals elsewhere	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Difficult to contact anyone at the company	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
For the money I'm paying I don't get a lot of TV channels	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Locked into a contract and can't get out	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Other	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Don't know/ no reason	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 50**

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

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

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

	NATION					
	Total	ENGLAND ~a	SCOTLAND ~b	WALES ~c	IRELAND ~d	ALL UK ~e
Significance Level: 95%						
Unweighted total	85	58	6	12	9	85
Effective Weighted Sample	65	51	6	12	8	65
Total	72	62	3	4	2	72
Too expensive/ not good value for money	**	**	**	**	**	**
	**	**	**	**	**	**
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	**	**	**	**	**	**
	**	**	**	**	**	**
Poor TV reception	**	**	**	**	**	**
	**	**	**	**	**	**
Poor customer service/ unhelpful	**	**	**	**	**	**
	**	**	**	**	**	**
Too many repeats/ low quality programming/ too many channels/ poor selection of channels/not enough new content	**	**	**	**	**	**
	**	**	**	**	**	**
Price keeps increasing	**	**	**	**	**	**
	**	**	**	**	**	**
Speed isn't as advertised/ slow	**	**	**	**	**	**
	**	**	**	**	**	**
Problems left unresolved/ takes a long time to fix	**	**	**	**	**	**
	**	**	**	**	**	**

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 50**

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

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

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

	NATION					
	Total	ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%		~a	~b	~c	~d	~e
Unweighted total	85	58	6	12	9	85
Effective Weighted Sample	65	51	6	12	8	65
Total	72	62	3	4	2	72
They do not value loyalty	**	**	**	**	**	**
	**	**	**	**	**	**
General negative comments	**	**	**	**	**	**
	**	**	**	**	**	**
They offer poor deals/ I have seen better deals elsewhere	**	**	**	**	**	**
	**	**	**	**	**	**
Difficult to contact anyone at the company	**	**	**	**	**	**
	**	**	**	**	**	**
For the money I'm paying I don't get a lot of TV channels	**	**	**	**	**	**
	**	**	**	**	**	**
Locked into a contract and can't get out	**	**	**	**	**	**
	**	**	**	**	**	**
Other	**	**	**	**	**	**
	**	**	**	**	**	**
Don't know/ no reason	**	**	**	**	**	**
	**	**	**	**	**	**

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 51**

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

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

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

Base : Those responsible for and answering about pay TV

	Total	PAY TV PROVIDER					PAY TV BUNDLE		
		BT	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	~e	f	g	h
Unweighted total	1576	151	870	116	356	83	1576	1183	393
Effective Weighted Sample	1184	103	654	99	291	60	1184	893	291
Total	1340	106	746	62	355	71	1340	1019	321
0 - Extremely Unlikely	30 2%	* *%	18 2%	* 1%	10 3%	** **	30 2%	20 2%	10 3%
1	11 1%	2 2%	8 1%	- -%	1 *%	** **	11 1%	9 1%	1 *%
2	18 1%	2 2%	5 1%	1 1%	9 3%	** **	18 1%	14 1%	4 1%
3	21 2%	1 1%	11 1%	2 3%	5 1%	** **	21 2%	18 2%	3 1%
4	33 2%	3 3%	12 2%	2 2%	12 3%	** **	33 2%	24 2%	9 3%
5	84 6%	13 12%	45 6%	5 7%	20 6%	** **	84 6%	55 5%	29 9%
6	101 8%	bdf 14 13%	53 7%	6 10%	19 5%	** **	101 8%	75 7%	26 8%
7	200 15%	8 8%	120 16%	14 22%	46 13%	** **	200 15%	158 16%	41 13%
8	297 22%	24 23%	166 22%	9 15%	84 24%	** **	297 22%	224 22%	73 23%

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 51**

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

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

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

Base : Those responsible for and answering about pay TV

	Total	PAY TV PROVIDER					PAY TV BUNDLE		
		BT	SKY	TALKTALK	VIRGIN MEDIA	OTHERS	ALL	YES	NO
Significance Level: 95%		a	b	c	d	~e	f	g	h
Unweighted total	1576	151	870	116	356	83	1576	1183	393
Effective Weighted Sample	1184	103	654	99	291	60	1184	893	291
Total	1340	106	746	62	355	71	1340	1019	321
9	223	18	133	11	52	**	223	171	53
	17%	17%	18%	18%	15%	**	17%	17%	16%
10 - Extremely Likely	323	22	175	12	96	**	323	250	73
	24%	21%	23%	20%	27%	**	24%	25%	23%
PROMOTERS (9-10)	546	40	308	23	148	**	546	421	125
	41%	37%	41%	37%	42%	**	41%	41%	39%
PASSIVES (7-8)	496	33	286	23	131	**	496	383	114
	37%	31%	38%	38%	37%	**	37%	38%	35%
DETRACTORS (0-6)	297	34	152	15	77	**	297	215	82
	22%	32%	20%	25%	22%	**	22%	21%	25%
		bdf							
Answered	1340	106	746	62	355	**	1340	1019	321
NPS (PROMOTERS - DETRACTORS)	19	6	21	13	20	**	19	20	14
Standard deviation	77.15	83.44	75.72	78.51	77.01	**	77.15	76.43	79.30
Standard error	1.94	6.79	2.57	7.29	4.08	**	1.94	2.22	4.00

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 51**

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

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

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

Base : Those responsible for and answering about pay TV

	Total	NATION				
		ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
		a	b	c	d	e
Significance Level: 95%						
Unweighted total	1576	1000	188	176	212	1576
Effective Weighted Sample	1184	879	174	164	187	1184
Total	1340	1112	107	67	53	1340
0 - Extremely Unlikely	30 2%	27 2%	1 1%	1 1%	1 1%	30 2%
1	11 1%	10 1%	- -%	* 1%	* 1%	11 1%
2	18 1%	15 1%	2 2%	1 1%	* 1%	18 1%
3	21 2%	18 2%	1 1%	1 2%	1 1%	21 2%
4	33 2%	28 3%	2 2%	1 2%	1 2%	33 2%
5	84 6%	72 7%	6 5%	3 4%	4 7%	84 6%
6	101 8%	85 8%	6 5%	6 9%	5 9%	101 8%
7	200 15%	173 16% d	15 14%	7 10%	5 9%	200 15% d
8	297 22%	237 21%	35 33% ace	12 17%	13 25%	297 22%
9	223 17%	179 16%	16 15%	11 16%	16 31% abce	223 17%

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 51**

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

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

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

Base : Those responsible for and answering about pay TV

	Total	NATION				
		ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e
Unweighted total	1576	1000	188	176	212	1576
Effective Weighted Sample	1184	879	174	164	187	1184
Total	1340	1112	107	67	53	1340
10 - Extremely Likely	323	268	23	25	7	323
	24%	24%	21%	37%	14%	24%
		d		abde		d
PROMOTERS (9-10)	546	448	39	36	24	546
	41%	40%	36%	53%	45%	41%
				abe		
PASSIVES (7-8)	496	410	50	19	18	496
	37%	37%	47%	28%	34%	37%
		c	acde			c
DETRACTORS (0-6)	297	255	18	13	11	297
	22%	23%	17%	19%	21%	22%
Answered	1340	1112	107	67	53	1340
NPS (PROMOTERS - DETRACTORS)	19	17	20	34	24	19
				ae		
Standard deviation	77.15	77.60	70.48	78.54	78.52	77.15
Standard error	1.94	2.45	5.14	5.92	5.39	1.94

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 54**

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

**QN8. Why would you not particularly recommend (PAY TV PROVIDER) as a pay TV provider? (MULTI CODE)**

Base : Those responsible for and answering about pay TV that are not dissatisfied with the overall service provided by their pay TV provider who would not recommend their pay TV provider

	Total	PAY TV PROVIDER						PAY TV BUNDLE	
		BT ~a	SKY ~b	TALKTALK ~c	VIRGIN MEDIA ~d	OTHERS ~e	ALL ~f	YES ~g	NO ~h
Significance Level: 95%									
Unweighted total	68	6	36	6	16	4	68	47	21
Effective Weighted Sample	54	5	30	6	14	3	54	39	15
Total	60	4	32	3	16	6	60	42	18
Too expensive/ not good value for money	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Poor customer service/ unhelpful	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
I do not recommend/ I don't use it enough/ know enough to recommend	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Too many repeats/ low quality programming/ too many channels/ poor selection of channels/not enough new content	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
They offer poor deals/ I have seen better deals elsewhere	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**

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



**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 54**

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

**QN8. Why would you not particularly recommend (PAY TV PROVIDER) as a pay TV provider? (MULTI CODE)**

Base : Those responsible for and answering about pay TV that are not dissatisfied with the overall service provided by their pay TV provider who would not recommend their pay TV provider

	Total	PAY TV PROVIDER						PAY TV BUNDLE	
		BT ~a	SKY ~b	TALKTALK ~c	VIRGIN MEDIA ~d	OTHERS ~e	ALL ~f	YES ~g	NO ~h
Significance Level: 95%									
Unweighted total	68	6	36	6	16	4	68	47	21
Effective Weighted Sample	54	5	30	6	14	3	54	39	15
Total	60	4	32	3	16	6	60	42	18
General negative comments	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Price keeps increasing	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
They do not value loyalty	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Too pushy with their sales	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Problems left unresolved/ takes a long time to fix	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Difficult to contact anyone at the company	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Poor TV reception	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
I am considering leaving	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Other	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**
Don't know/ no reason	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 54**

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

**QN8. Why would you not particularly recommend (PAY TV PROVIDER) as a pay TV provider? (MULTI CODE)**

Base : Those responsible for and answering about pay TV that are not dissatisfied with the overall service provided by their pay TV provider who would not recommend their pay TV provider

	NATION					ALL UK
	Total	ENGLAND ~a	SCOTLAND ~b	WALES ~c	IRELAND ~d	
Significance Level: 95%						~e
Unweighted total	68	51	10	3	4	68
Effective Weighted Sample	54	44	9	2	4	54
Total	60	53	5	1	1	60
Too expensive/ not good value for money	**	**	**	**	**	**
	**	**	**	**	**	**
Poor customer service/ unhelpful	**	**	**	**	**	**
	**	**	**	**	**	**
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	**	**	**	**	**	**
	**	**	**	**	**	**
I do not recommend/ I don't use it enough/ know enough to recommend	**	**	**	**	**	**
	**	**	**	**	**	**
Too many repeats/ low quality programming/ too many channels/ poor selection of channels/not enough new content	**	**	**	**	**	**
	**	**	**	**	**	**
They offer poor deals/ I have seen better deals elsewhere	**	**	**	**	**	**
	**	**	**	**	**	**

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 54**

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

**QN8. Why would you not particularly recommend (PAY TV PROVIDER) as a pay TV provider? (MULTI CODE)**

Base : Those responsible for and answering about pay TV that are not dissatisfied with the overall service provided by their pay TV provider who would not recommend their pay TV provider

	NATION					
	Total	ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%		~a	~b	~c	~d	~e
Unweighted total	68	51	10	3	4	68
Effective Weighted Sample	54	44	9	2	4	54
Total	60	53	5	1	1	60
General negative comments	**	**	**	**	**	**
	**	**	**	**	**	**
Price keeps increasing	**	**	**	**	**	**
	**	**	**	**	**	**
They do not value loyalty	**	**	**	**	**	**
	**	**	**	**	**	**
Too pushy with their sales	**	**	**	**	**	**
	**	**	**	**	**	**
Problems left unresolved/ takes a long time to fix	**	**	**	**	**	**
	**	**	**	**	**	**
Difficult to contact anyone at the company	**	**	**	**	**	**
	**	**	**	**	**	**
Poor TV reception	**	**	**	**	**	**
	**	**	**	**	**	**
I am considering leaving	**	**	**	**	**	**
	**	**	**	**	**	**
Other	**	**	**	**	**	**
	**	**	**	**	**	**
Don't know/ no reason	**	**	**	**	**	**
	**	**	**	**	**	**

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 55**

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

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

Base : All respondents

	Total	GENDER		AGE						ALL UK	LOCATION	
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h		URBAN j	RURAL k
Significance Level: 95%												
Unweighted total	3378	1646	1732	391	476	613	586	527	783	3378	2891	478
Effective Weighted Sample	2579	1254	1326	322	384	497	465	418	623	2579	2241	332
Total	3000	1496	1504	488	495	666	445	402	503	3000	2634	358
Bank current account	2633 88%	1306 87%	1327 88%	388 80%	434 88%	591 89%	406 91%	359 89%	454 90%	2633 88%	2327 88%	298 83%
Electricity supplier	2261 75%	1146 77%	1115 74%	133 27%	348 70%	565 85%	392 88%	356 89%	466 93%	2261 75%	1982 75%	271 76%
Gas supplier	2047 68%	1044 70%	1004 67%	132 27%	307 62%	523 78%	367 82%	309 77%	409 81%	2047 68%	1861 71%	181 50%
None of these	169 6%	86 6%	83 6%	73 15%	25 5%	27 4%	11 2%	17 4%	16 3%	169 6%	148 6%	20 6%
				defghi	f					fh		

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 55**

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

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

Base : All respondents

	Total	SOCIO-ECONOMIC GROUP							NATION				
		AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	IRELAND	N ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	3378	784	1058	660	876	1842	1536	3378	2228	403	386	361	3378
Effective Weighted Sample	2579	603	805	516	672	1403	1180	2579	1932	375	354	321	2579
Total	3000	775	915	514	796	1690	1310	3000	2497	249	157	97	3000
Bank current account	2633	697	808	445	683	1505	1128	2633	2194	212	139	88	2633
	88%	90%	88%	87%	86%	89%	86%	88%	88%	85%	88%	91%	88%
		df				df						i	
Electricity supplier	2261	614	636	384	626	1250	1010	2261	1859	198	125	79	2261
	75%	79%	70%	75%	79%	74%	77%	75%	74%	80%	79%	81%	75%
		beg		b	be	b	b	b		h		hl	
Gas supplier	2047	553	587	346	560	1140	907	2047	1722	179	113	33	2047
	68%	71%	64%	67%	70%	67%	69%	68%	69%	72%	72%	34%	68%
		b		b	b	b	b	b	k	k	k		k
None of these	169	30	53	37	49	83	86	169	138	12	12	6	169
	6%	4%	6%	7%	6%	5%	7%	6%	6%	5%	8%	6%	6%
				ae			a						

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 56**

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

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

Base : Those making decisions for their bank account

	Total	GENDER		AGE						LOCATION		
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	ALL UK i	URBAN j	RURAL k
Significance Level: 95%												
Unweighted total	3016	1463	1553	306	421	548	546	476	717	3016	2593	414
Effective Weighted Sample	2291	1108	1184	254	337	444	431	376	568	2291	1999	288
Total	2633	1306	1327	388	434	591	406	359	454	2633	2327	298
Barclays	463 18%	234 18%	229 17%	95 24% dfghi	76 17%	119 20% gh	64 16%	50 14%	59 13%	463 18% h	415 18%	46 15%
Lloyds	358 14%	174 13%	185 14%	59 15%	71 16% f	69 12%	46 11%	47 13%	66 15%	358 14%	324 14%	32 11%
NatWest	322 12%	158 12%	164 12%	33 9%	61 14% c	73 12%	54 13%	41 11%	59 13%	322 12%	286 12%	36 12%
Santander	282 11%	139 11%	143 11%	48 12%	52 12%	49 8%	37 9%	48 13% e	49 11%	282 11%	252 11%	29 10%
Halifax	277 11%	141 11%	136 10%	49 13% h	53 12% h	68 12% h	46 11% h	30 8% h	31 7%	277 11% h	256 11% k	21 7%
HSBC	218 8%	109 8%	109 8%	21 5%	34 8%	63 11% c	35 9%	30 8%	36 8%	218 8%	191 8%	26 9%
Nationwide	180 7%	97 7%	83 6%	25 6%	20 5%	32 5%	30 7%	28 8%	44 10% dei	180 7%	145 6%	35 12% j
TSB	103 4%	43 3%	60 5%	7 2%	16 4%	21 4%	19 5% c	13 4%	26 6% c	103 4%	89 4%	14 5%
RBS	90 3%	43 3%	47 4%	12 3%	17 4%	16 3%	15 4%	14 4%	15 3%	90 3%	74 3%	16 5%
Bank of Scotland	83 3%	36 3%	47 4%	16 4%	10 2%	18 3%	15 4%	9 3%	15 3%	83 3%	70 3%	13 4%

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 56**

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

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

Base : Those making decisions for their bank account

	Total	GENDER		AGE						LOCATION		
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	ALL UK i	URBAN j	RURAL k
Significance Level: 95%												
Unweighted total	3016	1463	1553	306	421	548	546	476	717	3016	2593	414
Effective Weighted Sample	2291	1108	1184	254	337	444	431	376	568	2291	1999	288
Total	2633	1306	1327	388	434	591	406	359	454	2633	2327	298
Co-op bank	50 2%	23 2%	27 2%	9 2%	1 *%	11 2%	8 2%	10 3%	11 2%	50 2%	45 2%	5 2%
First Direct	43 2%	26 2%	17 1%	3 1%	2 *%	18 3%	6 1%	9 2%	6 1%	43 2%	33 1%	9 3%
Ulster Bank	25 1%	12 1%	14 1%	5 1%	4 1%	5 1%	5 1%	3 1%	4 1%	25 1%	19 1%	5 2%
Yorkshire Building Society	13 *%	7 1%	6 *%	2 *%	2 *%	4 1%	1 *%	1 *%	3 1%	13 *%	13 1%	- -%
Other	126 5%	63 5%	62 5%	4 1%	15 4%	24 4%	25 6%	25 7%	31 7%	126 5%	115 5%	11 4%
						c	c	cd	cdei	c		

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 56**

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

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

Base : Those making decisions for their bank account

	SOCIO-ECONOMIC GROUP							NATION					
	Total	AB a	C1 b	C2 c	DE d	ABC1 e	C2DE f	ALL UK g	ENGLAND h	SCOTLAND i	WALES j	IRELAND k	ALL UK l
Significance Level: 95%													
Unweighted total	3016	707	962	583	764	1669	1347	3016	1991	347	346	332	3016
Effective Weighted Sample	2291	543	729	457	582	1264	1030	2291	1719	322	318	293	2291
Total	2633	697	808	445	683	1505	1128	2633	2194	212	139	88	2633
Barclays	463 18%	122 17%	154 19%	77 17%	110 16%	276 18%	187 17%	463 18%	430 20% ik	9 4% k	23 16% ik	1 1%	463 18% ik
Lloyds	358 14%	100 14%	103 13%	61 14%	95 14%	203 13%	156 14%	358 14%	333 15% ik	3 1%	21 15% ik	1 1%	358 14% ik
NatWest	322 12%	73 10%	104 13%	50 11%	95 14%	177 12%	145 13%	322 12%	292 13% ik	3 1%	25 18% hikl	1 2%	322 12% ik
Santander	282 11%	94 13% bc	70 9%	36 8%	82 12% c	164 11%	118 10%	282 11%	232 11%	22 10%	12 9%	16 18% hijl	282 11%
Halifax	277 11%	55 8%	90 11%	57 13% a	75 11%	145 10%	132 12% a	277 11%	242 11% i	6 3%	15 11% i	15 17% hijl	277 11% i
HSBC	218 8%	66 9%	67 8%	38 8%	47 7%	134 9%	84 7%	218 8%	199 9% ik	1 1%	14 10% ik	3 3% i	218 8% ik
Nationwide	180 7%	44 6%	53 7%	40 9%	42 6%	97 6%	82 7%	180 7%	152 7%	10 5%	10 7%	7 8%	180 7%
TSB	103 4%	22 3%	29 4%	17 4%	35 5%	51 3%	52 5%	103 4%	82 4% k	15 7% hkl	6 5% k	1 1%	103 4% k
RBS	90 3%	26 4%	30 4%	14 3%	20 3%	55 4%	34 3%	90 3%	32 1%	55 26% hijkl	1 1%	1 1%	90 3% hjk
Bank of Scotland	83 3%	21 3%	23 3%	15 3%	23 3%	45 3%	38 3%	83 3%	15 1%	67 32% hijkl	* *% hijkl	1 1%	83 3% hjk

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



**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 56**

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

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

Base : Those making decisions for their bank account

	SOCIO-ECONOMIC GROUP								NATION				
	Total	AB a	C1 b	C2 c	DE d	ABC1 e	C2DE f	ALL UK g	ENGLAND h	SCOTLAND i	WALES j	IRELAND k	ALL UK l
Significance Level: 95%													
Unweighted total	3016	707	962	583	764	1669	1347	3016	1991	347	346	332	3016
Effective Weighted Sample	2291	543	729	457	582	1264	1030	2291	1719	322	318	293	2291
Total	2633	697	808	445	683	1505	1128	2633	2194	212	139	88	2633
Co-op bank	50 2%	11 2%	17 2%	6 1%	17 2%	28 2%	22 2%	50 2%	45 2% ik	1 *% ik	5 3% ik	- -%	50 2% k
First Direct	43 2%	21 3% cdfg	17 2% cdf	3 1%	3 *% *	37 2% cdf	6 1%	43 2% df	38 2%	2 1%	2 1%	1 2%	43 2%
Ulster Bank	25 1%	5 1%	9 1%	5 1%	6 1%	14 1%	11 1%	25 1%	- -%	- -%	- -%	25 28% hijl	25 1% h
Yorkshire Building Society	13 *% b	7 1% b	1 *% *	2 *% *	3 *% *	8 1% *	5 *% *	13 *% *	12 1% *	- -% *	* *% *	- -% *	13 *% *
Other	126 5%	31 4%	39 5%	25 6%	31 5%	70 5%	56 5%	126 5%	89 4%	18 8% hjl	4 3%	16 18% hijl	126 5%

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 57**

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

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

Base : Those making decisions for their bank account

	Total	GENDER		AGE						ALL UK	LOCATION	
		MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+		URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	3016	1463	1553	306	421	548	546	476	717	3016	2593	414
Effective Weighted Sample	2291	1108	1184	254	337	444	431	376	568	2291	1999	288
Total	2633	1306	1327	388	434	591	406	359	454	2633	2327	298
Base for % (Unweighted and weighted)	3004	1459	1545	304	421	547	544	475	711	3004	2582	413
	2626	1303	1323	387	434	591	404	358	452	2626	2320	298
Very satisfied	1625	772	853	245	266	334	248	222	310	1625	1434	186
	62%	59%	64%	63%	61%	57%	61%	62%	69%	62%	62%	63%
			a						defgi	e		
Fairly satisfied	842	449	393	127	147	219	128	107	114	842	747	92
	32%	34%	30%	33%	34%	37%	32%	30%	25%	32%	32%	31%
		b		h	h	ghi	h			h		
Neither/ nor	106	55	52	12	13	26	19	20	16	106	98	8
	4%	4%	4%	3%	3%	4%	5%	6%	4%	4%	4%	3%
Fairly dissatisfied	31	18	14	2	4	7	6	5	7	31	24	7
	1%	1%	1%	*%	1%	1%	2%	1%	2%	1%	1%	2%
Very dissatisfied	22	10	12	2	4	4	3	5	4	22	18	3
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
<b>SUMMARY CODES</b>												
TOTAL SATISFIED	2467	1221	1246	371	413	553	376	328	424	2467	2180	279
	94%	94%	94%	96%	95%	94%	93%	92%	94%	94%	94%	94%
				g								
TOTAL DISSATISFIED	53	28	25	4	8	11	9	9	11	53	42	11
	2%	2%	2%	1%	2%	2%	2%	3%	3%	2%	2%	4%
Don't know	7	3	4	1	-	*	2	1	3	7	7	*

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 57**

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

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

Base : Those making decisions for their bank account

	SOCIO-ECONOMIC GROUP							NATION					
	Total	AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	IRELAND	N ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	3016	707	962	583	764	1669	1347	3016	1991	347	346	332	3016
Effective Weighted Sample	2291	543	729	457	582	1264	1030	2291	1719	322	318	293	2291
Total	2633	697	808	445	683	1505	1128	2633	2194	212	139	88	2633
Base for % (Unweighted and weighted)	3004	703	959	581	761	1662	1342	3004	1986	346	345	327	3004
	2626	694	805	444	682	1499	1127	2626	2189	212	139	87	2626
Very satisfied	1625	377	492	305	451	869	756	1625	1344	114	113	55	1625
	62%	54%	61%	69%	66%	58%	67%	62%	61%	54%	81%	63%	62%
			a	abeg	ae		abeg	ae	i		hikl	i	i
Fairly satisfied	842	272	263	115	191	536	306	842	713	82	19	28	842
	32%	39%	33%	26%	28%	36%	27%	32%	33%	39%	13%	32%	32%
		bcdfg	cf			cdfg		cf	j	hjl		j	j
Neither/ nor	106	34	30	15	28	63	43	106	93	7	4	4	106
	4%	5%	4%	3%	4%	4%	4%	4%	4%	3%	3%	4%	4%
Fairly dissatisfied	31	5	11	5	10	16	15	31	24	5	3	-	31
	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	-%	1%
										k	k		
Very dissatisfied	22	6	10	3	2	16	6	22	16	4	1	*	22
	1%	1%	1%	1%	-%	1%	1%	1%	1%	2%	1%	-%	1%
										hl			
<b>SUMMARY CODES</b>													
TOTAL SATISFIED	2467	649	755	420	642	1405	1062	2467	2056	196	131	83	2467
	94%	94%	94%	95%	94%	94%	94%	94%	94%	93%	94%	95%	94%
TOTAL DISSATISFIED	53	11	21	9	12	32	21	53	40	9	4	*	53
	2%	2%	3%	2%	2%	2%	2%	2%	2%	4%	3%	-%	2%
										hkl	k		k
Don't know	7	3	2	1	1	5	2	7	5	*	*	1	7

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 58**

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

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

Base : Those making decisions for gas supply

	Total	GENDER		AGE						LOCATION		
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	ALL UK i	URBAN j	RURAL k
Significance Level: 95%												
Unweighted total	2354	1165	1189	104	302	464	469	386	627	2354	2107	241
Effective Weighted Sample	1842	913	930	86	245	387	378	319	510	1842	1665	173
Total	2047	1044	1004	132	307	523	367	309	409	2047	1861	181
British Gas	592 29%	323 31% b	269 27%	45 34%	75 24%	143 27%	110 30%	79 25%	141 34% degi	592 29%	528 28%	62 34%
E.ON UK	209 10%	115 11%	94 9%	14 11%	42 14%	47 9%	36 10%	32 10%	37 9%	209 10%	186 10%	23 13%
Scottish Power	181 9%	105 10%	76 8%	7 5%	30 10%	39 7%	29 8%	37 12% e	39 10%	181 9%	165 9%	16 9%
EDF	168 8%	88 8%	80 8%	16 12%	19 6%	53 10%	27 7%	22 7%	30 7%	168 8%	150 8%	17 9%
Npower	167 8%	82 8%	85 8%	5 4%	27 9%	51 10%	32 9%	24 8%	27 7%	167 8%	159 9% k	7 4%
SSE	162 8%	77 7%	86 9%	12 9%	23 7%	37 7%	25 7%	24 8%	42 10%	162 8%	146 8%	16 9%
OVO Energy	74 4%	32 3%	42 4%	3 2%	16 5% h	19 4%	13 4%	14 5% h	9 2%	74 4%	70 4%	3 2%
First Utility	56 3%	30 3%	27 3%	3 2%	8 2%	11 2%	14 4%	10 3%	10 2%	56 3%	54 3%	2 1%
Utilita Energy	54 3%	18 2%	36 4% a	8 6% egh	17 6% eghi	11 2% h	12 3% h	4 1% h	2 1% h	54 3% h	51 3%	3 1%
Bulb	39 2%	14 1%	25 2%	1 1%	8 3%	12 2%	8 2%	3 1%	6 2%	39 2%	34 2%	5 3%
Utility Warehouse	31 2%	11 1%	20 2%	2 1%	8 2% f	8 1%	2 1%	7 2%	6 1%	31 2%	27 1%	4 2%

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 58**

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

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

Base : Those making decisions for gas supply

	Total	GENDER		AGE						LOCATION		
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	ALL UK i	URBAN j	RURAL k
Significance Level: 95%												
Unweighted total	2354	1165	1189	104	302	464	469	386	627	2354	2107	241
Effective Weighted Sample	1842	913	930	86	245	387	378	319	510	1842	1665	173
Total	2047	1044	1004	132	307	523	367	309	409	2047	1861	181
Sainsbury's Energy	25 1%	15 1%	10 1%	- -%	2 *%	6 1%	9 2%	5 2%	4 1%	25 1%	24 1%	1 1%
Octopus	20 1%	15 1%	6 1%	- -%	- -%	8 1%	5 1%	4 1%	4 1%	20 1%	18 1%	2 1%
Co-op Energy/ The Co-operative Energy	18 1%	7 1%	11 1%	2 1%	1 *%	6 1%	3 1%	3 1%	4 1%	18 1%	18 1%	- -%
Power NI	7 *%	3 *%	4 *%	1 *%	2 1%	2 *%	2 *%	1 *%	1 *%	7 *%	5 *%	2 1%
Other	243 12%	111 11%	132 13%	14 11%	31 10%	69 13%	43 12%	39 13%	47 11%	243 12%	226 12%	17 10%

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 58**

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

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

Base : Those making decisions for gas supply

	SOCIO-ECONOMIC GROUP							NATION						
	Total	AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	IRELAND	N	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k		l
Unweighted total	2354	556	721	458	619	1277	1077	2354	1630	305	287	132		2354
Effective Weighted Sample	1842	442	563	371	485	997	846	1842	1409	284	264	121		1842
Total	2047	553	587	346	560	1140	907	2047	1722	179	113	33		2047
British Gas	592 29%	167 30% b	143 24%	96 28%	185 33% be	310 27%	282 31% b	592 29% b	523 30% ijk	44 24% k	25 22% k	* 1%		592 29% jk
E.ON UK	209 10%	59 11%	61 10%	39 11%	49 9%	120 11%	89 10%	209 10%	191 11% ik	9 5% k	9 8% k	* 1%		209 10% ik
Scottish Power	181 9%	36 6%	61 10% a	32 9%	52 9%	97 9%	83 9%	181 9%	122 7% k	54 30% hijkl	5 5% k	- -%		181 9% jk
EDF	168 8%	47 8%	57 10%	28 8%	37 7%	103 9%	64 7%	168 8%	154 9% ik	7 4% k	7 6% k	- -%		168 8% ik
Npower	167 8%	39 7%	62 11% df	31 9%	35 6%	102 9%	66 7%	167 8%	150 9% k	10 6% k	6 6% k	* 1%		167 8% k
SSE	162 8%	42 8%	43 7%	31 9%	47 8%	84 7%	78 9%	162 8%	109 6%	13 7%	19 17% hil	21 65% hijl		162 8%
OVO Energy	74 4%	25 4%	20 3%	12 4%	17 3%	45 4%	29 3%	74 4%	68 4% jk	5 3%	1 1%	- -%		74 4% jk
First Utility	56 3%	14 3%	18 3%	12 4%	12 2%	31 3%	25 3%	56 3%	49 3%	2 1%	5 4% i	* 1%		56 3%
Utilita Energy	54 3%	4 1%	11 2%	12 3% ae	27 5% abeg	15 1%	39 4% abeg	54 3% ae	46 3%	3 2%	5 5% ik	- -%		54 3%

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 58**

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

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

Base : Those making decisions for gas supply

	SOCIO-ECONOMIC GROUP								NATION				
	Total	AB a	C1 b	C2 c	DE d	ABC1 e	C2DE f	ALL UK g	ENGLAND h	SCOTLAND i	WALES j	IRELAND k	ALL UK l
Significance Level: 95%													
Unweighted total	2354	556	721	458	619	1277	1077	2354	1630	305	287	132	2354
Effective Weighted Sample	1842	442	563	371	485	997	846	1842	1409	284	264	121	1842
Total	2047	553	587	346	560	1140	907	2047	1722	179	113	33	2047
Bulb	39 2%	14 3%	13 2%	6 2%	6 1%	27 2%	12 1%	39 2%	30 2%	6 4% hk	3 2%	- -%	39 2%
Utility Warehouse	31 2%	5 1%	13 2%	3 1%	10 2%	18 2%	13 1%	31 2%	27 2% i	- -%	4 4% hikl	- -%	31 2% i
Sainsbury's Energy	25 1%	8 1%	8 1%	2 1%	7 1%	17 1%	9 1%	25 1%	23 1%	1 1%	1 *%	- -%	25 1%
Octopus	20 1%	7 1%	5 1%	2 1%	6 1%	12 1%	8 1%	20 1%	15 1%	4 2% hl	1 1%	- -%	20 1%
Co-op Energy/ The Co-operative Energy	18 1%	7 1%	6 1%	3 1%	3 *%	12 1%	6 1%	18 1%	18 1%	- -%	- -%	- -%	18 1%
Power NI	7 *%	1 *%	2 *%	3 1%	1 *%	3 *%	4 *%	7 *%	2 *%	- -%	* *%	4 14% hijl	7 *%
Other	243 12%	80 14% c	63 11%	34 10%	67 12%	143 13%	101 11%	243 12%	195 11%	21 12%	21 19% hil	6 18% h	243 12%

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 59**

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

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

Base : Those making decisions for gas supply

	Total	GENDER		AGE						ALL UK	LOCATION	
		MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+		URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	2354	1165	1189	104	302	464	469	386	627	2354	2107	241
Effective Weighted Sample	1842	913	930	86	245	387	378	319	510	1842	1665	173
Total	2047	1044	1004	132	307	523	367	309	409	2047	1861	181
Base for % (Unweighted and weighted)	2331	1151	1180	103	300	463	463	378	622	2331	2087	238
	2027	1033	995	130	304	521	363	302	406	2027	1844	179
Very satisfied	1040	525	515	63	160	237	181	164	235	1040	944	94
	51%	51%	52%	48%	53%	45%	50%	54%	58%	51%	51%	52%
								e	efi	e		
Fairly satisfied	731	375	356	45	100	212	139	98	137	731	667	61
	36%	36%	36%	35%	33%	41%	38%	33%	34%	36%	36%	34%
						gh						
Neither/ nor	156	77	79	15	23	39	29	27	23	156	141	15
	8%	7%	8%	12%	8%	8%	8%	9%	6%	8%	8%	8%
				h								
Fairly dissatisfied	63	40	23	6	10	21	10	11	6	63	56	7
	3%	4%	2%	4%	3%	4%	3%	4%	1%	3%	3%	4%
						h		h		h		
Very dissatisfied	37	16	21	1	11	13	5	2	5	37	34	2
	2%	2%	2%	1%	4%	3%	1%	1%	1%	2%	2%	1%
					gh							
<b>SUMMARY CODES</b>												
TOTAL SATISFIED	1771	900	871	108	260	448	320	262	372	1771	1612	155
	87%	87%	88%	83%	85%	86%	88%	87%	92%	87%	87%	87%
									cdegi			
TOTAL DISSATISFIED	100	56	45	7	21	34	15	13	10	100	91	9
	5%	5%	4%	5%	7%	6%	4%	4%	3%	5%	5%	5%
					h	h				h		
Don't know	20	11	9	2	2	2	4	7	4	20	18	2

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



OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.

Table 59

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

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

Base : Those making decisions for gas supply

	SOCIO-ECONOMIC GROUP							NATION					
	Total	AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	IRELAND	N ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	2354	556	721	458	619	1277	1077	2354	1630	305	287	132	2354
Effective Weighted Sample	1842	442	563	371	485	997	846	1842	1409	284	264	121	1842
Total	2047	553	587	346	560	1140	907	2047	1722	179	113	33	2047
Base for % (Unweighted and weighted)	2331	550	713	454	614	1263	1068	2331	1610	303	286	132	2331
	2027	548	580	343	556	1129	899	2027	1704	178	113	33	2027
Very satisfied	1040 51%	251 46%	291 50%	193 56%	305 55%	542 48%	498 55%	1040 51%	853 50%	90 50%	72 64%	26 78%	1040 51%
				ae	ae		abeg	a			hil	hijl	
Fairly satisfied	731 36%	225 41%	211 36%	110 32%	185 33%	436 39%	295 33%	731 36%	631 37%	65 37%	28 25%	6 18%	731 36%
						cdf			jk	jk			jk
Neither/ nor	156 8%	53 10%	48 8%	22 7%	33 6%	101 9%	55 6%	156 8%	136 8%	14 8%	5 5%	1 3%	156 8%
						df							
Fairly dissatisfied	63 3%	16 3%	18 3%	9 3%	21 4%	34 3%	29 3%	63 3%	52 3%	7 4%	4 4%	* 1%	63 3%
Very dissatisfied	37 2%	3 1%	12 2%	9 3%	12 2%	15 1%	21 2%	37 2%	32 2%	2 1%	2 2%	* 1%	37 2%
			a	a	a		a						
<b>SUMMARY CODES</b>													
TOTAL SATISFIED	1771 87%	476 87%	502 87%	303 88%	490 88%	978 87%	793 88%	1771 87%	1484 87%	155 87%	101 90%	31 96%	1771 87%
												hijl	
TOTAL DISSATISFIED	100 5%	19 4%	30 5%	18 5%	33 6%	50 4%	51 6%	100 5%	84 5%	9 5%	7 6%	* 1%	100 5%
											k		
Don't know	20	5	7	4	4	12	8	20	18	1	*	-	20

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 60**

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

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

Base : Those making decisions for electricity supply

	Total	GENDER		AGE						ALL UK	LOCATION	
		MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+		URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	2727	1346	1381	107	359	530	525	472	732	2727	2331	388
Effective Weighted Sample	2071	1026	1046	87	282	425	414	373	581	2071	1798	268
Total	2261	1146	1115	133	348	565	392	356	466	2261	1982	271
British Gas	521 23%	285 25% b	236 21%	39 29% g	74 21%	125 22%	93 24%	70 20%	119 26% g	521 23%	460 23%	59 22%
E.ON UK	265 12%	140 12%	125 11%	11 8%	51 15%	56 10%	42 11%	47 13%	59 13%	265 12%	221 11%	43 16% j
Scottish Power	219 10%	129 11% b	90 8%	6 5%	39 11%	45 8%	35 9%	46 13% ce	47 10%	219 10%	191 10%	28 10%
Npower	202 9%	101 9%	101 9%	9 7%	28 8%	57 10%	37 9%	33 9%	37 8%	202 9%	182 9%	19 7%
EDF	197 9%	103 9%	94 8%	19 14% dg	23 7%	61 11%	31 8%	26 7%	38 8%	197 9%	178 9%	19 7%
SSE	190 8%	89 8%	101 9%	11 8%	28 8%	39 7%	27 7%	34 9%	51 11% efi	190 8%	158 8%	32 12% j
OVO Energy	84 4%	35 3%	49 4%	3 2%	19 5% h	22 4%	13 3%	17 5% h	11 2%	84 4%	78 4%	4 2%
First Utility	60 3%	32 3%	28 3%	4 3%	9 3%	14 2%	12 3%	10 3%	10 2%	60 3%	56 3%	3 1%
Utilita Energy	60 3%	19 2%	41 4% a	8 6% gh	19 5% eghi	13 2% h	13 3% gh	4 1%	2 1%	60 3% h	57 3%	3 1%
Power NI	51 2%	26 2%	24 2%	2 1%	7 2%	14 2%	9 2%	9 3%	10 2%	51 2%	39 2%	12 4% j

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 60**

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

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

Base : Those making decisions for electricity supply

	Total	GENDER		AGE						ALL UK	LOCATION	
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h		URBAN j	RURAL k
Significance Level: 95%												
Unweighted total	2727	1346	1381	107	359	530	525	472	732	2727	2331	388
Effective Weighted Sample	2071	1026	1046	87	282	425	414	373	581	2071	1798	268
Total	2261	1146	1115	133	348	565	392	356	466	2261	1982	271
Bulb	45 2%	15 1%	30 3%	1 1%	10 3%	15 3%	9 2%	3 1%	6 1%	45 2%	37 2%	9 3%
Utility Warehouse	34 1%	15 1%	18 2%	2 1%	8 2%	11 2%	3 1%	4 1%	6 1%	34 1%	27 1%	7 2%
Sainsbury's Energy	25 1%	15 1%	10 1%	- -%	2 *%	6 1%	9 2%	5 2%	4 1%	25 1%	24 1%	1 *%
Octopus	24 1%	15 1%	9 1%	- -%	- -%	10 2%	5 1%	4 1%	5 1%	24 1%	19 1%	5 2%
Co-op Energy/ The Co-operative Energy	17 1%	6 *%	11 1%	- -%	1 *%	5 1%	3 1%	3 1%	5 1%	17 1%	17 1%	* *%
Other	268 12%	121 11%	146 13%	19 14%	29 8%	72 13%	50 13%	41 12%	56 12%	268 12%	241 12%	27 10%

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 60**

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

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

Base : Those making decisions for electricity supply

	SOCIO-ECONOMIC GROUP							NATION					
	Total	AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	IRELAND	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	2727	649	823	531	724	1472	1255	2727	1768	335	318	306	2727
Effective Weighted Sample	2071	499	623	420	552	1112	961	2071	1525	312	293	270	2071
Total	2261	614	636	384	626	1250	1010	2261	1859	198	125	79	2261
British Gas	521 23%	143 23%	131 21%	89 23%	158 25%	274 22%	247 24%	521 23%	465 25% ijk	37 19% k	18 15% k	* *% k	521 23% jk
E.ON UK	265 12%	76 12%	75 12%	45 12%	69 11%	152 12%	113 11%	265 12%	246 13% ijk	9 5% k	10 8% k	* *% k	265 12% ik
Scottish Power	219 10%	42 7%	69 11% a	38 10% a	69 11% a	111 9%	108 11% a	219 10% a	139 7% k	72 37% hijkl	7 6% k	- -% k	219 10% hjk
Npower	202 9%	54 9%	70 11% df	36 9%	43 7%	123 10% d	78 8%	202 9%	178 10% jk	12 6%	7 6%	4 5%	202 9% k
EDF	197 9%	52 9%	60 9%	32 8%	54 9%	112 9%	85 8%	197 9%	180 10% ik	7 4%	9 7% k	1 1%	197 9% ik
SSE	190 8%	50 8%	46 7%	35 9%	58 9%	97 8%	93 9%	190 8%	134 7%	16 8%	28 22% hil	13 16% hil	190 8%
OVO Energy	84 4%	28 5%	22 3%	13 3%	21 3%	50 4%	34 3%	84 4%	78 4% jk	5 2% k	1 1%	- -%	84 4% jk
First Utility	60 3%	18 3%	17 3%	13 3%	12 2%	35 3%	25 2%	60 3%	52 3% k	2 1%	5 4% ik	- -%	60 3% k
Utilita Energy	60 3%	4 1%	11 2%	15 4% abe	30 5% abeg	15 1%	45 4% abeg	60 3% ae	48 3% k	5 3% k	6 5% hkl	- -%	60 3% k

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 60**

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

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

Base : Those making decisions for electricity supply

	SOCIO-ECONOMIC GROUP							NATION						
	Total	AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	IRELAND	N	ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k		l
Unweighted total	2727	649	823	531	724	1472	1255	2727	1768	335	318	306		2727
Effective Weighted Sample	2071	499	623	420	552	1112	961	2071	1525	312	293	270		2071
Total	2261	614	636	384	626	1250	1010	2261	1859	198	125	79		2261
Power NI	51 2%	14 2%	13 2%	11 3%	13 2%	27 2%	23 2%	51 2%	3 *%	- -%	- -%	48 61% hijl		51 2% hij
Bulb	45 2%	17 3% df	16 3% d	8 2%	5 1%	33 3% df	12 1%	45 2% d	37 2% k	6 3% k	3 2% k	- -%		45 2% k
Utility Warehouse	34 1%	6 1%	16 2% f	4 1%	8 1%	22 2%	12 1%	34 1%	30 2% ik	- -%	4 3% hikl	- -%		34 1% ik
Sainsbury's Energy	25 1%	8 1%	8 1%	2 1%	7 1%	17 1%	9 1%	25 1%	23 1%	1 1%	1 *%	- -%		25 1%
Octopus	24 1%	9 1%	6 1%	3 1%	6 1%	15 1%	9 1%	24 1%	18 1%	5 2% k	1 1%	- -%		24 1%
Co-op Energy/ The Co-operative Energy	17 1%	7 1%	5 1%	3 1%	3 *%	11 1%	6 1%	17 1%	17 1%	- -%	- -%	- -%		17 1%
Other	268 12%	86 14%	71 11%	39 10%	72 11%	157 13%	111 11%	268 12%	210 11%	21 11%	24 19% hil	13 16% h		268 12%

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 61**

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

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

Base : Those making decisions for electricity supply

	Total	GENDER		AGE						ALL UK	LOCATION	
		MALE	FEMALE	16-24	25-34	35-44	45-54	55-64	65+		URBAN	RURAL
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k
Unweighted total	2727	1346	1381	107	359	530	525	472	732	2727	2331	388
Effective Weighted Sample	2071	1026	1046	87	282	425	414	373	581	2071	1798	268
Total	2261	1146	1115	133	348	565	392	356	466	2261	1982	271
Base for % (Unweighted and weighted)	2699	1329	1370	105	358	528	519	462	725	2699	2308	383
	2238	1133	1105	130	348	564	389	347	461	2238	1963	268
Very satisfied	1122	564	557	63	170	250	191	184	264	1122	984	135
	50%	50%	50%	48%	49%	44%	49%	53%	57%	50%	50%	50%
								e	defi	e		
Fairly satisfied	827	424	403	45	126	231	148	117	160	827	722	101
	37%	37%	36%	35%	36%	41%	38%	34%	35%	37%	37%	38%
						gh						
Neither/ nor	181	87	93	18	28	43	35	31	25	181	161	20
	8%	8%	8%	14%	8%	8%	9%	9%	5%	8%	8%	7%
				hi			h	h		h		
Fairly dissatisfied	67	41	26	2	13	22	10	12	7	67	57	10
	3%	4%	2%	2%	4%	4%	3%	3%	2%	3%	3%	4%
					h	h						
Very dissatisfied	42	16	25	1	11	16	5	3	6	42	39	2
	2%	1%	2%	1%	3%	3%	1%	1%	1%	2%	2%	1%
					gh	g						
<b>SUMMARY CODES</b>												
TOTAL SATISFIED	1949	989	960	108	296	482	339	301	424	1949	1706	236
	87%	87%	87%	83%	85%	85%	87%	87%	92%	87%	87%	88%
									cdefgi			
TOTAL DISSATISFIED	109	57	51	4	24	39	15	14	13	109	96	12
	5%	5%	5%	3%	7%	7%	4%	4%	3%	5%	5%	4%
					h	h				h		
Don't know	23	12	10	3	1	2	3	9	5	23	19	4

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

**OFCOM CUSTOMER SATISFACTION TRACKER 2019:3rd January to 6th February 2019.**

**Table 61**

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

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

Base : Those making decisions for electricity supply

	SOCIO-ECONOMIC GROUP							NATION					
	Total	AB	C1	C2	DE	ABC1	C2DE	ALL UK	ENGLAND	SCOTLAND	WALES	IRELAND	N ALL UK
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	2727	649	823	531	724	1472	1255	2727	1768	335	318	306	2727
Effective Weighted Sample	2071	499	623	420	552	1112	961	2071	1525	312	293	270	2071
Total	2261	614	636	384	626	1250	1010	2261	1859	198	125	79	2261
Base for % (Unweighted and weighted)	2699	642	812	527	718	1454	1245	2699	1746	333	317	303	2699
	2238	608	628	380	622	1236	1002	2238	1838	197	124	78	2238
Very satisfied	1122	276	307	209	330	583	538	1122	905	93	78	46	1122
	50%	45%	49%	55%	53%	47%	54%	50%	49%	47%	63%	58%	50%
				ae	ae		ae				hil	hil	
Fairly satisfied	827	249	235	130	212	485	342	827	686	79	34	27	827
	37%	41%	37%	34%	34%	39%	34%	37%	37%	40%	27%	35%	37%
		cdf				df			j	j		j	j
Neither/ nor	181	61	54	25	41	115	66	181	159	13	6	3	181
	8%	10%	9%	7%	7%	9%	7%	8%	9%	7%	5%	3%	8%
		df				f			jk				k
Fairly dissatisfied	67	16	20	10	20	37	30	67	53	7	4	2	67
	3%	3%	3%	3%	3%	3%	3%	3%	3%	4%	3%	3%	3%
Very dissatisfied	42	5	11	6	19	17	25	42	35	4	2	*	42
	2%	1%	2%	2%	3%	1%	3%	2%	2%	2%	2%	*%	2%
					ae		a		k	k			
<b>SUMMARY CODES</b>													
TOTAL SATISFIED	1949	525	543	339	542	1068	881	1949	1591	173	112	73	1949
	87%	86%	86%	89%	87%	86%	88%	87%	87%	88%	90%	93%	87%
												hil	
TOTAL DISSATISFIED	109	22	32	17	39	53	55	109	88	11	7	3	109
	5%	4%	5%	4%	6%	4%	6%	5%	5%	6%	5%	3%	5%
					a								
Don't know	23	6	8	4	5	14	8	23	20	1	*	1	23

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